FAQs (Frequently Asked Questions)  
For Taking an eLearning Mathematics Course  
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The following are questions that you should review and understand before registering for an eLearning Mathematics Course.

Q: What are the best reasons for taking a Mathematics course through eLearning?  
A: Although online courses require the same subject matter, time and effort as on-campus classes, they do reduce scheduling conflicts for students with families, jobs, additional classes, and other commitments. You can also set your own pace when watching the lectures and repeat lectures when necessary.

Q: What type of student is successful in an online course?  
A: You are likely to successful in an online course if you are:  
1. Self-motivated  
2. Able to mange your time effectively  
3. Able to meet deadlines  
4. Comfortable with working independently  
5. Comfortable without in-class teacher contact  
6. Persistent at getting the information you need  
7. Skilled at using computers and internet technology

Q: What are the major factors that might keep me from being successful?  
A: Major factors that may keep you from being successful are:  
1. Procrastination. You cannot leave work to the last minute. You must meet the deadlines that are given to you.  
2. Lack of pre-requisites. You must have taken and passed the pre-requisite courses or received the appropriate placement test scores for this course; otherwise you will not be adequately prepared.

Q: Do I have to own a computer, have internet access, and have an e-mail address?  
A: Yes. You must have regular access to a reliable computer that fits the system requirements, and you must have internet service with an e-mail address. Do not always depend on being able to use HCC computers.

Q: What system requirements do I need on my computer to run the software?  
A: For complete computer system requirements, go to: http://support.academic.com  
Click on “What are the current system requirements?” on the right, and then on “Plato Interactive Mathematics and Plato Interactive English Workstation System and Configuration Requirements”. For quick reference, see syllabus for Quick Reference Chart of Computer System Requirements.
Q: Who do I call if I have difficulty loading the software or for technical support for this course?
A: Call Academic Systems Tech Support 1-800-681-4357

Q: When do I need to go on campus?
A: You will need to go on campus to:
   1. Attend one Mandatory Orientation at the beginning of the term. See your class schedule for the date, time, and place.
   2. Take your tests and final exam in the test center. See your syllabus for the testing schedule and deadlines.
   3. Get instructor assistance from me. My office location and office hours are on the syllabus and my webpage.
   4. Go to the free tutoring center on the third floor of the DSSC building on the Dale Mabry Campus. See webpage for more information.

Q: What is the purpose of the Mandatory Orientation?
A: The purpose of the Mandatory Orientation is to:
   1. Meet your instructor in person.
   2. Go over the course syllabus.
   3. Get your textbook and software.
   4. Get trained in the use of the computer software that will be used.
   5. Receive your login name and password to proceed in the course.
   6. Answer any questions that you may have about the course.

Q: What should I do if I cannot attend the Mandatory Orientation?
A: If you do not attend the Mandatory Orientation, you will be removed from the course. Note: You will not be able to log on until you have received your login name and password at the Orientation.

Q: What happens if I cannot pay for my registration and lab fees by the registrar’s deadline?
A: You will be purged from the class and your seat will become available to another student.

Q: How can I get into an eLearning class if it is already full?
A: Keep an eye on registration. Registered students are often purged for various reasons throughout the registration period. Students wanting to add this class should quickly register for those newly opened seats as they become available.

Q: How much time do students usually need to complete their work?
A: Most students need at least 3 hours online per week to complete their online lectures and online practice problems. Additional time should be allotted to do homework problems and to prepare and take tests.

Q: How is my grade in the course calculated?
A: Your grade in the course will be the average of five equal parts:
   1. The average of your Online Quizzes (Evaluates)
   2. Three Chapter Tests
   3. The Mandatory Final Exam (Cumulative)

Q: What happens if I miss a chapter test deadline?
A: There are NO MAKE-UPS. If for ANY reason you are unable to take a test by the deadline, your final exam grade will be used for that missed test. Any additionally missed tests will receive a grade of zero.

Q: What happens if I miss the final exam?
A: You must take the final exam to receive a passing grade in the course. If you miss the final exam, contact me immediately.

Q: How can I find out my grades on Chapter tests and the final exam?
A: They will be posted in the “Comments From Your Instructor” approximately one week after each deadline. If you wish, you can then make an appointment with me to come in to the office and go over the exam.

Q: How will I know how I am doing in the course?
A: Click “Check My Progress” after you log onto the system to find your cumulative average of the Evaluates and total time online. This average does NOT include your chapter tests. You are responsible for keeping track of your own chapter test scores. You will then use the average Evaluate score and your chapter tests to calculate your own class average.

Q: Can I just take the quizzes and tests or do I have to go through the explanations online?
A: Your online attendance and participation are needed to be successful in the course. On the computer, the “Explain” sections are your lectures and the “Apply” sections are your participation. However, only the “Evaluate” sections will compute in the online portion of your semester grade.

Q: Do I have to do homework?
A: Practice problems from the book are assigned as homework for each section. Homework does not count as part of your grade but should be completed to be successful in the course.

Q: After registering and paying for the course and license, what should I do before attending the Mandatory Orientation?
A: Be sure that you have the appropriate pre-requisites for the course. Thoroughly read the Syllabus posted on my webpage. Check your computer against the system requirements for running the software.

Q: How do I reach the instructor before the first day?
A: I check my e-mail regularly. Write to me at kpantelis@hccfl.edu