

Tips for Success in HCC Online Classes:

1. Check your Highland email OFTEN. Instructors and the Online department contact students via their Highland email account (not their personal email). If you are not checking your email, you may miss contact from your instructor. You should check your HCC email at least every 24 hours. You can receive your HCC email on mobile devices ([access tutorial here](#)).

2. Bookmark these websites: <http://scottiemail.highlandcc.edu> (HCC Email), <http://highlandcc.edu> (Highland), and <http://online.highlandcc.edu> (HCC Online).

3. Pay attention to the directions given by your instructor for submitting work.

Upload files into Canvas when requested. Email assignments as attachments or in the body of an email when directed. Use the correct file extension (.txt, .rtf, .doc, .pdf, etc.) when submitting work. If your instructor can't open your file it cannot be graded. If work is not correctly submitted by the posted due date you can receive a zero on the assignment. If you need help with these tasks, contact the Help Desk before the due dates.

4. Complete homework/exams BEFORE the due date. You can never prepare for technical problems or electrical outages that would interfere with you completing your assignments on the due date. Therefore, you should ALWAYS complete them before they are due to allow time if issues arise. Do not wait until the last few hours to submit your work.

5. Report your technical problems. If you are having technical problems with your Canvas classroom, contact the Canvas Help Desk and have your technical problem reported. The Canvas Help Desk is located in your account along the left side menu using the question mark icon. Email your instructor if your problem is not immediately resolved so they are aware of your issue. If you are having problems with your Highland accounts, contact the HCC Help Desk at 785.442.6060.

6. Report any communication issues. If you are trying to communicate with your instructor, the help desk for technical support, or another office at HCC, you should receive a response within 2 business days. If you do not, please report this delay to hcconline@highlandcc.edu for assistance. We strive to be timely with our responses, so if there is a delay we need to confirm the message was received and matter resolved.

7. Check your grades. Your grades are posted in the Canvas classroom on the left side menu under "Grades." Check your grades weekly and contact your instructor immediately if you see a discrepancy.

8. Notify your instructor if a life event occurs. If something in life arises that will interfere with you completing your homework/exams on time, notify your instructor promptly and in advance when possible, so they may consider working with you (i.e.: funerals, medical procedures, etc.).

9. Practice academic honesty. HCC does not tolerate academic dishonesty. Academic dishonesty by students, which is not limited to cheating, fabrication, plagiarism, or facilitation of academic work, is reason for proper disciplinary action. Students should submit their own academic work. When completing research, properly cite your sources. Assisting another student in completing their coursework, accessing course material inappropriately, and reporting false technical errors is academic dishonesty.

10. Be responsible for your learning. Successful students get involved in their studies, create a schedule to stay organized, and connect with their instructors early. Be an active participant in your education starting TODAY.

If at any time you have questions, please contact us at hcconline@highlandcc.edu for assistance. We are here to help you be successful. Thank you for choosing Highland and have a great semester!

The HCC Online Team
Highland Community College
785-442-6170
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