

FAQ - Udemy

Graphic Design Masterclass

I wanted to list some frequently asked questions here below. I will be slowly adding to this list as time goes by!

How do I gain access to the Adobe software needed in the course?

The three main Adobe software programs you will need to work through this program are Adobe Photoshop, Illustrator and InDesign. You can access the Adobe Creative Cloud Suite (which gives you access to all three and more) by visiting their landing page here on the Adobe website. <https://www.adobe.com/creativecloud/pricing-info.html>

If you are a student at a university or college you can check and see if you qualify for a student discount price. Only certain university or college-level institutions qualify for the Adobe student discount. This program currently does not qualify for a student discount. *There is also video about the Adobe software we will be using once the software training section begins.*

I have had some students reach out to Adobe and ask for any current promos or offers and some have received a discount. It is worth a try (No guarantees). The Adobe Creative Cloud subscription gives you access to the three programs you need but also comes with free font access, a website where you can create a portfolio and more. It has some nice perks that come along with the subscription. Adobe used to offer their software without a subscription and as a one-time payment, but they switched to the subscription only model a few years ago.

I am having problems finding or downloading the course files

Some select students may have issues downloading the .zip file at the start of the course that contains all the course files you need for the course (attached to the course guide lesson, section 1).

Udemy tells me that some of this is due to browser issues that are specific to the student. Trying another browser, updating your browser or restarting your browser can solve some download issues. Some students report that files in the .zip folder are damaged and they get a warning sign when they try to open certain files. This is due to the .zip folder not downloading completely. I would try downloading again to see if the issue is resolved.

How do I get my certificate of Completion for this course?

This is something that Udemy sends out to any student who complete 100 percent of the video lessons. No submitted homework or graded assignments are required in this course. After you receive 100 percent completion marked for the video lessons Udemy automatically sends you the certificate of completion to your e-mail on record. You can also download it. Instructions on how to do it is right here below...

<https://support.udemy.com/hc/en-us/articles/229603868-How-to-Download-Your-Certificate-of-Completion>

If I have technical issues with watching the course or accessing the course who can I contact?

If you have any technical issues with accessing your account or if you require changes to your account that you are unable to do yourself, you can go to this website link below to find technical support from the Udemy team.

<https://support.udemy.com/hc/en-us/requests/new?type=student>

I, Lindsay Marsh have very limited access to your accounts and cannot change anything for you directly, but the Udemy tech support team are very responsive. Also, this support website can answer further technical questions about your Udemy account and any issues you may run across receiving your certificate of completion.

<https://support.udemy.com/hc/en-us>

Is anything graded? How do I share my work?

There are no graded assignments in this program as it is a "move at your own pace" style course. There are several places you can post your work so you can show others your progress. Remember there are the Facebook groups which have wonderful communities of fellow students happy to give you help and feedback along the way.

There are several ways to show off your work (not required, though, and totally optional!).

1.) You can post in any of the student Facebook groups for feedback. Facebook Group Link:

<https://www.facebook.com/groups/322408981502020>

2.) You can tag me on Instagram [@LindsayMarshDesign](#) (I love to share student work on my profile and my stories!).

3.) Create a [behance.com](#) portfolio and start posting your work there.

4.) Post on your own website or social media account and share the link.

5.) Post in the Q&A section of the course with any type of project work. It will be shown to the rest of the students in the course.

How long does it take to work through the program?

That could vary based on the time you have available each day.

The course has around 20+ hours of video content. There are student projects along the way and depending on how many you decide to do, that can add another couple weeks of work applying what you learned in the videos. Just a guess on pacing, I have students do it all in a few weeks and some who take a few months to work through the material. Never feel the pressure to finish in a certain time frame.

Do I have to go in order?

Yes, and no. This program is designed in a certain order to make it easier to learn on a specific pathway. This is a "move at your own pace" course, which means if you decide to skip a project or lesson it is OK. I want this program to be flexible and match up with your unique learning style. Never feel the pressure to complete the course in a perfect order, although I have designed this course to move from beginner level topics to more intermediate topics toward the end.

Can I use Affinity Suite of Products and take your courses?

I do teach the entirety of this course using Adobe software. Although I do have a brief section that reviews Affinity designer software and it's differences between Adobe Illustrator right after the first Adobe Illustrator section.

I have a few students using the Affinity Suite right now to work through the Graphic Design Masterclass and so far they are able to work around it. They have had to find a few alternative tools for tools I use in Adobe that may not be presented the same way in Affinity (or the tools have different names).

As you know Affinity can do about 90 percent of what Adobe can, but there is still just a few really minor things you may have to find slight workarounds for (content aware tool in Photoshop, 3d tools and animated gif options). As long as you know, if I go over a specific tool in Illustrator (the curvature tool for example) Affinity designer does not have a separate tool for that but they do have a tool that is similar but it is built right into the pen tool (which would be your convert options). Just little things like that.

It does require a bit of googling to find comparable tools at times and it may not be a match for some students who want a seamless experience. I do teach an Affinity Suite course that goes over Affinity software specifically if further instruction in that software is needed.

Do not forget to download the course resources as many questions about design theory and graphic design resources are answered there.

What type of computer do I need?

Where do I find fonts to download?

What different types of design projects are there?

Who can I follow on social media for inspiration?

In the “course resources” folder in the .zip resources file, there is one that contains a graphic design resources pdf, “The Resources Guide for Graphic Designers pdf”, that has links to my favorite place to find vector graphics, fonts and more. I even have optional book recommendations, instagram accounts to follow and computer recommendations for graphic designers. There is also a “How to Become a Graphic Designer” pdf that also answers additional questions about graphic design in the first folder of the zip file.

For extra student challenges and updates follow me on social media

Instagram: [@LindsayMarshDesign](#)

Facebook: [@LindsayMarshDesign](#)

YouTube: [@LindsayMarsh](#)

We just completed a great extra 5 day student challenge that I have added as a lesson in the course (and you can start this at anytime). We did this together as a student group on various social media platforms (we had over 1,000 student project submissions!).

I hope to see you in the next student challenge. I try to hold them once a month and they are optional and not required. I also post in the announcements section of the course when I start a new challenge.

Will I be able to download the videos?

You have a lifetime access so you will be able to login at any time to view videos. The videos are not downloadable currently on the desktop version of Udemy, but if you download the Udemy app there is a feature to download videos and watch them on the app offline if needed.