Welcome to the print version of Help & Resources!

We recommend printing this information so that you have all tech support contact information even if you lose Internet access or have trouble accessing the electronic Help & Resources pages.

The topics below will guide you to general help and support information. For course-specific information, please contact your instructor or refer to the course syllabus.

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PDL300 - Orientation to Online Learning

If you are new to online learning, go to Course List > Special Courses > PDL300 Orientation to Online Learning. This is a self-paced orientation which includes basic online learning information. There is no instructor and you do not have to “pass” the course. It is your resource to use as you need it.
Tech Support

Park University online courses are presented in the Pearson Learning Studio [eCollege] platform. The eCollege online classroom is pretty easy to use, but if you have a question or problem, these are the resources you should consult.

Park Technical Support

For questions/problems with MyPark or Park email, contact Park University Information Technology Services at:

- [http://www.park.edu/help/](http://www.park.edu/help/)
- helpdesk@park.edu
- 1-800-927-3024

eCollege Help Desk

This is live support available 24 hours a day, 7 days a week. Use it to report errors or difficulties using the course website or features.

- helpdesk@online.park.edu
- 1-866-301-PARK (7275)
- Live chat - click the Tech Support link on the Tools menu at the top of any online classroom page

eCollege Online Help System

For information about how to use specific eCollege features, click the Help link on the Tools menu at the top of any online classroom page.

Online Course Content Help

For help with content or activities in a specific course, contact your instructor or refer to the course syllabus.
Tech Requirements for the Online Classroom

To view technical requirements for using the Pearson eCollege online platform, go to http://online.park.edu and click Technical Requirements at the top of the page.

Software and Multimedia

Individual courses may require additional software or plug-ins in order to view and interact with content. The information under Course Home will list all software requirements for each course, but common software and multimedia add-ons are listed below with links to a download page.

Adobe Flash Player
Adobe Reader - for reading PDF files
Java
Open Office - a free, open source alternative to Microsoft Office
Microsoft Office PowerPoint Viewer
Microsoft Windows 2007 Compatibility Pack
QuickTime – media player
RealPlayer – media player
Windows Media Player
Winzip - compression software
Online Student FAQ (Frequently Asked Questions)

Online course pages aren’t displaying properly.
Contact the eCollege help desk at helpdesk@online.park.edu or 1-866-301-PARK (7275). Or click Tech Support on the Tools menu at the top of any classroom page.

I can’t find something in my online course.
Contact your instructor. For contact information, go to Course Home > Instructor’s Office. You can also email the instructor by going to Tools > Email. If your instructor is unavailable, please contact onlinestudents@park.edu.

I’m having trouble getting books or materials for my course.
Send an email to onlinestudents@park.edu and copy your instructor.

I don’t understand the organization/assignments for this course.
Contact your instructor. For contact information, go to Course Home > Instructor’s Office. You can also email the instructor by going to Tools menu > Email. If your instructor is unavailable, please contact onlinestudents@park.edu.

I can’t log in to MyPark.
Contact Park University Information Technology Services at helpdesk@park.edu or 1-800-927-3024.

Can I access my online course using a mobile device?
Yes. You can access a full course on web-enabled devices; however, the format may make some content difficult to navigate on a small screen.
An mSite is available at http://m-online.park.edu/ that is designed and formatted for smaller devices and may be accessed regardless of platform. It does not present the entire course, but you can access announcements, recent events such as newly posted grades, and threaded discussions.

I’m receiving an error message in my online course.
Contact the eCollege help desk at helpdesk@online.park.edu or 1-866-301-PARK (7275). Or click Tech Support on the Tools menu at the top of any classroom page.

I can’t open a quiz or test.
Contact your instructor as soon as possible to report the problem. If your instructor is unavailable, please contact onlinestudents@park.edu.
Also contact the eCollege help desk at helpdesk@online.park.edu or 1-866-301-PARK (7275). Or click Tech Support on the Tools menu at the top of any classroom page.
What is a dropbox?
A dropbox is a location in your course where you submit and retrieve assignments and graded activities. Go to Tools menu > Dropbox to see a list of dropbox baskets the instructor has created for your course. For more information about dropboxes or any other online course tools, go to Tools menu > Help and look up the information you need.

What is Doc Sharing?
Doc Sharing is located on the Tools menu in the upper-right corner of every online course page. Doc Sharing contains documents that your instructor or fellow students have uploaded there to share with you. You may also upload documents to Doc Sharing for the instructor or your fellow students to access. For more information about Doc Sharing or any other online course tools, go to Tools menu > Help and look up the information you need.

How do I get a course extension (Incomplete)?
Contact your instructor to see if you qualify. You will need written permission from your instructor. See the Park University catalog for additional information regarding 'Incompletes.'

What if I experience difficulties with my instructor?
If your instructor:

- Has been absent from the classroom a noticeable amount of time (instructors are required to participate in the classroom at a minimum of every 48 hours)
- Does not answer your questions to your satisfaction or in a timely manner
- Has not graded any assignments to date
- Has not handled other concerns to your satisfaction

Please notify onlinestudents@park.edu immediately.
Online Learning Info Center
http://www.park.edu/online/current.aspx

Student Resources
http://www.park.edu/current/

Academic Support Center
http://www.park.edu/support/

Online Course Accessibility
For information about Park University’s commitment to accessibility for students with disabilities and related policies and procedures, please visit Park University’s Disability Guidelines at http://www.park.edu/disability/.

Park University’s online courses are offered on the Pearson eCollege learning management system. For information about the Pearson eCollege commitment to accessibility, please visit http://www.ecollege.com/Accessibility.learn

Online Classroom Rules of Conduct, or “Netiquette”
In online courses, some people may have different opinions which you do not agree with. Be objective and respectful when responding to different points of view. Working online may make communication more difficult since you don’t see each other’s body language.

- Online communications need to be composed with fairness, honesty, and tact. Spelling and grammar are very important in an online class. What you put into an online course reflects on your level of professionalism.
- It is important not to take disagreement personally.
- Responses to different ideas and observations need to be objective. Being objective means maintaining boundaries and not making personal attacks on the ability of others or making statements that have the potential to be taken personally.
- An important part of online learning is discussion. Differences in thinking are good because our knowledge is broadened.
- Because we have differences, we will have conflict. The important thing is to handle conflict in a way that does not create defensiveness, which does not promote learning.

You can see more about core rules of netiquette at http://www.albion.com/netiquette/corerules.html. If you have questions about any of these policies, please contact your instructor.