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## *FAQ and Troubleshooting*

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Welcome to Taft College Distance Learning!

### **Distance Learning Help Desk**

Taft College is interested in your success. Our Distance Learning Help Desk team is available to provide academic guidance, clarify policies and procedures, assist you in developing an individualized education plan, make referrals to on and off campus resources, and answer your questions as they come up.

Distance Learning Help Desk      1-866-464-9229 or 661-763-7812

[Send Email to Distance Learning Help Desk](#)

### **Distance Learning Advising**

Taft College is interested in your success. Our Advising team is available to provide academic guidance, clarify policies and procedures, assist you in developing an individualized education plan, make referrals to on and off campus resources, and answer your questions as they come up. If you can't make it to campus to see a counselor or advisor or set up a phone appointment, online advising may be a great alternative for you! Select the computer icon below to send your message. Be sure to be as clear with your question as possible. A counselor or advisor will respond within 24 to 48 hours, Monday - Friday.

[Send email to Academic Advising Team](#)

[FAQs](#)

[Troubleshooting](#)

## FAQs

Here are a few frequently asked questions that will help you with your Distance Learning course(s).

### **How is distance learning different?**

Our distance learning courses are the same university-transferable, community college courses taught on-site at Taft College. The difference is there is no classroom to go to. This is no commute. You will never have conflicts with family obligations, business travel, or vacations. There is no chance of arriving late or missing a class because of illness or lack of childcare.

### **Can anyone sign up for a distance learning course at Taft College?**

The distance learning courses offered through Taft College Distance Learning and are open to anyone. Individual courses may have unique requirements, prerequisites, or testing requirements. Review the course orientations closely before you enroll. Be sure to complete the distance learning orientation to ensure that you have chosen the right mode of deliver.

### **Are there required meetings for your distance learning classes?**

There are no required on-site meetings for Taft Colleges distance learning courses. If you are taking an online course, your instructors will expect you to log on to the course a few times a week. You may also be expected to participate in discussions, turn in assignments and take exams by stated deadlines.

### **What kind of internet connection is needed?**

You must have regular, reliable internet access if you are to succeed in your course. Make sure you have a back-up plan (use of a campus, library, work, or a friends system) in case you experience problems with your own computer or your Internet Service Provider.

### **Are the distance learning course self-paced?**

No, the distance learning courses at Taft College are not self-paced. Each will have set schedules, weekly deadlines, and beginning and ending dates. They are instructor-led. You will not be left on your own. If you have special needs and must follow a slower (or faster) pace, please discuss your situation with the course instructor or our Student Support Services program.

### **Are distance learning courses transferable?**

The courses you will take through Distance Learning are the same courses you would take on our campus. They have all been through the necessary approval process to be taught through distance learning. They are transferable to other community college systems, and most courses are university level and will transfer to the four-year system.

### **Can I complete a course earlier or later than the specified time?**

No, our distance learning courses are not self-paced. The course offerings are available on the same semester system as on-site courses. Due dates for coursework and assignments are set by each instructor. Some instructors may allow students to complete and submit work earlier. Please contact your instructor for more information on schedule variations.

**What if I need to have adaptive software or equipment to access the internet?**

Students with disabilities often require adaptive software and hardware to access the internet or to use with word processing programs. If you have special needs, you are welcomed to use the computers in the Student Support Services area, as needed to complete assignments for your courses. Getting access to adaptive tools OUTSIDE the Taft College Campus is the responsibility of each student. Your local agency may be able to assist you in identifying and/or acquiring such tools. For accommodations due to a disability, please contact Student Support Services and inform your instructor within the first week so any special arrangements can be made.

**What if I start a class and decide it is just not appropriate for me?**

If you find a class is not appropriate for you, you should drop that course as soon as possible. Refer to the posted “Add/Drop Deadlines” link on our Distance Learning Home page to see if the deadline for dropping has passed. Your instructor will not drop you. You need to contact the college Counseling Center, the Distance Learning Help Desk, or your counselor or advisor to make sure the appropriate paperwork is filed.

**Do I need to apply to the college before I can register for a distance learning course?**

Yes, all students wanting to take classes through Distance Learning must fill out an online application each semester. Follow the “Steps to Enrollment” on our Distance Learning Home page to complete the application and registration process. Matriculated students receive priority registration each semester. This becomes extremely important when trying to register for general education courses, which fill quickly.

**Do I need to buy a textbook for my online class?**

Most of our classes require textbooks, which for the most part are available on a rental system. Some require workbooks, which must be purchased. Please refer to the course orientation page for information on materials and textbooks for your course. Books may be picked up on campus or ordered through the online bookstore. The bookstore staff will process your order and have the books delivered through UPS.

**How do I know if I am the right type for this mode of learning?**

People learn in many different ways. Some students enjoy listening to lectures and taking notes while others enjoy working in small groups. Visual learners tend to do best in distance learning classes. Others learn to adapt.

**How much will it cost to take distance learning courses?**

There is no difference between the tuition and fees for distance learning and traditional classes. These are mandated by the State. For information on tuition and fees, please see the Financial Obligation page set up by Admissions.

## **Troubleshooting**

Here are a few troubleshooting questions that will help you with your Distance Learning course(s).

### **Will my instructor contact me?**

**NO ONE WILL CONTACT YOU!** You will need to begin classes promptly. View the course orientation page and information on the Distance Learning Course Schedule & Orientation Pages under the Academics\Class Schedule menu on the Taft College website.

Students who do not check in during the first few days of class are often dropped. This will not relieve you of your financial responsibility. If you do not wish to stay in the class AND you want a refund, you will need to drop the class within the allowed timeline.

### **How do I start my Distance Learning course(s)?**

Click on the “How to Begin Distance Learning Classes” link on our Distance Learning Home page.

### **I enrolled in a course today but I cannot get into it.**

You have requested to add a class, but you are NOT officially enrolled in the system yet. You will be able to log into the course management system (Etudes) the morning after you are officially enrolled with our Admissions department. This task can take up to a day or two.

For Moodle users, your instructor will hand out or email you the course information along with an Enrollment Key. The Enrollment Key allows access to the course in the Moodle environment. This task can take up to a day or two.

### **I have been enrolled in a course for a few days/weeks but now I cannot get into it or I don't see it.**

If you have been dropped from the course, you'll no longer have a tab or link to the class in the course management system (Etudes or Moodle). Please contact your instructor either by email, phone, or in-person visit during office hours or contact Admissions and Records.

### **Why was I dropped from my course(s)?**

Please contact your instructor either by email, phone, or in-person visit during office hours or contact Admissions and Records. Usually students are dropped due to not fulfilling his/her financial obligation to the college or students have not been actively participating in the course before census.

### **I changed my password for Etudes but I can't remember it. What can I do?**

Use the “Reset Password” option on the Etudes webpage. It is conveniently located on the right side of the screen. Enter your email address associated with your Etudes account, then click “Send New Password”. Etudes will email you a response.

**I tried the “Reset Password” option in Etudes and it says my email address was not recognized. What did I do wrong?**

When the “Password NOT Reset” box appears, click on the “Click here for help” link. Fill out the “Update Account Request” form and click the “Send Now” button. Be sure to fill every field out correctly. Etudes will email you a response within 24 hours.

Make sure that your email account information is correct in our Cougar Tracks (Banner). Taft College uses the email address in our registration records to send your login information to Etudes. If your email address is old or not correct, please update it using Cougar Tracks (Banner) or contact Admissions and Records.

**Where can I get help for Moodle?**

For help or support for Moodle, please contact your instructor either by email, phone, or in-person visit during office hours. Your instructor is your first contact for support or help with Moodle issues.

**I never logged into Moodle before. (I never used Moodle before.)**

You must create a Moodle account and authenticate it. Also, create a strong password that you will remember.

**I can’t log into Moodle. What do I do?**

Make sure you are typing in the correct password. Check that your CAPS LOCK key is not on. If you have forgotten your username or password, use the “Yes, help me log in” option on the Login screen.

**Other reasons you cannot log into the course management system.**

Classes have not started yet. Registration data is loaded a week prior to the first day of class. Check the current class schedule to find out when the semester officially starts.

Instructor may not be ready. Each instructor publishes the class when the class is ready for student access. If you login and do not see the class listed, the class may not be ready for access. Check that your schedule still lists the class, wait overnight, and check again.

You are entering invalid login information. Make sure you are not using capital letters or spaces. If it still does not work, check your registration information. Sometimes, information is entered wrong on the online application. Contact the counseling center or Distance Learning Help Desk to double check how you are entered in the system.

**More help please**

If you need further help or clarification on your Distance Learning course, please call the Distance Learning Help Desk at the numbers provided above.

*Good luck with your distance learning journey! ☺*