



CONTINUING EDUCATION

Online Student Guide

Welcome back to school. We know that these are challenging times for all students and their families. We acknowledge and commend you for the sacrifice you are making to continue your education.

Here at MiraCosta College we want to be able to support you in the best way that we can by providing equitable access to our college's services and resources. We hope that this **Online Student Guide** can assist in directing you to the appropriate information to ensure the best academic experience under these circumstances. Know that there are committed faculty and staff connected to this guide that will do their best to see you succeed.

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STUDENT SUCCESS

Important Contact Information for Noncredit Students

Student Help Desk

The Student Help Desk is available to help students with the following:

- Trouble logging into SURF or Canvas
- Unlocking SURF accounts
- Resetting passwords

To contact the Student Help Desk, please call (760) 795-6655 or email studenthelp@miracosta.edu

Admissions and Records

Admissions and Records is available to help students with any official records or student account questions and needs.

- Submitting an online application for admission
- Adding or dropping classes using SURF
- Problem solving registration issues in SURF
- Student records requests such as transcripts or enrollment verification
- Resolving holds on your record that keep you from registering in classes
- Updating phone and email addresses.
- Students can also make changes to their email address using SURF.

To contact A&R, please send an email to noncredit@miracosta.edu

Counseling

Noncredit counselors will continue to help student make the right choices as they pursue their academic and career goals.

They can help with any of the following:

- Choosing a new/different class
- Updating your Ed plan
- Discussing career options and transfer to credit opportunities

To contact a counselor, please send an email to ncstudentsupport@miracosta.edu

Noncredit Student Success and Support Program (NCSSP) and General Instructional Support

The Student Success and Support team are available to help you get connected to resources you might need.

They can help with any of the following:

- Orientation and onboarding services
- Connecting students to resources, including those related to food/housing insecurity
- Following-up with students who might be experiencing academic or personal difficulties.
- To get help or to get connected with NCSSP, please send an email to ncstudentsupport@miracosta.edu

For general support, questions about books and classes, or for other instructional needs, call 760-795-8736 or email adulted@miracosta.edu.

Disabled Student Services and Programs (DSPS)

DSPS is available to help support students with their various learning needs:

- Test accommodations
- Note takers
- Other learning assistance

To receive DSPS accommodations, or to get more information about services, please call the DSPS office at 760-795-6658 or contact Brittany Daniels at bdaniels@miracosta.edu.

Department Chairs

Department Chairs are available to help students and faculty be successful. While we always recommend you work directly with your instructor first, if you feel like you need to talk with someone else about something related to your classes, you can email your program's department chair as follows:

- Angela Senigaglia at (asenigaglia@miracosta.edu) – Adult High School & HSE (GED/HiSET) Preparation
- Ruth Gay at (rgay@miracosta.edu) – Noncredit English as a Second Language & Citizenship
- Erica Duran at (eduran@miracosta.edu) – General Noncredit & Short Term Vocational

Academic Support Center

The Academic Support Center is an important resource for students. To get free tutoring and support by phone, email, zoom, etc., please use the following contact information:

Library – Students can get library related help 24/7 via our online “Ask a Librarian” chat service.

- Please visit the library’s website <https://library.miracosta.edu/homepage>
- Email assistance is also available at library@miracosta.edu
- This short video tutorial on library services. <https://www.youtube.com/watch?v=y9XWF8hwkFw>

Math Learning Center: Zoom sessions with tutors available. For more information check <http://www.miracosta.edu/mlc> to learn about e-tutoring.

TASC – MiraCosta provides free live online and email-based tutoring support for a variety of subjects.

- MiraCosta students log in to the [e-tutoring website](#) with their SURF username.
- For more information, check out the [TASC web page](#).

Writing Center – If you have online access, Jeff and Sarah will be available live.

- You can find their schedules and the link at www.miracosta.edu/CLCWC.
- If you do not have online access, you can email or share a google doc to clcwrittingcoach@gmail.com.
 - Please remember to include your name and a short description of the writing assignment in you message.
 - *Students can expect a response from Jeff or Sarah in 1 working day.*



SURF– MiraCosta’s Online Enrollment and Student Information Management portal allows students to manage their academic activities

Students who have never logged in to SURF will need to set up a password first. After that initial step, you will use the same Username/SURF ID and password for all of MiraCosta’s online systems.

You can use SURF to view, access, and update any of the following:

- Academic Records
- Financial Aide
- Manage Classes (add or drop)
- ED Plan
- Profile
- Spartan Prep
- Student Forms
- Tasks

How to add a class in SURF

Be sure you know the 4 digit class numbers of the classes you want to add before you start.

1. Go to www.miracosta.edu/surf
2. Click on **log-in** and enter your SURF ID and password
3. Click on the **Manage Classes** tile
4. On the left panel select “**Class Search and Enroll**”
5. Select the semester you are registering for
6. In the **Search for Classes** text box enter the 4 digit class number and hit the “enter” key
7. The search should return the class that you want – click on the class name to select it
8. Click on the small arrow on the right hand side of the page to continuing registering for that class
9. You are now on **Step 1 of 5: Select Academic Career**. Select “Adult High School” or “Tuition free Noncredit” and then click **Accept** to continue. *Students may not be prompted to select a career if not needed.*
10. You are now on **Step 2 of 5: Review Class Selection**. Click on the **Next** button with the arrow to continue.
11. You are now on **Step 3 of 5: Review Class Preferences**. If you have a permission code, enter it here, otherwise leave it blank. Click **Accept** to continue.
12. You are now on **Step 4 of 5: Enroll or Add to Cart**. Select **Enroll** to finish enrolling or select **Add to Shopping Cart** to add class to your shopping cart. Click on **Next** to continue. *Students are not enrolled in classes if they add the class to the shopping cart.*
13. You are now on **Step 5 of 5: Review and Submit**. Review the information and click on **Submit** to finish.
14. Respond to the pop-up window to confirm your submission. Select **Yes** to enroll in the class or to add class to the shopping cart. *Students are not enrolled in classes if they add the class to the shopping cart.* Select **No** to cancel. A confirmation message will display.

NOTE: If you added classes to the **Shopping Cart** you are not enrolled in the class(es). You must go to the **Shopping Cart** then select the classes you wish to enroll in and select **Enroll**. Select **YES** to enroll in the class.

FOR NEW STUDENTS

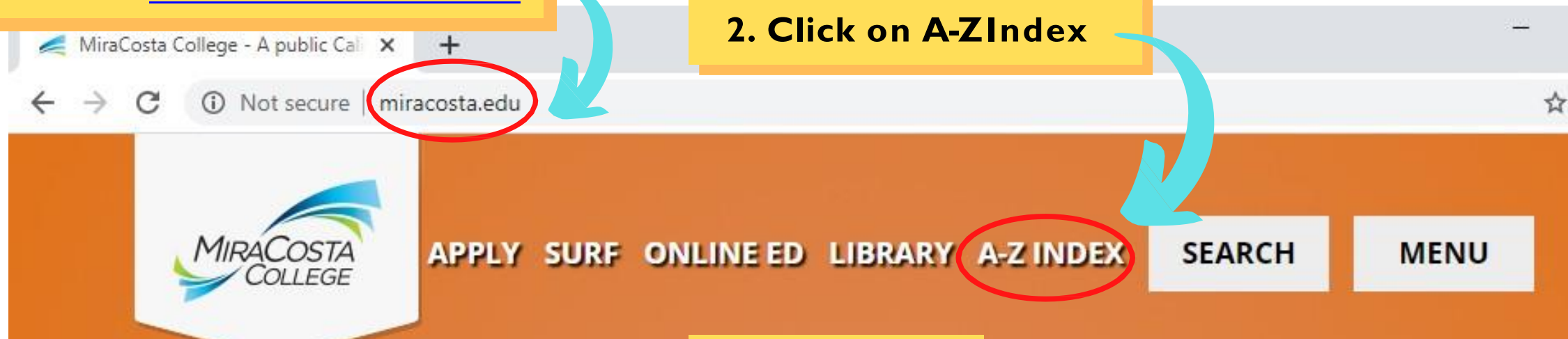


Please note, you will need your SURF ID to complete this process.

If you do not have your SURF ID, please contact Admissions & Records, or email noncredit@miracosta.edu

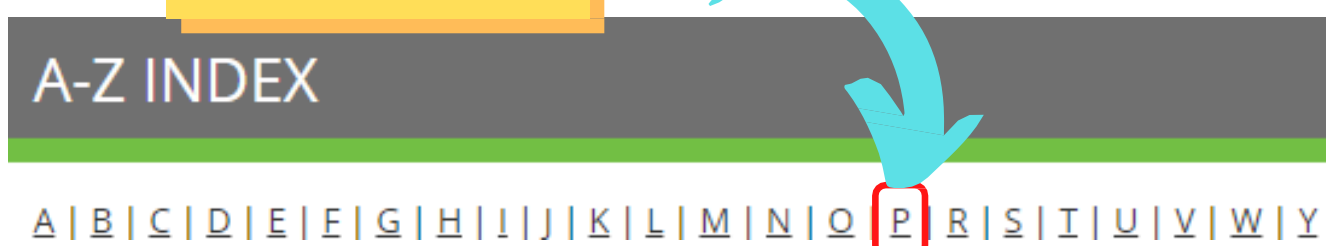
MiraCosta Account Setup

1. Go to: www.miracosta.edu



2. Click on A-Z Index

3. Click letter P



4. Click: Password (Student), Student Account Set Up for NEW Students ONLY

P

- + [Parking](#)
- + [Password \(Employee\), Employee Account/Password Management](#)
- + [Password \(Employee\), Employee Password Reset information](#)
- + [Password \(Student\), Student Account Set Up for NEW Students ONLY](#)

5. Enter Surf ID and Click: Set Password?

6. Go to your registered email address to retrieve your One Time Passcode

7. Enter your One Time Passcode and Click Continue

8. Create a password and Click Continue

Congrats,

SPARTAN

YOU'VE CREATED YOUR SURF ACCOUNT!



Canvas – Your online classroom

How to log-in from a computer

1. Go to www.miracosta.edu
2. Click on “Online Ed” at the top of the screen
3. Click on the button that says “Log in to Canvas”
4. Type in your SURF ID# (this begins with a W) and password
5. Click “submit”
6. You will see several “tiles” appear that match up with the classes you are enrolled into. If you do not see one by the first day of classes, email your instructor.

How to log-in from a phone or tablet

1. Download the Canvas Student app onto your device (the one with the red logo)
2. Open the app and follow the instructions to “Find my school” by entering MiraCosta College
3. Log in using SURF ID# (this begins with a W) and password
4. Click “submit”
5. You will see several “tiles” appear that match up with the classes you are enrolled into. If you do not see one by the first day of classes, email your instructor.

What if I have forgotten my password?

1. Type in your SURF ID# and then click on “forgot password”
2. You will be asked whether you want a one time passcode (OTP) emailed or texted to you. Choose one.
3. Then, check either your phone or your email for that code
4. On the Canvas screen, you will be prompted to type in that OTP
5. Once you do, you will choose a new password and then you will be able to log-in

What if it says my account is locked?

If you type in an incorrect SURF ID# or password three times, your account will automatically lock for 15 minutes.

You have two options:

1. Click on “forgot password” and follow the directions above OR
2. Wait 15 minutes and try again if you are sure you know your password

What will I use Canvas for?

This is where your instructor(s) will put information about class. Each instructor uses Canvas in different ways, but you can:

- Find weekly assignments
- Complete online assignments and quizzes
- Email your instructors
- Find web links to other programs and videos
- View your grades
- And more!



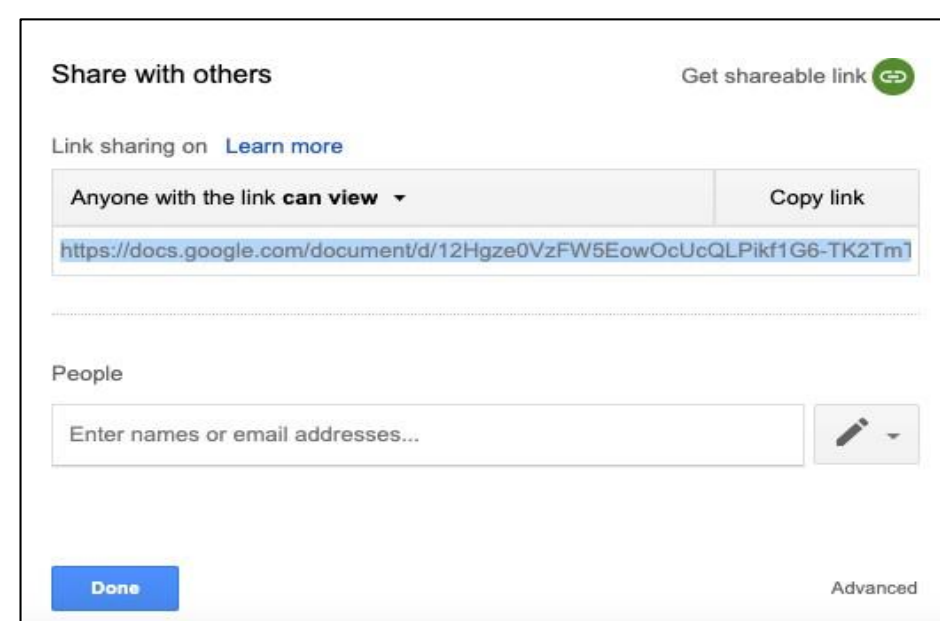
Googledocs – free online program for typing papers

How to Access, Use, and Share a GoogleDoc

If you have a gmail account, you already have Googledocs, even if you have never used it. Log into Googledocs with your gmail username and password.

From a computer

1. Go to www.google.com and “sign in” with your gmail account and password in the top right corner
2. In the top right corner, click on the small box of tiny dots by your profile picture or initials
3. Scroll down to and click on the triangle icon that says “drive”
4. To create a new document, look to the left side of the screen and click on the button that says “new” with a plus symbol
5. Scroll down to and choose “Googledocs”
6. Click on the arrow to the right and choose “blank document.” You are now in a NEW document!
7. Title this document by clicking in the box in the top left corner that says “Untitled Document.” Simply type your title there. For example, “Essay Rough Draft” or “Week One Assignment” etc...
8. Your document will automatically save, so you do not need to do anything to save your changes as you go
9. To share your document with your instructor via email, click on the blue button that says “share” in the top right corner
10. In the box that appears, click in the top right corner on “get shareable link”
11. A box will appear that shows a highlighted URL. Copy and paste that into an email for your teacher, so they can open it from their computer
12. When you’re done copying and pasting, simply click on The blue button that says “done” to return to your document



From the Googledocs App

1. Download the Docs app to your phone or tablet and log in with your gmail address and password
2. In the bottom right hand corner of your screen, click on the (+) button
3. Tap on “New Document”
4. Name your document and tap “create”
5. Begin to type your document
6. To share your document, tap on the three small dots in the upper right hand corner
7. Scroll down to “share and export”
8. Turn on “link sharing”
9. Tap on “copy link”
10. Email the link to your instructor



Remind – a communication program that allows instructors and students to text message each other

How to Access and send message in Remind

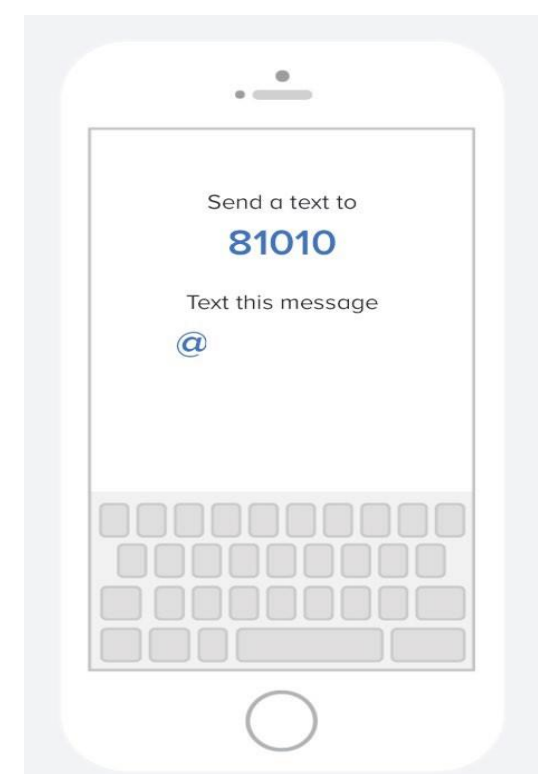
You do not need to download the Remind app in order to receive messages from, or sign-up for Remind. If your instructor wants you to sign-up for Remind, they will provide you with instructions in one of three ways:

1. You will receive a weblink you follow. SAMPLE <https://www.remind.com/join/sampleclass>
2. You will be asked to confirm your cell number and your instructor will add you to the app
3. You can send a text message to join. Your instructor may provide you with an image like this, with a code after the @

Depending on how you signed up, you may receive a text message from Remind asking you For some information, or inviting you to join.

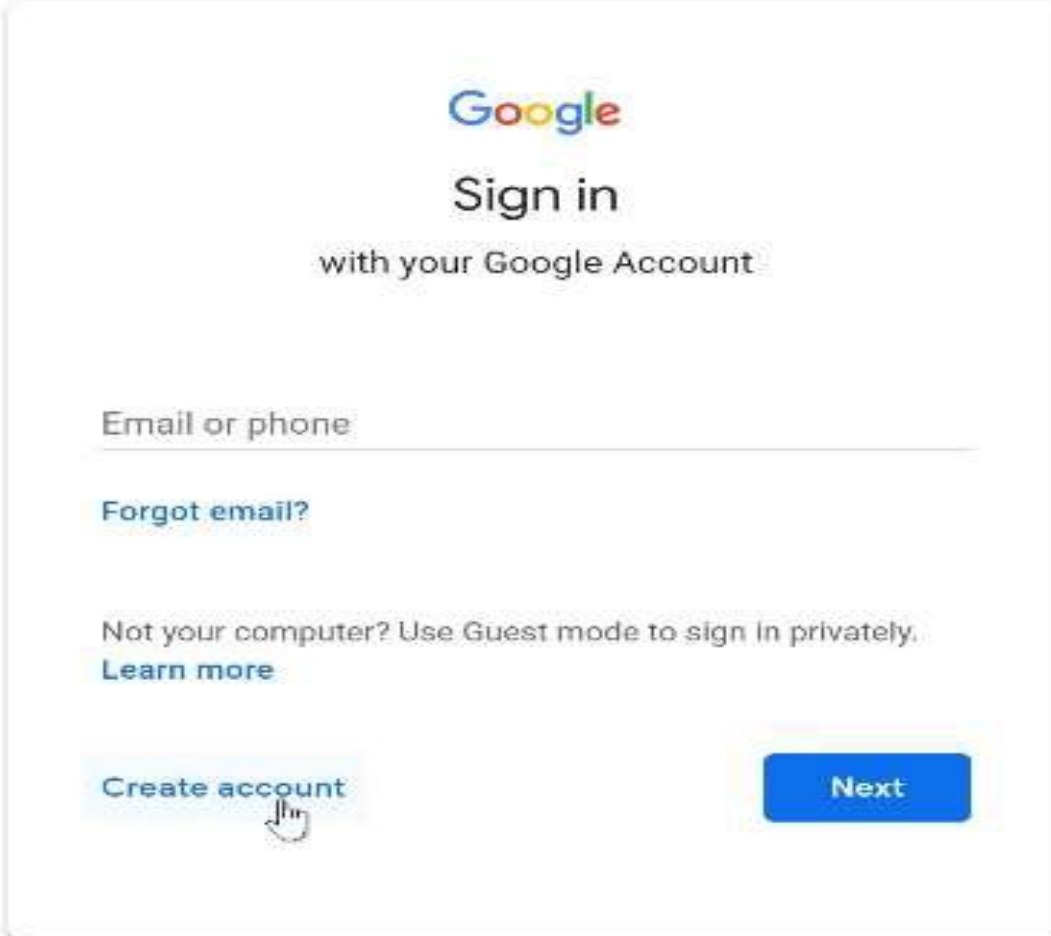
Reply with that information to get signed up and receive messages from your teacher. You do not need to do anything else. After following all the instructions for set up, you should be able receive text messages from your instructor.

To sent you own message to your instructor, simply reply to the text message you received from them and it will go directly to your teacher and not anyone else.



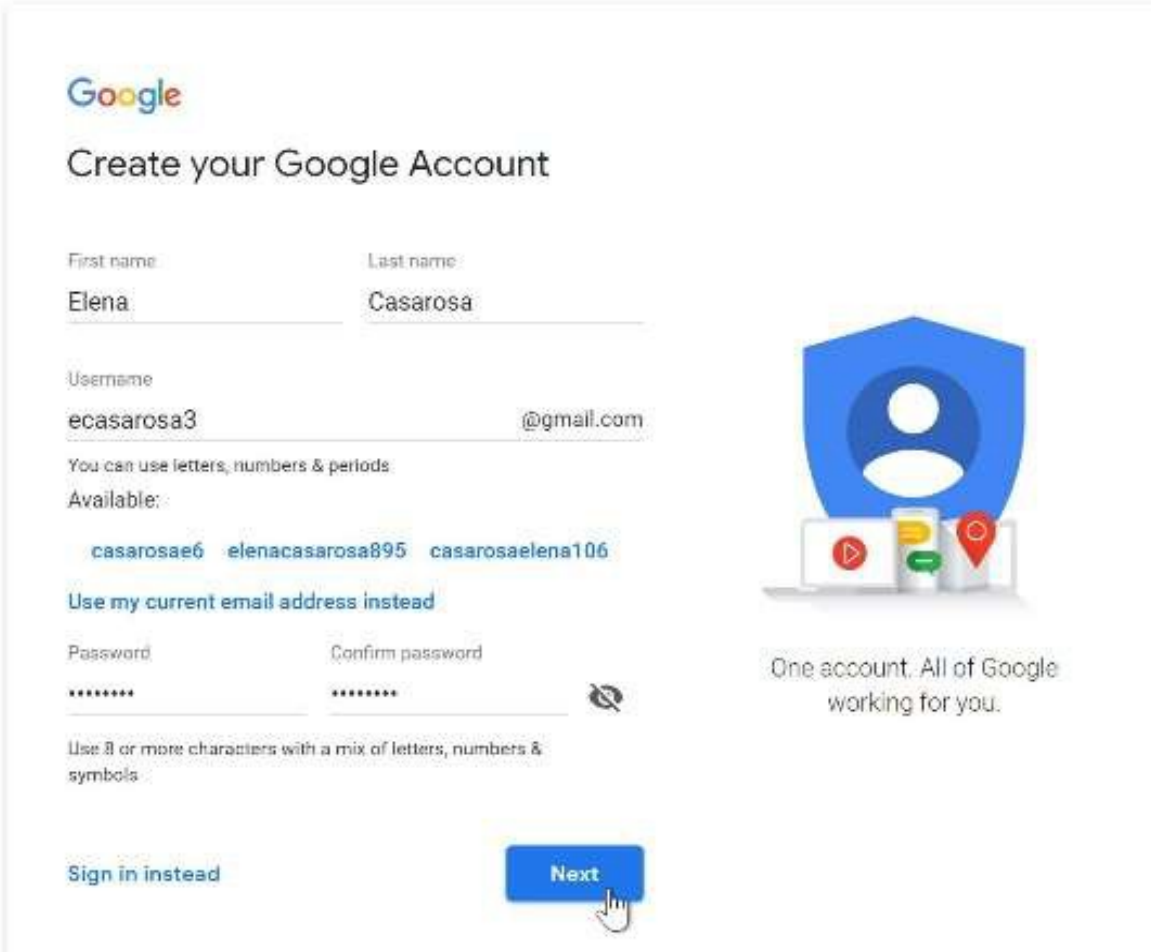
How to create a free Gmail account

1. Go to www.gmail.com.
2. Click Create account.



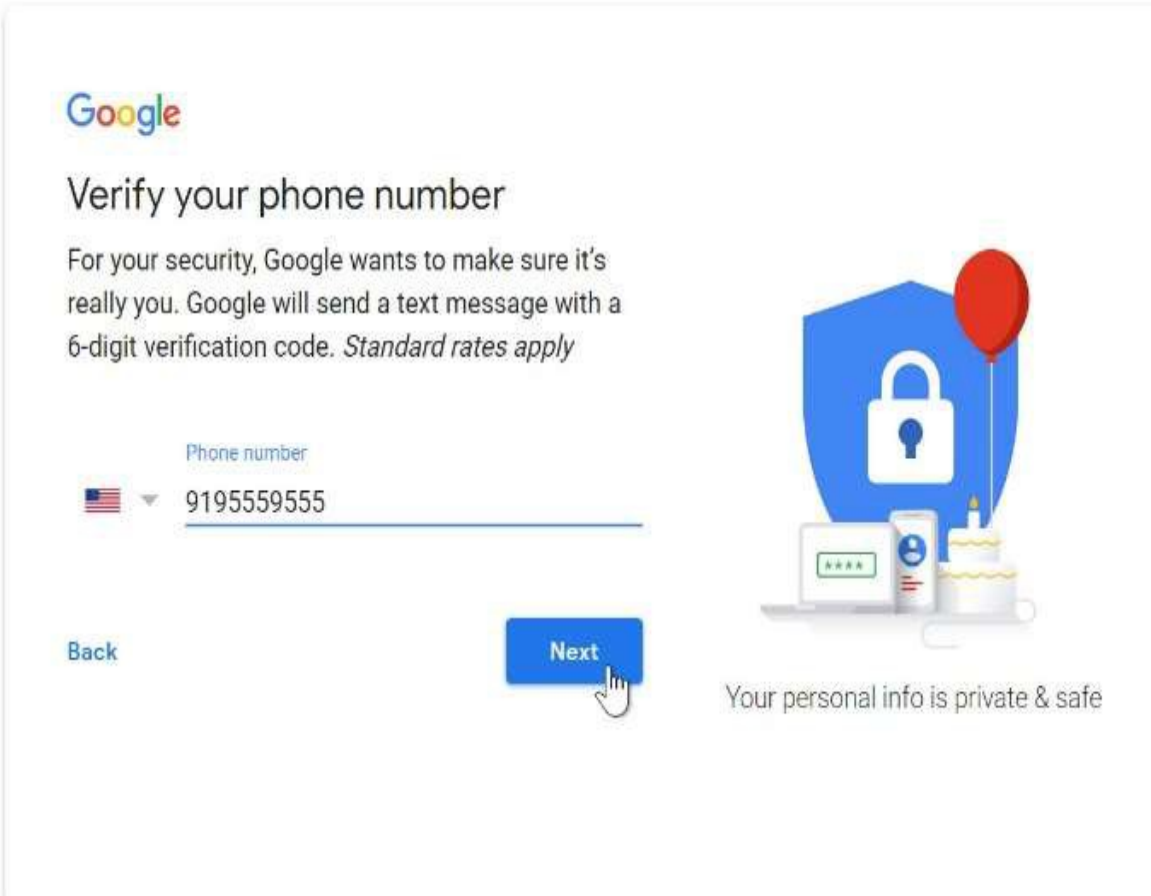
The image shows the Google sign-in page. At the top is the Google logo, followed by the text "Sign in with your Google Account". Below this is a text input field labeled "Email or phone". There is a link for "Forgot email?". A note says "Not your computer? Use Guest mode to sign in privately. Learn more". At the bottom, there are two buttons: "Create account" (highlighted with a mouse cursor) and "Next".

3. The sign-up form will appear. Follow the directions by entering the required information. Be sure to choose a strong password that you will remember.



The image shows the "Create your Google Account" page. It has fields for "First name" (Elena) and "Last name" (Casarosa). The "Username" field contains "ecasarosa3@gmail.com". Below it, it says "You can use letters, numbers & periods. Available:" followed by three suggestions: "casarosae6", "elenacasarosa895", and "casarosaelena106". There is a link "Use my current email address instead". The "Password" and "Confirm password" fields are filled with asterisks. A note says "Use 8 or more characters with a mix of letters, numbers & symbols". On the right, there is a blue shield icon with a person silhouette and a laptop with icons, with the text "One account. All of Google working for you." At the bottom, there are "Sign in instead" and "Next" buttons (the latter is highlighted with a mouse cursor).

4. Next, enter your phone number to verify your account. Google uses a two-step verification process for your security.



The image shows the "Verify your phone number" page. It says "For your security, Google wants to make sure it's really you. Google will send a text message with a 6-digit verification code. Standard rates apply". There is a "Phone number" field with a dropdown menu showing "9195559555" and a "Back" button. On the right, there is a blue shield icon with a padlock, a red balloon, and a laptop with a text message icon, with the text "Your personal info is private & safe". At the bottom, there are "Back" and "Next" buttons (the latter is highlighted with a mouse cursor).

5. You will receive a text message from Google with a verification code. Enter the code to complete the account verification.

Google

Verify your phone number

For your security, Google wants to make sure it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*

9195559555

Enter verification code

G- 346205

Back Call instead **Verify**

Your personal info is private & safe

6. Next, you will see a form to enter some of your personal information, like your name and birthday.

Google

Elena, welcome to Google

ecasarosa3@gmail.com

Phone number (optional)

9195559555

We'll use your number for account security. It won't be visible to others.

Recovery email address (optional)

We'll use it to keep your account secure

Month: March Day: 02 Year: 1982

Your birthday

Gender: Female

Why we ask for [this information](#)

Back **Next**

Your personal info is private & safe

7. Review Google's Terms of Service and Privacy Policy, then click I agree.

Google

Privacy and Terms

We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube, and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

You're in control

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account (myaccount.google.com).

MORE OPTIONS

Cancel **I agree**

You're in control of the data we collect & how it's used

8. Your account will be created.



Zoom Directions for Students

FOR **COMPUTER** USERS: Headphones help with background noise!

Google Chrome 53.0.2785 or higher, Internet Explorer 10 or higher, Microsoft Edge 38.14393.0.0 or higher, Google Chrome 53.0.2785 or higher, Safari 10.0.602.1.50 or higher, Firefox 49.0 or higher

<p>1.</p>	<p>Click on the meeting link your teacher sends or posts.</p>	
<p>2.</p>	<p>If you have never used Zoom before then you will need to click <i>download and run Zoom</i>.</p> <p>If you have Zoom downloaded on your computer then click <i>Open zoom.us</i></p>	
<p>3.</p>	<p>You might see a similar message to the one on the right once Zoom has been launched. As soon as your teacher joins the meeting, the virtual room will pop up.</p>	
<p>4.</p>	<p>Most likely your teacher has it set to mute all participants (that's YOU!) when they first join. You will only be able to <u>hear</u> your teacher at this time. She/he will <u>not</u> be able to hear you.</p>	

5. If your teacher invites you to speak, the message to the right may or may not pop up. If it does pop up click the [blue Unmute Myself](#) button.

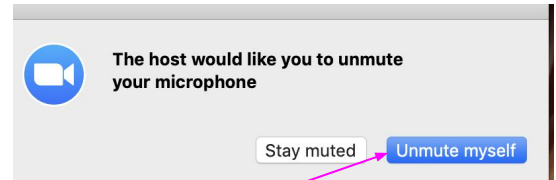
Troubleshooting:

What if my teacher cannot hear me?

- Bottom left corner next to the microphone, click the ^ arrow to try other microphones.

What if my teacher cannot see me?

- Bottom left corner next to the video camera, click the ^ arrow to try other cameras your computer may be connected to.



6. If you need to leave the meeting early or your teachers says the meeting has come to an end, you will want to exit the room by clicking *Leave Meeting* in the lower right hand corner.





Zoom Directions for Students

FOR **phone/tablet** USERS Headphones help with background noise!

1. Download the [Zoom Cloud Meetings app](#).



There are two ways to access your meeting:

2. Option 1:
Open the app and tap *Join*.

Enter the meeting ID number your teacher sends you and then click *Join*.

Option 2:
Click on the link your teacher sends or posts.



New Meeting



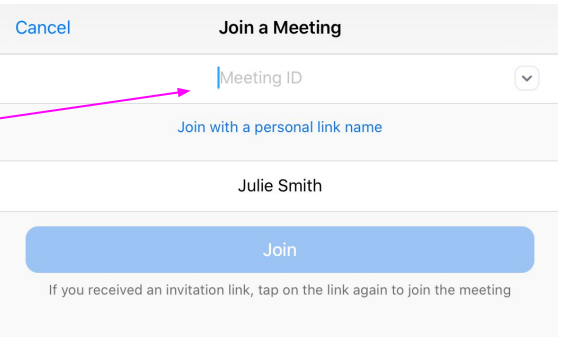
Join



Schedule



Share Screen



Morning Meeting @ 11AM Inbox x



Racine (Harris), Stephanie
to me ▾

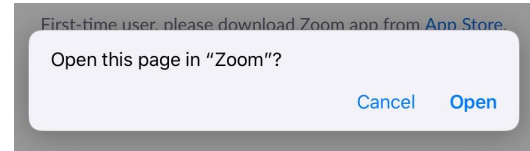
Hello Families,

Please join me for a Morning Meeting at 11am this morning.

Please click [here](#) for the invitation.

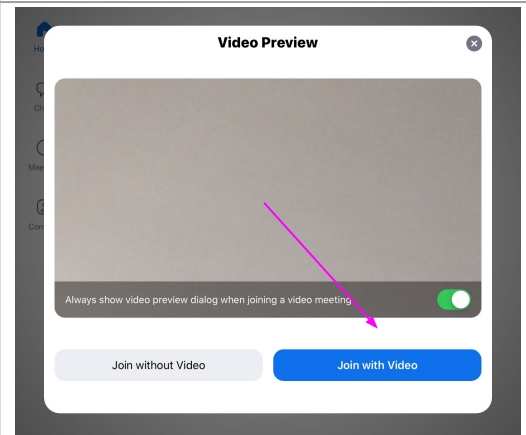
I look forward to seeing you!

Option 2 continued:
Tap *Open* to open the meeting in the Zoom app.



4. Tap *Join with Video*.

This means that anyone in the Zoom session will be able to see you.



5. Tap *Call using Internet Audio*

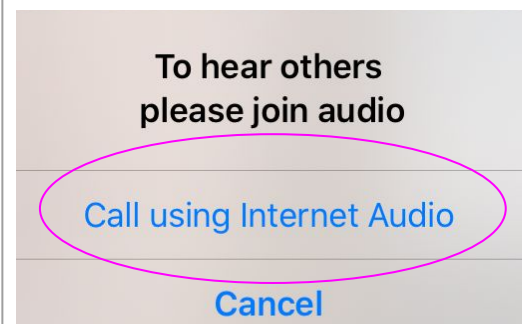
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