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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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 students 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 (NCSSSP) 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
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.

SURF 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 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 clcwritingcoach@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.

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.

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- 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 clcwritingcoach@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.
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

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](http://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!
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](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.
2. Click Create account.

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.

4. Next, enter your phone number to verify your account. Google uses a two-step verification process for your security.
5. You will receive a text message from Google with a verification code. Enter the code to complete the account verification.

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

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

8. Your account will be created.
1. Click on the meeting link your teacher sends or posts.

2. If you have never used Zoom before then you will need to click *download and run Zoom.*
   If you have Zoom downloaded on your computer then click *Open zoom.us*

3. 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.

4. Most likely your teacher has set it to mute all participants (that’s YOU!) when they first join. You will only be able to **hear** your teacher at this time. She/he will **not** be able to hear you.
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!

<table>
<thead>
<tr>
<th>1. Download the <strong>Zoom Cloud Meetings app.</strong></th>
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### 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*.

   ![Zoom app interface](image)

2. **Option 2:**
   - Click on the link your teacher sends or posts.
<table>
<thead>
<tr>
<th>Option 2 continued: Tap Open to open the meeting in the Zoom app.</th>
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<table>
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<tr>
<th>4. Tap Join with Video.</th>
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<tr>
<td>This means that anyone in the Zoom session will be able to see you.</td>
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<tr>
<th>5. Tap Call using Internet Audio</th>
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