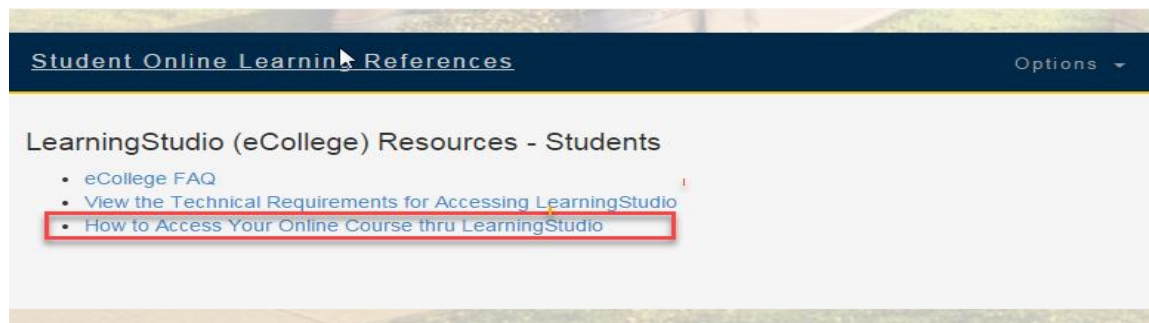


LearningStudio (eCollege) Frequently Asked Questions

Note: The only courses that appear in LearningStudio (eCollege) are online, blended, and web-enhanced courses. Face to Face courses that do not have an online component will NOT appear in LearningStudio (eCollege).

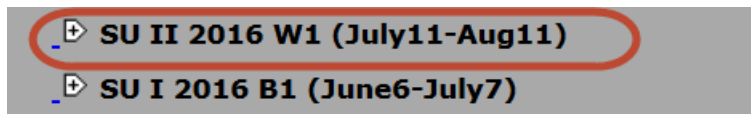
1. How do I access my LearningStudio (eCollege) course(s)?

- Login to myLeo
- View the video by clicking on “How to Access your Online Course thru LearningStudio (eCollege)” under LearningStudio (eCollege), at the bottom the screen. This will guide you through the login process.



2. How do I find my online courses without viewing the video?

- Login to **myLeo** portal
- Click on **LearningStudio (eCollege)** in the top right corner of the screen **or**
- Click on “**Go to Class**” in the LearningStudio (eCollege) area at the bottom of the screen.
- Click on “**My Courses**” tab
- Scroll down to find the **semester**



- Expand the term to see the courses in which you are enrolled by clicking on the **+ sign** to the left of the semester.



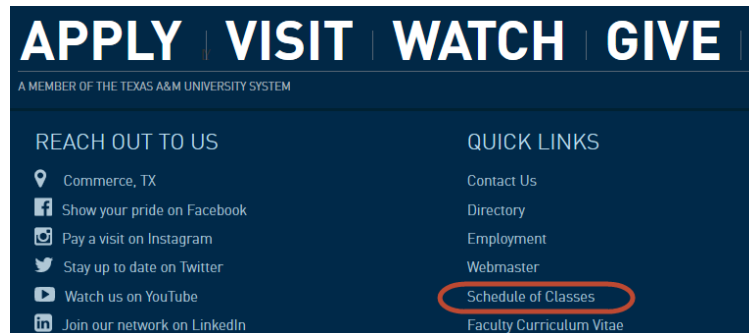
- Your course should be there, if not, check in your myLeo Registration to confirm that you are enrolled in the course.

3. If I am enrolled in an online, blended, or web-enhanced course, why is my course not showing in LearningStudio (eCollege)?

- a. Courses links appear in the My Courses list **during the week prior** to the term start date.
- b. Courses **cannot be accessed until** the first day of class.
- c. If **Staff** appears on the **Schedule of Classes**, an instructor has not been assigned to the course and the course will not appear in LearningStudio (eCollege).
- d. Courses do not appear in LearningStudio (eCollege) until the instructor has requested the **course be created** in LearningStudio (eCollege).

4. How do I check if an instructor has been assigned to my course?

- a. The Schedule of Classes is found at the bottom of the university Home page under Quick Links, see image below.



- b. In the Schedule of Classes **Dropdown Menu**, select the term and press the Enter key.
- c. Scroll down to the desired department.
- d. Scroll through courses to find desired course, if:
 1. **Staff** appears, the **course will not** show up in LearningStudio (eCollege)
 2. Instructor's name is listed; access **Syllabus** for instructor contact information.

Schedule Of Classes

Select Term to view Schedule Fall 2017 Term Selection Dropdown

Honors

Web based courses

Collin Higher Education Center

Competency (Main Campus)

Frisco Collin County

Main Campus - Commerce

Mesquite Metroplex

Navarro-Corsicana

Navarro-Midlothian

Univ North Texas - ROTC

Universities Center at Dallas

QEP

Fall 2017

Department Code	Department Name	Course Prefixes
ACCT	Accounting	ACCT
ART	Art	ART ARTS PHO
AS	Applied Sciences	BAAS BGS
BESC	Biological & Environmental Sci	BSC ENVS ESCI
CHEM	Chemistry	CHEM
COB	College of Business	COB
COH	Coll of Humanities/Soc Sci/Art	COH GDRS
CSCI	Computer Science & Info Sys	CSCI
ECFI	Economics and Finance	ECO FIN
EDCI	Curriculum and Instruction	BLED ECE EDCI ELED MLED RDG SED
EDL	Educational Leadership	EDAD
ELI	English Language Institute	ELI
ET	Engineering & Technology	CONE ENGR IE IT TMGT
HC	Honors Program	H C RSP
HELT	Higher Edu & Learning Technol	EDUC ETEC HIED LIS OLT ORGL
HHP	Health & Human Performance	FRA HHPA HHPH HHPK HHPS
HIST	History	HIST
LIBS	Liberal Studies	LIBS
LITL	Literature & Languages	COMS ENG FLL FRE JOUR PHIL RTV SPA

Accounting

Applied Sciences

Art

Biological & Environmental Sci

Chemistry

Coll of Humanities/Soc

Sci/Art

College of Business

Computer Science & Info Sys

Curriculum and Instruction

Economics and Finance

Fall 2017

Accounting

Section	Call #	Meeting Times & Locations	Seats	Enrolled
ACCT	221	Principles of Acct I Hours: 3		
01E	80002	<div style="border: 2px solid red; padding: 2px; display: inline-block;">Instructor's Name or Staff</div> Meets 8/28/2017 through 12/15/2017 MWF 10:00a-10:50a Location: BA256 Vita Books/Materials Prerequisites: Lvl U CSCI 126 Min Grade C or Lvl U MIS 128 Min Grade C or Lvl U BUSA 128 Min Grade C	40	40

5. What do I do if I am experiencing issues with LearningStudio (eCollege) or Class Live Pro?

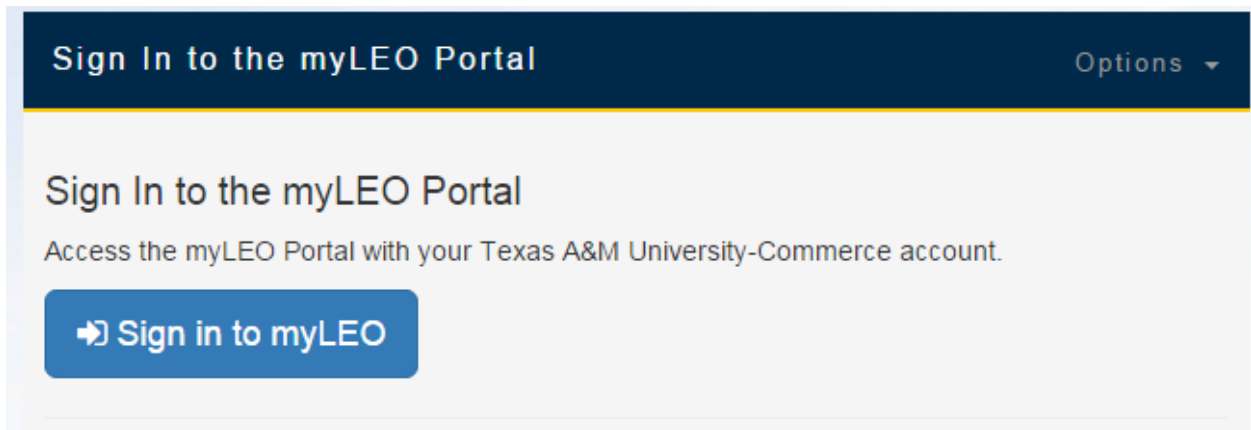
- a. Restart your computer
- b. Empty the cache on your computer
 1. Click on Tools
 2. Click on Internet Options
 3. In Browser History, click Delete.
- c. Use a different browser
 1. LearningStudio (eCollege) is **most compatible** with a PC using Internet Explorer as the browser.
 2. If you are using a Mac, install Google Chrome or Firefox as your browser.
- d. ClassLive Pro is **not compatible** with **Google Chrome**, use Firefox (Mac) or Internet Explorer (PC.)
- e. Make sure you have the latest version of Java Script on your computer.
 1. Go to <http://www.java.com/en/download/installed.jsp>
 2. On the screen, click **Verify Java version**
 3. If you need to download Java, when the page opens, click the Free Java Download button.

Free Java Download

- f. If this doesn't work, call the LearningStudio (eCollege) HelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847.

6. How do I login to LearningStudio (eCollege)?

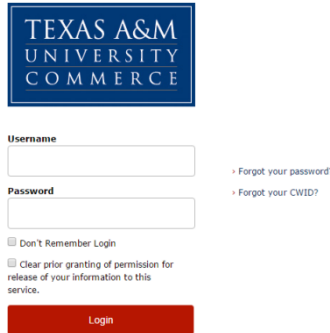
- a. On the university homepage, <http://www.tamuc.edu/>, click on the myLeo icon in the navigation menu below the university slide show.



- b. On the login screen, enter your **CWID** and your **Password**.
- c. Click on the **LearningStudio (eCollege)** link, in the top menu bar, or “**Go to Class**” under the LearningStudio (eCollege) tab.

7. What if I have forgotten my CWID and Password?

- a. Under the textbox for your **CWID** and your **Password**, there is a link for help with finding or resetting these.

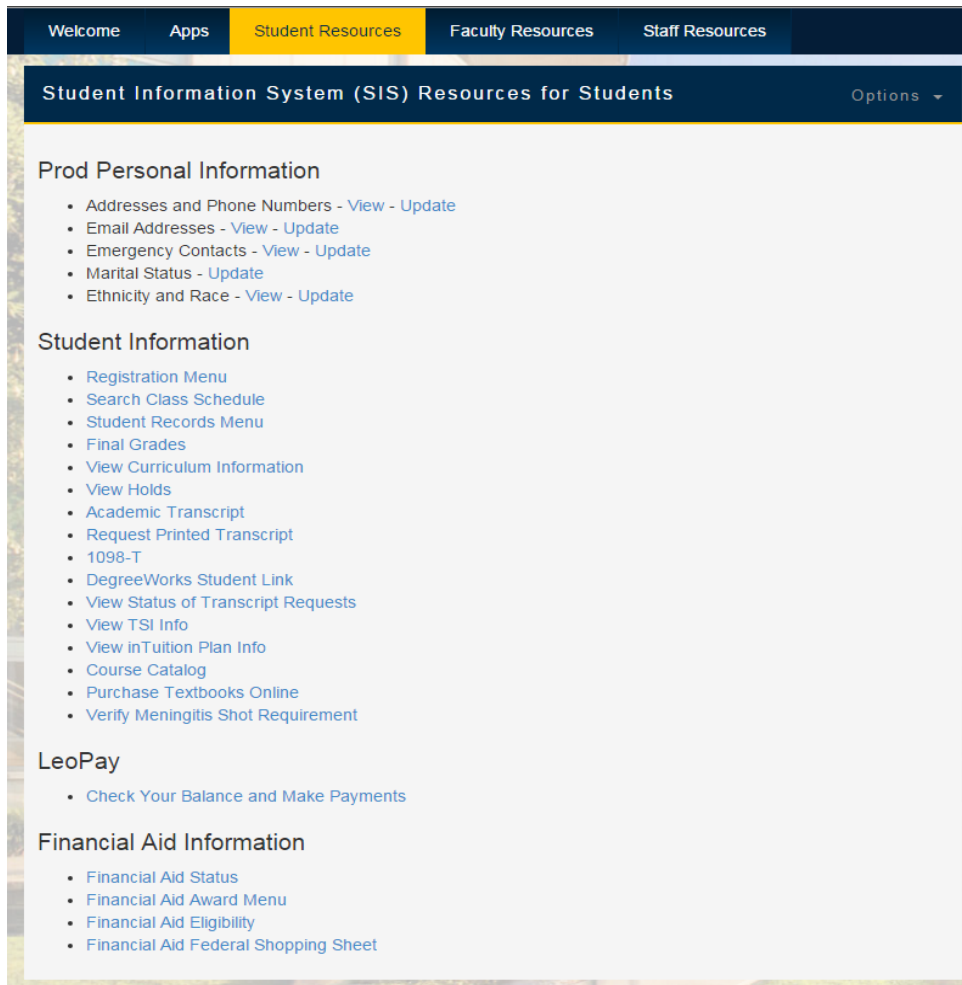


The image shows the login page for Texas A&M University Commerce. At the top is the university's logo. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Password' field are two links: '> Forgot your password?' and '> Forgot your CWID?'. Below the input fields are two checkboxes: 'Don't Remember Login' and 'Clear prior granting of permission for release of your information to this service.'. At the bottom is a red 'Login' button.

- b. If you have any difficulty accessing the myLeo portal, contact IT Support at HelpDesk@tamuc.edu or call 903-468-6000.

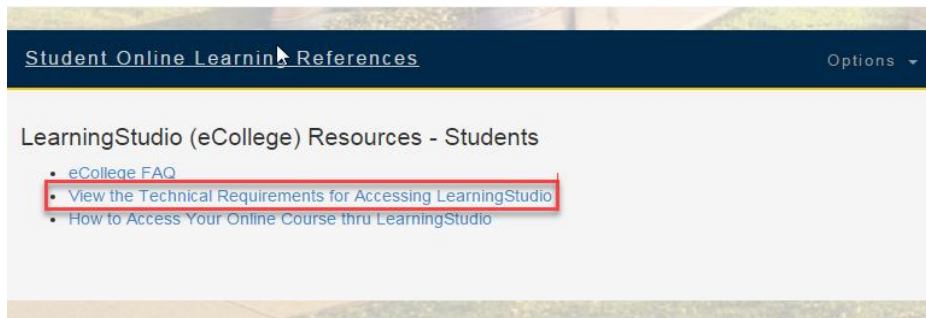
8. What are the LearningStudio (eCollege) technical requirements?

- a. After logging in, scroll down to the LearningStudio (eCollege) heading at the bottom of the screen.



The image is a screenshot of the 'Student Information System (SIS) Resources for Students' page. The page has a dark blue header with navigation tabs: 'Welcome', 'Apps', 'Student Resources' (highlighted in yellow), 'Faculty Resources', and 'Staff Resources'. Below the header is a dark blue bar with the text 'Student Information System (SIS) Resources for Students' and an 'Options' dropdown menu. The main content area is white and contains several sections of links:

- Prod Personal Information**
 - [Addresses and Phone Numbers - View - Update](#)
 - [Email Addresses - View - Update](#)
 - [Emergency Contacts - View - Update](#)
 - [Marital Status - Update](#)
 - [Ethnicity and Race - View - Update](#)
- Student Information**
 - [Registration Menu](#)
 - [Search Class Schedule](#)
 - [Student Records Menu](#)
 - [Final Grades](#)
 - [View Curriculum Information](#)
 - [View Holds](#)
 - [Academic Transcript](#)
 - [Request Printed Transcript](#)
 - [1098-T](#)
 - [DegreeWorks Student Link](#)
 - [View Status of Transcript Requests](#)
 - [View TSI Info](#)
 - [View inTuition Plan Info](#)
 - [Course Catalog](#)
 - [Purchase Textbooks Online](#)
 - [Verify Meningitis Shot Requirement](#)
- LeoPay**
 - [Check Your Balance and Make Payments](#)
- Financial Aid Information**
 - [Financial Aid Status](#)
 - [Financial Aid Award Menu](#)
 - [Financial Aid Eligibility](#)
 - [Financial Aid Federal Shopping Sheet](#)



- b. Click on the Technical Requirements link view the full list of browsers supported by LearningStudio (eCollege) to run a browser test.



9. What if I am unable to access a tab in a LearningStudio (eCollege) course?

Adjust Cookies cache, and Java setting. (Cookies are a small text files that websites put on your computer to store information about you and your preferences.)

- a. Cookie for a PC:
 1. Click the Tools button, and then click Internet Options.
 2. Click the Privacy tab, and then, under Settings,
 3. Move the slider to the top to block all cookies or to the bottom to allow all cookies
 4. Click OK.
- b. Cookie for a Mac:
 1. Go Safari
 2. Go to Preferences
 3. Click on Security
 4. Beside "Accept Cookies" select "Always".

10. Why do I keep getting "timed out"?

- a. myLeo times out **after 20 minutes** of no activity.
- b. LearningStudio (eCollege) times out **after 90 minutes** of no activity.

11. What if I need technical help (Error Message, page not loading, etc.) with LearningStudio (eCollege)?

Call the LearningStudio (eCollege) HelpDesk (toll-free) 1-866-656-5511 or 720-931-3847.

12. What if I have questions regarding the content of my course, exam, assignments, etc.?

Contact your instructor.

13. What do I do if I am kicked out of an exam or quiz?

- a. **EMAIL or CALL YOUR INSTRUCTOR IMMEDIATELY** then
- b. Attempt to re-enter the quiz or exam.
- c. If this is unsuccessful:
 - a. Call the eCollegeHelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847
 - b. If LearningStudio (eCollege) Helpdesk refers you to Technology Services call 903-468-6000

14. How do I find out what changes or outages relate to LearningStudio (eCollege)?

After signing in to myLeo and clicking on the LearningStudio (eCollege) or Go to Courses link, the screen below opens. Notice the Announcements and Student Support Services areas.

TEXAS A&M
UNIVERSITY
COMMERCE

Home My Courses Help | Signoff

Online Services

My WebLinks

- Default Link
- Edit Personal Web Links

Announcements

Avoid Being Timed Out of eCollege:

MyLeo times out after 20 minutes. To avoid being kicked out of an eCollege course:

1. Login to MyLeo
2. Click on eCollege link
3. Access an eCollege course
4. Close (use X in right top corner) MyLeo

NBC Learn:

The A&M System Chancellor has purchased NBC Learn for all system universities. NBC Learn provides video access to stories from NBC News archives dating back to the 1930s. These historic and current events resources are generally two to six minutes in length and are available to faculty and student.

- Higher Ed <https://proxy.tamuc.edu:10379/portal/site/HigherEd>
- K-12 <https://proxy.tamuc.edu:10367/portal/site/k-12>
- [Library's list of databases](#)

The following link is a brief tutorial on how to navigate to the NBC Learn databases. [Brief Tutorial Accessing NBC Learn via Library's Database List](#)

Student Support Services

STUDENT SUPPORT SERVICES:

eCollege Technical Concerns: Please contact the eCollege HelpDesk, available 24 hours a day, seven days a week, by sending an email directly to helpdesk@online.tamuc.org. You may also reach the HelpDesk by calling (toll-free) 1-866-656-5511 or 720-931-3847 (direct), or through the Online Chat by clicking on the "Tech Support" tab within your eCollege course.

Course Concerns: If you have questions pertaining to the content of this course (e.g., questions about an exam, about course due dates, etc.), please contact your instructor via email, through the "Virtual Office," or during office hours.

Student Code of Conduct: The A&M-Commerce Student [Guidebook](#) (page 55) details student rights and explains grievance procedures. The guidebook includes the Student Code of Conduct.