Welcome to online learning at Whatcom Community College! This is the final message in a series to help you get started in your online or hybrid class. If you missed the earlier ones, they’re posted on Whatcom’s website.

Your Reaction, Please
Since this is our last message for the quarter, we’d like to ask you a couple of questions:

• What did you find helpful about this series of messages?
• What would you have liked us to include or do differently?

Hit the “reply” button to send us a comment.

How’s Your Class Going?
Is everything working for you in your online or hybrid class? There are real people sending out these messages, so please hit the “reply” button and we’ll be happy to supply technical assistance, answers to your questions and support. Let us know how we can help.

Have you tried these?
• How to include a YouTube video in a discussion reply
• How to add a personal reminder to your calendar
• How to view instructor comments and feedback on your assignment
• Online tutoring by the WCC Writing Center.
• Online tutoring in math and other subjects (eTutoringOnline.org).
• Whatcom’s Online Math Center.
• Access to the WCC library’s online databases (must activate your student network account first).
• Online research help from a librarian.

Contact Us

studenthelpdesk@whatcom.edu
For technical issues including but not limited to logging in, computer account problems, remote access to campus, email, Canvas, other software programs, or how to turn in assignments, contact the Student Help Desk located in Heiner 104, Monday through Thursday 7:30am-7pm and Friday 7:30am to 5:00pm when classes are in session. You can also contact us by phone at 360-383-3410.

advise@whatcom.edu
An online advisor is available to assist you by email if you have scheduling, academic planning, or other non-technical issues with your online class. You can also contact your online advisor by calling 360-383-3080.

If there's anything you can't access or anything you have questions about, please contact us at the Student Help Desk. We're here to help make your learning experience a positive and successful one!

Thinking Ahead to the End of the Quarter

Remember that you won't have access to your Canvas class after the end of the quarter. Save any work you may want to view again in your own files.

More Information About Resources

There are lots of resources available to you both on and off the WCC campus. Don't hesitate to make use of them!

Student Help Desk

Contact the Student Help Desk by email if you have trouble accessing your class, need help submitting an assignment, have questions about your student network account or VMware, or need help with other course-related computing. You can also call us at 360.383.3410 or drop by the Student Access Lab (Heiner 104).

Monday through Thursday: 7:30am – 7pm
Friday: 7:30am – 5:00pm.

Student Access Computer Lab - Heiner Center, Room 104/105

There are 73 computers in the Student Access Lab available for student use. The SAL provides WCC students with access to their student network account, black/white and color printers, a copier, a fax machine and scanners. Laptops and video and digital cameras are also available in the lab for students to check out.

Monday through Thursday: 7:30am – 7pm
Friday: 7:30am – 5pm

eLearning Student Tutorials and Resources page

Visit the eLearning Student Tutorials and Resources page for videos and links to resources for online students.

Online Tutoring

• Online Writing Center
To work with WCC’s Writing Center readers online, write them an e-mail
and attach your paper in Word or a rich text file (rtf) or as a pdf. In the
email, tell them about
1. The class you’re writing for, or the college or job application you’re
completing.
2. The paper and what you think of it so far.
3. What you’d like from them as your readers.
They’ll respond with voice comments, using a screencast video. (Let them
know if that system will not work for you.) Watch for a response within
two days when school is in session. If you don’t hear from them, they
didn’t get your email, so email again or call 360.383.3094.

- eTutoringOnline.org
  WCC belongs to a consortium of colleges that share online tutors in a
  variety of subject areas, including math, sciences and social sciences.
  Tutors are available many hours of the day, including weekends.
  - Logging in for the first time
  - Enter eTutoringOnline

WCC Campus Tutoring
- The Learning Center (Cascade Hall 113)
  This one-stop center for tutoring and academic support offers drop-in and
  one-on-one tutoring for many WCC classes. Tutoring is free to enrolled
  WCC students. Tutors are trained, qualified students and staff. Visit the
  Learning Center web page or call 360.383.3090.

- The Math Center
  Cascade Hall 113: Monday – Thursday 9am-6pm; Friday 9am-3pm
  Library: Tuesday and Wednesday 6pm-9pm; Saturday 12pm-4pm
  The Math Center helps you develop your quantitative and symbolic
  reasoning abilities. It offers free drop-in and reservation-based tutoring
  for all currently enrolled WCC students. The Math Center supports your
  learning in all WCC math/math-related courses. Also visit the Online
  Math Center – a great resource to help supplement your classroom or
  online learning. 360.383.4708.

- The Writing Center
  Cascade Hall 112: Monday – Thursday 10am-5pm; Friday 10am-3pm
  Library: Tuesday and Wednesday 6pm-9pm; Saturday 12pm-4pm
  The Writing Center helps you with writing for all WCC classes and for job
  and college applications. Its trained tutors will read your paper with you
  and talk with you about it, focusing on your concerns and questions.
  They’ll assist you in your work for college classes and help you become a
more self-directed, independent writer. Don’t miss the additional Writing Center information under Online Tutoring above. 360.383.3094.

Library Research Help

- **Ask-a-Librarian**
  
  *In person or by phone:* for questions during the hours the library is open, visit or call the Reference Desk at 360.383.3285.
  
  *By online chat:* chat reference is available 24/7 via the Ask WA service. Chat sessions will likely be answered by a librarian from another library, but they have access to information about the WCC library’s services and resources.
  
  *By e-mail:* Send the library an email any time. A librarian will respond as soon as possible during open hours.

- **Library research**

  Click here for research guides for different subject areas and tutorials on how to do research and present your information. To log into library materials from off campus, use your student network account username and password.

**Online Advising**

An online advisor is available to assist you if you have scheduling, academic planning or other non-technical issues with your eLearning class or questions about future quarters. Contact your online advisor by email or by phone at 360.383.3080.

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**If You Need to Withdraw from Your Class**

We hope you have the resources you need to be successful in your online course. However, if you decide that a **withdrawal** is your best option, here are some important dates:

- January 27th: last day to drop a course and not have it appear on your transcript.
- January 27th: last day to drop a course and get a 40% tuition refund.
- March 3rd: last day to withdraw from a course and receive a ‘W’ grade.

Contact your online advisor to discuss your best strategy.

**Financial Aid Caution**:

Withdrawing from a course may affect your financial aid, either for this quarter or for future quarters. If you’re receiving financial aid, always check with the Financial Aid office before dropping/withdrawing from any course.