

Frequently Asked Questions (FAQs) IS 101

PANIC MODE – Taking exams! Please remember this is an online class. You may be taking an exam at a time when I'm not available (i.e., 2:00 AM), and all of the sudden your entire system crashes. **DO NOT** panic. E-mail or call me and I will be glad to take care of any issues. There is no reason for you to lose sleep over something that may be beyond your control. You just finished taking an exam and you do not agree with your grade (a possibly badly worded question, or when you think your answer is correct, but the system gave you zero points!), **DO NOT** panic. Simply e-mail or call me and you will find that I'll be more than happy to discuss any issues and resolve any problems. In a classroom situation, students usually ask questions about exam questions they may not understand. However, we do not have this luxury while taking an online exam. So, do your best and we can discuss any issues once you have had a chance to review your exam.

QUESTION: Can I see how I did on an exam immediately after taking the exam?

ANSWER: NO. I usually release the exam a few days after you have taken it. However, you will see your score immediately after taking an exam.

QUESTION: Are there tutors available for this course?

ANSWER: YES. The best way to get a tutor for this course is to visit: <http://www.csn.edu/pages/1902.asp> They have all the information and phone numbers to call. PLEASE do not wait till it's too late to get tutoring help.

QUESTION: What is my grade based on? Do I have to turn in any of the assignments assigned from the textbook for grade?

ANSWER: Your grade is based on the exams you take online. No, you do not turn in any of the assignments for grade. It is **HIGHLY RECOMMENDED** that you do the exercises in the book, if you seek to LEARN!

QUESTION: Do I have to follow any online attendance policies?

ANSWER: YES. You must post to a discussion thread at least 4 times a week to meet the attendance requirement. This must be done every week from the beginning to the end of the semester. Your grade will fall one letter grade if you do not adhere to this attendance policy. **You MUST inform me of any absences (travel, emergencies, etc.) that may prevent you from meeting the attendance requirement as soon as possible. I will be more than glad to work with you and waive the attendance requirement for a short period of time depending on your circumstances.** I will relax this policy for the first week till you get used to the system.

QUESTION: Do I have to participate in any online discussions?

ANSWER: YES. Your participation in class will allow you to learn much more effectively. However, there is no credit assigned for participating in online discussions. Your grade may improve if you are actively participating in the class discussions.

QUESTION: I think that I should not be responsible for CSN's computer problems. So, if the ANGEL site goes down while I am taking a test, will I be able to retake the test?

ANSWER: If the ANGEL system goes down while you are taking a test, you will be given another opportunity to retake the test. However, if you have any computer related problems that are NOT the fault of CSN, no extension will be granted. How will I know whose system is at fault? Well, ANGEL records all of your entries along with the exact time in which you made them. CSN records all instances of ANGEL outages. If an outage occurs while you are taking a test, I will know. If CSN was up and running and you experience computer-related troubles, the troubles must reside with you and/or your computer.

QUESTION: If I don't have Microsoft Office Suite (version 2002, 2003, or 2007) on my computer, what should I do?

ANSWER: You could do all the work at any CSN computer lab. However, if you want to do the work at your own computer, you will need the Microsoft Office Suite (version 2002, 2003, or 2007). The best way to buy it is to get the "Student and Teacher Edition". It will contain everything you need and it will be much cheaper than the other editions. It's sold at Office Max, Office Depot, Walmart, Fry's, or just about anyplace that sells software. It will probably cost about \$119. If you don't want to buy it, you can go to <http://www.microsoft.com/office/editions/prodinfo/standardtrial.msp> and download a FREE 60 day trial of the Microsoft Office Suite. You may also call the CSN's help desk at 651-HELP and ask about College's special arrangement with Microsoft to get special discounts for students.

QUESTION: Throughout Dozer's Guide, I am told to save my files to my diskette. However, my home computer does not have a floppy drive. What should I do?

ANSWER: As is stated on page A-11 of Dozer's Guide, until about a year or so ago, every PC came with a floppy drive. This is becoming less true as time goes by--many computers bought in the past year or so do not have floppy drives (A Drives). Dozer's Guide is used in "on campus" classes at CSN and at other colleges. In an "on campus" environment, students need to save their files to some sort of portable device (i.e., diskette) so that they can take their files with them when they leave campus. If your home computer does not have a floppy drive, don't worry. However, in each instance where Dozer's Guide asks you to save your file to a diskette, you will not be able to do so. Instead, you might want to create a folder on your C Drive into which you will save all your work. Name that folder "A DRIVE" (Page B-15 explains how to create folders). Then, whenever the book tells you to save your stuff to the A Drive, simply save it to that folder. When you do Assignment #2, you are asked to create folders on your diskette. For that assignment (if you don't have a floppy drive) create a folder called "Diskette" and act like that folder is the A Drive. You may also use a USB memory drive also known as a thumb drive, or jump drive instead of a floppy drive.

QUESTION: On page C-11, there is a reference to my "class code" which is supposed to be at the bottom right corner of page C-29. What is my "class code" and what is my instructor's email address?

ANSWER: Open your book right now to page C-29. At the bottom right corner, write your class code, which is "DE" and your instructor's email address, which is "citclass@gmail.com"

QUESTION: I'm a very busy person. I have eight bratty kids, two full time jobs, a car that runs only on alternate weekdays, and a live-in mother-in-law. I don't have time to read all of Dozer's Guide. What specific pages should I read?

ANSWER: Some students skip many pages of the book, refusing to read and study each page. They want to take a shortcut. Really, I'm not kidding! They really do! After taking a test or two, these folks are surprised and bewildered to see how LOW their test scores are and eventually they are totally perplexed at the dismal grade they earned. After years of teaching introductory computer-literacy classes, I have discovered the following two facts: Students who read and study the book and who do all the exercises until they thoroughly understand the material covered do very, very, very well in this class. Students who take shortcuts tend to do poorly in this class.

QUESTION: Why does my Grade report show that I have an "F" for the class when I haven't completed anything yet?

ANSWER: ANGEL calculates each student's grade based on the number of points each student has earned. If you now have 0 points, you now have an "F". As you complete work, your points will be recorded and once you've earned enough points to earn a "D", ANGEL will show that. Once you've earned enough points to earn a "C", ANGEL will show that, etc. At any given point, ANGEL is simply providing the grade you will earn if you don't do any additional work.

QUESTION: I started to sign up for a Yahoo email account (Internet Project 3). However, the fine folks at Yahoo want me to give them my credit card number. I don't want to do so. What should I do?

ANSWER: Yahoo has several types of email. One is FREE, the others charge a FEE. You want the FREE one. Don't give them your credit card number. Follow the instructions on page C-11 and you should not be asked to pay for the email.

QUESTION: When I'm in a class and ask a question, I get an instantaneous answer. If I ask a question in this online class, when should I expect to receive a response?

ANSWER: I will read my ANGEL mail at least twice a day (once in the morning and once in the evening). Most days I will check it more than that. Therefore, you should expect prompt, but not instantaneous, responses from me.

QUESTION: I took the practice test and earned some points. When I look at my grades, I can see the points I earned on the practice test. But, those points are not included in my total points earned. Why am I being cheated out of those points?

ANSWER: As stated previously, you can take the practice test as many times as you want--it has no effect on your grade. The practice test exists as a courtesy to give you the opportunity to become familiar with the actual tests. You were previously encouraged to take the practice test several times before attempted to take the first test. But, the points you earn on the practice test do not count towards your grade. ANGEL provides your score on the practice test, but does not add it to the points you earn for a grade. So, you weren't cheated out of those points.

QUESTION: The syllabus states that I need a copy of the 15th Edition of Dozer's Quintessential Guide To Computer Literacy. But, I have a copy of the 14th edition. Do I need to buy a copy of the 15th edition?

ANSWER: Nope. Some of the exercises are different, but most of it is the same. It's possible that you will occasionally encounter a question on a test covering an idea found in the 15th that wasn't in the 14th. You may not know the answer to that question because you were using an older version of the book. But, those questions are rare. So, you'll probably do just fine with the 14th edition. It would be best if you had a copy of the 15th. But, if you absolutely cannot afford to buy a copy (\$10 at the CSN bookstore), then go ahead and use the 14th edition. However, any complaints emanating from your

use of an older version will not be greeted with warmth by the instructor (i.e., expect to miss some questions and don't complain if you do). If you have a version older than the 14th, throw it away and get a newer edition.

QUESTION: Do I have to follow the schedule outlined in the syllabus and in the ANGEL calendar?

ANSWER: YES. Although the exams will be open for a period of time, all exams have strict end dates. Your syllabus clearly states the recommended and the absolute last day to take an exam. Please feel free to let me know if you anticipate any difficulties in meeting these strict deadlines.

QUESTION: What if I have fallen behind and feel that I cannot continue with the class and cannot get a good grade? Can I wait till the end of the semester to withdraw from this course?

ANSWER: YES. You can always wait till the last day of this class and withdraw from it if you don't like the grade you get. So, if you have concerns about your grade, I suggest that you wait till the end of the semester and see if you like your grade. If not, I will withdraw you from the class and this will not affect your GPA.

On the last days of the semester, you will have to e-mail me and let me know what the grade that you can live with is. For example, the following might be an e-mail message:

Withdraw me from this course if my grade is below C. So, when I calculate your overall grade and you have an A, B, or C, I will ignore your message and will give you your earned grade of A, B, or C. If your overall grade is D, I will withdraw you from the class, thus not affecting your GPA. This should put your mind at ease about your grade and allow you to concentrate on the learning part.

Please note that your other instructors may not have a similar policy, so please do not bug them to do the same thing. This is also NOT the official college policy. As you may have seen in the course schedule, the College has strict withdrawal dates. However, I have decided to have my own withdrawal policy.