

Online Courses at the University of the District of Columbia FAQ's

1. **Where do I find a schedule of online course offerings?**

ANS: Online courses are listed in the Course Guide Schedule of Classes (beginning Spring 2011) within a separate section. Please check the table of contents.

2. **Where do I find course descriptions for online courses?**

ANS: Like traditional face-to-face and hybrid/blended courses, course descriptions are found in the Course Catalog <http://www.udc.edu/docs/udc_catalog_08_11_sm.pdf> . You may also contact the faculty member teaching the course to inquire about receiving a syllabus.

3. **How do I register for online courses?**

ANS: Step-By-Step course registration information may be found in the Course Guide Schedule of Classes. The registration process is the same for traditional face-to-face, blended/hybrid and online courses. Please visit the Registrar's website for more information:
<http://www.udc.edu/registrar/registration.htm>.

If you already have your registration PIN from your advisor, you may go directly to the registration portal: <http://web4students.udc.edu>.

4. **How much do online courses cost?**

ANS: You may find the tuition and fee schedule for courses in the Course Guide and on the UDC website: <<http://www.udc.edu/fees/>>

5. **What are the technical requirements for online learning at the University of the District of Columbia?**

ANS: Please visit the Center for Academic Technology website. Here, you will find information about basic technical requirements to support online learning.
<<http://lrdudc.wrlc.org/cat/online/tech-requirements.pdf>>

6. **What about technical support - how do I get help if I need it?**

ANS: Please contact our 24/7/365 help desk: 202-274-5665, toll free 877-736-2585 or on the web: <http://helpdesk.lrdudc.wrlc.org/>

7. **Where and when do I access my online course(s)?**

The University of the District of Columbia uses Blackboard 9.1 as its course management system (CMS). You can access Blackboard (Bb) by going to: <http://udc.blackboard.com>. You should

access your online course(s) on the first day of classes of the semester of which you are enrolled.

8. **What if I do not have a Blackboard (Bb) account?**

ANS: Please contact the Bb help desk: Building 41, Room 106; Phone: 202-274-5665; or go to the helpdesk website: <http://helpdesk.lrdudc.wrlc.org/> to make your request.

9. **What if I have questions specific to one of my online courses?**

ANS: Please contact your professor who is assigned to teach your online course.

10. **Do I need an email account?**

ANS: Yes, in order to communicate with your student peers and your professor, you must have a valid email address that you check daily. We strongly suggest that you activate and use your UDC email address for all courses. If you have questions about obtaining or activating your UDC email account, please contact the Office of Information Technology – support@udc.edu.

Also note: Some faculty require that you use the internal messaging system contained within Blackboard for all communications. Please ask your professor what the communications expectations are for your courses. You may have different protocol depending upon the preferences and design of different professors and courses.