

FAQs

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How can I tell if online learning is right for me?

There is no way to know **for sure** about something new unless you give it a try. This [quick student questionnaire](#) will help you decide whether online classes fit with your learning style.

What if I can't attend the Orientation Course?

In order to complete enrolment in a DPCDSB eLearning day School course, you **MUST** complete the orientation course /session and be awarded the completion badge.

Do I have to log in to my course at a specific time of day?

No. You don't have to work on your eLearning day School course at a particular time of day.

You just need to log in every school day and complete a certain amount of work by the date set out by the teacher. Expect to spend **1-3 hours per day**. Access is available anywhere, anytime from any device with an internet connection. To be successful, students are strongly encouraged to log in on a regular basis i.e. Monday to Friday.

Students are strongly encouraged to view any videos and messages their teacher posts.

DPCDSB eLearning FAQs for Students

How many eLearning Day School courses can I take?

You can take a **maximum** of 1 full eLearning day School credit course per semester.

***In Summer school you are also allowed to only take one eLearning School credit course per session.

If you have special circumstances, speak with your guidance counsellor and vice-principal. They will contact the eLearning contact in DPCDSB Program to discuss your situation if they think it is in your best interests.

How much work is an eLearning day School course?

Expect to work **1-3 hours every day** on your eLearning Day School Course. Successful students are those who actively participate in their course on a regular basis, i.e. logging in daily, reading course materials, participating in discussions and submitting assignments.

How do I drop an eLearning day School course?

You have to ask your guidance counsellor to remove you from your eLearning course, complete any necessary forms, and get a parent or guardian signature if requested by your home school guidance counsellor.

While it's courteous of you to let your teacher know that you're dropping their course (telling them "It's not you, it's me..." makes them feel better) doing so **does not** remove you from your eLearning course.

Your teacher can't demit you from the course, only your guidance counsellor can.

I'm not a DPCDSB Board student. Can I take an eLearning Day School or Summer School Course?

No, sorry, you can't. You must be active at a DPCDSB secondary school in order to take an eLearning day School course.

eLearning day School courses are part of a student's regular timetable. If you don't have a timetable at a DPCDSB school, it just doesn't work.

Where can I find my OEN (Ontario Education Number) or Student number?

You can find both of these numbers on your report card or student schedule.

DPCDSB eLearning FAQs for Students

I'm travelling for a few weeks during this semester; can I still take an eLearning day School Course?

If you leave Canada to travel to the United States or to another international destination, you will not have access to your DPCDSB account. This means you will not be able to log in to email or D2L while outside Canada.

What do eLearning courses look like?

eLearning courses are housed on the software platform called Brightspace D2L. To preview our online courses and the D2L software platform, go to this URL:

<https://courses.elearningontario.ca>

Choose "eLearningOntario" from the list of organizations. Click "submit" and enter:

Username: preview_public

Password: preview

Check out the Content, Discussions, Quizzes and other features of the course you're interested in.

Will my course have an exam?

eLearning courses in DPCDSB do not have a final exam. 30% of your mark will be determined through your completion of a Culminating Performance Task.

What if I have an IEP (Individual Education Plan)?

If you require special education accommodations, please share your IEP with your teacher. Your teacher will be made aware that you have an IEP. Please do not hesitate to discuss it with your teacher to let them know how you learn best.

How do I log in to my online course?

eLearning courses are housed on the software platform Brightspace D2L. Go to

<https://dpcdsb.elearningontario.ca> and use your network credentials (**9 digit student number and network password**) to authenticate your account. If you would like more details, click on the following link <https://bit.ly/DPstudenthelp>

NOTE: You also have to be logged in to your board account in Chrome or Firefox in order to access D2L. [Click here to learn how to log in to your board account.](#)

Username: your 9 digit DPCDSB student number

Password: Use your current DPCDSB Network Password (the password you use to access DPCDSB Computers / Chromebooks)

If you have yet to do so, please ensure that you have signed up for the DPCDSB password reset tool. Click [here](#) to be directed to the site to do so.

DPCDSB eLearning FAQs for Students

I forgot my password. What should I do?

In day school, each of the teachers that have you in a face-to-face course can reset your password through the class management tool. You may also approach the teacher-librarian or librarian technician to help with password reset.

Please ensure that you sign up for the password reset tool so that you don't lose access to the DPCDSB network and that you can reset your own password at any time. Click [here](#) to be directed to the password reset site.

If you have previously signed up for the DPCDSB Password Reset Tool, click on the following link to start to recover your password. <https://passwordreset.microsoftonline.com/>

How much does it cost to take an eLearning day School course?

Unlike most things in life, it's **free**. You need to be a resident of Ontario who is currently attending a publicly funded school. However, your teacher's time and your time are valuable, so treat your course with the respect that a valuable opportunity like this deserves.

Does it matter if I use a Mac, Chromebook or a PC?

No. D2L (the platform for all DPCDSB eLearning courses) works fine on both Macs and PCs.

What's more important is to always use the most recent version of your browser. The most up-to-date versions of **Google Chrome and Firefox** are recommended browsers for Brightspace by D2L.

Please note that the documents created in Apple / Mac "Pages" are not compatible with the assignment folder in D2L. You will need to save your assignment as a PDF before you upload it. (Your DPCDSB Google drive can be accessed through the Assignment folder to make uploading very easy.)

What textbooks will I need for the course?

None. No textbooks are required for your course. All content will be provided to you online through the D2L learning environment. If you are in an English class your teacher will provide additional information and resources for you to access any required readings if there happen to be any that are not already in the course.

Does it matter which Internet browser I use?

Yes. Only use **Google Chrome or Firefox**. **DO NOT USE** Internet Explorer It isn't fully compatible and it will not allow you to perform many tasks in the virtual learning environment.

DPCDSB eLearning FAQs for Students

What is Netiquette and why is it important?

Netiquette is short for "Internet etiquette." It is a code of conduct for good and appropriate behaviour on the internet. Similar to etiquette it is a respectful way of conducting oneself while engaging with others online.

General Guidelines

1. Formulate respectful responses even if you disagree with the post or message.
2. Strive to keep messages short and to the point.
3. Double-check grammar and spelling prior to posting.
4. Avoid slang terms and abbreviations.
5. Use standard fonts such as "Arial" or "Times New Roman". It is a good rule of thumb to use a 12pt font size unless another directive is given.
6. Use black font. If you need to emphasize something use bold or *italicized* words.
7. Avoid using all caps. Using caps lock can be INTERPRETED AS YELLING.
8. Use emoticons and emoji sparingly.
9. Refrain from using sarcasm. Often tone can be lost in an email, chat, or discussion post and others may take the post seriously or offensively.
10. Remember to keep your personal information (and others) private.

Email Netiquette

Whenever you send an email , you should:

1. Identify yourself and your role.
2. Include your contact information.
3. Use a subject line that is descriptive.
4. Be to the point and choose your words wisely. Remember that written text is easier to misinterpret than verbal conversation as it doesn't include tone of voice or body language.
5. Ensure that your recipient can easily open any links or attachments that you send.
6. Before you send a group email consider "Does everyone need to see this message?" and in response to a group email "is it necessary to hit "reply all"?"
7. Refrain from using email to discuss confidential or sensitive issues. It is better to call the person directly.
8. If you are upset, do not send or reply to email. Wait until you are calm.
9. Employ appropriate opening and closing salutations in the construction of your email

Webinar / Video Conference / Chat

Whenever you participate in a Webinar/Video Conference/Chat, you should:

1. Find a quiet place from which to participate in the meeting so you will be able to be an active listener and participant.

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2. Check your ability to log in to the virtual meeting platform prior to the meeting to ensure that you will have successful access on the actual day of the meeting.
3. Login 10 -15 minutes before the scheduled webinar.
4. Use headphones and mute the line (if it is active).
5. Remember that your chat pod is more than likely publicly visible. Keep your responses helpful and considerate of the host and other participants.
6. Try to apply what you have learned in the session as soon as possible.

Discussion, Activity Feed, Chatpod & Message Board Netiquette

Whenever you post in a forum, you should:

- Follow any specific instructions attached to the forum.
- Keep posts on topic and relevant to the course material.
- Review and edit your post thoroughly before posting.
- Be sure to read all the messages in the thread before posting your reply.
- Don't repeat another participant's post without enriching it with some more of your own relevant information or insights.
- Keep an open mind.
- If you agree or disagree with another post, explain why and include some more pertinent information.
- Be sure to be respectful to others' positions even when they differ from your own. Create responses that are non-critical.
- If you use other materials or resources in your posts, be sure to cite your source.

Where do I find more help on using the tools in Brightspace by D2L?

Click on the following link or the image below to access the student help resources.

<https://bit.ly/DPstudenthelp>



You may also call D2L Tech Support 24/7 at **1-877-325-7778** or helpdesk@D2L.com.

DPCDSB eLearning FAQs for Students

How do I connect with my Teacher?

You can use the email tool in your Brightspace course to connect with your teacher. Click on the class list and then click on your teacher's name - this will open up the email program. Compose your message and click send. If you would like a more detailed explanation, click [here](#).