

Knowledge Article: Common Start of Term eCollege Questions and Scripted responses for Fall 2013

The following issues have been identified as being the top questions or problems at the start of the term. This document includes the Problem Statement and Scripted Solution.

1. Login problems / Online Class Login problem / Cannot view course content - Student & Faculty

- Students will see their Fall 2013 courses listed under MyCourses. Online classes were set to populate with students on Wednesday, August 14, 2013. Students will see the course listed, but will not be able to open the course until the first day of class. Only the courses requested by faculty are available in eCollege. Some faculty do not request their course until the first day of class. That is why a student will see some classes, but not all.
- There are reasons that someone can login, but not see the tab for MyCourses. Students must be enrolled in an online course for the tab to appear and course to be listed under MyCourses. Faculty must be listed as the faculty of record for the faculty to see the course under MyCourses.
- If faculty login to MyLeo and there is not an eCollege tab, this means they have not been set-up correctly in Banner or there is some other problem with the user account. **Action:** (1) If they have not requested their course be copied, then they need to make the electronic request at the FCTT website. (2) They did request the copy, then contact the FCTT.
- If they (student or faculty) are logged into MyLeo and have the eCollege tab, but when they click on an eCollege course nothing opens:
 1. **Action:** Clear cookies and cache memory and reboot the computer. This solves a lot of problems as clearing and rebooting means that they will probably not be pointing to the same server when they go back into eCollege.
 2. What internet browser are they using?
 - a. PC: Internet Explorer is the best choice.
 - b. Mac: do not use Safari. eCollege does not specify a recommended browser, but Mac users will have difficulties with Safari.
 3. Do they have the latest Java? Have them go to java.com and get the most recent version. It is a free and fast download.
 4. Do they need to update their OS? If they have the auto update disabled it is possible they are very out of date.
 5. There is a direct URL that points to eCollege, have them try that:
www.online.tamuc.org

2. A course not being available -

Not available prior to start of term: Student

- Students will not have access to a course until the first day of class. They may see the course in the course listing, but access is not available until the course starts.
- If they have registered for a class but do not see it in their list, the faculty member has not requested that the course be created. **Action:** Students should contact the faculty member to ask why the course is not in eCollege. Only the faculty member should be contacting the FCTT for eCollege support.

Not available after the start of term and this is first time to try to find course:

- Action: If it the first day of class or after the first day of class, contact the department or faculty. The department should identify why the course is not available.

Not available prior to start of term: Faculty

- They have not expanded the term to be able to see the course. **Action:** Have them click on the Plus-sign next to the term to expand it.
- They forgot to request the course to be copied, so it does not exist yet. **Action:** Have them submit an electronic Course Copy Request. The link is located on the FCTT website.
- They are new-hires or adjunct faculty. They must be listed in Banner as the instructor of record before they will get into a course. **Action:** Have them contact their department and have the department admin add them to the course as instructor in Banner. This will not be possible if they still have paperwork in the Provost's office, but the department admin can advise. There is nothing the FCTT of eCollege can do in this case.

3. **Faculty issues with uploads – Faculty**

The most common faculty issue is loading a Word document. This process takes much longer than many think. 10-15 minutes is not uncommon. They cannot work in other browser windows until the eCollege process is finished. If they close the window, it kills the process and they will have to start again. If it takes more than 15 minutes the process has locked up and they will need to start the upload process again.

Action: If the issue continues, have the faculty member call the FCTT for assistance with these issues.

4. **eCollege is slow - Student & Faculty**

There are so many variables that it is impossible to determine what might be slowing access. High traffic periods can degrade response times to all internet related activities.

- Local issues: Poor connection with the user's ISP, problem with the user's computer (virus, adware, lack of memory etc.), problem with the ISP's ability to provide service, some appliance that the user is interacting with is unstable (local or distant end router or telco device).
- Distant issues: High traffic through the portal, high traffic at eCollege, unstable connection somewhere between the user and eCollege in Denver, Colorado.

5. **It's "down" or experiencing intermittent errors when browsing - Student & Faculty**

- **Action:** Both faculty and students should contact the eCollege helpdesk for information.
- If eCollege is down for maintenance, a message will be posted under announcements.
- If eCollege is down or has an outage, an e-mail will be sent to all students and faculty with information. Contact the eCollege helpdesk.

6. **Was kicked out of eCollege / Time-out Issue – Student**

Many think they have been kicked out of a test or eCollege when they have not. MyLeo has a 30-minute inactivity time-out and will pop-up and have you re-login to MyLeo. Once you have gotten into eCollege, you no longer have to be in MyLeo and can close MyLeo without affecting eCollege. They do not realize that eCollege is still running behind this pop-up and that if they close the MyLeo page, they will see eCollege just as they left it. eCollege has a 90 minute inactivity time out.

If they have been kicked out of an exam or eCollege, there are a number of potential causes.

- Local issue: lost connection to the internet, computer malfunction or lock-up are common.
- Time expired: tests often have a definite time limit and when time expires, they will be kicked out of the exam. Not a common problem since a student is usually aware of the time remaining, but it does occur.
- Problem at eCollege: Not uncommon for something to happen at eCollege in Denver, Colorado, and the student loses the connection.
- **Action:** The student can re-login to the exam as long as the time has not expired.
- **Action:** The student can re-login to eCollege and continue working.