



Take an online course at Quinsigamond Community College

General Information:

Online classes are similar to face to face classes in the sense that there is a real instructor and fellow students involved in the learning process during the college term. Grades, lectures, due dates, assignments, group discussions, textbooks, tests, college credit, are all a part of online classes as well. The main differences are that the classroom is a web site that can be accessed from anywhere in the world, and that lectures are most often read instead of listened to; discussions are typed instead of spoken. Courses have a weekly schedule so the student needs to logon to the online class several times a week to stay current. Discussions and communication with the instructor are conducted predominately in web-based message areas, chat rooms, e-mail, and online discussion groups.

Some classes may require students to logon and participate at specific times for some of the course work. For a small number of courses instructors may require on-campus or proctored mid-term and final exams. Computer literacy, keyboarding skills, and internet connectivity are required.

Requirements:

To take part in an online course you will need a computer with Internet access with the following minimum standards for technology. Some courses may require access to specific applications not listed below.

PC - Windows 98 or higher

- RAM: 128 Mb or higher recommended
- Internet connection speed: 56.6 Kbps or higher recommended
- Web Browser: Internet Explorer 6.0 SP2 or higher, Firefox 1.5. or higher
- Applications: Microsoft Office 2000 or higher. CIS111, CIS112 or CIS115 require Microsoft Office 2007 (Available at the QCC Bookstore at <http://bookstore.qcc.mass.edu>)

Macintosh – OS X 10.1 or higher

- RAM: 128 Mb or higher recommended
- Internet connection speed: 56.6 Kbps or higher recommended
- Web Browser: Safari 1.3 or higher, Firefox 1.5 or higher
- Applications: Microsoft Office 2000 or higher. CIS111, CIS112 or CIS115 require Microsoft Office 2008 (Available at the QCC Bookstore at <http://bookstore.qcc.mass.edu>)

Other Notes:

- The correct version of Java must be installed and enabled. To check if your computer is properly configured, refer to <http://www.webct.com/tuneup>
- All Pop-Up Blockers must be disabled. Pop-ups must be allowed in order to use all features of the learning management system

Helpdesk Procedures

The QCC Helpdesk provides assistance with operational problems within the Online Classroom. To contact the helpdesk use one of the methods outlined below. In your correspondence, make sure to include your name, the problem, and return contact information. Live chat help is available through the Webform link.

Telephone: 888.301.5002

Email: lmshelp@qcc.mass.edu

Webform: <http://www.qcc.mass.edu/it/Forms/Request.htm>

