

# SUPPORT FOR ONLINE COURSE COMPONENTS

## WHO CAN HELP ME?

Taking an online course can be challenging the first time. We have prepared some resources to help you prepare yourself (and your computer!) for the experience.

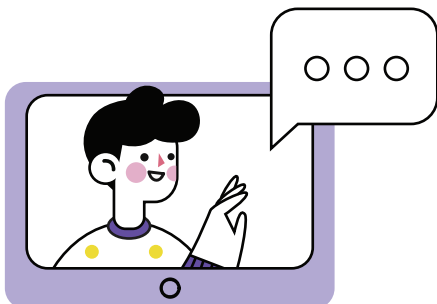
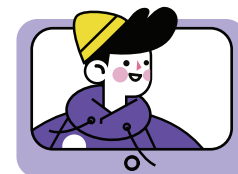
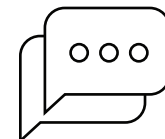
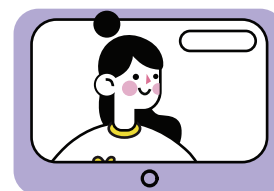
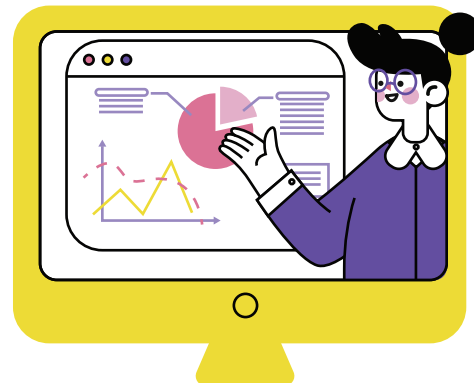
### YOUR MAIN SUPPORT RESOURCE: **YOU!**

Part of the learning in an online course is a greater confidence using computers. Here are some important areas to begin your journey:

- Follow the steps on VIU's Learning Matters webpage "Taking an Online Course"

[learningmatters.viu.ca/takinganonlinecourse](http://learningmatters.viu.ca/takinganonlinecourse)

- Update your computer and software regularly. Try an Internet search: "How do I keep my computer up to date?"
- Update your Internet browser regularly (<http://whatismybrowser.org>)
- Use required software like email programs, word processors, and spreadsheet ([support.office.com](http://support.office.com))
- Keep your contact information up to date in your student record.




### YOUR SECONDARY SUPPORT RESOURCE: **US!**

#### CENTRE FOR INNOVATION AND EXCELLENCE IN LEARNING

Contact CIEL for questions about:

- VIULearn - Online courses
- VIUTube - Videos and photos
- VIU Online Meeting Rooms
- VIUWordPress - Website or blogs
- Zoom - Video Conferencing

 [learnsupport@viu.ca](mailto:learnsupport@viu.ca)

 250-740-6167

 Library 5th Floor, Room 511

#### INFORMATION TECHNOLOGY

Contact IT for questions on:

- Difficulties logging in to software or hardware that uses your VIU student computer (including the online tools supported by CIEL) account
- Issues related to any VIU computers assigned to you
- Connecting to the Internet on campus

 [ithelp@viu.ca](mailto:ithelp@viu.ca)

 250-740-6300

 Library 3rd Floor