ONLINE LEARNING

Frequently Asked Questions

How do online courses work?

- The delivery modes for online courses are Web (online) and Web Hybrid (classroom instruction and online).
- Online course material is presented on a weekly basis and is normally completed through assigned readings, projects, essays, participation, etc.
- You do not need to log in to the course at any specific time during the week, but you do need to complete all your course work within the timeframe given by your professor.
- You interact with other students and your professor via the discussion board and email. You may also collaborate on group projects through the web interface.
- Courses that require testing to be done online must be completed in a set amount of time. Courses that require proctored exams must be taken at an approved testing site.
- You may be required to upload assignment files.
- Plan on the workload being the same as a traditional on ground course.

What are the technical requirements and knowledge/skills needed to take an online course?

- Good computer skills.
- Familiarity with email since this is the most common means of communication with your instructor and other classmates.
- Familiarity with creating, sending and attaching files and web browsers like Chrome, Firefox, Internet Explorer or Safari.
- Familiarity with basic word processing software.

Where do I begin?

- Make sure you have a reasonably new computer and reliable internet access. Perform a System Check at https://elearn.nscc.edud2l/systemCheck to determine if your computer and web browser are compatible with the Learning Management System (LMS). If there is a problem, you will see instructions on how to make your computer or browser compatible.

- Check the course syllabus to determine if there are any specific software releases or equipment (microphone, headphones, et.) needed for courses you plan to take.
- All students are required to read and familiarize themselves with the online orientation before classes begin. To access the orientation, go to https://www.nscc.edu/academics/online-learning, and scroll down to the "Read the NSCC Online Course Orientation" and the "Read the TN eCampus Online Orientation" links.
- Log in to your course(s) on the specified date and time. Send your instructor an email from inside your course.
- Verify that you have access to the course(s) you enrolled in through your campus.

Does financial aid cover online courses?

There is no difference in how financial aid works for courses taken online or on campus. You must complete the FAFSA. Questions about financial aid should be directed to your school's Financial Aid department.

What support services can I access as an online student?

Online students have access to a wide array of support services, including 24/7 technical support assistance, how-to demos, tutoring, a virtual library and a virtual bookstore.

Do I have to come to campus for my exams?

Some courses require proctored exams. Proctored exams can be taken at a NSCC campus testing center or an approved alternative testing site.

How do online labs work?

Labs are simulated and incorporated within your online course content. The labs typically combine animations, illustrations and videos to convey key information. They can provide a high level of detail not available through traditional labs and give you the chance to learn and practice in a realistic and risk-free environment.

Does a degree earned online differ from a degree earned on-ground?

There is no difference between a degree earned online and degree earned on-ground. The diploma or certificate you receive upon completion is equivalent regardless of delivery format.

Are online programs held to the same quality standards as on-ground programs?

Online programs have the same content, rigor and outcomes as on-ground programs. They are subject to the same scrutiny as on-ground programs to ensure quality and continuous program improvements.

Are accommodations provided for students with disabilities?

Qualified students with disabilities will be provided reasonable and necessary accommodations if determined eligible by the appropriate disability services staff at their campus. It is the student's responsibility to initiate contact with their institution's disability services staff and follow the established procedures