

# PLATO Online Learning

@Westfield State University – [www.westfield.ma.edu/plato](http://www.westfield.ma.edu/plato)  
The Center for Instructional Technology, Wilson 114  
Monday to Friday, 8:30 am to 4:30 pm  
Plato Help Desk - [cit.westfield.ma.edu/support](http://cit.westfield.ma.edu/support)



## STUDENTS: WHAT YOU NEED TO KNOW FOR FALL 2020/WINTER/SPRING 2021

### GETTING STARTED

#### Professional Licensure & Certification

**Requirements:** Professional licensure and certification requirements often vary from state to state. Please read this important information: <http://www.westfield.ma.edu/plato/wp-content/uploads/StateAuthorizationDisclosures.pdf>

**Requirements & Computer Knowledge:** Students must have access to a computer with an internet connection, an email account and the ability to download software. Chromebooks, tablets, and phones are not recommended as the primary device for online classes. Some courses may require the use and/or download of various programs, which may include the use of proctored test exam monitoring software.

### ACCESS TO CLASSES

Students will be loaded into Plato the weekend before the semester begins and will have access to a “**Student Overview**” course to get familiar with Plato. **Students will see their Plato courses at 8 am on the first day of classes.**

### LATE REGISTRATON ACCESS TO CLASSES

Students registering through ADD/DROP will have access to their online courses in Plato within 24 hours from the time of registration. If you do not see your courses in Plato let your instructor know immediately.

### TEXTBOOK & ACCESS CODE INFORMATION

Most online courses require a textbook. Some courses require an access code. Access codes and books can be purchased at the WSU Bookstore. Call for more information 413-579-3100 or find them at [westfield.ma.edu](http://westfield.ma.edu) under resources on the top left side of the page.

### Student Complaints:

WSU is required to provide current and prospective online learning students with contact information for filling complaints.

<http://www.westfield.ma.edu/plato/student-resources/distance-learning-resources-for-students/sara-student-complaint-procedures-and-forms/>

### LOG INTO PLATO

[www.westfield.ma.edu/plato](http://www.westfield.ma.edu/plato)

The Plato home page has the most up-to-date log in instructions and information.

**Students must log in within the first 48 hours of the class start date, or within 48 hours of registering.**

### NEED HELP WITH PLATO?

#### Learn how to use PLATO

#### PLATO Tutorials:

Go to your PLATO course list and access the “**Student Overview**” course for tutorials and student orientation.

#### Technical Issues:

- Update all browsers.
- Try a different browser such as Chrome or Firefox.

### STILL HAVING TROUBLE?

 **PLATO Help Desk**

Click on the “Plato Help Desk” link under the “Log into Plato” button.

Or click the “Plato Help & Resources” link on the left side bar in each course.

Click “Open a New Ticket” to begin.



#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

**Open a New Ticket**

***The Plato Help Desk is the fastest way to get Plato help on weekends and evenings.***

### PROGRAMS & DEGREES ONLINE

WSU offers Bachelor’s Completion Programs in

- Business
- Criminal Justice
- History
- Liberal Studies
- Psychology
- Sociology

For program information go to <http://www.westfield.ma.edu/plato/online-degree-programs/> or call CGCE @ 413-572-8020 or email to [wsucgce@westfield.ma.edu](mailto:wsucgce@westfield.ma.edu)

### LOOKING FOR AN ONLINE COURSE?

Go to [westfield.ma.edu/plato](http://westfield.ma.edu/plato). On the menu bar click on **Online Courses.**

**hoonuit**

### LOOKING FOR A VIDEO TUTORIAL?

hoonuit allows you to search for hundreds of video tutorials that can help you successfully utilize various technologies, citation information and other tips to be a successful student.

### NEED ONLINE TUTORING

Free tutoring is available to WSU Students currently enrolled in courses that are using Plato!

You can find ThinkingStorm in the Plato Help & Resources area on the left side bar inside of your Plato courses.



ThinkingStorm (Free Online Tutoring)

If you do not see this tool in your Plato course, notify CIT at [cit@westfield.ma.edu](mailto:cit@westfield.ma.edu).