

Student Guide: Where to Get Help

STEP 1: QCC offers various resources to help students be successful in their classes. First, identify what kind of assistance you need: Do you need technical help with the Q, Qmail, Blackboard or another technological system? Do you need academic help with your coursework?

STEP 2: Once you have identified what kind of help you need, then you can email, call or use the online resources for the appropriate service that can assist you. We have listed some of these services below.

TECHNICAL HELP

- Visit <https://www.qcc.edu/help> to view how-to handouts and FAQs about various tech systems, including the Q, Qmail, Blackboard, Office 365, Zoom and others
- Call the IT Service Desk: 508.854.4427
- Email help@qcc.mass.edu
- Use the chat option on <https://help.edusupportcenter.com/shplite/qcc/home>
- Contact the Online Learning Coaches
 - Email onlinecoursehelp@qcc.mass.edu
 - Call 508.854.7455
 - Or find us in your Starfish Success Network

OTHER RESOURCES

- Counseling and Wellness:
Email counselingandwellnessoffice@qcc.mass.edu
Call 508.854.4479
- Food Pantry: <https://www.qcc.edu/services/food-pantry-resource-center>
- Academic Advising:
<https://www.qcc.edu/services/academic-advising>
- Financial Aid: <https://www.qcc.edu/financial-aid-scholarships>
- Student Accessibility Services:
<https://www.qcc.edu/services/student-accessibility-services>
- Bookstore:
<https://www.qcc.edu/services/bookstore>
- Veteran Affairs: <https://www.qcc.edu/veteran-affairs>

ACADEMIC HELP

- Visit <https://www.qcc.edu/services/tutoring> to learn more about our three Tutoring Centers: General Academic Areas (GAA), Math Center and Writing Center.
- Logon to Blackboard to access more online resources for these Tutoring Centers.
- Contact these Tutoring Centers directly:
 - General Academic Areas
Email gaa@qcc.mass.edu
Call 508.854.4279
 - Math Center
Email mathcenter@qcc.mass.edu
Call 508.854.7523
 - Writing Center
Email wcinfo@qcc.mass.edu
Call 508.854.7488
- Visit <https://www.qcc.edu/services/library> to learn more about the Alden Library.
- Contact a Librarian directly:
 - Email reference@qcc.mass.edu
 - Call 508.854.4366
 - Submit a question or use the live chat feature on this webpage:
<https://qcc.mass.libguides.com/c.php?g=556057&p=3823555>

24/7 Support

Phone Number: 508.854.4427, Press 1 for Student Support
QCC IT Service Desk: <https://www.qcc.edu/help>