

# eLearning FAQs

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**Question:**

**What technical skills do I need for online learning?**

**Answer:**

For online classes, only minimal to moderate level skills are needed; necessary ones are as follows:

Basic knowledge of computer software and tools.

Capable of using a word processor, email, an Internet browser, search engines, copy and paste tools, and switching between window and applications.

Ability to download and install software and plug-ins if necessary.

Equipment required is minimal. Specifications for using Moodle can be found on our [System Requirements page](#).

**Question:**

**What type of computer will I need for online eLearning?**

**Answer:**

The computer requirements are driven by the requirements imposed by the Content Management System (CMS) that is used to deliver the course materials. Typically, the minimum requirements for these systems are as follows:

**PC**

Windows XP, Windows Vista, or Windows 7

1 GB of RAM

2GB processor or better

At least 56Kbps modem connection although Broadband / fast access is preferred.

**MAC**

Mac OS 9 or better

1 GB of RAM

G4 Processor or better

At least 56Kbps modem connection although Broadband / fast access is preferred.

**Question:**

**What type and version of browser will I need for online learning?**

**Answer:**

It is recommended that you use Firefox or Internet Explorer 6 or higher for Windows and Firefox or Safari for Mac.

**Question:**

**Can I use dial-up to take online classes?**

**Answer:**

It is recommended that you use high speed Internet such as DSL or RoadRunner, but dial-up will still usually work. Note that some multimedia functions will take longer to load on dial-up such as video or long audio lectures, or might not work at all. Because so many eLearning courses involve videos and large file transfers, it would be best if you built the cost of high speed internet access into your education budget.

**Question:**

**What type of browser plug-ins do eLearning classes require? How do I get the required plug-ins?**

**Answer:**

In addition to a working Internet connection and browser, you will need some specific browser plug-ins. Some of the typical plug-ins needed for working with online classes include Macromedia's Flash plug-in (Flash Player 7 or newer), which is included with most Internet browsers, QuickTime, the Real Media Player, and Adobe Acrobat reader. All of these plug-ins listed below are available as free downloads.

Acrobat Reader - <http://www.adobe.com/> (click on Get Adobe Reader)

Flash Player - <http://www.adobe.com/> (click on Get Flash Player)

Shockwave Player - <http://www.adobe.com/> (click on Get Shockwave Player)

QuickTime Player - <http://www.apple.com/quicktime/>

RealOne Player - <http://www.real.com> (click on Free RealOne Player)

Windows Media player - <http://www.microsoft.com/downloads/> (and search for media player)

Microsoft Office viewers - <http://www.microsoft.com/downloads/> (and search for Office Viewers) (Word, PowerPoint, Excel)

**Question:**

**What screen resolution should I have my computer set on? How do I change resolution on my computer?**

**Answer:**

Screen Resolution: It is recommended, as a minimum, that you use 800x600 resolution. Ideally, 1024x768 or 1280x1024. Please note that some computers will not support the higher resolutions.

If you are using a Windows-compatible PC, right-click on your desktop and choose Properties. Next, select Display, then Settings. In the middle of the dialogue box, you will see a slider that allows you to change your monitor resolution.

If you are using a Macintosh running an older OS, use your monitor Control Panel to change resolutions. Macintosh computers running OS X must use the new System Preferences application to change monitor resolution.

**Question:**

**What email should I use? Can I use my own email account?**

**Answer:**

You must use your institution's email with your online classes, because all students are enrolled into Moodle with that institution's email addresses. It is vital that you have access to email because many professors will communicate with you through that email address. Mitchell Community College will use the college supplied address for all official communications. It is important that you check the email on a regular basis for the account to remain active. Log in at least once weekly or every 10 days.

**Question:**

**What are WebAdvisor, Moodle, and Google email? How do I access them?**

**Answer:**

WebAdvisor is a Web interface that provides Mitchell Community College students real-time, up-to-date information online. It can be used to register for classes, view class schedules, check grades, view unofficial transcripts, make payments, check financial aid information, and much more.

Some sections of WebAdvisor - like the semester schedules - are accessible to anyone. Other sections containing personal student information are secure and require students to use an I.D. and password for access. We are committed to maintaining the security and confidentiality of student records.

Moodle is an online course management system, which offers students a robust set of tools, functions, and features for learning. Once you register for a course or program, you will be given access to the institution's CMS. Contact the Distance Learning department if you have difficulty.

Google Email is your MCC student email account. It is vital that you have access to your email account because your instructors will communicate with you through that email address.

You can access all these accounts by going to [www.mitchellcc.edu](http://www.mitchellcc.edu), Resources, click the appropriate link.

**Question:**

**What do I need to know before taking online tests?**

**Answer:**

General Instructions for your institution's tests are:

Make sure that your Internet Browser meets the minimum requirement. We recommend that you always have an up-to-date version installed in your computer.

Disengage call waiting if you are on dial-up.

Make sure your ISP time-out settings are set to the maximum allowed time.

Never open a test until you are ready to take it. If you look at a test and close the browser without actually taking the test Moodle sees this as an attempt and will assign a grade of zero.

Do not wait until the last minute before taking a test. ISP issues can cause you to lose access to a test resulting in a grade of zero.

For any issues / problems with testing, always contact your instructor immediately

**Question:**

**What types of online tests are used in online courses? How can I take online tests?**

**Answer:**

Your instructor can test you in a variety of ways. He or she may ask you to complete a paper, project, or other special assignment in lieu of traditional tests. The instructor may also set up exams on Moodle that may be multiple choices, short answer, match, or essay, or a combination of all. Please note that online tests are usually set up to be offered on certain days and to be timed. This means that once you open a test and begin it, you must finish it at that time. You may not open the exam more than once. Please read all instructions carefully before you begin.

**Question:**

**What happens if my test messes up in Moodle?**

**Answer:**

Contact your professor and let them know of your difficulty.

**Question:**

**Who can help me if have technical problems?**

**Answer:**

For help with Moodle or your MCC Google email account send an email to [www.dl-information@mitchellcc.edu](mailto:www.dl-information@mitchellcc.edu)

If you have any problems logging in or accessing the WiFi network, contact the WiFi helpdesk at (704) 978-1399.

For help with WebAdvisor contact (704) 978-5492

For financial aid information contact:

General info: (704) 978-5435

Veterans info: (704) 878-3254

**Question:**

**Do I have to be admitted to MCC to take DL classes?**

**Answer:**

Yes. You must be admitted to MCC before you may register for classes offered through Distance Education. You will go through the same process as for non-online degrees.

**Question:**

**How do I gain admission to MCC?**

**Answer:**

Visit the MCC website at [www.mitchellcc.edu](http://www.mitchellcc.edu).

Click on “Future Students”,

Under New Student click “Apply to MCC”

or

Go to the Student Services building located at the Statesville campus.

**Question:**

**Do I need an advisor to take DL classes?**

**Answer:**

Yes, you must have an advisor's or counselors approval before you can register. For advisement on courses or programs, contact the course instructor, the department through which the course is offered, a campus counselor, or the advisor assigned to you upon admission.

**Question:**

**How do I apply for enrollment in an online degree program?**

**Answer:**

You will go through the same application process as for non-online degrees.

Visit the MCC website at [www.mitchellcc.edu](http://www.mitchellcc.edu).

Click on “Future Students”,

Under New Student click “Apply to MCC”

or

Go to the Student Services building located at the Statesville campus.

**Question:**

**Will I ever have to come to campus?**

**Answer:**

Campus visits may be required to complete the admission process, many courses now require a face to face mid-term or final. Some classes may have a required orientation. Before you register for a class make sure you check the documentation for the class in WebAdvisor, or contact the instructor to see if there are on campus requirements.

**Question:**

**What kind of contact with professors and other online students will I have?**

**Answer:**

In eLearning classes, you can interact with others through email, discussion boards, instant messaging, and phone. You and fellow students may choose to meet face-to-face, although this is not required. A

professor's virtual office hours are usually outlined at the beginning of the each course. There are email and phone call options for contact as well.

**Question:**

**Can I apply for financial aid?**

**Answer:**

Yes, as long as you are enrolled for at least 6 hours. Some scholarships are designated for adult students age 24 years and older. Grants are also available by completing the Free Application for Federal Student Aid (FAFSA) at: <http://studentaid.ed.gov/PORTALSWebApp/students/english/fafsa.jsp>  
Mitchell does not have loans.

**Question:**

**How do I know what is expected of me in a particular class?**

**Answer:**

As in traditional classes, your instructor will provide you with a syllabus outlining the assignments for the class. Your instructor will also provide you with any additional information you will need to successfully complete the class. Be sure to keep in contact with your instructor to ensure that you keep on top of any assignments.

**Question:**

**Do I need to contact my instructor?**

**Answer:**

Students should use the curriculum schedule and follow directions for attendance at a required orientation, or follow directions for sending an email for enrollment.

Instructor contact with email is determined by the instructor. Read the course requirements to see if they require an introductory email message from you.

**Question:**

**As a student, am I bound by copyright law?**

**Answer:**

Yes. If you must use copyrighted material to complete your coursework, you are responsible for making sure you use that material in acceptable ways under the Copyright Law of the United States.

**Question:**

**How long does it take to study for a DL course?**

**Answer:**

Prior to taking a Distance Education course, many students assume this format is easier. However, depending upon various factors, the initial time demand can be greater than traditional classroom delivery methods. You will need to organize your materials, utilize time management, and find a comfortable and quiet place to study. Assignments and projects are compatible with distance learning teaching methodology, so you will be submitting your work through course links or email. The class

time, then, largely depends on your current course document status, your motivation level and your familiarity with computers.

**Question:**

**Does the college offer tutor assistance for distance learning students?**

**Answer:**

Yes students may use the campus Mind lab at the Statesville or Mooresville campus. In addition classes may offer a link to Smarthinking for tutorial assistance in selective subjects. Check with your individual instructor for tutorial assistance.

**Question:**

**How much do the DL classes cost?**

**Answer:**

MCC tuition rates apply to all classes offered through Distance Learning.

**Question:**

**Is an orientation session available for DL students?**

**Answer:**

Yes. Each Distance Learning class has either on-campus, or email orientation sessions. Check the course schedule for orientation requirements.

Each semester there are general DL orientation sessions offered one hour before the student orientation sessions (offered at Statesville and Mooresville campus locations). There is also a posted student handbook that provides directions for use of Moodle.

**Question:**

**What is the procedure for drop/add/withdrawal?**

**Answer:**

The [procedure](#) follows the same guidelines as traditional classes.

**Question:**

**When do my classes begin and end?**

**Answer:**

All Distance Education courses, including Online Courses, follow the traditional Academic Calendar. Internet and Hybrid classes begin on the first day of the semester. Students will not be able to access courses until the first day of the semester (these dates are displayed in Web Advisor). On Day one of the semester if you are able to login to Moodle, but do not see your course listed, please contact your instructor first to see if they have made the course available for students viewing. Read the information below regarding activation of your Moodle account:

- For a student who registers during any registration before the first day of classes and completes tuition payment for a Moodle supported course, his or her account will be active on the first day of class.
- For a student who registers on the first day of class or after, his or her account should be active no later than the third business day after their tuition payment has been received.

**Question:**

**Do DL students have access to the library?**

**Answer:**

Yes. Distance Learning students have access to all of the Library's services and resources. If you have more questions, please contact the Library at (704) 878-3271. [Click here for more information about the Learning Resource Center.](#)

**Question:**

**Where do I go for more information?**

**Answer:**

Review the College website for a list of information on topics for all Distance Learning students and faculty.

**Question:**

**Are distance education classes accredited?**

**Answer:**

Yes. Mitchell Community College is [accredited](#) by the Southern Association of Colleges and Schools.

**Question:**

**Trouble with your log in or password?**

**Answer:**

To request assistance for MCC Google email or Moodle send an email to [dl-information@mitchellcc.edu](mailto:dl-information@mitchellcc.edu), include your full name, user name, Student ID, and a detailed description of assistance needed.

Your user log in is the same for Moodle, Web Advisor and Google email. For your first Moodle log in of the Fall school year your password = mmddyyyy [ your date of birth ].

Instructors, the help desk or office of Distance Learning can assist with re-setting passwords. You should change your password with your first log in to secure your account. In the future one log in will provide access to all student accounts. It is suggested that you establish a MCC password and use it for all account log in sessions.