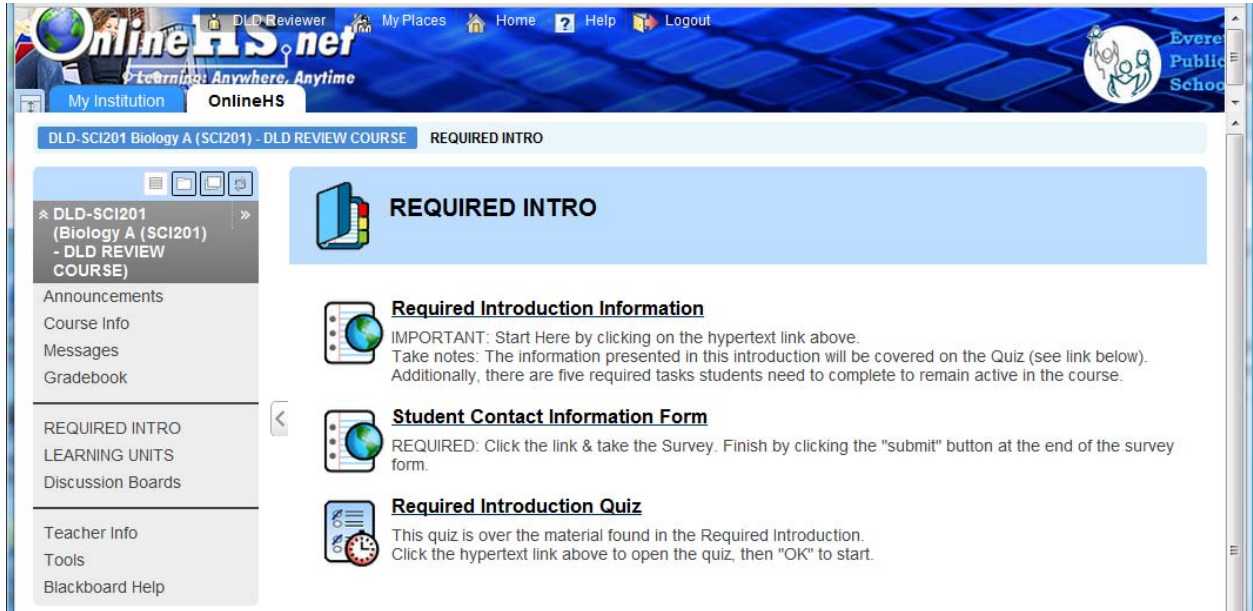


**DLD Approval Criteria E 5:** Required training and online support provided to students to aid them in navigating the online environment.

2 pages

**Screen Shot #1:** From inside every OnlineHS course is a **REQUIRED INTRO section** that students must go through first—and pass, before they proceed to the course content. This is a low-risk/low-threat opportunity for students to find-out if online learning is for them.



The screenshot displays the OnlineHS.net interface for a course titled "DLD-SCI201 Biology A (SCI201) - DLD REVIEW COURSE". The page features a blue header with navigation links: "DLD Reviewer", "My Places", "Home", "Help", and "Logout". The course title is prominently displayed in a light blue bar. On the left, a sidebar menu lists various course components: "Announcements", "Course Info", "Messages", "Gradebook", "REQUIRED INTRO" (highlighted), "LEARNING UNITS", "Discussion Boards", "Teacher Info", "Tools", and "Blackboard Help". The main content area is titled "REQUIRED INTRO" and contains three sections:

- Required Introduction Information:** An icon of a globe with a document. Text: "IMPORTANT: Start Here by clicking on the hypertext link above. Take notes: The information presented in this introduction will be covered on the Quiz (see link below). Additionally, there are five required tasks students need to complete to remain active in the course."
- Student Contact Information Form:** An icon of a globe with a document. Text: "REQUIRED: Click the link & take the Survey. Finish by clicking the 'submit' button at the end of the survey form."
- Required Introduction Quiz:** An icon of a clock and a document. Text: "This quiz is over the material found in the Required Introduction. Click the hypertext link above to open the quiz, then 'OK' to start."

**DLD Approval Criteria E 5:** Required training and online support provided to students to aid them in navigating the online environment.

**Screen Shot #2: From the OnlineHS web site's Help Desk (<http://onlinehs.net/helpdesk/>)**

Online Support videos to help students learn (see/hear) how to “Get Started” and navigate the OnlineHS learning environment

The screenshot displays the OnlineHS Help Desk interface. At the top left, there is a breadcrumb trail: "Home > Help Desk". The main heading is "Help Desk". Below this, a paragraph explains the purpose of the area: "This purpose of this area is to provide support and assistance for our students and parents. If you're visiting this page because you're interested in OnlineHS, we invite you to peruse the tutorials to learn more about online learning!". A "REMEMBER" note follows, advising that the first contact should be the instructor and providing information on how to find contact details. To the right, a section titled "Helper Applications (External Links)" contains icons for Adobe Flash Player, Adobe Reader, Windows Media Center, and Java. The central content area is titled "OnlineHS Video Tutorials" and is organized into three main sections: "1.0 INTRODUCTION", "2.0 GETTING STARTED", and "3.0 ASSIGNMENT". Each section contains a list of video links, each preceded by a star icon. The "1.0 INTRODUCTION" section includes links for "1.1 INTRODUCTION to OnlineHS.net", "1.2 Registration and Enrollment - 3 Types", and "1.3 SOU / SLP Forms". The "2.0 GETTING STARTED" section includes links for "2.1 HOW TO LOG-IN and Get Started", "2.2 How to EDIT My Personal Information (Bb)", "2.3 How to Change Your PASSWORD (Bb)", "2.4 How to CHECK YOUR GRADES in the Gradebook (Bb)", "2.5 How to ADD AN EVENT to Your Calendar (Bb)", "2.6 How to Manage My Task Area (Bb)", "2.7 How to Change My Institutions Page Colors (Bb)", and "2.8 HOW TO Communicate With Your Teacher". The "3.0 ASSIGNMENT" section includes a link for "3.1 How to SUBMIT AN ASSIGNMENT in Bb (Bb)".

Home > Help Desk

## Help Desk

This purpose of this area is to provide support and assistance for our students and parents. If you're visiting this page because you're interested in OnlineHS, we invite you to peruse the tutorials to learn more about online learning!

REMEMBER, if you need assistance, your FIRST contact is always your instructor. Email them directly and describe what you need to be successful. Their contact information (email & phone number) can be found inside your course from the "Teacher Info." hypertext link in the left-margin, main menu. You can also see our [Staff Directory](#) page for your teacher's contact information.

### Helper Applications (External Links)

- Get ADOBE FLASHPLAYER
- Get ADOBE READER
- Windows Media Center
- Java

## OnlineHS Video Tutorials

### 1.0 INTRODUCTION

- ★ [1.1 INTRODUCTION to OnlineHS.net](#)
- ★ [1.2 Registration and Enrollment - 3 Types](#)
- ★ [1.3 SOU / SLP Forms](#)

### 2.0 GETTING STARTED

- ★ [2.1 HOW TO LOG-IN and Get Started](#)
- ★ [2.2 How to EDIT My Personal Information \(Bb\)](#)
- ★ [2.3 How to Change Your PASSWORD \(Bb\)](#)
- ★ [2.4 How to CHECK YOUR GRADES in the Gradebook \(Bb\)](#)
- ★ [2.5 How to ADD AN EVENT to Your Calendar \(Bb\)](#)
- ★ [2.6 How to Manage My Task Area \(Bb\)](#)
- ★ [2.7 How to Change My Institutions Page Colors \(Bb\)](#)
- ★ [2.8 HOW TO Communicate With Your Teacher](#)

### 3.0 ASSIGNMENT

- ★ [3.1 How to SUBMIT AN ASSIGNMENT in Bb \(Bb\)](#)