EXPERIENCE ONLINE

Welcome to UCR Extension Online Campus! Our goal is to ensure your online experience is as seamless as possible. Following, are some helpful tips, tools, and frequently asked questions to assist you along the way.

ONLINE LEARNING

How does an online course work?
Class activities are conducted online with an instructor. You complete work with weekly deadlines, and interact with classmates and your instructor through online discussion boards and forums. Some courses may also include live chat sessions. Your instructor will provide assignments, answer questions, lead discussions and grade your work.

As of spring 2020, Canvas will be the primary course platform. Visit elearnhome.ucr.edu to learn more about the platform.

Zoom, a video conference platform is also used to host live meeting or webinars. Your instructor let you know which platforms are being used and when. See the Zoom section for more information.

What software and hardware do I need? You must have at a minimum:
- Regular access to the Internet
- A Computer – either a PC with Windows and a Pentium processor or a Macintosh with at least System 9.0
- A recent version of a web browser such as FireFox or Chrome, Safari, Microsoft Explorer
- An Internet Service Provider
- Email Address

I don't have a computer at home. Can I still take an online course?
Yes, as long as you are sure you will have regular access to a computer that is connected to the Internet. Some of our students use computers they have at work.

Will I have to be online at a particular time?
Some instructors require students to be online at a particular time to take quizzes or exams, or to participate in chat sessions. You may contact your instructor for details.

What do I do if I need help?
It's very important that you contact your instructor as soon as possible if you are having trouble. You may contact them by phone or email or contact the Student Success Team at 951.827.4105 or register@ucx.ucr.edu.

What do I do if I can't access my course online?
If for some reason you cannot access your course, email, or call your instructor or contact the Student Success Team at 951.827.4105 or register@ucx.ucr.edu.

What do I need to do prior to the start of my course?
At least a week in advance, you will want to ensure you have setup your NetID, completed the multi-factor authorization process, log into e-Learn (Canvas) and learn to use Zoom. The following guides and tutorials have been developed to help you through the process:
- Online Course Readiness Checklist
- Set up your NetID—it's a must!
- Complete the Multi-Factor Authentication Process
- Log into e-Learn
- Use Zoom as needed

ZOOM

What is Zoom?
Zoom is a video conferencing platform that can be used for video conferencing meetings, audio conferencing, webinars, meeting recordings, and live chat.

What devices can I use Zoom on?
- Laptop/computer (PC/Mac)
- Tablet (Apple iOS, Android)
- Smartphone (Apple iOS, Android)

Preparing for a Zoom Meeting

Days Before
- Remember to download and install the Zoom launcher (PC/Mac) or the app (iOS/Android) in advance, as it can take several minutes to complete.
- Join a Zoom Test Meeting (found by clicking here) to confirm your computer or device's capabilities.
- In your test meeting, practice using the Zoom features listed below under "Views to Choose From" and "The Zoom Menu."
- Contact our Student Success Team at 951.827.4105 or register@ucx.ucr.edu to resolve any technical issues if your test meeting fails.
- If you have a disability and need an accommodation such as captioning, contact register@ucx.ucr.edu . **Be sure to connect with them several days prior to your meeting to schedule the appropriate accommodation or service.** These things take time.

15 Minutes Before
- Find a quiet space with strong WiFi that is free of distractions. You can test your internet connection speed by visiting Zoom's suggested third party bandwidth tester, Speedtest.

- Open Zoom via the downloaded program or app.
- Test your headphones, microphone, and camera to make sure the class can hear and see you (and vice versa).
- To test your microphone, click "Test Computer Mic & Speakers" in the pop-up window that appears when first opening a test meeting or beginning your scheduled meeting. More information on audio testing can be found here.
- To test your camera, just look at the Zoom window to see that you are clearly visible, non-pixelated, and can move and speak without noticeable delays. Click here for more video testing tips.
- You may need to give Zoom permission to access your camera and microphone beforehand. Typically, the request for permission will appear in a pop-up window the first time you open a Zoom Meeting, and will carry over to future meetings. If you declined permissions in the past, you will need to go into your PC or Mac's settings to allow Zoom to access your camera and microphone. You can contact our Student Success Team at 951.827.4105 or register@ucx.ucr.edu to assist you in this process, or find information on the internet for your specific device.
- Close any windows or programs open on your device that are unrelated to your meeting. This focuses your device's power to provide the best Zoom meeting experience possible, and prevents potential embarrassing moments if you happen to share your screen.

During the Zoom Meeting
- Click **Start Video** to begin broadcasting from your webcam.
- Click the **Chat** bubble to ask questions via text, share links to websites, and keep up with the class's back-channel discussion. You can chat to everyone in the meeting, just the professor, or a specific person.
- Find out who else is in the meeting by clicking **Participants**. This is also where you can "raise your hand" to ask a question, answer a question, or start an intense philosophical debate. What you do with this power is up to you.
- Be prepared to share your screen with the class. They can see the tabs you have open.
- At the end of the class, click **Leave Meeting**.
- Microphones pick up all ambient noise, so keep your mic muted until it's your time to speak.

CANVAS
- Student Guide
- Student Mobile App Guide

Resources for Instructors
- Video Tutorial Guide