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

• 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)

• 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
250-740-6167
Library 5th Floor, Room 511

INFORMATION TECHNOLOGY
Contact IT for questions on:
• Difficulties logging into 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
250-740-6300
Library 3rd Floor