

E-Learning Frequently Asked Questions



How do I register for an

online course?

You do not have to do anything differently in registering for online courses. The registration process is the same. The only thing you need to do is make sure you have selected a course (within the electronic schedule index) that indicates it is a WEB course. If you do not see the class listed as WEB, then the class is a ground course, held on campus.

For more information on the complete registration process, click on either the My Wallace Selma link and click on the Registration button.

Who is responsible for the initial contact, the student or the instructor?

The student should access the course on the first day of class, just as you would attend class on the first day in a traditional classroom.

How do I access my course material?

Your materials for your course can be found when you log in to Canvas. Be sure to log in on the first day of classes and read the instructor message. Begin work in your courses on Day 1. Don't delay!

What do I do if I cannot access my course?

If you cannot log in to your course, please access the [Help link](#) located underneath the login area on the Canvas login page for phone support or live chat.

I am trying to access my WCCS e-mail but I receive a message that my password and/or user name is incorrect. How can I resolve this issue?

Please be sure you are typing the correct email address in the User Name box. By default, your initial password is "Wallace" + the last four digits of your Social Security number (e.g. **Wallace1234**). If this does not work, please contact the IT HelpDesk at 334.876.9416 for assistance.

How do I drop/add an E-Learning course?

The procedure for dropping or adding a course is the same as the procedure for dropping or adding a traditional on-campus course.

Am I ever required to come to campus for an E-Learning Course?

You are required to come to campus for your midterm and final exam. However, some E-Learning courses require you to come to campus for labs or activities. Those courses are Biology, Speech, and courses listed as hybrid courses.

Where can I find my midterm and final exam test date, time, and location?

There are two ways to find information concerning your midterm and final exam. One way is to log on to your class and check the syllabus or view the course calendar. Another option is to check the E-Learning home page. Exam schedules are listed under the E-Learning Exam Schedule link on the left side of the page.

What if I have two or more exams scheduled at the same time?

If you have two or more exams scheduled at the same time, you will need to take one exam on the regularly scheduled exam date and contact the other instructors to request permission to take a makeup exam.

What about exam proctoring for students living too far from campus?

If you are living beyond close proximity to one of our testing sites or living out of state and need an exam proctored, please contact the E-Learning Technical Specialist at 334.876.9303 to discuss arrangements for a proctor.