

### FREQUENTLY ASKED QUESTIONS ABOUT ONLINE LEARNING AT DRAKE

#### **I HAVE NEVER TAKEN AN ONLINE CLASS BEFORE. HOW DOES IT WORK?**

Online classes are much like classes held on-campus. Your instructor will provide a syllabus and guide you through the material. You will have material, such as textbooks, articles, and videos to read and view. You may have to participate in discussions and have assignments to complete. You may also have quizzes and exams. Online classes require the same dedication, participation, and commitment to learning as on-campus classes do with the same deadlines and learning objectives.

#### **WHAT ARE THE DIFFERENCES BETWEEN AN ONLINE CLASS AND AN ON-CAMPUS CLASS?**

There are no major differences aside from the delivery method. The content and expected outcomes in an online class will directly match a class taught in a classroom of the same subject. You will be expected to engage in the same number of contact hours and complete assessments to ensure learning. You may find that discussions will be typed rather than verbal, lectures may be recorded instead of live, and exams may be online instead of on paper.

#### **HOW DO I CONTACT MY INSTRUCTOR?**

Your instructor will be present in your Blackboard classroom environment, engaging in discussions and grading your assignment submissions. You will find contact information in the course syllabus. You may also find a virtual office or shared discussion where you can post questions. And always watch for emails from your instructor in your Drake University email account.

#### **DO I NEED SPECIAL TECHNICAL SKILLS TO ACCESS AN ONLINE CLASS?**

Blackboard, our Learning Management System (LMS) makes navigating your online courses straight-forward and intuitive. You will need to be able to communicate via email, browse the Internet, use office applications such as MS Word, and be comfortable uploading and downloading files. If you need any assistance with technology or have questions, please contact [Information Technology Services](#).

## **WHAT TYPE OF SYSTEM REQUIREMENTS ARE NEEDED TO ACCESS AN ONLINE COURSE?**

You need a computer or laptop with a reliable internet connection. Tablets or smartphones do not allow full capabilities with Blackboard. Access to a web browser of your choice, along with Microsoft Office, are needed. Each school has its own student computer recommendations.

## **ARE TEXTBOOKS REQUIRED FOR AN ONLINE CLASS?**

Yes, you will have to purchase (or rent) textbooks and other materials for class. You will be able to purchase materials through the Drake University Bookstore or an outside vendor as needed.

[Cowles Library](#) is a great resource, as well, with many articles and ebooks that you can access for your courses.

## **WHAT IF I NEED ACCOMMODATIONS FOR LEARNING?**

Drake University complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Additional information can be obtained by contacting the Drake [Student Disability Services Office](#).

## **WHO DO I CONTACT IF I HAVE QUESTIONS OR PROBLEMS?**

Your first email or phone call should be to our Online Student Support Director, Kara Wendelin. You can reach her at [kara.wendelin@drake.edu](mailto:kara.wendelin@drake.edu) or 515-271-2506 during our normal business hours (8:00 a.m. – 4:30 p.m.)