## 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](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
- **Contact the Online Learning Coaches**
  - Email OnlineCourseHelp@qcc.mass.edu
  - Call 508.854.7455 (this is a landline and does not accept texts)
  - Text 774-502-9469 (Ashley Bregman) or 774-502-9270 (Tricia LaFontaine)
  - Starfish: We are listed in your Success Network.
  - Zoom: The Online Learning Coaches also are available to meet with students in Zoom by appointment. Contact them using one of the methods listed above to schedule a time.

### ACADEMIC HELP

- Visit [https://www.qcc.edu/services/tutoring](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](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](https://qcc.mass.libguides.com/c.php?g=556057&p=3823555)

### 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](https://www.qcc.edu/services/food-pantry-resource-center)
- **Academic Advising:** [https://www.qcc.edu/services/academic-advising](https://www.qcc.edu/services/academic-advising)
- **Financial Aid:** [https://www.qcc.edu/financial-aid-scholarships](https://www.qcc.edu/financial-aid-scholarships)
- **Student Accessibility Services:** [https://www.qcc.edu/services/student-accessibility-services](https://www.qcc.edu/services/student-accessibility-services)
- **Bookstore:** [https://www.qcc.edu/services/bookstore](https://www.qcc.edu/services/bookstore)
- **Veteran Affairs:** [https://www.qcc.edu/veteran-affairs](https://www.qcc.edu/veteran-affairs)

### 24/7 Support

**Phone Number:** 508.854.4427, Press 1 for Student Support

**QCC IT Service Desk:** [https://www.qcc.edu/help](https://www.qcc.edu/help)