This guide is designed to provide you with the basic information you will need to access your online course and to obtain the training you will need to successfully complete that course. While online learning does not require regular attendance in a physical classroom, it does require that you complete all the assignments and participate regularly in the online discussions and other activities assigned as part of the course. Online learning gives you the flexibility to schedule your coursework whenever it is convenient for you, but it does not free you from the obligation of completing all of the assigned material in a timely manner.

Getting Started

You should log into your course before the beginning of classes, or as soon after you enroll as possible, to make sure that you are enrolled in the course and can access the course information.

Utica College uses WebCT 4.1 as its course management system. To access your course, go to the following Web address:

http://www.uticaonline.edu

* Choose “Login to Courses” from the top menu bar. From the login to uticaonline page, enter your uticaonline ID and password. Your uticaonline ID and password are the same as your UC email login and password. You can change your password for both WebCT and email at any time by logging into your UC email account at: http://mail.utica.edu from your browser and choosing the “Password” link from under the “Options” tab. (Remember that this also changes your email password). The first time you login to uticaonline, you may be prompted to enter a password hint. We recommend that you do this. Access your course by clicking on the course title in the list on the left hand side of the page in my WebCT.

* If this is your first online course, before beginning you should receive training on the WebCT system. See the section under “Training” below.

If you are unable to access your course, see the section under “Technical Assistance” below.

Hardware Requirements

Enrollment in distance learning courses requires the student to have access to a computer with the following minimum configuration(s): Pentium 2/266MHZ, Windows 2000/NT/XP, 256 MB RAM (512 preferred), modem (minimum 54,800 baud). PowerPC G3/233 mHz, MacOS 9.2 or OSX, 256 MB RAM (512 preferred), modem (minimum 54,800 baud).

uticaonline supports the following web browsers for Microsoft Windows: Microsoft Internet Explorer (5.0, 5.5, 6.0), Netscape (6.2.x and 7.1), and AOL (7.0, 8.0, and 9.0). For Mackintosh, WebCT supports Microsoft Internet Explorer 5.1 (OS 9.x and OS X.1) and 5.2 (OS X.2 and 3), Netscape (6.2.x, 7.0, and 7.1 (OSX.1-3), and AOL OS X.1-3.

The higher your processing speed and the faster your connection, the faster you will be able to process and download and upload materials.

Training

Before beginning your first distance learning course, you should complete training on the uticaonline system. Students within driving distance of the Utica College campus may take a training session, that are scheduled for various times each semester. For current dates and times go to http://www.utica.edu/iits/computer/training.htm and then contact Patrick Gill in the Office of Integrated Information Technology Services at (315) 223-2503 or by email at pgill@utica.edu to RSVP. Students can also meet the training requirement by completing the online tutorial at: www.uticaonline.edu. (Choose “uticaonline student tutorial” from the top menu bar).
**Technical Assistance**

If you have any questions about using the uticaonline system, or encounter any difficulties, contact the uticaonline helpdesk 1-866-264-1537. **Do not contact the professor for technical assistance, only for course content-related questions.**

**Books**

You should obtain your books as soon as possible so you will not begin your course without being able to read the initial assignments. Textbooks can be ordered through the Utica College Virtual Bookstore at: http://direct.mbsbooks.com/uc.htm. (choose “UC Virtual Bookstore” from the top menu bar http://www.uticaonline.edu).

**Library & Academic Resources**

Access to the Frank E. Gannett Memorial Library's catalog is available to anyone with Internet access. Online databases subscribed to by the Utica College Library are available to all currently registered students at no additional charge at any time through the library page on the Utica College Web site. Students requiring research assistance are encouraged to contact the library's Reference Desk (315-792-3044) during regular library hours, or by e-mail (library@utica.edu). For library hours, consult the library Web page (http://library.utica.edu). A valid UC student ID number is required for access to the databases on this site.

**Business Office**

Students with financial questions, or seeking billing or payment information, should contact the Business Office at (315) 792-3015 or gtuttle@utica.edu.

Utica College accepts payment via check, American Express, Discover, Master Card, and VISA. Payment by credit card may be made to the Business Office at (315) 792-3015 between 9:00 a.m. and 4:30 p.m. EST.

Deferred payments are available with a deposit and installment billings. For additional information on deferred payments, contact the Business Office.

For students whose employer is paying their tuition, Utica College also offers an Employer Tuition Deferral program that defers payment of tuition until thirty days after the conclusion of the course. To participate in the Employer Tuition Deferral program a student must submit a completed Employer Tuition Deferral Form signed by both the student and an authorized company representative. A copy of the Employer Tuition Deferral Form is available at http://www.utica.edu/gce/media/emptui2.pdf.

**Financial Aid**

Inquiries about financial aid should be directed to the Financial Aid Office by telephone, (315) 792-3179, or by fax, (315) 792-3368.

**Further Assistance**

**Registration and Enrollment Issues:** Inquiries about registration or enrollment issues should be directed to the Continuing Education Office at (315) 792-3001 or at conteduc@utica.edu. Office hours are Monday through Thursday, 8:30 a.m. to 7:00 p.m.; Friday, 8:30 a.m. to 5:00 p.m.

**Course Content or Assignments:** Inquiries about course content or assignments should be directed to your instructor by phone or via the internal email system in WebCT, or by the UC email system.