

## Tips for Success and Frequently Asked Questions

Here are some tips that will help you to become successful in an online class.

### Tip 1.

- Take the Moodle 101 orientation so that you will know how to navigate the course and submit assignments. Because you are not in a structured classroom setting, you will feel as if you can catch up on work later. This belief is not accurate. You need to be disciplined. If you are not, you can easily fall behind in an online class.

### Tip 2.

- First, you need to set aside some time each day for this work. Treat the class as if you were coming to a classroom and were getting your information directly from the instructor. Next, keep a notebook and take notes as if you were in class. Writing down the information helps you to recall it later. While it is easier to download or print everything, you will use a lot of ink, have a mass of papers to keep up with, and fail to organize your information.

### Tip 3.

- Because you will be on your own and will be using the computer as your major source of information along with your texts and videos, you will find that you have a tremendous amount of reading to do. Read the information more than once. Say it aloud. You may even want to tape yourself reviewing the information. For some of you, this information is new; for others, the information is still fresh because you have just graduated from high school or have been enrolled in college. Either way, repetition is the best way to recall information.

### Tip 4.

- Next, e-mail your instructor via your course. When you have a question, when you are not clear about something, when you run into problems, contact your instructor. Your instructor cannot help you solve a problem if she/he doesn't know a problem exists. Please make sure that your e-mails are courteous and respectful; use your first and last name at the end of the document. **You should e-mail me through your Moodle course.** If you e-mail your instructor, you should wait for a response until at least one business day. Your instructor may not access the course on the weekends. If your e-mail does not indicate who you are, your instructor will find it impossible to respond to an unknown student, so please let them know who is asking for help or advice.

### Tip 5.

- **Check your student e-mail EVERYDAY.** Your instructor will either send messages to the entire class or to individuals as often as he/she needs to. Instructors may need to alter an assignment, and if you failed to look at your mail on a daily basis, you could miss a change that has been implemented; your instructor may not extend the work because you failed to notice the change sent via e-mail.

**Q. How will I know if I am right once I work the assigned activities?**

- You will have quizzes and exams. The computer will randomly select the items and release them to you. Once you have completed the quiz or exam, the correct answers will be displayed. Some quizzes or exams may require that you type in your answers. When you do, your instructor must look at each of those answers then override your score.

**Q. What happens if the computer doesn't grade my work or marks something wrong that I believe is correct?**

- If you believe that the computer has misgraded an item, you may e-mail me with the exact details of the quiz and the item you believe was misgraded. Your instructor will then check the accuracy of the computer grade. Be sure to include your name.

**Q. Will I be given the same amount of time the test is set for if I begin the test before the closing time?**

- If students take a test on the closing date, the test will close at the time listed. For example, if a test is scheduled to close at 11:00 p.m., and the student begins the test at 10:30, the test will close at 11:00, and no extension will be provided. Students should begin a test at least two hours before the closing time.

**Q. Will I be given the same amount of time the test is set for if I begin the test before the due date and before the closing time?**

- If students take a test before the closing date and begin the test before the closing time, they will be allowed to complete the test with the amount of time designated. However, it is recommended that students take any test before the last day and last two hours. Anything can go wrong, and test dates and test times will not be extended.

**Q. Do I need to look at every link in the course?**

- Yes, it is imperative that you look at every link because your work will have examples and

**Q. Whom do I need to contact about not being able to log on?**

- First, contact your instructor; then contact the distance learning coordinator [mcoats@seark.edu](mailto:mcoats@seark.edu)

**Q. If I e-mail my instructor, will she/he respond the same day?**

- Instructors will post virtual office hours when they are available for immediate response. Responses to emails sent outside the virtual office hours may take one business day, during the week, or until Monday, if sent on a weekend.

**Q. Can I work ahead?**

- Your instructor may allow you to work at your own pace, however, there will be some activities and assignments which must be completed according to a published schedule. Check with your instructor.