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| ***STUDENT QUESTIONS*** | ***STUDENT RESOLUTIONS*** |
| ***Student Question: CougarWeb*** | ***Student Resolution - CougarWeb*** |
| 1a. Cannot login to CougarWeb (Credentials not Authentic) | *Ask if the student is a continuing education student, dual credit student,* –OR– *employee of the college.*  1a. Verify if the student is a current student (enrolled/admitted less than 2 long semesters ago). Ask permission to try to log in & document it was received.  For Credentials not Authentic, use template email <https://sites.google.com/site/elcprocedure/elc-overview/emailtemplates/cw-error-credentials-not-authentic>  If you're able to log in and they can't, then give instructions on how to clear cache & cookies: <http://online.collin.edu/eLC_elearninglogin.html> |
| 1b. Cannot login to CougarWeb (other) | 1b. Verify the student is a current student (enrolled/admitted less than 2 long semesters ago) and not a CE/dual credit/employee.  Lab Assistants: verify in BANNER using SGASTDN to verify no "RR" status.  If student is a current student but reset isn't working, email WebServices>>student name and CWID. REMEMBER: If student has not been enrolled in a class in the last 6 months they are moved to “inactive” status and must re-apply. |
| 1c. CE student cannot login (new student) | 1C. Have newly registered CE student email cehelp@collin.edu with their login issue |
| 2. Course not listed under "My Courses" in CougarWeb | 2. Use zoom/join.me and have student log in to CougarWeb and click on "Class Schedule". If classes listed correctly, advise to wait until first day of class for system update. If classes are not there, advise to see advising. |
| 3. I need my CougarWeb username and password | 3. Advise student to take a picture ID to the Admissions and Records Office at a campus nearest them –OR– e-mail [admissions@collin.edu](mailto:admissions@collin.edu) including the student's full legal name and date of birth.  E-mail requests should be generated from the email address on the student's Collin College application –OR– from the email address on file with Collin's Admissions and Records office.  ELC STAFF DO NOT HAVE ABILITY TO PROVIDE THIS INFO. |
| ***Student Question: CougarMail email*** | ***Student Resolution - CougarMail*** |
| 4. Cannot login to CougarMail | 4. CougarMail is accessed on the home page of CougarWeb; it can be accessed by clicking “Email” at the top right.  CougarMail is powered by Gmail. Ask student to try going to gmail.com and entering in their [username@cougarmail.collin.edu](mailto:username@cougarmail.collin.edu) with password being the same.  If that doesn't work, use email template <https://sites.google.com/site/elcprocedure/elc-overview/email-templates/cougarmailpasswordreset> |
| \*5. Cannot send email –OR– "Host not found" trying to email in CougarWeb | 5. CougarWeb has no an email component. Clicking on an email address will not work, student must use CougarMail. Copy the email address in CougarWeb and paste into CougarMail. |
| ***Student Question: Blackboard*** | ***Student Resolution – Blackboard*** |
| 6. Course not listed in Blackboard | 6. Troubleshoot in the following order:  1) Verify student is registered in course via BANNER –OR– have student check “My Class Schedule” link in CW (while in join.me/zoom session).  2) Confirm that class has already started (classes not available in Bb until 1st day of class).  3) If student is registered, class is online, has started and there is no link then email WebServices AND instructor with student name, CWID, course name, number/section/CRN. |
| \*7. Cannot see course menus/content in Blackboard; Left menu is collapsed | 7. Verify the start and end date of the course. (Bb courses are not available to students until the first day of the course.) Check to see if left menu is collapsed: Click on the small arrow to the mid-left of the screen to expand. |
| 8. Received an error while taking a Blackboard test | 8. Read Test Taking Tips (<http://www.collin.edu/academics/ecollin/blackboardresources.html>) maybe try a different browser and/or computer.  Contact Instructor to retake test using <https://sites.google.com/site/elcprocedure/elc-overview/email-templates/blackboardtesterror> as email template.  If needed, forward information to ID on call to further trouble-shoot. |
| \*9. "Resource unavailable" in Blackboard content of course | 9. Verify yourself that link isn’t working after seeing what it looks like on their end (join.me/zoom). If it doesn’t work for you either, then use email templates (<https://sites.google.com/site/elcprocedure/elc-overview/email-templates/resourceunavailablewhenclickingonlinksinblackboardcourse>) and include a screenshot of what you’re both seeing along with student name, course and section.  Advise student to email instructor through their CougarMail address *(as professors aren’t allowed to reply to any other email address).* |
| \*10. "Resource not found" going to Blackboard course and/or student can't find courses in Bb. | 10. Verify the start and end date of the course. (*Bb courses are not available to students until the first day of the course*).  If the Bb course has started but there is no content in the Bb course, student is to contact instructor AND eLC contacts instructor and/or WebServices.  Once a Bb course has finished, it is no longer accessible 7 days after the semester ends; If student wants access to previous course material, student contacts instructor –OR– dean. |
| 11. "Access Denied" going to Blackboard course –OR– "Guests Not Allowed" going to Blackboard course | 11. Verify course registration in course via BANNER if possible. Otherwise, email student name, CWID, course name, section number, and CRN to WebServices to add class: <https://sites.google.com/site/elcprocedure/elc-overview/email-templates/guestsnotallowed> |
| \*12. Turnitin | 12. Assist. If needed transfer to ID. Note: Turnitin.com is a 3rd party tool; students will most likely need to contact their instructor but help as needed. |
| ***Student Question: Other*** | ***Student Resolution - Other*** |
| \*13. Once logged into CougarWeb, student is prompted for a second username/password authentication (SunGard User ID and Pin) | 13. Use back arrow and then click on link again to refresh. If still asking for SunGard User ID and Pin: Use full CWID for User ID and last 6 digits of CWID for Pin. |
| 14. How do I access my online course? | 14. CougarWeb>>"My Courses">>"Click here to">>course. Alternatively, elearning.collin.edu. |
| 15. How do I sign up for classes? Add, drop classes? | 15. CougarWeb>>Registration Tools>>Add/drop classes. If more assistance is needed, transfer to ARO: <https://www.collin.edu/gettingstarted/admissions/index.html> |
| 16. How do I search for online classes? | 16. Use as reference "Enrolling in Online Courses": <https://sites.google.com/site/elcprocedure/elc-overview/email-templates/onlinelearning> and email to contact if needed |
| 17. Admissions/ Registration - General questions | 17. Email contact as per Email Templates in Procedure Manual: <https://sites.google.com/site/elcprocedure/elc-overview/emailtemplates> "Enrolling in Online Courses" |
| 18. Checking grades | 18. If its 7 days after the semester has ended, grades will no longer be able for viewing through Blackboard. To see final grades, student will need to login to CougarWeb>Student Quick Links>My Grades |
| 19. Continuing Education student | 19. Transfer caller to Betty Wilson at 972-985-3750 –OR– email [bwilson@collin.edu](mailto:bwilson@collin.edu) |
| 20. Dual credit student | 20. Transfer caller to Kaylin Ballard at 972-516-5585 –OR– Deidra Carpenter at 972-516-5086 |
| 21. Syllabus/Textbooks (before course starts) | 21. Some professors (not ALL) post that information to their web page <http://iws.collin.edu/>. |
| 22. Library computers - can't log in/ PHAROS (Pharos is printing system available on library computers and in campus open labs) | 22. <http://iws2.collin.edu/techsupport/pharos.shtml> Note if student has worked with librarian. Email [helpdesk@collin.edu](mailto:helpdesk@collin.edu) with student full name, Pharos username, CWID, CougarMail and description of problem |
| \*23. LoudCloud log in/ navigation issues | 23. Refer students to [helpdesk@loudcloudsystems.comand](mailto:helpdesk@loudcloudsystems.comand) and/or have them call 1.855.LOUD.CLOUD (855.568.3256) ext. 5 NOTE: LoudCloud is another Learning Management System the college is using for ONLY two classes Spring 2015 instead of using Blackboard. SPCH 1311 Professor Amy Greene & BMGT1324 Professor Cindy Briggs |
| 24. Orientation to Online Learning | 24. Link to orientation to online learning registration on <http://www.collin.edu/academics/ecollin/>. Look in right column. If student reports they’ve registered but are not receiving email with links, send them http://online.collin.edu/elc\_onlinestudentorientations.html AND send an email to Ben letting him know there is an issue with the orientation to online learning registration. |
| 25. Publisher content/ Access Code issue | 25. Have student contact their instructor. Professors work directly with publishers regarding books and online material. Another option is to direct student to publisher website. NOTE: Publisher information usually on instructor's website (http://iws.collin.edu/) –OR– in their Bb course |
| 26. Remote Proctored Exam | 26. Have student contact Instructor and provide online resources: <http://online.collin.edu>/ > Distance Learning > Student > "Remote Proctored Exam Procedures" <http://www.collin.edu/academics/ecollin/onlineproctoredexam.aspx> |
| 27. Transcripts and/or Degree Audit | 27. For an official transcript: Go to www.collin.edu Under “Student Resources”, click “Transcripts”. CURRENT students may also run their own unofficial transcript which is called a Degree Audit: <http://www.collin.edu/gettingstarted/advising/degree_audit_instructions.html>. More information is available <https://www.youtube.com/watch?v=zN8gDlyp3mk> |
| 28. WIFI issues: Student is not able to connect to Wifi on laptop | 28. Contact help desk on student’s behalf at 972-548-6555 option 5 NOTE: Do a soft transfer - talk to helpdesk staff before transferring. Also, gather the following information from the student, post it in the student notes here AND forward it to helpdesk:  1) Type of device used  2) Time and Location (campus & classroom) of issue  3)Verify if the student has logged on to CougarLANd Wi-Fi network in the past. |

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| ***FACULTY QUESTIONS*** | ***FACULTY RESOLUTIONS*** |
| ***Faculty Question: Blackboard - Web Services*** | ***Faculty Resolution - BLACKBOARD*** |
| 1. "Resource not found" or "Guest Not Allowed - Error" while trying to go to Blackboard course | 1-2. Instruct faculty to email [webservices@collin.edu](mailto:webservices@collin.edu) with the error/request, name of course, course & section number and CRN. |
| 2. Need to reset course shell |  |
| 3. Cannot login to elearning.collin.edu directly (not via CougarWeb) | 3. Instruct faculty to email [webservices@collin.edu](mailto:webservices@collin.edu) with a request for blackboard login reset. This request MUST come from the faculties collin.edu email account. |
| 4. Student is missing in Blackboard course, but is on class roaster | 4. Instruct faculty to email [webservices@collin.edu](mailto:webservices@collin.edu) with request for adding a student, student name, student 9-digit CWID, name of course, course & section number and CRN. |
| 5. Cannot access Blackboard course via CougarWeb | 5. If faculty wants, send directions (<https://sites.google.com/site/elcprocedure/blackboard-helpsheets>, CougarWeb folder>>Point Your Course to BB). Else, forward to On-Call Instructional Designer or take contact information and have Instructional Design call them back. (NOTE: Further investigation maybe needed). |
| ***Faculty Question: Blackboard - eLC*** |  |
| 6. Blackboard essentials | 6. If faculty want, send directions (Procedure Manual>>Faculty tab>>BB Help Sheets>>appropriate sheet). Else, forward to On-Call Instructional Designer or take contact information and have Instructional Design call them back. |
| 7. Blackboard course copy or import/export | 7. If faculty want, send directions (Procedure Manual>>Faculty tab>>BB Help Sheets>>Course Copy or Import or Export). Else, forward to On-Call Instructional Designer or take contact information and have Instructional Design call them back. |
| 8. Blackboard Grade Center | 8-9. Forward to On-Call Instructional Designer or take contact information and have Instructional Designer call them back. |
| 9. Blackboard tests |  |
| 10. Student can access Blackboard, but cannot see any blackboard content | 10. If possible, confirm student is still in the course. Send faculty directions (<https://sites.google.com/site/elcprocedure/blackboard-helpsheets> >>BB Files>> Making The Course Available To Student). Else, forward to On-Call Instructional Designer or take contact information and have Instructional Design call them back. (NOTE: Further investigation maybe needed). |
| 11. Blackboard Collaborate/Wimba | 11. COLLABORATE: Provide online resources <http://iws2.collin.edu/tlc/blackboardCollaborate.asp> and suggest making an appointment with an ID. WIMBA: No longer a supported service. Forward any questions or concerns re Wimba to Jennifer Summerville 972.578.5569 [jsummerville@collin.edu](mailto:jsummerville@collin.edu) |
| 12. Turnitin | 12. Assist with the issue; else forward to On-Call Instructional Designer or take contact information and have Instructional Designer call them back. |
| ***Faculty Question: Instructional Design*** | ***Faculty Resolution – ID/OTHER*** |
| 13. OAB/DL Review | 13-16. Forward to On-Call Instructional Designer or take contact information and have Instructional Designer call them back. |
| 14. Online Certification |  |
| 15. Pedagogy |  |
| 16. Course Development/ Template Team |  |
| 17. Appointment Request | 17. Check this box and indicate below which ID this was forwarded to |
| ***Faculty Question: Other*** |  |
| 18. Audio/ Video / Media Related | 18. Forward to Roy Brookshire at 972-881-5189 or [rbrookshire@collin.edu](mailto:rbrookshire@collin.edu). |
| 19. CougarWeb | 19. Assist with request if possible or forward to employee help desk at 972-548-6555. |
| 20. CWID | 20. CWID available under MY WORKPLACE tab > Paystub> Choose year>Display>Click any of the paystub range. On the upper left corner look for Banner ID. This is the CWID. NOTE: If the faculty is new (no paystub yet) go to the HOME tab. Scroll down at the right bottom corner look for Resources for Assisting Students. There should be a link called "Look up classes". Click the link and this will display another page. Look on the upper right corner. The CWID should be beside the name of the faculty. |
| 21. Google Tools | 21. Google Tools: ePortfolios (Nirisha or Beth), Google Docs and/or Sites (Lab Assistants / Intern) |
| 22. Microsoft Office Products (Excel, Word, PowerPoint) | 22. Assist with the issue; else forward to On-Call Instructional Designer or take contact information and have Instructional Designer call them back. |
| 23. Publisher Content | 23. Assist with request if possible or redirect faculty to contact publisher directly. |
| 24. Remote Proctored Exam | 24. Provide online resources: <http://iws2.collin.edu/tlc/index.asp> > Getting Started > Teaching Resources> Faculty Remote Proctor Instructions. NOTE: eLC staff only assists with set up of online Remote Proctor NOW. Faculty work directly with all other testing centers. If more information is needed, forward to Beth Dolliver, Nirisha Garimella or Ann Blackman |
| 25. Third Party Tools | 25. Forward to On-Call Instructional Designer or take contact information and have Instructional Designer call them back. |
| 26. Website Modification | 26. Provide Webpage Template Page: <http://iws2.collin.edu/tlc/WebsiteTemplates.asp> Appointments are scheduled Ben (PRC), Nicola (CPC), Morgan or Mustafa (both SCC). |
| 27. Information on Collin College Website | 27. Help locate resource on Collin College Website |
| 28. Email issues (Outlook365, groupwise no longer supported) | 28. Try to assist with issue, inform faculty of self-support at <http://iws2.collin.edu/techsupport/Office365.shtml>. Finally, if needed have faculty contact employee help at 972-548-6555 or [helpdesk@collin.edu](mailto:helpdesk@collin.edu) |

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| ***STAFF QUESTIONS*** | ***STAFF RESOLUTIONS*** |
| 1. Application Access | 1. Not everyone with access to CougarWeb has access to every area of the application. To gain access for staff, the supervisor should email [vwoolverton@collin.edu](mailto:vwoolverton@collin.edu) to request access. |
| 2. Banner | 2. It's recommended to use Internet Explorer to access this tool. |
| 3. COLLABORATE | 3. Provide online resources <http://iws2.collin.edu/tlc/blackboardCollaborate.asp> and suggest making an appointment with a Lab Assistant or an ID. |
| 4. Google Doc/ Google Site questions | 4. Forward to Lab Assistants, Nicola or Villa. |
| 5. Outlook/ Office365 | 5. Assistance provided by [helpdesk@collin.edu](mailto:helpdesk@collin.edu) or calling 972.548.6555 Tutorials available at <http://iws2.collin.edu/techsupport/Office365.shtml> |
| 6. Test Center Staff Call | 6. Forward to On-Call Instructional Designer. |

\*Don’t see this question asked very often anymore.