

## Student Guide: Where to Get Help

**STEP 1:** QCC offers various resources to help students be successful in their classes. First, identify what kind of assistance you need: Do you need technical help with the Q, student email, Blackboard or another technological system? Do you need academic help with your coursework?

**STEP 2:** Once you have identified what kind of help you need, then you can email, call or use the online resources for the appropriate service that can assist you. We have listed some of these services below.

### TECHNICAL HELP

- Visit the IT Support Portal  
<https://qccitsupport.freshservice.com/support/home> to view how-to handouts and FAQs about various tech systems, including the Q, student email, Blackboard, Office 365, and others
- Call the IT Service Desk: 508.854.4427
- Email [help@qcc.mass.edu](mailto:help@qcc.mass.edu)
- Contact the Online Learning Coaches
  - Email [OnlineCourseHelp@qcc.mass.edu](mailto:OnlineCourseHelp@qcc.mass.edu)
  - Call 508.854.7455 (this is a landline and does not accept texts)
  - Text 774.502.9270 (Tricia LaFontaine), 774.502.9469 (Ann Panetta), or 774.450.5740 (MaryKate McMaster)
  - Zoom: The Online Learning Coaches also are available to meet with students in Zoom by appointment. To schedule a time, contact them using one of the methods listed above.
  - Website:  
<https://www.qcc.edu/support/academic-career-support/online-learning-coaches-service>

### ACADEMIC HELP

- Visit <https://www.qcc.edu/support/academic-career-support/tutoring> or email [tutoringcenters@qcc.mass.edu](mailto:tutoringcenters@qcc.mass.edu)  
QCC Tutoring Centers provide a welcoming and supportive environment for currently enrolled students to receive free tutoring, both in-person and online, in a variety of subjects.
- Visit <https://www.qcc.edu/library> to learn more about library services online, at the Alden Library on the West Boylston campus, and in Room 121D on the downtown campus.
- Contact a Librarian directly:
  - Email [reference@qcc.mass.edu](mailto:reference@qcc.mass.edu)
  - Call 508.854.4366
  - Submit a question or use the live chat feature on this webpage:  
<https://qcc.mass.libguides.com/c.php?g=556057&p=3823555>

### OTHER RESOURCES

- Counseling and Wellness: <https://www.qcc.edu/support/wellness-support/counseling>  
Email [counselingandwellnessoffice@qcc.mass.edu](mailto:counselingandwellnessoffice@qcc.mass.edu)  
Call 508.854.4479
- HomePlate Food Pantry & Resource Center: <https://www.qcc.edu/support/wellness-support/food-pantry>
- Academic Advising: <https://www.qcc.edu/support/academic-career-support/academic-advising>
- Parenting Student Support Services: <https://www.qcc.edu/support/specialized-support/parenting-student-support-services>
- Financial Aid: <https://www.qcc.edu/admissions/financial-aid-scholarships>
- Student Accessibility Services: <https://www.qcc.edu/support/specialized-support/student-accessibility-services>
- QCC Mentoring: <https://www.qcc.edu/support/academic-career-support/mentoring>
- Bookstore: <https://www.bkstr.com/qccstore/home>
- Veteran Affairs: <https://www.qcc.edu/support/specialized-support/veteran-affairs>
- Wyvern Connect (QCC's student engagement portal): <https://wyvernconnect.qcc.edu/>
- Community Resources: [https://theq.qcc.edu/ICS/Student\\_Services/Community\\_Resources.jnz](https://theq.qcc.edu/ICS/Student_Services/Community_Resources.jnz)

# Blackboard Help Videos, Additional Resources, and Accessibility

## BLACKBOARD HELP VIDEOS:

- **How to Submit an Assignment (02:05)**  
[https://www.youtube.com/watch?v=vyejvk0Xoic&list=PLontYaReEU1vndBOA5qA-u\\_Gwyh9xk8U3&index=12&t=1s](https://www.youtube.com/watch?v=vyejvk0Xoic&list=PLontYaReEU1vndBOA5qA-u_Gwyh9xk8U3&index=12&t=1s)
- **How to Participate in Discussions (02:19)**  
[https://www.youtube.com/watch?v=Cmdi6eLETPQ&list=PLontYaReEU1vndBOA5qA-u\\_Gwyh9xk8U3&index=18](https://www.youtube.com/watch?v=Cmdi6eLETPQ&list=PLontYaReEU1vndBOA5qA-u_Gwyh9xk8U3&index=18)
- **Notification Settings in Blackboard Learn (01:41)**  
[https://www.youtube.com/watch?v=6pYsU4xT3xE&list=PLontYaReEU1vndBOA5qA-u\\_Gwyh9xk8U3&index=9](https://www.youtube.com/watch?v=6pYsU4xT3xE&list=PLontYaReEU1vndBOA5qA-u_Gwyh9xk8U3&index=9)

## ADDITIONAL RESOURCES:

- **Computer Technical Recommendations and Recommended Internet Browsers**  
<https://www.qcc.edu/support/it-service-desk/technical-recommendations>
- **Blackboard's Automated Browser Checker**  
[https://help.blackboard.com/Learn/Student/Ultra/Getting\\_Started/Browser\\_Support/Browser\\_Checker](https://help.blackboard.com/Learn/Student/Ultra/Getting_Started/Browser_Support/Browser_Checker)
- **Microsoft Office 365 – Free!**  
[https://www.qcc.edu/sites/default/files/2024-05/Student-Guide-Login%20and%20Install\\_M365.pdf](https://www.qcc.edu/sites/default/files/2024-05/Student-Guide-Login%20and%20Install_M365.pdf)
- **QCC's Alden Library Research & LibGuides site**  
<http://qcc.mass.libguides.com/researchprocess>
- **Online Privacy and Security information posted on the Federal Trade Commission website**  
<https://consumer.ftc.gov/identity-theft-and-online-security>
- **Blackboard Netiquette & Communication:**
  - **Netiquette Basic Rules (03:19)**  
<https://youtu.be/mebKKLpYGkQ>
  - **QCC Virtual Classroom Etiquette**  
[https://www.qcc.edu/sites/default/files/2023-11/qcc\\_virtual\\_classroom\\_etiquette\\_for\\_students.pdf](https://www.qcc.edu/sites/default/files/2023-11/qcc_virtual_classroom_etiquette_for_students.pdf)
  - **Discussion Board Netiquette (02:02)**  
<https://youtu.be/DwdqQjCfWSc>
  - **Core Rules of Netiquette by Virginia Shea**  
<http://www.albion.com/netiquette/corerules.html>

### 24/7 Support

**Phone Number:** 508.854.4427, Press 1 for Student Support  
**QCC IT Service Desk:** <https://www.qcc.edu/support/it-service-desk>  
**IT Support Portal:** <https://qccsupport.freshservice.com/support/home>

## ACCESSIBILITY LINKS:

- **Adobe Acrobat (various tools, including PDF file format documents)**  
<https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>
- **Annoto**  
<https://docs.annoto.net/guides/annoto-widget/writing-in-the-annoto-widget#:~:text=Chrome%20for%20example,-,Is%20Annoto%20accessible%3F,-Yes%2C%20Annoto%20is>
- **Blackboard**  
<https://www.anthology.com/trust-center/accessibility>
- **Cengage**  
<https://www.cengagegroup.com/accessibility/>
- **Hypothesis**  
<https://web.hypothes.is/accessibility/>
- **Kaltura - Embedded video tool**  
<https://corp.kaltura.com/developer-experiences/management-streaming/video-accessibility/>
- **McGraw Hill**  
<https://www.mheducation.com/about/accessibility.html>
- **Microsoft Office**  
<https://support.microsoft.com/en-us/office/make-your-content-accessible-to-everyone-ecab0fcf-d143-4fe8-a2ff-6cd596bddd6d?ui=en-us&rs=en-us&ad=us>
- **Pearson**  
<https://www.pearson.com/en-us/legal-information/accessibility.html>
- **safeMedicate**  
[https://www.safemedicate.com/sm\\_site/terms.php#access:~:text=or%20system%20crash,-,Accessibility,-Authentic%20World%20Ltd](https://www.safemedicate.com/sm_site/terms.php#access:~:text=or%20system%20crash,-,Accessibility,-Authentic%20World%20Ltd)
- **SAGE Vantage**  
<https://vantage.sagepub.com/accessibility>
- **Turnitin**  
<https://www.turnitin.com/accessibility>
- **Using YouTube with a Screen Reader**  
<https://support.google.com/youtube/answer/189278?hl=en>
- **Zoom - video meeting & conferencing tool**  
<https://www.zoom.com/en/accessibility/>

### 24/7 Support

**Phone Number:** 508.854.4427, Press 1 for Student Support

**QCC IT Service Desk:** <https://www.qcc.edu/support/it-service-desk>

**IT Support Portal:** <https://qccitsupport.freshservice.com/support/home>