

## Hybrid Math Courses FAQs (Frequently Asked Questions)

### *How do I start my Hybrid course?*

Please read the “**How to Start Your Class**” on page 7 of your Handbook.

### *Where do I access my Handbook / Syllabus?*

Go to [www2.palomar.edu/mslc](http://www2.palomar.edu/mslc), <http://PearsonMyLabandMastering.com>, or your Canvas home page for this course.

### *How do I register for PearsonMyLab?*

Please refer to page 2 of your handbook.

### *Which browser do I need to use?*

Depending on your operating system, the browsers are supported by Pearson MyLab: Chrome, Firefox and Microsoft Edge. Please visit <https://mlm.pearson.com/northamerica/students/support/system-requirements/index.html> for details on the settings.

### *If I have technical difficulties with PearsonMyLab outside of Palomar College, whom do I contact?*

Pearson Publishing Company’s Tech Support, <https://support.pearson.com/getsupport/>

### *How to get face-to-face help from Instructors and Tutors in the Math & Science Learning Center?*

You can get face-to-face help on your homework by visiting the Math & Science Learning Center (Third Floor of the Library) on the main campus. Be sure to have your ID and student ID number with you. Also, make sure that you are complied with the COVID-19 regulations.

### *How to access the Virtual Math & Science Learning Center for help?*

If you have any questions on your homework, you can get help through the Virtual Math & Science Learning Center. Simply click on the Virtual Math & Science Learning Center Zoom Link <https://palomar-edu.zoom.us/j/93713198344>. The Virtual Math & Science Learning Center Front Desk staff will log you in and send you to an appropriate breakout session. After you are done with your tutoring session, you must go back to the main session to be logged out by the Front Desk staff.

**Note:** Please provide your official name as in the Palomar College records. We have to verify it against the class roster before we can connect you to an instructor or tutor.

### *What are the hours of operation for the Math & Science Learning Center?*

Fall and Spring		Summer	
Monday – Thursday	8:00 a.m. – 8:00 p.m.	Monday – Thursday	8:00 a.m. – 5:00 p.m.
Friday	8:00 a.m. – 2:00 p.m.	Friday	Closed
Saturday	9:00 a.m. – 1:00 p.m.	Saturday	Closed

✚ Note: Both Math & Science Learning Center on the San Marcos campus and the Virtual Math & Science Learning Center are open during these hours

### *Can I share my PearsonMyLab account with another student?*

No. Every student must have her/his own **PearsonMyLab** account.

### *What is my time commitment for this class?*

During the Fall semester and Spring semester, you need to commit about 12 hours per week for Math 110 and Math 130, and 9 hours per week for Math 115. Please read the “Time Required” section of the Handbook for details.

✚ Note: During the Summer semester, these are 32 hours and 24 hours respectively

### *Do I have to purchase a hard copy of the textbook?*

No. You just need to sign in to Canvas and enter your Canvas course. Click on MyLab and Mastering link. Then sign on and **purchase the course material**. Please read page 2 of your Handbook for more details. Course material includes an electronic version of the textbook.

### *When should I Purchase my PearsonMyLab Access Code?*

You should purchase **PearsonMyLab** access code as soon as possible. If you cannot purchase your access code in a timely manner, you can get a temporary access without payment for 14 days. You are still expected to complete your assignments starting the first day of the class. Otherwise, you may be dropped from the course.

***If I purchased a PearsonMyLab access code previously, can I use it again for this semester?***

If you have purchased a PearsonMyLab access code previously did not use it or did not pass the class, you may use it again for this semester. However, you will need to re-register your PearsonMyLab for the current semester. If you have any questions, contact Pearson Technical Support at <https://support.pearson.com/getsupport/>.

***If I need to make special arrangements, or have any questions regarding my grade, who do I talk to?***

Please email Professor Lee (Math & Science Learning Center Director) at [ylee@palomar.edu](mailto:ylee@palomar.edu). Use your Palomar Student email or CANVAS to email the Director.

***Where can I take my Exams?***

You will have to come to the Math & Science Learning Center on the Third Floor of the Library on the main campus in San Marcos to take your exams and final.

***Do I need to have a Picture ID for this class?***

Yes. You need bring a picture ID to take your Exams. The Math & Science Learning Center staff will not administer exams without proper ID.

***Where do I find the Password for my Exams?***

You will have to come to the Math & Science Learning Center (Third Floor of the Library) on the main campus in San Marcos to take your exams and final. The staff at the front desk will provide the password.

***If I cannot take an Exam by the deadline date, what should I do?***

If for some compelling reason you cannot take your exam on or before the deadline, you need to contact Professor Lee as soon as possible.

***Can I retake an Exam?***

Yes. You may retake each exam once **except the final exam**. If you do not do well on an exam, make sure that you review your exam and take it again. Final exam can only be taken once.

***Can I use a calculator on my Exams?***

Yes. A graphing calculator (TI-84 plus CE) is recommended.

***How many times can I take a Review Test?***

You can take each Review Test as many times as you wish. The highest score will be counted toward your grade. Exams are similar to Review Tests. If you receive a score of **80 or better** on a Review Test, you are ready to take the corresponding Exam. Otherwise, it is recommended that you review the material again, retake that Review Test, then take the Exam.

***How can I find my test and Homework schedule?***

You can find your test and homework schedule in your Handbook.

***How can I find out my exam scores and grade for the class?***

You can find your Review Test scores, your Exam scores and your grade for the class on PearsonMyLab “Gradebook” tab. Just remember to click on **Entire Course to Date** tab. You can also find them on Canvas Gradebook.

***Do I have to take a final exam for my class?***

Yes. There is a comprehensive final exam for each class. You will find a review for the final exam on PearsonMyLab “Online Test” tab. You may also use your Review Tests and Exams for review.

***Can I complete my course early?***

Yes. You may complete your Homework, Review Tests and Exams as soon as you are ready.

***Can I complete two Hybrid courses in one semester? (This option is for Fall and Spring Semester ONLY)***

Yes. However, you must complete the first course by Week 7. Then contact Professor Lee.

Please read your handbook for detailed information about your class. If you have any questions, please e-mail Professor Yuan-Lin (Annie) Lee ([ylee@palomar.edu](mailto:ylee@palomar.edu)).