

BE ON TIME

- **It's important that you complete all your work on time.** Being prompt is crucial for an on-line class. There are times you will work as a group. When you are late, other members of your group cannot complete projects without every-one finishing on time. If you need more time, make sure that you let the instructor as well as fellow group members know. However, if you're late all the time, expect the other students to be less patient with you.
- **Do not be late on assignments.**
- **If you're in a hybrid class**, a class that is part online & part face-to-face, attend every class on time. If you miss class continually and are unable to communicate with the rest of the class or the instructor, you may have to face the consequences.
- **It is your responsibility to get the information for each class.** "I don't know" will appear as an excuse.

READ CAREFULLY

- **Read all of the announcements, directions, guidelines and syllabus' instructions very carefully.** Read all the material over more than once to make sure that you thoroughly understand all that is required of you for the class.
- **Print a hard copy of the instructions and review it so that you know what is expected of you.** It is unlikely that the other

students will respond to a question that is already spelled out in web and email documents. Don't expect the other students to be tolerant either, if you fail to follow items that are clearly listed in the assignment instructions or the class guidelines.

- **Know and meet all the requirements of all the course assignments.**

HAVE CONFIDENCE

- **Believe in your ability to understand accurately written directions.** Being confident in yourself is one of the keys to having a successful on-line experience. If you need constant affirmation of your ability to correctly understand what is required of you, perhaps an on-line class is not for you.
- **Be aware of delayed responses.** Unlike personal interactive classes, Internet courses don't have the immediate response time from the instructor when you ask a question. It often takes five minutes or longer to respond to your question.

LOG ON FREQUENTLY

- **Go on-line as much as you can.** It is best to log on once in the morning and once in the afternoon seven days a week. If you can't do this, then log on a minimum of once a day during the entire week and at least once on the weekend.
- **Create a reasonable log on schedule.** Make a comfortable yet realistic on-line schedule routine that suits your needs or availability. This

will make your workload manageable.

- **Don't procrastinate.** If you don't check your email or announcements for a few days, they will pile up rather quickly making it harder to catch up. Stay in touch so that you will know what is going on in class.
- **Be responsible.** Don't expect the rest of the class to help when you fall behind. It is your responsibility to stay on top of the communication loop as well as the deadlines for all assignments in class.

BE PREPARED

- **Have a backup system in place.** Expect the unexpected! It is always smart to be ready for any possible computer problems or other technical difficulties.
- **Know your computer.** Be familiar with both PC and Macintosh systems together with various web browsers such as Netscape and Internet Explorer.
- **Know word processing programs.** Become an expert at word processing programs such as Microsoft Word and Word Perfect.
- **Be flexible.** Know more than one way to complete a task. Be aware of the different ways of transferring files. You can email an assignment to yourself if you have problems saving documents on a disk.
- **Have access to another computer.** If your computer crashes and you have only a short time to complete a project it is always good to have a backup in place. Having access to

more than one computer is the way to relieve unnecessary stress.

USE RELIABLE EMAIL

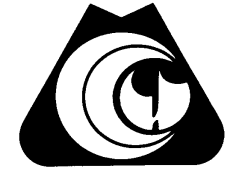
- **Have a stable email address.** Use an email address that will consistently deliver and receive messages.
- **Better to use your "hawaii.edu" email .** This is the one instructors have available to them.

ATTEND CLASS REGULARLY

- **Keep in steady contact with your instructor.** Posting or sending messages back by email lets the teacher and classmates know that you are "attending" class.
- **Meet all the deadlines.** Make it a point to never ever be late with any of the class assignments

MAKE MEANINGFUL COMMENTS

- **Respond with helpful & meaningful comments.** When commenting on a classmates' draft, subject or idea, make sure that what you say is supportive, appropriate and helpful.
- **Make concrete suggestions.** Your comments should show that you have given time and thought to relate to the subject material. Generally, refrain from using comments such as "Good Ideas."
- **You reap what you sow.** Good comments will generate good responses. If you aren't receiving good comments, chances are you're not giving them.



Hawai'i Community College

UHCWH

SUCCESSING
IN AN
ONLINE
Distance
Education
COURSE

Hä`awi Kōkua Program
Willow Aureala
aureala@hawaii.edu
(808) 322-4856 (V/TTY)

Log on to
<https://laulima.hawaii.edu/portal> on the **FIRST DAY** of
class

DON'T PANIC

- **Don't sound an alarm.** If you have an urgent situation don't send out a distress signal. Request support from other class members or your instructor directly through email.
- **Stay calm.** If after 24 hours you haven't had a reply from your classmates or the instructor, send an email to the instructor that reads "URGENT: HELP" in the subject line-make sure, that your concern is an important and legitimate one!
- **Be patient.** An instructor usually logs in twice a day during the week and at least once a day on weekends. Give the instructor at least 24-48 hours to answer your concern.
- **Be smart.** Avoid panic situations by completing your work early. This will give you plenty of time to ask the class or the instructor for input on your work.

RESPOND IN A TIMELY MANNER

- **Answer all emails as soon as you receive them.** The sender will assume that you didn't receive it or that you don't want to respond if you don't reply within 12 to 24 hours.
- **Check email regularly.** Check your email at least twice a day to let others know that you care and are involved with the class.
- **Communication is important.** If you don't have the time for a full response, send at least a one-liner.

- **Reply within 12-24 hours.** The practice of "Grounding" in the virtual classroom is vitally important.

HELPFUL HINTS

- **Identify yourself.** Always include your full name in the subject area. Don't assume that everyone knows who "hula girl" or "local boy" is.
- **Use meaningful subject lines.** Email messages and discussion board postings should contain information as to the nature of your comment.
- **Send readable documents.** Don't send encoded files that cannot be translated by anyone. Before sending a file, open it to make sure that it is readable.
- **Be accurate.** Double-check and make sure that you have the right email address or that you typed the right address when you send a message.

DON'T "FLAME" ANYONE

- **Keep a cool head.** If you are upset with another classmate or the instructor, don't be in a hurry to express your anger with a nasty email. Keep in mind that most people don't INTEND to be mean.
- **Wait it out.** Wait at least 24 hours before responding to help temper your anger.
- **Let the instructor know.** If you've been flamed, the best thing to do is to forward the message to the instructor and refrain from replying the flamer.

- **Act mature and respectful.** Showing self-control and restraint in the face of scorn and ridicule shows character and maturity. Don't stoop down to your lower nature.

ASK QUESTIONS OR COMMENT

- **Email your classmates and the instructor.** If you can't find the answer to any of your questions, even after reviewing all the messages, announcements, guidelines and directions, contact your classmates and the instructor. With a virtual class it is more important to communicate on a regular and timely basis.
- **Create bonds.** By responding to classmates' emails and comments, you create a bond that makes you feel like you're a part of the class. Get to know everyone in your class!

Tutorial

If you are new to Laulima, go through this tutorial to learn how to use it:

<http://www.hawaii.edu/talent/webctfacultysupport/laulimastudentorientation/>

The Hä`awi Kōkua Program

"Assisting students in maximizing their potential by encouraging independence, self-determination, and full participation in the educational experience..."

Reference:

"How to Survive in an On-line Class" by Jim Shimabukuro, KapCC, 2003

Brochure by Karen Kane