Faculty Expectations for Distance Learning Students

Your first step to success is the HCC Distance Learning page! To start your online course, explore HawkNet web-based resources where you can register your NetID, access your HawkMail365 email, and link to MyHCC.

Student Question	Faculty Expectation	Student Resource	
What are online courses like?	You can adjust your existing study and time management skills to complete an online course.	Online courses deliver the same content, and carry the same credit weight and requirements as traditional lecture courses. They are not self-paced, although they do allow access at times that are convenient for you. Explore the Distance Learning page – http://www.hccfl.edu/distance-learning.aspx	My HCC
How do I know if distance learning is right for me?	You are clear on the basics of an online course and have the skills to successfully complete one.	Remember, online courses require a serious time management commitment. But with the right attitude and working at the required pace – you can be successful! Take the SmarterMeasure assessment at http://www.hccfl.edu/distance-learning/getting-started.aspx	SmarterMeasure
What is my Net ID?	You are ready to log into a course on day one!	**Your login** is your *first initial of your first name PLUS your last name PLUS any number* that may follow if you have a popular last name. (EX: James Smith may be jsmith23 **Your initial password,** which must be changed, is the *Uppercase first initial* of the first name PLUS *lowercase first initial of your last name* PLUS your *seven-digit student ID*. (EX: James Smith is Js1234567). Access NetID with https://netid.hccfl.edu/	Net ID
How do I log into MyHCC Canvas?	Canvas is the learning management system where you will complete weekly lessons, assignments, assessments, and projects. MyHCC is the access portal for all your online courses.	Access MyHCC with https://hcc.instructure.com/ To log onto Canvas, your User name is your **full email address**, (jdoe@hawkmail.hccfl.edu , and the password is your existing NetID password. Bookmark the Canvas Student Help Guide: https://community.canvaslms.com/docs/DOC-4121	

HCC Distance Learning Page: http://www.hccfl.edu/distance-learning.aspx
HawkNet Resources: http://www.hccfl.edu/hawknet.aspx
MyHCC Log-In: https://hcc.instructure.com/

Faculty Expectations for Distance Learning Students

How do I contact my Instructor?	You know how to contact your instructor. Faculty contact information is found on your course syllabus. Instructors often email their students on the first day of class through HawkMail365. HawkMail365 is the official student communication system.	Check your student Hawkmail365 account and link to tutorials with http://www.hccfl.edu/hawknet.aspx
What kind of operating system do I need?	You have consistent and reliable access to a computer, an up-to-date and secure internet connection, and an operating system that is certified to work with MyHCC.	Check the list of supported browsers and operating systems at Canvas with https://community.canvaslms.com/docs/DOC-1284
What browser should I use?	You know how to check your browser, download, and install a recommended or certified browser. HCC recommends Firefox.	Download Google Chrome the recommended browser: https://www.google.com/intl/en/chrome/browser/desktop/
What if I have Canvas problems?	You know where to find help should you experience challenges using Canvas.	For Canvas Support. • Call toll free **844-408-6462.** • Use the Help link in the upper right corner within Canvas. • Use the Chat feature within the Canvas Help link.
Where do I buy my textbook or e-book?	You can order the specific course textbooks. You should have the correct course textbook or access code by the end of the financial aid payment date.	Connect to the bookstore – http://bookstore.hccfl.edu/home.aspx.
What if my password is not working?	You know how to find help or open a ticket using the HCC Live Help Desk.	For password and access issues, including logging into Canvas utilize HCC Live at: http://hcclive.hccfl.edu/ics/

HCC Distance Learning Page: http://www.hccfl.edu/distance-learning.aspx
HawkNet Resources: http://www.hccfl.edu/hawknet.aspx
MyHCC Log-In: https://hcc.instructure.com/