

CIS67 Just the FAQs Please

Note regarding the following FAQs: Most of these questions and statements have come from previous students' emails, phone calls, or face-to-face meetings to Dr. Cyndi Dunn who also teaches this class. The answers can, hopefully, save some time this semester. Please check this page to see if your question has been answered before emailing or calling your instructor or classmates.

1. This is my first online class. I've never used Blackboard before. Do you have any suggestions?

If possible, please take the time to do the following at least one time:

- 1) Take a class like CIS 37 which will prepare you to succeed in online classes;
- 2) Go to any of the links included in the syllabus for online learning tips;
- 3) Go to <http://lrc.sierracollege.edu/dl/orientation/index.html> and click on the **Blackboard Tutorial**

2. Do I have to use Word 2003, 2007 or 2010 to complete my assignments?

If you want me to be able to open, evaluate, and grade your assignments, using any word processing program is acceptable, but you are required to **save file as a .rtf document** (See Resources/Links in Blackboard) in order for me to open, evaluate, and grade your assignment. If you have Office 2003, 2007 or 2010 on your computer, after completing your assignment, go to File, Save As, and save as a **.rtf** file. No .doc or .docx or .wps—only .rtf, please. No exceptions, please

3. Can I send a Completed Homework assignment as a .wps, .html, or other file format type?

See answer above, or depends upon what was requested from you in the assignment.

4. Can I receive credit for giving a one sentence reply/response in the Discussion Board?

If used in the course, no, but one paragraph with two to three sentences with substantive content meets the requirements for having the opportunity to obtain full credit.

5. I can't meet the deadline for turning in an assignment because of all my other obligations, etc. Can I please have more time to complete assignments?

As stated in the syllabus, this is not an open-entry, open-ended class. There are specific deadlines for all requirements and late assignments are not accepted.

6. Blackboard went down at 11:30 p.m. Sunday evening when I was just about to upload my assignment, and I was unable to upload my assignment. Will I be able to get credit for this assignment?

See answer above. Blackboard is subject to stalls, failures, or glitches at the most inconvenient times. Please avoid turning assignments in at the 11th hour. If Blackboard is the culprit, consideration will definitely be given; if not, you have missed the assignment deadline and will not receive points.

7. I forgot to put my heading info on the assignment, will points be deducted for the omission.

Yes. Please don't forget to do this; you don't want to miss any points for a simple requirement like this. Info needed: Your **full name, Course Name, Section Number, Assignment Name/Number**.

8. Can I post or reply to the Discussion Board after midnight on Sunday?

You can post, but in order to receive credit for the post or reply, you must submit before midnight Sunday.

9. I forgot to address all aspects of the assignment. Will points be deducted for those omissions?

Yes, points will be deducted for any missing requirements.

10. Can I resubmit an assignment if I find that I have missing elements, spelling errors, punctuation and grammatical errors?

See above; points will be deducted for missing elements. Resubmissions will not be accepted. Please proofread carefully for these types of things BEFORE submitting.

11. Can I resubmit an assignment for credit or more credit?

Resubmissions are not accepted. Please be careful to read assignment requirements carefully, follow all directions, and proofread for quality and accuracy to assure maximum credit the first time.

12. Can I resubmit a post if I find that I have missing elements, spelling errors, punctuation and grammatical errors, sentence structure or I said something I shouldn't have?

See answers above.

13. Can I reply to more than one classmate?

Yes, that is always a welcome treat and opportunity for your colleagues. The more replies, the better; you are making great connections and getting to "know" each other virtually. Although I read all posts and replies, you will only be graded for one of the replies.

14. Is it appropriate to create my posts in Word and copy them to the Discussion Board?

Yes, it is recommended that you create in MS Word, spell and grammar check your document, and then copy and paste to the Discussion Board. Please avoid using fancy or small fonts, styles, or colors so that it is readable in the Blackboard environment. Note: Arial Verdana, and Trebuchet MS are all easy to read.

15. I wrote you an email and you haven't responded. What is a typical response time?

I attempt to reply as soon as possible during the week from 8:00 a.m. – 10:00 p.m. weekdays, or at least within a 24-hour period. If an email was sent on Saturday or Sunday (the weekend), I will reply by Monday. I will attempt to reply within 48 hours maximum.

16. If I have a question and can't reach you, can I email my colleagues or post a question on the Discussion Board regarding the question?

Yes, I encourage you to do that or refer to the Syllabus or FAQs for the answer.

17. What if I have a personal emergency and need to reach you about an assignment or something to do with the class?

See answer above. Please contact me at Business office number, 916-660-7728. Please leave full name, class name, contact number(s), and the best time to connect with you.

18. What if I clicked on one of your links in a Blackboard lecture and it didn't connect. What should I do?

Sometimes it is necessary to copy the link and paste it on the address bar in your browser. If this doesn't work, you can check with a colleague in Discussion Board or by email. If I see a pattern, I will attempt to fix. Please let me know if a link isn't working after you try copying and pasting or contacting a classmate so that I can attempt to fix.

19. How often will grades be updated and posted?

I will attempt to have the grades posted by shortly after the due date in Blackboard.

20. I found a very interesting video, article, resource related to the class. Can I send it to you or post in the Discussion Board?

Yes, please send the resource to me first to evaluate and I will attempt to share with your colleagues or ask you to share it.

21. I want to send you an email. Anything special I should do?

When sending an email to me, besides putting the class name in the subject line, please sign your first and last name in the email message--it's hard for me to know who cutiepie478@yahoo.com is.

22. I'd like to meet with you in person. When is the best time to meet with you?

I am teaching only online classes this semester, and my office hours will be primarily online. Further details will be forthcoming.

23. I'm wondering, is it all right if we turn in the assignments before the due date?

Please turn in your assignments anytime after the week they were assigned (see Assignment Schedule). They must, though, be turned in before the Sunday midnight deadline for possible full credit.

24. Can I work ahead on assignments?

I try to post assignments early, but that doesn't always happen. If I have assignments posted early, you can work on them, but, please, do not submit them until the week they are due.

25. I don't see my grade for my Completed Homework assignment or my Discussion Board post or reply. What's going on?

If you don't see your points, it could be due to any of the following reasons:

- 1) I haven't had the opportunity to grade yet;
- 2) I didn't get the submission and Blackboard is at fault;
- 3) You didn't submit before the Blackboard time and date stamp, thus no credit; or
- 4) I overlooked it for some reason and I appreciate the reminder.

26. I submitted the Completed Homework assignment to the wrong place; I submitted it to the Discussion Board. What should I do?

Please try to submit to the appropriate location. If this is a one-time occurrence, I will ask you to submit to appropriate location, and I will attempt to delete it from the Discussion Board.

27. I submitted the Completed Homework assignment to the correct location, but I didn't fulfill all requirements and want to resubmit; Blackboard won't let me do this. What should I do?

Please be very careful to submit the Completed Homework assignment with all required elements and proofread carefully to the appropriate location the first time. If this is a one-time occurrence and it is before the deadline, contact me by email or phone and I will try to delete the original assignment so that you can resubmit. If this is a pattern, I will be unable to do this, and you will be graded on the original submission with the missing elements. If the request comes after the deadline, or I don't get the message before the deadline, you will be graded on the original submission with the missing elements.

28. I submitted the Completed Homework assignment before the deadline to the correct location, but I didn't fulfill all requirements. Will that affect my points and, ultimately, my grade?

Yes it will affect your points and possibly your grade. It is important that you submit all Completed Homework assignments, projects, quizzes, exams, Discussion Board Posts and Replies, etc., by the deadline with all required information in order to be eligible to receive possible points for each submission.

29. Please let me know if there will be any opportunities for extra credit so that I can keep my grade up. Do you give extra credit?

It has been my personal belief that in any given class, students usually have more than enough work to keep them very busy. That is the same for this class. Because of this, I don't offer extra credit. Please just

complete the work required, following all instructions, to the very best of your ability, and that should keep you busy and satisfied.

30. My mind was preoccupied this weekend, and I just realized I did not submit my homework for this past week. What can I do?

Missing one week's worth of homework and/or Discussion Board should not affect your grade or standing in the class, but try not to miss any more of them or that could change. In fairness to all concerned and due to the nature of the online environment, there are no late assignments accepted. Please try not to put off doing your homework until the 11th hour if possible.

31. I am using a Mac and I submitted the assignment to the Completed Homework tab and received confirmation that it went through. It was not in Word 03 format. Can I submit the document in .pdf format?

As stated in the syllabus, please submit assignments using MS Word. If you are using Word 07 or a Mac, please save your document as a .rtf document only unless otherwise directed.

32. I couldn't figure out how to send the Completed Homework assignment in Blackboard, so I have copied and pasted it in the email below. Will this be acceptable?

All Completed Homework assignments, posts, replies need to be submitted to the proper location in Blackboard. Unfortunately, will not earn points for this assignment. Please take some time to do the quick tour in Blackboard.

33. When I logged on Blackboard, it said I am not enrolled in any courses. This is not true I did not drop out of any of courses. I am asking that you please allow me to submit my Homework and Discussion Board work as soon as I clear up this mistake.

Please keep me informed and let me know the status of this situation and supply me with any needed documentation. Once I have reviewed the situation, you can then submit your documents for credit.

34. You didn't reply to my email in over a week. Could you please reply ASAP to let me know you received it?

In order to better prepare me for your question and follow my requirements, did you put all required information in the subject line: Bus or CIS __, Chapter__ or Week __ Question, Your Full Name? In addition, my email account may have diverted your email to a SPAM or BULK mail account without this required information. If more than a week goes by and you haven't heard from me, something could be wrong with our web-based email accounts and I didn't receive your email. Please call the Business office and leave a message, if this is a possible scenario 916-660-7728. You may also try this email address: al.fichera@gmail.com as a second choice.

35. Can I send an email to your Sierra College email account?

Yes, it's afichera@sierracollege.edu I check this site often to keep the clutter down, my gmail.com account is what I use for most business, so there's a lot more junk mail there, an improperly addressed letter from you could get mixed up with the junk mail.

36. Can I get some information from counselors about my particular needs? Do I have to go to the campus to do this?

Great news! Sierra College does offer online counseling. The link is:

<http://www.sierracollege.edu/StudentServices/counseling/online.html> or use this one directly:
http://jsspr.sierracollege.edu/pass_reset/index.php?fid=45d262dfd7