



## If You Need Help

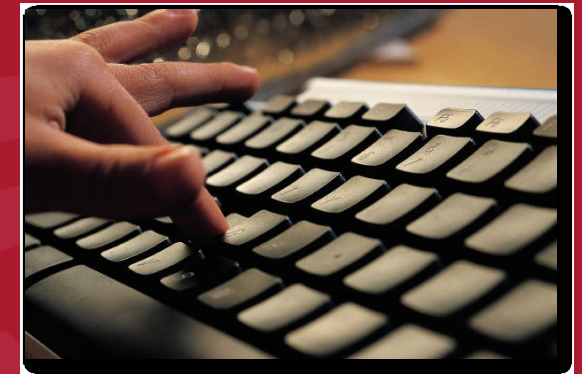
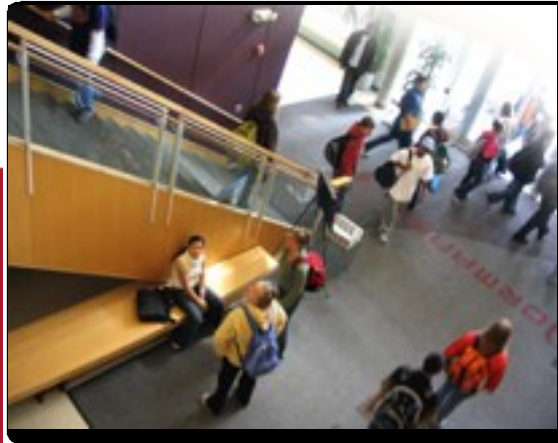
**Student Computing:** Computer support M-Sat. Call: (952)358-8180. For more information visit: <http://www.normandale.edu/studentcomputing/index.cfm>

**Campus Help Desk Hours:**  
Mon-Thur: 7:30 a.m. – 9:30 p.m.  
Friday: 7:30 a.m. – 6:30 p.m.  
Saturday: 7:45 a.m. – 3:45 p.m.  
Hours will vary during summer and non-class days.

**D2L HelpDesk:** Click the D2L Help link on the login page or <https://normandale.ims.mnscu.edu/> and select *Ask a Question* or Live Chat. Call (877)235-2751 (varied hours). Password reset: login page

**Your Instructor:** Questions about the course content should be directed to your instructor. Check the syllabus or NCC website for contact information.

**Advising/Registration:** Call the main number at: 952-358-8200 (800-880-8740)



# Online Course User's Guide





# Getting Started

Tips for Success in Online Courses:

- **Login to your course(s) the first day of class.**
- Navigate to every link so you know how to use your online classroom.
- Keep a calendar of assignment/test dates and schedule study time.
- Check your Normandale email and the course news page every day.
- Take notes on reading assignments just as you do in a face-to-face lecture class.
- Read the assignment and other directions thoroughly and contact your instructor if you don't understand what is expected.
- Contact your instructor immediately if you have personal problems that keep you from completing your work.

**Login** to your course via the Online Education (D2L) login page:  
<https://normandale.ims.mnscu.edu/>

To **get started** using Normandale's Online Learning Management System:

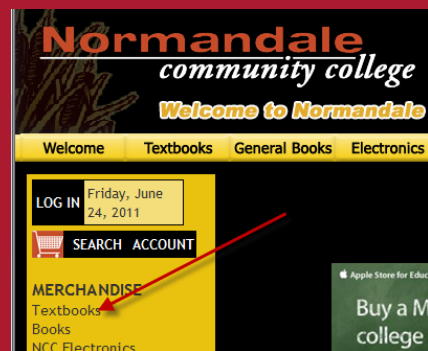
1. **A campus email account.** Initiate your account:  
<http://www.normandale.edu/studentComputing>
2. **A computer with Internet Access.** Perform a system check of your computer at:  
<http://www.normandale.edu/d2l/> Select *Do a system check* on the right.
3. **A username and password.** Normandale Admissions Department sent you a Tech ID, an eight-digit number that was assigned to you. Initial password is your birthdate YYMMDD format. Contact the campus helpdesk if you have trouble with login.

## Off-campus Library:

<http://www.normandale.edu/library/OnlineLearning.html>

## Textbooks

Purchase your textbooks online or at the campus bookstore. Go to:  
<http://normandalebookstore.com/>



## Successful Online Students

Visit the Online Education pages for these and more resources at:  
<http://www.normandale.edu/onlineEducation>

1. **Basic computer skills** and sometimes additional software will be needed for your online course success. Read your syllabus carefully and email your instructor if you have questions. Visit this site if you need basic computer skill assistance:  
<http://www.ctdlc.org/remediation/>
2. **Readiness.** To gauge if you are ready to learn online, visit the Online Education pages and take the self-assessment.
3. **Demo Course.** Explore the demonstration course available to become familiar with learning online.