



North Hennepin  
Community College

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# **Online Student Information Guide**

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Welcome to Online Learning,

North Hennepin Community College is committed to providing a quality online educational experience where students and instructors focus on a quality online learning experience rather than being overwhelmed by technology. We take that commitment seriously! Students see it in the courses we offer, the training we provide instructors and students, and the continuous improvement in the services we provide.

### **Online learning using D2L (Desire2Learn)**

[Online Learning](http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning.aspx) (<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning.aspx>) is new to many students, and we provide the services and support to help you succeed. This document contains information about online learning at North Hennepin Community College, as well as, lists resources available. You have access to the same services and opportunities that our campus students use, so make the most out of your online experience by utilizing all the resources available to you.

If you have any questions or would like to talk about online learning, please call Guntis Dombrovskis, Director of Online Learning, at 763-488-0430 or email [guntis.dombrovskis@nhcc.edu](mailto:guntis.dombrovskis@nhcc.edu).

# Online Success

## Why Students Choose Online Classes?

For some students, traditional campus courses just don't fit into their busy lives. Using online courses to enhance their education offers the flexibility to focus on learning. Some of the reasons we hear successful students choose online courses include:

- Convenience – Want to balance learning, work, and family demands
- Goals - Maintain education goals in spite of a move or major life change
- Ambition - Want to return to school
- Flexibility - Need flexible scheduling
- Location - Unable to attend classes on campus

## Expectations

There are a lot of misconceptions about online courses. To help you better understand the level of commitment you must make to your learning, we have compiled a list of expectations that will help you be successful as an online student.

- You need to be self-motivated, self-disciplined and assertive. While online courses offer more freedom and flexibility, it is your responsibility to keep up with the course. Each course has a set schedule detailing when assignments and exams are due.
- Online courses should be viewed in the same manner as campus courses. It will not be an “easier” course, nor will it take less of your time or energy. North Hennepin Community College online classes contain the same amount of information as face-to-face classes.
- Follow your instructor's recommendation for how frequently you should login. Most instructors recommend at least 2-3 times per week, or as often as needed to complete course work. Many students find it helpful to schedule set times to access courses.
- You should be comfortable and able to communicate through writing. It is very important that you can express yourself in writing, since most online class interaction occurs in this manner. North Hennepin Community College has a [writing center](http://www.nhcc.edu/main/StudentResources/TutoringServices/WritingResourceCenter.aspx) (<http://www.nhcc.edu/main/StudentResources/TutoringServices/WritingResourceCenter.aspx>) that online students should utilize if they need help.
- You should be able to use technology comfortably to be confident in your online course. You should be familiar with using the internet, email, word processing software, as well as, understand how to download, upload, and save files.

- You must have access to a computer with internet access for your courses. Unless the college is experiencing system-wide issues, technical problems are not an acceptable excuse for late or missed work. Plan ahead, so you know where to go if your primary computer breaks down. Most public libraries have internet access and North Hennepin Community College's [computer lab](http://www.nhcc.edu/main/StudentResources/ComputerLabs.aspx) (<http://www.nhcc.edu/main/StudentResources/ComputerLabs.aspx>) is available for online students.
- Know your instructor and understand how to contact him or her. It is important for you to contact your instructor as soon as you have problems by the preferred communication method stated in the syllabus.

## Types of Online Courses at North Hennepin Community College

Some students prefer to take all their courses online, but most choose to combine classroom and online classes to meet their educational goals. North Hennepin Community College offers three types of online courses, so students can choose classes that fit their needs.

**Online/Internet** This type of course is taught online. Depending on the course, some instructors may require on-campus orientation, test taking, or proctored exams. The same amount of material is covered online that is delivered in classroom courses.

**Blended/Hybrid** Students use the internet for course material, discussions, projects, assignments, etc. The amount of seat time in the classroom is reduced. This type of course is also known as a hybrid class.

**Classroom Capture** A class equipped with motion sensor cameras which allow teachers to record their classroom activities, as students have the option of attending class on campus or virtually through live streaming video. The recorded classes can also be reviewed later on demand.

**Supplemented** An instructor may elect to incorporate online information into their course, which is taught completely on-campus. Students taking supplemental courses are notified by their instructors what online information is being used.

## Getting Started

### Internet Access

To get started and access your online course, you will need to connect to the internet. If you are having trouble connecting, contact your Internet Service Provider. Once you have internet access, you can navigate to

[Online Learning using Desire2Learn](http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning.aspx) (<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning.aspx>) webpage.

## System Check

New online students should confirm their computer is configured correctly to display course materials.

Run the [system check](https://nhcc.ims.mnscu.edu/d2l/tools/system_check/systemCheck.asp?ou=1709) to verify your browser is set to accept cookies. If you need help with the settings, contact the [D2L help desk](http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/UsingTheHelpDesk.aspx).

## Getting Started Tutorials

North Hennepin Community College offers students a variety of training options, new users can view our

[training material](http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/GettingStarted.aspx) to get started or learn more advanced features as they progress during the semester.

## Login

Students can access the online learning system at <http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning.aspx>.

Your username is your 8-digit student id. (Don't forget to include the preceding 0's!) Your initial password will be your birth date formatted as YYMMDD. For example, if you are born June 1, 1980, your password would be 800601. Click the login button to proceed to your courses.

*Note:* Some students did not have a birth date on file, when the online student ids were created. If your birth date is not accepted, try the last 6-digits of your social security number.

If you still have trouble logging in, contact the online learning

[D2L Help Desk](http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/UsingTheHelpDesk.aspx)

<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/UsingTheHelpDesk.aspx>.

## Contact Your Instructor

Online students should contact their instructors after registering for class. Instructors often send out important course information prior to the start of the semester, and you will want to be prepared. You can look up instructors contact information in our [staff directory](http://www.nhcc.edu/Directory.aspx). It is important you email your instructor, so he or she can contact you with important information.

## Technical Information

Students are expected to find access to the appropriate equipment for their online class. You should have a backup plan, such as visiting the campus computer lab or using internet resources at a public library, if your primary computer fails.

## Technical Support

Questions related to your course should be directed to your instructor.

## Help Desk Services

If you are having trouble accessing the Internet, you should contact your Internet Service Provider. If you have technical issues regarding the online class software, contact the Online Learning D2L Help Desk.

The Online Learning D2L Help Desk provides phone, chat and email technical support for online students and faculty. The Help Desk provides daily "live" (1-877-235-2751) and "chat" support, excluding holidays. The site provides on-demand 24x7 support via searchable Frequently Asked Questions (FAQ). This first tier of support can provide immediate answers to your questions from a [searchable knowledge base](https://d2l.custhelp.com/) (<https://d2l.custhelp.com/>). If you do not find an answer to your question, you can email or call the Support Desk.

## Minimum Computer Requirements

In order to access your online course and view all course content, you must have the appropriate system components.

Visit the [computer requirements](#)

(<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/ComputerRequirements.aspx>) web page to verify you have the necessary system components. The [downloads](#)

(<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/Downloads.aspx>) page contains information regarding additional software that you may need.

## Campus Computer Resources

North Hennepin computer labs are located in the Career & Continuing Education building and Library. The labs are open more than seventy hours a week, Monday – Sunday and run the latest versions of Microsoft Office, Windows 7, Desktop Publishing, Internet browsers and programming languages. In addition, the labs are fully equipped with laser printers, color data projectors, and flatbed scanners. For more information on hours and contacts, visit the [computer lab](#)

(<http://www.nhcc.edu/main/StudentResources/ComputerLabs.aspx>) website.

## Free Student Email Accounts

North Hennepin Community College uses student email accounts to communicate important information and send reminders throughout the semester. Students should activate their accounts. For detailed instructions, visit [Initialize Student Email](#)

(<http://www.nhcc.edu/email>).

## Student Tutorials

Students can learn how to use the online learning system at the [student tutorials](#)

(<http://www.nhcc.edu/main/ProgramsAndMajors/OnlineLearning/GettingStarted.aspx>) site.

# Student Services

## Bookstore

Online students have two options for purchasing course materials. They can visit the North Hennepin Community College campus bookstore or [order books online](http://www.nhcc.edu/main/StudentResources/Bookstore/BuyBooks.aspx) (<http://www.nhcc.edu/main/StudentResources/Bookstore/BuyBooks.aspx>). Students can also sell text books back to the college during semester buy back days. For more information on bookstore hours and contacts, visit the [bookstore](http://www.nhcc.edu/main/StudentResources/Bookstore.aspx) (<http://www.nhcc.edu/main/StudentResources/Bookstore.aspx>) website.

## Library

North Hennepin Community College's library offers a variety of services available to online students. For more information about hours, services, and contacts visit the [library](http://www.nhcc.edu/main/StudentResources/Library.aspx) (<http://www.nhcc.edu/main/StudentResources/Library.aspx>) website. In addition they have compiled a useful list of [internet resources](http://www.nhcc.edu/main/StudentResources/Library/InternetResources.aspx) (<http://www.nhcc.edu/main/StudentResources/Library/InternetResources.aspx>) for students working on class projects.

Students, who access library journal articles and other library resources from off-campus, must use the bar code number from the back of their Student Picture Identification card. If you do not have a Student Picture Identification card and need to access library materials from off-campus, email [librarian@nhcc.edu](mailto:librarian@nhcc.edu) and give them your Student ID number and name. They will send you a bar code number to use for access to library materials.

## Tutoring

Tutoring Services are offered for most courses at North Hennepin Community College. Peer tutors are current North Hennepin Community College students who have successfully completed the courses they tutor. Tutoring is offered individually, by group, or in classroom/lab. Online tutoring is also available in many subject areas which is provided by Smarthinking and can be accessed once logged into D2L.

Tutoring is a free service offered to all students. Visit the [tutoring](http://www.nhcc.edu/main/StudentResources/TutoringServices.aspx) (<http://www.nhcc.edu/main/StudentResources/TutoringServices.aspx>) website for more information or schedule an appointment.

## Writing Center

The Writing Center also provides individualized help to writers in all college courses. Our peer tutors are currently enrolled students who have been successful in the courses they are tutoring. Tutoring is a free service offered to all students, and tutors are available for individual appointments, for group study sessions, in the classroom/lab or on-line. Visit the [tutoring](http://www.nhcc.edu/main/StudentResources/TutoringServices.aspx) (<http://www.nhcc.edu/main/StudentResources/TutoringServices.aspx>) and [writing center](http://www.nhcc.edu/main/StudentResources/TutoringServices/WritingResourceCenter.aspx) (<http://www.nhcc.edu/main/StudentResources/TutoringServices/WritingResourceCenter.aspx>) website for more information or schedule an appointment.

## Counseling, Advising, and Career Planning

North Hennepin Community College can help online students with transfer questions, career planning, choosing a major, selecting a 4-year college/university, planning a schedule, choosing a degree program, performing graduation checks, monitoring updates to your program, and any other general questions regarding your academics or career planning. For more information or to setup an appointment, visit the [counseling and advising](http://www.nhcc.edu/main/StudentResources/CounselingAndAdvising.aspx) (<http://www.nhcc.edu/main/StudentResources/CounselingAndAdvising.aspx>) or [career resource center](http://www.nhcc.edu/main/StudentResources/CareerPlanningServices.aspx) (<http://www.nhcc.edu/main/StudentResources/CareerPlanningServices.aspx>) website.

## Financial Aid

North Hennepin Community College's financial aid department can help you through the process of obtaining financial aid, as well as, answer any questions you might have. For more information or to schedule an appointment, visit the [financial aid](http://www.nhcc.edu/main/PayTuition.aspx) (<http://www.nhcc.edu/main/PayTuition.aspx>) website.

## Career Resource Center

The Career Resource Center helps students locate information when choosing a major, research various occupations, search for scholarships, or find college information. For more information or to setup an appointment, visit the [career resource center](http://www.nhcc.edu/main/StudentResources/CareerPlanningServices.aspx) (<http://www.nhcc.edu/main/StudentResources/CareerPlanningServices.aspx>) website.

## Disability Access Services

Disability Access Services (DAS) assures students with physical, learning, psychiatric, and other documented disabilities equal access to the College. To apply for services, please contact [disability access services](http://www.nhcc.edu/main/StudentResources/Disability_access_services.aspx) ([http://www.nhcc.edu/main/StudentResources/Disability\\_access\\_services.aspx](http://www.nhcc.edu/main/StudentResources/Disability_access_services.aspx)).

## College Policies

Just like traditional students at North Hennepin Community College, online students are subject to the same college policies and procedures.

Please know that North Hennepin Community College reserves the right to drop you from courses for which you have not met the prerequisite requirements or have not tested into based on your results from the North Hennepin Community College assessment test.

## College Catalog

The College Catalog is your source for information on North Hennepin Community College's programs, degrees, certificates, policies and student services. It contains everything you need to know to become a student, decide on an area of study, choose classes that meet your education goals, and find answers to academic policy questions. For more information, download an electronic copy of the current [catalog](http://www.nhcc.edu/main/AboutNorthHennepin/Publications.aspx) (<http://www.nhcc.edu/main/AboutNorthHennepin/Publications.aspx>).

## Registration Dates

Students are responsible for their own registration using North Hennepin Community College's online system including any academic consequences that result from not following the semester schedule. In addition, students are responsible for all tuition and fee charges resulting from registration, as well as, to meet the payment due date indicated in the class schedule. If you have any questions visit [registration](http://www.nhcc.edu/main/BecomeAStudent/RegisterForClasses.aspx) (<http://www.nhcc.edu/main/BecomeAStudent/RegisterForClasses.aspx>).

## Accounting and Fees

Tuition payments must be made by the due date and can be paid online using the North Hennepin Community College's eCashier system. If total payment or payment arrangements are not made with the Accounting and Fees Office, by the due date, the college reserves the right to drop you from courses for non-payment. It is **your** responsibility to drop classes you choose not to attend. Visit [accounting and fees](http://www.nhcc.edu/main/PayTuition/Cost.aspx) (<http://www.nhcc.edu/main/PayTuition/Cost.aspx>) website for more information.

## Grades

Individual course grades are accessed from the grades section inside the online course. Once final grades are posted, you can see all your course grades online, when you login to the [registration system](https://webproc.mnscu.edu/eservices/login.html?campusid=153) (<https://webproc.mnscu.edu/eservices/login.html?campusid=153>).

## Refunds for Dropped Courses

Students considering dropping a course should review the [refund information](http://www.nhcc.edu/main/AboutNorthHennepin/CollegePoliciesProcedures/AddDropWithdrawRefunds.aspx) (<http://www.nhcc.edu/main/AboutNorthHennepin/CollegePoliciesProcedures/AddDropWithdrawRefunds.aspx>) posted on North Hennepin Community College's website. Each semester has a specific schedule that states what percentage of the course tuition will be returned in relation to when the course is dropped. Review the schedule carefully when making your decision.

## Academic Issues

Students are encouraged to discuss academic issues directly with their course instructor. In the event that you are unable to resolve the issue, students should contact the Dean in the appropriate area.

Suellen Rundquist, Dean of Liberal Arts

Phone: 763-424-0950

Email: [suellen.rundquist@nhcc.edu](mailto:suellen.rundquist@nhcc.edu)

Jane Wilson, Dean of Art, Music, Theater & Graphic Design

Phone: 763-424-0740

Email: [jane.wilson@nhcc.edu](mailto:jane.wilson@nhcc.edu)

Elaina Bleifield, Dean of Science, Math & Health

Phone: 763-424-0868

Email: [elaina.bleifield@nhcc.edu](mailto:elaina.bleifield@nhcc.edu)

Rena Fry, Dean of Business & Technology Career Programs

Phone: 763-493-0546

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