NORMANDALE
COMMUNITY COLLEGE

If You Need Help

Student Computing: Computer support M-Sat. Call: (952)358-8180. For more information visit: http://www.normandale.edu/advising-and-services/technology-services/student-computing

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.

D2LBrightspace HelpDesk: Click the Helpdesk link on your My Home page or go to https://normandale.ims.mnscu.edu/ and select *Ask a Question* or Live Chat. Call (877)235-2751 (varied hours).

Your Instructor: Questions about the course content should be directed to your instructor. A staff directory is on the college's home website.

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

Online Tutoring: Login to your course and select Smarthinking under the Resources tab.

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9700 France Avenue South
Bloomington, MN 55431-4399

Online Course User's Guide

2015-16

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. **Login StarID**.
http://starid.mnscu.edu/go/activate/ Contact the campus helpdesk if you have trouble with login.

4. Office 365 Free for students! Download to 5 computers!!
http://www.normandale.edu/advising-and-services/technology-services/microsoft-office-365

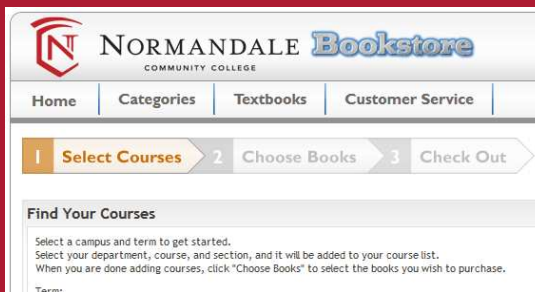**Off-campus Library**:
http://www.normandale.edu/library/library-services/off-campus-access.html

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/current-students/academic-resources/online-education

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.

Use the Atomic Learning Tutorials. Linked under the Resources in D2L Brightspace or use your Starid here:

https://www.atomiclearning.com/login/normandale

Free Computer Skills Help:
http://www.gcflearnfree.org/computerbasics