



North Hennepin
Community College

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 Brightspace

[Online Learning](#) 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 Kathy Grady, Learning Systems & Services Manager, at 763-424-0743 or email kathy.grady@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](#) 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](#) 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 different delivery modes of online courses, so students can choose classes that fit their needs.

Blended/Hybrid

25% to 75% of instruction is online with regularly scheduled in-person meetings.

Completely Online – Asynchronous

100% of instruction is online with no in-person or synchronous meetings and no proctored exams.

Completely Online – Synchronous

100% of instruction is online with no in-person meetings and no in-person proctored exams. Course has required synchronous online meetings or activities.

Mostly Online

More than 75% of instruction is delivered online with up to two possible in-person meetings and up to four proctored exams, two of which may be administered during the in-person meetings. Proctored exams not included in the in-person meetings may be arranged locally. Courses may have online synchronous components.

HyFlex

HyFlex is a course design model that presents the components of hybrid learning in a flexible course structure that gives students the option of attending sessions in the classroom, participating online, or doing both. Students can change their mode of attendance weekly or by topic, according to need or preference. Models like HyFlex, which present multiple paths through course content, may work well for courses where students arrive with varying levels of expertise or background in the subject matter. Courses built on the HyFlex model help to break down the boundary between the virtual classroom and the physical one. By allowing students

access to both platforms, the design encourages discussion threads to move from one platform to the other.

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 D2L Brightspace](#) webpage.

System Check

New online students should confirm their computer is configured correctly to display course materials. Run the [system check](#) to verify your browser is set to accept cookies. If you need help with the settings, contact the [D2L Brightspace Service Desk](#).

Getting Started Tutorials

North Hennepin Community College offers students a variety of training options, new users can view our [training material](#) to get started or learn more advanced features as they progress during the semester.

Login

Students can access the online learning/D2L Brightspace system at [Online Learning using D2L Brightspace](#). You will use your StarID and password to log into D2L Brightspace. If you have not activated your StarID, use the [StarID Self Service](#) website to activate it.

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](#).

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

For questions related to your course contact 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 [D2L Brightspace Service Desk \(1-877-466-6728\)](#).

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](#) web page to verify you have the necessary system components. The [downloads](#) page contains information regarding additional software that you may need.

Campus Computer Resources

The North Hennepin computer lab is located in the Center for Business and Technology building. The lab runs the latest versions of Microsoft Office, Windows 10, Desktop Publishing, and Internet browsers. For more information on hours and contacts, visit the [technology resources](#) website.

Free Student Email Accounts

North Hennepin Community College uses student email accounts to communicate important information, for online courses, and to send reminders throughout the semester. For detailed instructions, visit [Student Email](#).

Student Tutorials

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

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](#). 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](#) 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](#) website. In

addition, they have compiled a useful list of [internet resources](#) for students working on class projects. Students have access to library journal articles and other library resources from off-campus and must log in using their StarID and Password. For questions, contact a librarian at librarian@nhcc.edu.

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 one-on-one or group tutoring sessions through the Peer Tutoring Center. Online tutoring is also available in many subject areas, which is provided by Tutor.com and can be accessed once logged into your D2L Brightspace courses. Tutoring is a free service offered to all students. Visit the [tutoring](#) website for more information or schedule an appointment.

Writing Center

The Writing Center's objectives are to enhance students' academic English skills in reading, writing, listening and speaking by providing the strategies and resources for students' success. In addition to our professional tutor, 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. Visit the [writing center](#) website for more information or schedule an appointment.

Counseling Services, Academic 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. Counseling Services also provides free and confidential personal counseling and consultation to promote personal development and well-being. For more information or to setup an appointment, visit the [counseling services](#), [academic advising](#), and [student career services](#) websites.

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](#) website.

Access Services

Access Services assures students with physical, learning, psychiatric, and other documented disabilities equal access to the College. To apply for services, please contact [access services](#).

College Policies

Just like traditional students at North Hennepin Community College, online students are subject to the same [college policies, procedures and disclosures](#).

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](#).

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 [records and registration](#).

Tuition and Payment

Tuition payments must be made by the due date and can be paid online through [eServices](#). 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 the [Tuition and Payment](#) 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 [eservices](#).

Refunds for Dropped Courses

Students considering dropping a course should review the [refund information](#) 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.

Anthony Miller, Dean of Liberal Arts and Global Education

Phone: 763-424-0950 Email: anthony.miller@nhcc.edu

Kathy Hendrickson, Dean of Fine Arts, Languages, and Communications

Phone: 763-488-0881 Email: kathy.hendrickson@nhcc.edu

Nerita Hughes, Dean of Business and Career Programs

Phone: 763-493-0546 Email: nerita.hughes@nhcc.edu

Jayant Anand, Interim Dean of Science, Mathematics, and Health Sciences

Phone: 763-488-0250 Email: jayant.anand@nhcc.edu

Julia Ugorji, Interim Dean of Nursing and Allied Health

Phone: 763-424-0761 Email: julia.ugorji@nhcc.edu



North Hennepin Community College

7411 85th Avenue North

Brooklyn Park, MN 55445

Kathy Grady – Learning Systems & Services Manager

Phone: 763-424-0743

Email: kathy.grady@nhcc.edu