
Health Care Learning Network™ North Shore



Student Handbook



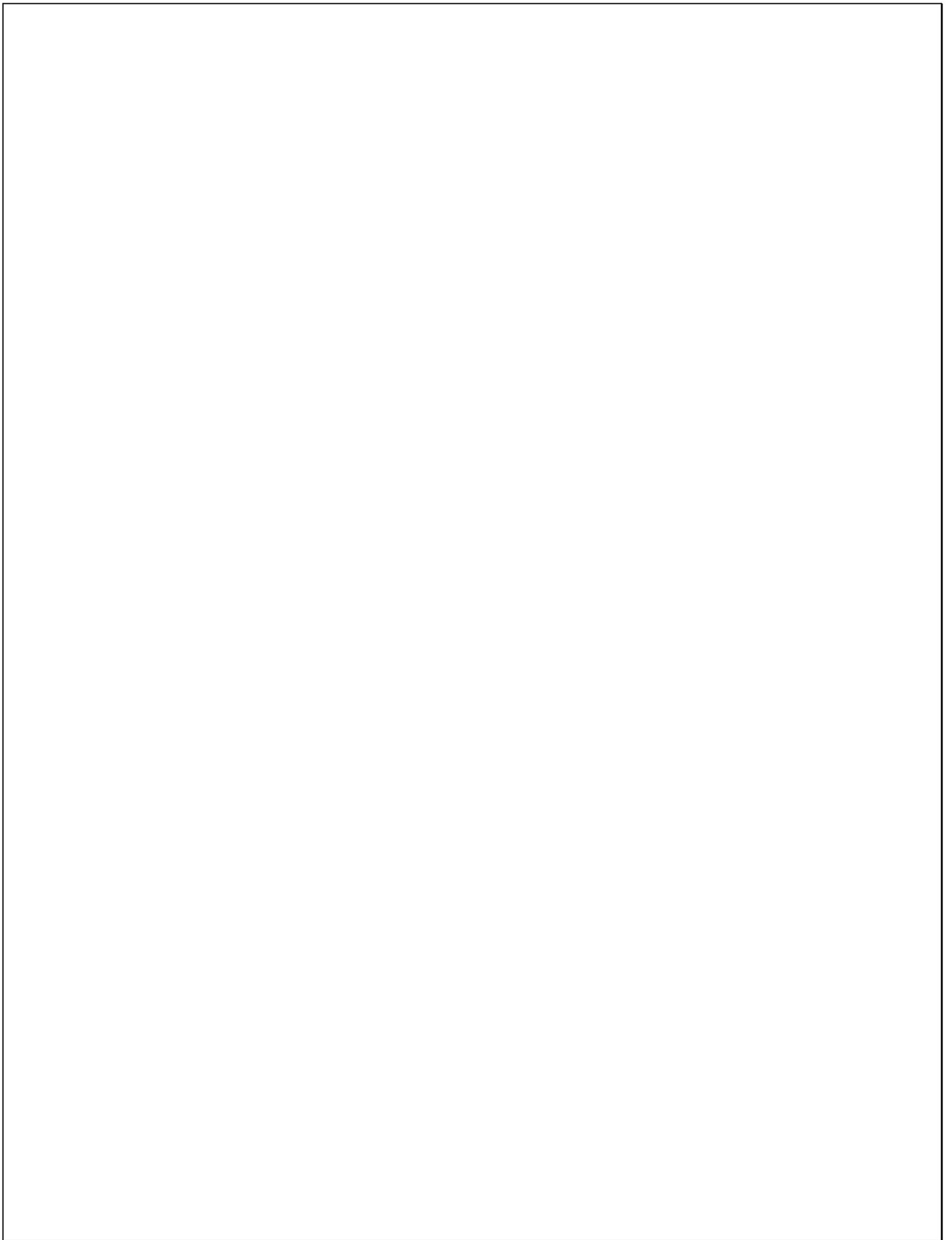
North Shore Workforce Investment Board

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How is online learning the same as a regular class?

In these online courses you will be asked to read and write as much -- if not more -- than in a regular class. You will have homework and tests.

You will also be able to listen to or watch the instructor on video at times.

The instructor will check your work every week and will make suggestions about how to continue improving.

How is online learning different than a regular class?

You will work at a computer and not with other students in a classroom. You study by yourself most of the time. (You can have a study partner if you want.)

You usually don't see the instructor in person—you communicate at least every week by email or telephone. If you need help please make sure you contact your instructor. **If at any time you are even thinking about stopping even for a while please make sure that you talk to your instructor.**

After the first two or three weeks there are no class meetings. You make your own schedule for studying.

There may be problems with distractions where you study, for example, when the computer is in a room where other people sit and talk. You have to find solutions for these problems. Please contact your instructor if you need with this, particularly if it is a situation at work.

Advantages of Online Learning	Disadvantages of Online Learning
You can learn using various methods: text, audio visual, and interactive activities.	You might miss the opportunity to listen to an instructor in person.
You can learn new skills and technologies while learning course material.	You must learn new skills and technologies in order to learn the material.
You can often share more with students through email than you would in class.	You can't socialize with classmates face-to-face.
You might find that instructors make themselves more available by email and phone.	You don't have face-to-face interaction with the instructor.
You can study when you want and your schedule can be made around your work.	You have to schedule a time when you are the only one with access to your computer.
You can study at your own speed.	You need to be self disciplined.
You can review previous lessons when you have questions.	You can't ask a question and get an immediate answer.
You have time to think about your ideas and respond in writing.	You won't be able to share your ideas orally without calling the instructor.
You are in charge of your learning.	You need to be self-motivated.
You don't have to waste time on commuting to class.	You can have difficulty making time to study at home or at work.
You have no travel costs.	You might have to buy some equipment for your computer, like headphones.

Course Description

There are regular assignments and tests. You can go through the course at your own speed and review material and take tests. An instructor (and sometimes your supervisor!) will check your work every week. He or she will then help you improve your reading comprehension, writing, and math.

Most contact will probably be on the Internet and on the telephone. For this reason, it is important for you to check for messages and tell your instructor if your contact information changes.

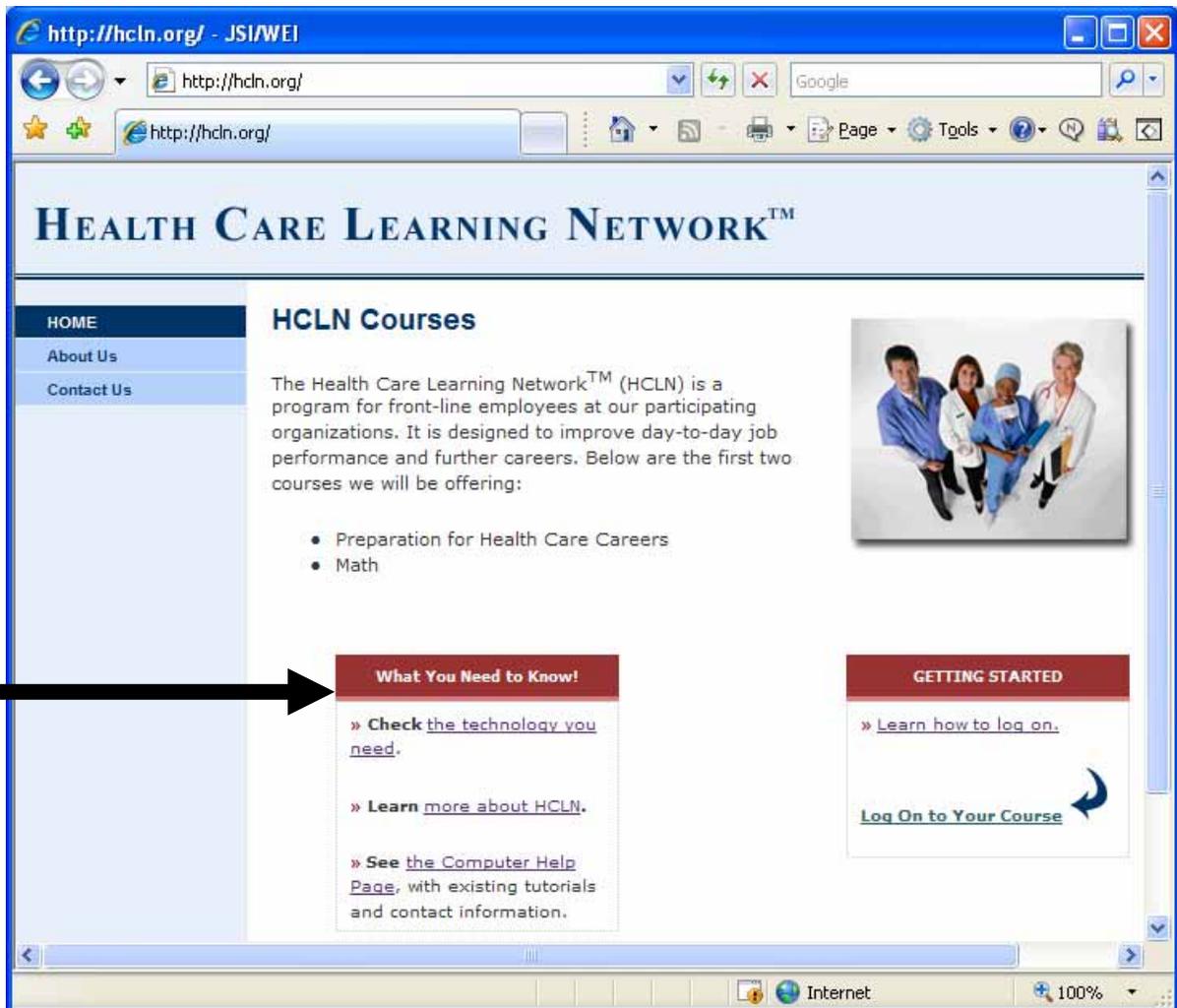
The Health Care Learning Network (HCLN™) provides a series of courses to help you prepare to advance in your career. You study from any computer with Internet access—at your home, at work, at the library, or anywhere!

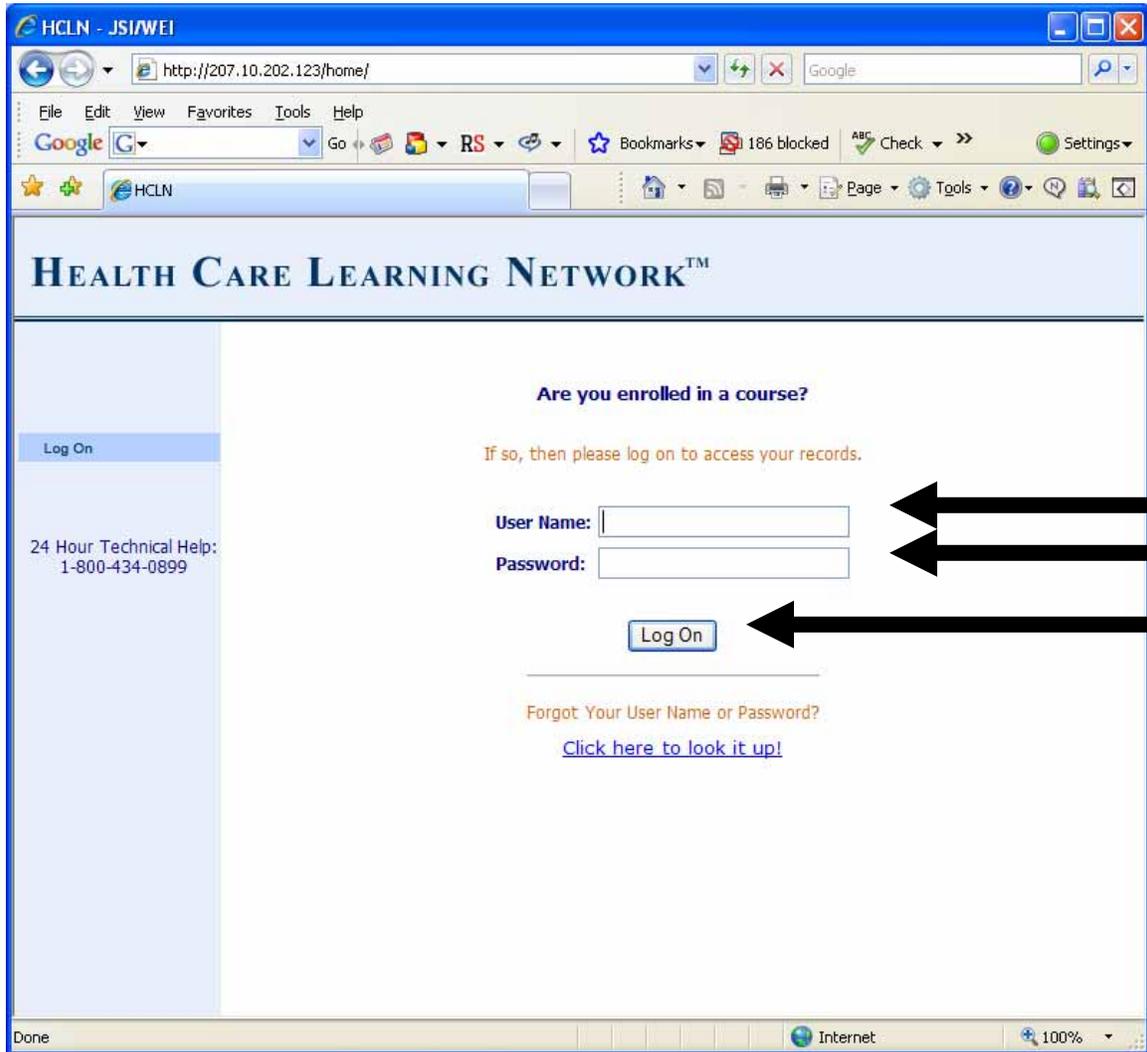
Here are the courses that we will offer:

- **Preparing for Health Care Careers** (reading, writing, study skills for college)
- **Computers for College** (logging on, word processing, email, using the internet)
- **HCLN Math** (basic math skill review)
- **Health Science** (scientific method, anatomy and physiology, genetics, research)

Quick Start: Instructions for Logging On to Your Course

1. Connect to the Internet using Internet Explorer and go to **hcln.org**.
2. In the box, **What you need to know!** click “[Check the technology you need.](#)” (You only need to do this the first time you log in to a course.)
3. When you are ready to start the log on process, click on, “**Log On to Your Course**” in the Getting Started box. (See the **blue arrow**.)





5. This is the page where you **log on to your course(s)**.

6. Next to **User Name**, type the first letter of your first name and your last name without any spaces or periods. Example: hsmith My User Name: _____

6. Next to **Password**, type hcln My Password: hcln

7. Click the **Log On** button below. (Notice that there is a link you can use **if you forget your user name and password**. You can also find these in your handbook.)

The screenshot shows a web browser window with the URL http://207.10.202.123/library/welcome_uni.cfm. The page title is "HEALTH CARE LEARNING NETWORK™". The main content area is titled "My Courses - student e" and includes a navigation sidebar on the left with links for "My Courses", "Gradebook", "Search", "Shortcuts", "Help", and "Log Off". The main content area contains a "Category:" dropdown menu set to "All Categories" and a "Total: 1" indicator. Below this is a table with the following structure:

Code	Title	Type	Availability
HCLN-PrepHealth07	Preparing for Health Care Careers	Online	Open

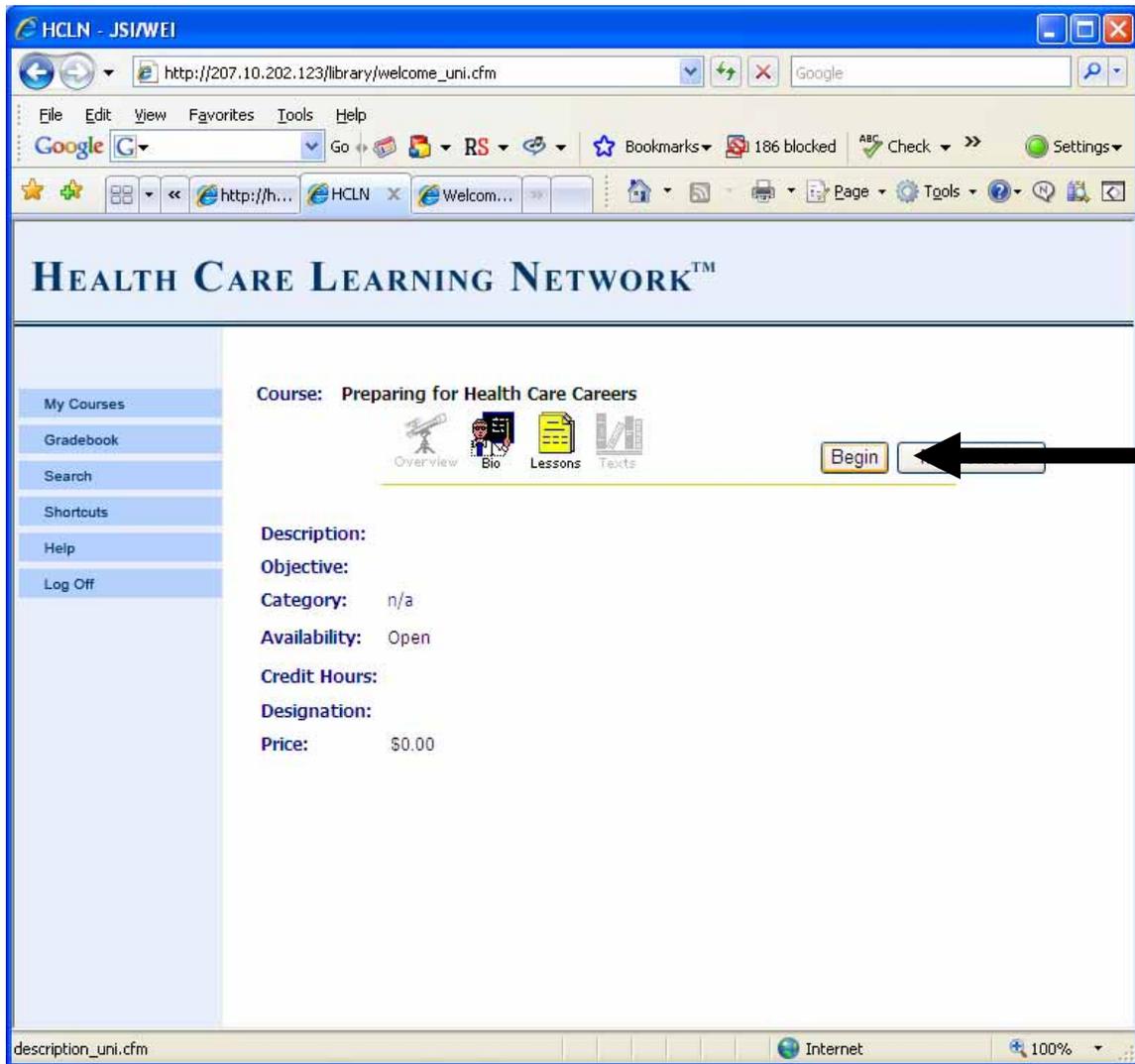
A black arrow points to the title "Preparing for Health Care Careers" in the table.

5. Look for the title of your course. There will usually be only one of these choices:

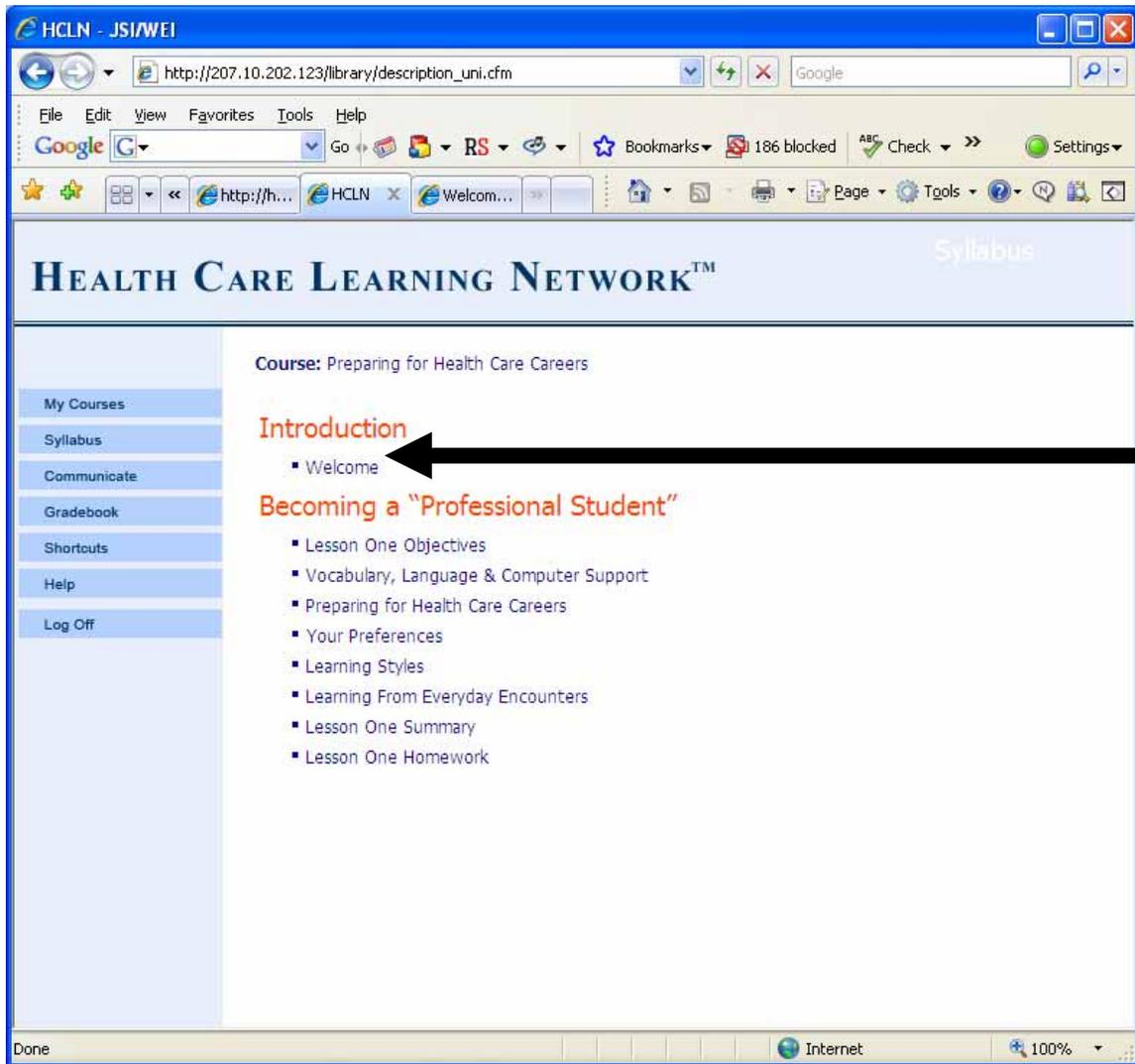
- **Preparing for Health Care Careers**
- **Computers for College**
- **HCLN Math**
- **Health Science**

6. Put your pointer over the title so you can see it become a link and underlined.

7. Click on the title of your course.



8. On this page, click on the button that says, **Begin**. (This page only comes up the first time you log in to a new course.)



9. Now you are at the **Syllabus** page. This page is the table of contents for the course. If you are just starting the course for the first time click on, “**Welcome.**” When you come back to this page you will see a checkmark next to the “Welcome” to show that you have visited the page.
10. After clicking Welcome on the Syllabus page, you will arrive at the **first page of the course.**



11. **Put on your headphones** and **listen to the message** from your instructor. (If you need help with the volume, click on Computer Tips.)
12. Find the image that says, **Bookmark**. By clicking here, the system will return you to this page the next time you enter the course.
13. You can also see **other images** (icons) next to Bookmark. For example, the Mailbox is where you will go to send mail to your instructor and classmates. Other icons are gray. We are not using “Assignment” or “Exam” on this page, but may use them later.
14. **On the left**, you can see a link to **Help** and **Syllabus**. These are the only links that you need to learn about right now.
15. **To move through the course**, find the arrow and the words **Next page >** in the bottom right corner of your screen. Note: You might have to move down the page (scroll) to see it.

Typical difficulties and what to do

1. Did you have any technical problem doing something with the course?

Try doing it again. You can also try closing the Internet window and logging on again. Often this works. Sometimes even restarting your computer can help.

2. You can't get into the course?

- Did you go to **<http://hcln.org>**
- Did you click **Log On to Your Course?**
- Did you go to a new page where you **type your user name and your password?**
- Your User Name** _____ (See page 5 of this Student Handbook)
- Password** _____
- After you typed your user name and your password, did you click **Log On?**

3. You can't see a video in the course?

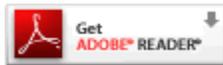
If you have Internet Explorer use that browser. Did you make sure that your computer has Flash or other needed plug-ins? Go to <http://hcln.org/need.html>.

4. You can't hear the sound in the course?

Do you have speakers on your computer? Are they plugged in? Are they turned on? Did you turn up the volume?

5. You can't download a document? For example a PDF?

If you do not have the free Adobe Acrobat Reader installed on your computer, you might not be able to view a document. Go to www.adobe.com and click on the button for Adobe Reader.



6. You click on a link or a button and nothing happens?

Sometimes you might need to wait for a document to appear but you also might need to turn off any pop-up blockers that are turned on.

Who to contact for technical help

➔Support with your work on the computer.

Steve Quann:

Email: squann@worlded.org

Phone: 617.385.3827 (You can call and leave a message on Steve's work phone anytime day or night.) On weekends 9 am-9 pm you can call him at **home**: 781.352.4540.

➔Support for your loaner laptop.

Henry Bryson:

Email: hbryson@mswreb.org

Phone: 598.281.6910

Ed O'Sullivan

Email: ed@northshorewib.com

Phone: 978.741.3805

Studying for an online learning course

Online learning courses are different from other courses, so it's important to do some things differently:

- **Make your schedule for time you will study each week**—the school does not make a class schedule for you. It usually isn't good to just work on the course when you have extra time (More about this in our first course). Make a plan and write down when you will study:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

- **Tell friends and family your study schedule** so they do not disturb you.
- **Make a goal for each week** to progress through the course a certain amount of lessons. Focus on completing lessons. Do something nice for yourself when you reach each goal—for example, when you finish 3 activities, go for a walk, eat something, or call a friend.
- **Work on the course every week.** A big reason that students quit online learning courses is because they don't do their work on a regular schedule. Then they feel like it is too difficult to continue with the course. If you cannot work on the course for two weeks in a row, please contact your instructor in advance, so we don't think you disappeared. ☺
- **Practice what you study**—look for opportunities to use what you learn and practice new skills in your life.

Support for you

➔**ORIENTATION:** We will tell you about the HCLN™ course(s) and how to use the course website.

➔**INSTRUCTOR:** We want you to **contact your instructor for any reason about the course.** For example:

- to talk about how you are doing in the class
- if you need extra help
- if you have problems using the online course. For example if you are lost.
- to talk about any difficulties you are having with the class or your schedule for working on the class
- if you change in your telephone number, address, or email address

It is important for you to tell us specific problems you are having with the class material. We can help you understand the material and give you suggestions so you can improve.

- **Study partners**--students will have the opportunity to work with other students. We can organize study groups so you can help each other or study together.
- **If you think of leaving the course, please talk with us first.** If you have any problems that make it difficult for you to complete the course, we can work together to find solutions.

Current Instructors:

Preparing for Health Care Careers:

Cynthia Zafft (hclnreading@gmail.com)

617.385.3650 (days) 781.326.3564 (evenings and weekends)

Computers for College

Diana Satin (hclncomputers@gmail.com)

781.352.4540

HCLN Math

Pat Fina (hclnmath@yahoo.com)

Health Science

Julie McKinney (hclnscience@gmail.com)

➔ CAREER COACH

Carrie Stack:

Email: carrie@sayyesinstitute.com

Phone: (508) 527-7047

Address:

Say Yes Institute

121 Loring Ave.

Suite 250

Salem, MA 01970

***New students:** Initial meeting with Career/Life Coach* (Thirty in Thirty!)

New students in the HCLN™ program will meet with the Career/Life Coach for at least 30 minutes (in person or on the phone), within their first 30 days in the program, to establish goals and develop a plan to succeed in the HCLN™ program. This initial meeting is important to establish goals, as well as identify any potential barrier/obstacles that could get in the way of reaching goals. After the initial meeting, students can continue to work with the Coach for ongoing support, motivation or to help working through issues, struggles or problems that may get in the way.

Students are encouraged to continue working with the Career/Life Coach throughout the HCLN™ program.

➔ PROGRAM MANAGER Do you have a question and are not sure who can answer it?

Contact our Program Manager:

Jane Colman:

Email: jcolman@northshorewib.com

Phone: 978.741.3805

What you can expect of us

- Give you encouragement
- Support you (see **Supports for you** section)
- Respond every week to your work by email, phone or in person usually within 48 hours
- Give you educational counseling and referral
- Do the best we can!

What we expect of you

- Work 4 to 6 hours each week on the course
- Tell the instructor if you have any questions or want any changes in the class
- Check email and phone messages every week for communication from your instructor, tutor or coach/mentor
- Contact the instructor a minimum of one time each week about your progress and to make sure you feel comfortable with the course. This can be by email or on the phone.
- Do the best you can!

Student Participation Agreement

- HCLN™ courses are self-paced however it is expected that you will spend 3-6 hours per week on course work to make steady progress toward course completion; this includes taking and completing the online quizzes and tests. Instructors check on student progress daily.
- If you have an emergency or extenuating reasons for not logging in to courses, the instructor should be notified by telephone or email as soon as possible.
- If you have any difficulty with the course work, contact the instructor or career coach for help and guidance. The instructor and career coach are waiting for your call!
- If there are personal, work or life problems affecting your ability to do course work, the career coach is available to help by phone, email, or in person. Information you share will be kept confidential.
- The material in the courses is based on and will help prepare for the TEAS or other college placement tests. HCLN™ provides a good foundation for preparing for these tests and can be enhanced by specific study guides that are available at book stores.
- Remember that HCLN™ will help you to prepare for college and that the instructors, coaches, mentors and staff are here to help. We want you to succeed!

Student

SDC/Instructor

Date _____