



**University of Delaware**  
College of Health & Nursing Sciences

### **Distance Learning Fact Sheet**

The Division of Special Programs (DSP), in conjunction with UD Online, is committed to providing support and assistance to students enrolled in distance courses and online degree programs within the College of Health and Nursing Sciences. Please review the information provided below and contact DSP staff via phone 1-800-UOD-NURS (out-of-state) or 302-831-3012 (within Delaware), fax 302-831-4550, e-mail [dsp-email@udel.edu](mailto:dsp-email@udel.edu) if you have questions or need technical assistance.

#### **Computer Requirements:**

All online courses require Internet access. Course materials including the syllabus, video lecture modules, assignments, etc. are "housed" in WebCT, an online course management system. A CD-ROM drive is needed if you choose to view lecture modules when not connected to the web. Specific computer requirements are as follows:

#### **System requirements for PC:**

- 128 MB RAM
- 500 MHz Intel Pentium Processor or Equivalent
- Windows 98 or higher
- 28.8k Modem:
  - Close System window. From the control panel window, select the "Modem" icon. Right-click on your modem, and then click "Properties." Your modem should be 28.8k or higher. (Note: This modem check will not work if you are directly connected to the Internet using a Local Area Network (LAN). A direct connection to the Internet does not use a modem and is a higher speed connection).
- 16-bit or better graphics display capability
  - Right-click on an empty space anywhere on the desktop. Click on "Properties." Select the tab titled "Settings." Under "Colors" you will have a selection titled " High Color (16-bit) if you have 16-bit or better graphics display capability.

**System Requirements for Macintosh:**

- OS9.x – NOTE! MAC OS X will work with Real One Player
- 128 MB RAM
- G3 MAC or better
- 16-bit or better graphics display capability

**Browsers:**

You will need to have Internet access and use an adequate web browser (i.e., Internet Explorer 6.0 or Netscape 7.0). This is required to access course information. If you live in Delaware you can access the Internet through the University of Delaware website and do not need an Internet provider. If you live outside of the local calling area, you will need an Internet provider to avoid long distance telephone charges.

**Course Demonstration:**

View a sample faculty lecture online at <http://www.udel.edu/UMS/itv/demo/> Click on the triangular shaped play button to begin the lecture. If you would like to begin the set up of your computer continue to the next paragraph.

**Automated System Check:**

Visit:

[http://www.continuingstudies.udel.edu/udonline/course\\_access/startup/systemcheck.html](http://www.continuingstudies.udel.edu/udonline/course_access/startup/systemcheck.html) The UD Online Configuration Wizard will perform a series of tests on your computer to make sure it is configured properly for all of UD Online's delivery methods. If you are missing any components necessary to view your UD Online course materials, you will be provided with instructions on how to obtain and configure those components. When the test finishes, return to read the next paragraph about other system requirements that cannot be checked automatically. It is important to follow these steps exactly and to complete the process early. If you are matriculated into a program you can create your UD PIN and e-mail account. This can require 2 - 4 days to complete if you have not previously set them up. If you already have a UD PIN and e-mail account you do not need to change them.

**Software:**

It is strongly recommended that you use Microsoft Word when submitting documents electronically to professors. Most faculty are unable to open WordPerfect documents. In extenuating circumstances, WordPerfect files can be saved as rich text format (.rtf) and then submitted. All documents must be saved as either a **.doc** or **.rtf** file and submitted.

**Technical Support:**

The UD Online office provides technical support to students and has extended hours for a period before and after semesters begin (302-831-1053 or 1-800-597-1444). At times you may be referred to the University technology help line for additional help (302-831-6000).

**Course Support:**

Academic questions should be referred to your instructor. All other course support questions or concerns can be directed to the Division of Special Programs Monday-Friday, 8AM-4: 30PM. (1-800-UOD-NURS or 302-831-3012).

**Accessing the Library:**

The UD web proxy server is a resource that provides access to materials previously available only through a direct connection to the campus network.

On-campus users and off-campus users who dial in directly to the University of Delaware do **not** need to use a proxy server with their web browser.

University of Delaware users who access the Internet by first connecting to an Internet Service Provider (ISP) other than the University can use the web proxy to gain access to materials which are restricted, by license, to University students and staff. If you use an ISP to reach the University's network, you will need to use UD's web proxy server to access restricted UD Library databases, the UDeploy software site, and some other resources on our campus network. Go to <http://www.udel.edu/topics/connect/webproxy/index.html> for detailed instructions.

**Course Delivery Formats:**

Most courses are offered in two delivery formats, web-classroom and CD-ROM. Web-classroom UD Online distance learning courses have online course materials (instructor information, syllabus, handouts, assignments) that must be accessed through WebCT. Faculty lectures are available in a modular format within WebCT. We strongly recommend that you select the CD-ROM section in order to avoid lengthy delays which sometimes occur when large amounts of material are downloaded. This will also enable you to access course lecture modules without an Internet connection. However, you will still need an Internet connection to complete your discussion groups, submit assignments and access other course materials online.

**Registration:**

Distance learning students can register for courses in two basic ways: as individuals, or as site participants. Site participants register using an official UD

work site or participating community college; each participation option has different payment methods and some variation in students' responsibilities. If you live in Delaware it is best to register as an individual and take your exams at the University. If you live outside Delaware it is best to register through an official UD worksite or participating community college. A complete list can be found at: [http://www.continuingstudies.udel.edu/udonline/student\\_services/handbook/registration.html](http://www.continuingstudies.udel.edu/udonline/student_services/handbook/registration.html)

The registration process for online courses is different from that of campus-based courses. Registration is completed by phone through Professional and Continuing Studies during specific timeframes as noted in the UD Online registration booklet (302-831-1053 or 1-800-597-1444) or by fax (302-831-3292), U.S. mail, or in-person.

**Questions:**

If you have any further questions contact the Division of Special Programs 1-800-UOD-NURS (out-of-state) or 302-831-3012 (in Delaware).