

[Date]

Dear [FirstName]

Thank you for enrolling in an online course at Des Moines Area Community College. Our faculty and staff are looking forward to getting to know you and helping you reach your personal and professional goals. Please spend a few minutes reviewing the following information to help prepare you for success.

This letter contains information about the following for your Online course:

- **Online Course Start Dates**
- **Course Login Information**
- **Online Student Resources**
- **Book Ordering Information**
- **Blackboard Training Information**
- **Proctors**

Online Course Start Dates:

Online courses are **NOT** self-paced. You need to get into the course the first day of the class and participate in the first week (to avoid being dropped from the class after the second week). Then continue to access the course at a minimum of two or three times a week for the entire term of the course. **Your course will appear in Blackboard one day before the scheduled start date.**

Course Login Information:

DMACC uses Blackboard to deliver courses. You can find the link by going to the DMACC homepage (www.dmacc.edu), clicking on the myDMACC button on the top of the page, and logging in.

- Logging in to myDMACC will give you access to Blackboard, your DMACC email, Office 365, and the Web Info System.
- You were previously sent information from the DMACC Registrar with your DMACC username and password.
- If you have been a DMACC student previously, you may already know your DMACC username and password.
- If you have forgotten your password or if you have not received your letter, you can reset it by clicking on the “Reset Password” link on the myDMACC portal page or by contacting DMACC Tech Support (call 515-965-7300 or email techsupport@dmacc.edu).

Online Student Resources:

The links on the Online webpage contain answers for frequently asked questions, tutorials, information on free tutoring, and links to various help sites. Please visit the links found at: <https://www.dmacc.edu/online/Pages/students.aspx>.

Book Ordering Information:

In most cases, you are required to have a book for your course. The DMACC Bookstore can be

found at:

https://www.dmacc.edu/student_services/bookstore/Pages/welcome.aspx

Be sure to buy the textbook designated for the specific section you are enrolled in.

If the online course you are enrolled in is through the DMACC Career Advantage Program, DMACC will purchase your book and send it to your high school counselor.

Microsoft Office 365 is available to students at no cost. We highly recommend you use this software and install it on your computer to help make your online course easier to utilize. You can access Office 365 when you login to myDMACC.

Blackboard Training Information:

You will be able to access an optional, online training course by logging into Blackboard, clicking the “Courses” link, and then clicking the “Blackboard Basics for Students” course. This course contains help guides, common tools you can practice using, and other helpful resources.

Proctors:

Some instructors may require you to have a proctor for your tests. If this is the case, each faculty or program will determine the proctoring option(s) for their course or program. Your instructor will provide you with more information in the syllabus or prior to the test if there is a proctor requirement.

Before Class Starts:

- Be prepared to actively participate in the class on the first day that it is available online
- Review the Online Student Question and Answer found at:
<https://www.dmacc.edu/online/pages/studentfaq.aspx>
- Complete the Online Student Self-Assessment Survey found at:
<https://www.dmacc.edu/online/self-assessment>

Tech Support:

If you have questions about your course that are NOT technically related, you should attempt to contact your instructor first. In many cases, it is just a matter of the instructor making a minor change. If you find that your question requires more technical assistance, you can contact Tech Support at techsupport@dmacc.edu, call 515-965-7300 or 1-800-362-2127 X7300, or go to their web site at: www.dmacc.edu/helpdesk

Sincerely,
DMACC *Online*

