

# 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 2022

### GETTING STARTED

#### Professional Licensure & Certification

**Requirements:** Professional licensure and certification requirements often vary from state to state. Please check with your state and program for licensure and certification requirements.

<http://www.westfield.ma.edu/plato/wp-content/uploads/StateAuthorizationDisclosures-4.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 'Quick Links' and 'Campus Resources'.

### 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/>

### NEW! LOG INTO PLATO

Now there are 2 ways to log in. Visit the link below for the most up-to-date login instructions and information.

<https://www.westfield.ma.edu/plato/student-resources/steps-to-log-in-to-plato/>

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


### NEED HELP WITH PLATO?

#### PLATO Tutorials:

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



#### SELF HELP

Click the  on the bottom right side in any one of your courses for text and video Plato help.

#### Plato Help & Resources

In all of your courses on the left sidebar you will find a Plato Help & Resources link with more resources.

#### 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 t'he “Plato Help & Resources” link on the left side bar in each course.

Click “Open a New Ticket” to begin.

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



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

### PROGRAMS & DEGREES ONLINE

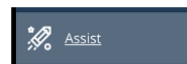
WSU offers Bachelor's Completion Programs in

- 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.**



**Check out Assist** on the left sidebar when you log in to Plato for campus resources.



### LOOKING FOR A VIDEO TUTORIAL?

Infobase 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.



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