

# Keys to Success at PCC

Questions and Answers You Need to Know



# Who are we?



**Joshann Schoen-Clark**  
Student Help Desk Specialist



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Online Advising and Student  
Success Specialists



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Online Advising and Student  
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Interim Student Help Desk  
Lead



**Ayeesha Hankins**  
Online Student Services  
Facilitator

## What's on the agenda?

- What PCC expects from you as an online student
- Student resources and support services available to you
- Answer your questions

**What does PCC expect from online students?**

# **Engagement**

## What else?

- Manage your time well by creating a weekly study plan and assignment schedule
- Review the syllabus for each class
- Check your [PCC](#) email regularly
- [Log into the D2L Brightspace](#) course homepage for each of your classes several times a week
- Keep up with your assignments and online quizzes and exams
- Actively participate in class discussions

## What else?

- Practice [Netiquette](#) in discussions, emails, and elsewhere
- Be honest and original. [Plagiarism](#) is not tolerated in any online course
- Engage with your course instructor and classmates
- Be patient. It takes time for your instructor to respond to emails and grade assignments
- Contact your instructor and/or the [Student Help Desk](#) when you have a question

# Student Resources and Support Services

- Jobs and Internships
- Multicultural Centers
- Queer Resource Centers
- Women's Resource Centers
- Computer Labs
- Fitness and Recreation
- Panther Pantry

## On-campus resources:

- Jobs and internships staff are available to help PCC students and graduates find employment.
  - The Multicultural Centers provide a safe space for all students, particularly students of color. Their programming includes cultural enrichment events, peer tutoring, mentoring, and leadership activities on each PCC campus.
  - The Queer Resource Centers provide advocacy, education, programming, and retention services for students with marginalized genders and sexualities on each campus.
  - The Women's Resource Centers work to support the success of students of all genders, particularly women at PCC and provide a wide range of programming
  - The Computer Resource Centers are open to all currently enrolled PCC students
    - Software applications include Internet access, word processing, desktop publishing, spreadsheets, databases, web page authoring, presentations and programming languages.
- (Note: an orientation is required before using the centers)
- Online students are welcome to use the Physical Education & Fitness facilities. Each facility has a calendar that indicates class and open recreation times. Students not enrolled in PE classes must pay the current PE facility use fee
  - The Food Pantry is provided by ASPCC (Associated Students of Portland Community College) and is designed to help any students struggling with food gaps

# Student Resources and Support Services

- Testing (Virtual Proctoring)
- Online Tutoring
- Disability Services
- Library and Media Centers
- Student Account Helpline
- Financial Aid Helpline
- Counseling Services
- Online Academic Advising
- Career Exploration
- Student Help Desk
- Online Student Resource Center

## Online resources:

- There is a testing center at each PCC campus location that offers proctored make-up exams. We also have an Online Testing Coordinator to help online students and faculty schedule exams at non-pcc testing centers, independent proctors, and virtual proctoring.
- All PCC students enrolled for-credit for fall 2018 have access to eTutoring.org for free online tutoring services
- Disability services provides accommodations to all PCC students to ensure they have access to the resources they need to succeed at PCC
- Library and Media Centers (aka PCC Libraries) provide a wealth of online tools, reference materials, and resources accessible via their website to support student learning
- Call the Student Account Helpline if you have questions about paying for college or your my student account balance (971.722.8888, option 3)
- Call the Financial Aid Helpline if you have questions about your financial aid package or refund status
- Personal counseling support is provided by Counseling Services, including several free online resources
- Online Academic Advisors are available to assist students taking only online courses
- The Career Exploration Centers are available to help students match their skills and interests to careers, research possible careers, and explore majors and programs of study
  - A wide variety of resources are available online
- The Student Help Desk provides computer software and online service support



- primarily for PCC online students
- The Online Student Resource Center is a D2L Brightspace based resource with basic information and practice exercises for new online learners as well as a discussion forum to pose questions

The only mistake you can  
make is not asking for help.

– Sandeep Jauhar



**Questions?**

## Contact Us

- Online Student Services Facilitator, 971.722. 4746, [ayeesha.hankins@pcc.edu](mailto:ayeesha.hankins@pcc.edu)
- Online Advising, 971.722.8222, [dladvise@pcc.edu](mailto:dladvise@pcc.edu)
- Student Help Desk, 971-722-8222, or 1-866-922-1010 ext. 8222, [shd@pcc.edu](mailto:shd@pcc.edu)

**<https://www.pcc.edu/online/students/>**