

Student FAQ for Online Learning Readiness

INTRODUCTION

1. **What is online learning?**

So you're exploring an online program. What does that mean for you as a student? [This tutorial](#) covers the basics, including where and how your work is submitted and common myths about online programs.

2. **What are the computer requirements for an online program?**

Please consult [the student handbook](#), which provides information about computer recommendations.

3. **How much experience is needed with computers to take an online course?**

It is recommended that students have a basic working knowledge of computers, at the very least. Students will be required to write papers using word processing software, navigate an online learning environment, operate a printer, etc. Visit [this page](#) for a helpful article covering the topic of preparation.

4. **What are the technical requirements for an online course?**

Each online program maintains information for technical requirements for their online program. This information can be provided to students prior to enrollment with a request to the program director.

[This tutorial](#) covers the basics required by online programs:

- The hardware and software requirements of most online courses
- The value of a fast Internet connection
- How to locate and download the free plugins that your course might require
- The basics of email
- How to obtain tech support when you need it

Finally, each online course contains more specific information tailored for you (such as links to a live Canvas troubleshooting system, where students can search for more information).

5. **Which browsers are compatible with Canvas?**

Canvas maintains a browser compatibility chart [here](#).

6. How do I get technical support when I have a problem?

The school has a clear path of communication when technical issues arise. First, the student notifies the faculty member. If the faculty member is unaware of the solution, the Director of Online Learning is notified, who will diagnose or reach out to institutional contacts in order to rectify the issue. Links are also provided in every online course to help the student identify and troubleshoot and issues.

7. How do I withdraw or drop an online class?

Students will follow the same procedure as if in the traditional setting.

8. Do I have to log in to the course each day?

Not necessarily. Course calendars and assignment due dates are posted in the faculty member's course syllabus and/or the Canvas course. Teachers may require a weekend deadline or may schedule work to be completed over 2-3 week period. It is up to the discretion of the instruction how to schedule assignments.

SUPPORT

1. What kind of academic support can I expect as an online student? Are there any free tutoring services offered for online students?

The institution provides tutoring support to students. For more information, visit [this page](#).

2. I can't remember my password; what do I do?

Navigate to [this UMMC webpage](#) to reset your password.

ORGANIZATION, TIME MANAGEMENT, COMMUNICATION

1. How much time is required? Am I a good candidate for an online program? How will I communicate with my instructor?

[This tutorial](#) addresses online study skills and time management.

[This tutorial](#) addresses how students can organize for success in the online environment.

[This tutorial](#) addresses the various ways students typically communicate with instructors and peers in the online setting.

COSTS

1. Do online students have additional costs per semester?

Yes. Students are charged a distance education fee. Students who elect to test off-site for a proctored exam may also be charged a fee by the testing facility.

Online fees:

[This document](#) provides details on costs for online students.

Testing off-site:

While no fee exists for proctored testing at UMMC, students may be asked to pay a fee if using a site at one of the state's other proctoring centers. For example, within *some* of [our Mississippi community college system proctoring centers](#), charges can range from \$20 to \$50 (source: Mississippi Community College Board).

For a listing of testing sites in Mississippi, [visit the Ole Miss Online site here](#).

Students who are out of state are directed to find an institution or testing center that is a member of the National College Testing Association. The page for member locations within the National College Testing Associations may be accessed [here](#).