Frequently Asked Questions (FAQs)
IS 101
This is a short 4 weeks course. TIME management is important!

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: Sometimes! Some exams may have multiple parts that require manual updates. In such cases, you will not be able to see the final results immediately after completing the 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: 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 $80. If you don't want to buy it, you can go to http://www.microsoft.com/office/editions/prodinfo/standardtrial.mspx 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. You can also visit www.ultimatesteal.com for information on to get the MS office products at a lower price.

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 the material in the textbook. 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: 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 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: 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.