

Plato Online Learning

@Westfield State University – 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



STUDENTS: WHAT YOU NEED TO KNOW 2024-2025

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.

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.

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 www.westfield.ma.edu in the Quick Links on the top right of the page, and under Campus Resources.

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 AND CAMPUS RESOURCES?

- Student Overview Course
- ThinkingStorm - FREE Online Tutoring
- Impact - for Self Help
- Learning Cloud – Video Tutorials
- Assist – Campus Resources

Click here for more information about these great tools:

<https://www.westfield.ma.edu/plato/student-resources/online-student-help-resources/>

TECHNICAL ISSUES?

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

STILL HAVING TROUBLE?

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.

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
Graduate Hybrid Programs

RN to BSN, Masters in Social Work, Masters in Public Administration

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

LOOKING FOR AN ONLINE COURSE?

Go to westfield.ma.edu/plato. On the menu bar click on **Online Courses.**

To register

<https://www.westfield.ma.edu/plato/online-courses/register-for-classes/>

PROFESSIONAL LICENSURE & CERTIFICATION

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

<https://www.westfield.ma.edu/plato/student-resources/distance-learning-resources-for-students/professional-licensure-disclosure/>

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/>