## eCollege Course Copy Application

### **Links to Resources**

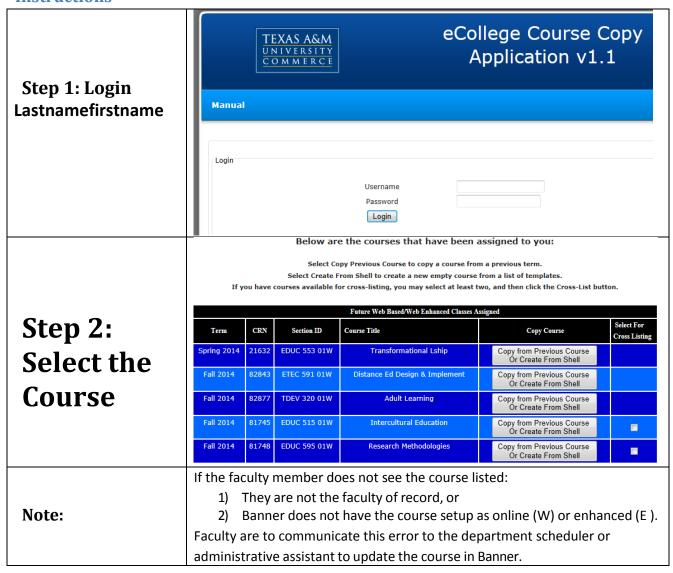
URL to Manual: <a href="https://apps.tamuc.edu/CourseCopyApp/Manuals/CourseCopy Manual.pdf">https://apps.tamuc.edu/CourseCopyApp/Manuals/CourseCopy Manual.pdf</a>

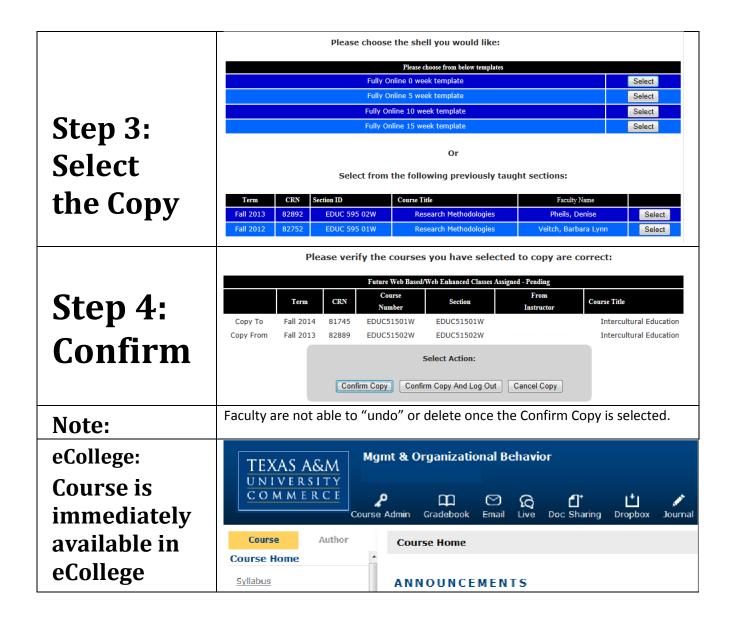
URL to Application: <a href="https://apps.tamuc.edu/CourseCopyApp/CourseCopy/Default.Aspx">https://apps.tamuc.edu/CourseCopyApp/CourseCopy/Default.Aspx</a>

URL to How to Copy Video: <a href="http://youtu.be/Mg9RWyOTdx8">http://youtu.be/Mg9RWyOTdx8</a>

URL to Cross-list Video: <a href="http://youtu.be/aFhV9RitqrE">http://youtu.be/aFhV9RitqrE</a>

#### **Instructions**





# Frequently Asked Questions: eCollege Course Copy Application

Question: I cannot login to eCollege Course Copy Application.

Answer: The login is the same as for your work computer, lastnamefirstname. Contact the CITE Helpdesk @ 903-468-6000 or <a href="helpdesk@tamuc.edu">helpdesk@tamuc.edu</a> to ensure your account is not locked

Answer: If you do not have a university account please contact the CITE Helpdesk @ 903-468-6000 or helpdesk@tamuc.edu to get an account created at x 6000

Question: I cannot see the course I was assigned.

Answer: Contact your department administrative assistant or scheduler. Ask them to check Banner to see that you are the faculty of record and that the class is setup as online (W) or enhanced (E). To change a class to a W will required permission from the Dean. Enhanced courses can be corrected in Banner by adding (E) to the section number by the scheduler.

Note: To correct a course from face to face or enhanced to Online must be approved by the dean and corrected by the Office of the Registrar. (Online courses add fees to the students' account.)

Question: I cannot get to my application after I open the manual.

Answer: Please click the back button on your browser

Question: The system never sent me an email to confirm my copy.

Answer: Please check your junk folder in your email to ensure the message is not being blocked

Answer: Contact CITE to ensure your email is in the user account server correctly

Question: I copied the wrong course. I need to recopy a course.

Answer: Email <u>online@tamuc.edu</u> or call the FCTT 903-886-5511. Provide your CWID and the course term and number to delete. Once the course is deleted, faculty will have the opportunity to repeat the copy process.

Question: The department reassigned courses and the courses had already been copied for another faculty.

Answer: The department head or administrative assistant should send the FCTT the schedule change for online and enhanced courses. Send the information to <a href="mailto:online@tamuc.edu">online@tamuc.edu</a>. Once the courses have been deleted in eCollege, the newly assigned faculty can follow the course copy application.

Question: The course is listed as STAFF. We have not hired a new faculty member.

Answer: Contact the Course Design & Development Manager in the FCTT at <a href="mailto:online@tamuc.edu">online@tamuc.edu</a> or call 903-886-5511.

Question: I experienced an error while copying a course with an error message like: ERROR! Copy Failed; -- eCollege term not yet created for course 201420-21815.

Answer: This may indicate that the term is not yet created in eCollege. You should contact FCTT @ online@tamuc.edu or call 903-886-5511 during business hours. Include a screen shot or copy and paste the error message into the email to the FCTT.

## Question: I received an ERROR while completing the application.

Answer: Print the screen to capture the exact error. Email the screen capture to <a href="mailto:online@tamuc.edu">online@tamuc.edu</a>. You will receive a response form the FCTT within a 24-hour on weekdays.