

Memo to D2L Faculty for Fall 2009

Important reminders:

- Students *must have activated* their MySCCC portal account to access D2L.
- Current information for students and faculty can be found at the DE web site: <http://department.sunysuffolk.edu/DistanceEducation/index.asp>
- Faculty should check rosters in D2L and Banner until the fall census date. Students who show in a Banner roster but not the D2L Classlist are exceptions that must be handled by Office of Instructional Technology staff (see 'How enrollment issues are resolved' on p.3 for more information on D2L v. Banner-related issues). Instructors will be able to manually drop students out of D2L after the census date so that course access in D2L is removed from the 'My Courses' active link location at the Virtual Campus.

Resolved issues:

1. For the students, clicking on a link located inside a content topic will cause the new page to open in a new window.
2. The link to the college's main Library page is located in the **External Links** widget on D2L's **My Home** page.
3. The link to the **Student Handbook** is located on the bottom left section of the **Navigation Bar** on D2L's **My Home** page.
4. If the students click on the **FAQ** link located on the top left of the **Navigation Bar** they will see links that will take them to the website of each campus bookstore, now operated by Follett.
5. The **Inbox** folder in the course mail program now displays the message filtered by each course; previously you had to select All Messages.

Unresolved issues:

1. For the students, clicking on a link located inside a content topic will cause the new page to open in a new window, but if the students are using Internet Explorer 7.0 and they want to go back to the previous page, they need to click on the **Back** icon of the Internet Explorer menu; not the back arrow inside D2L.
2. The **Sent Mail** folder in the email program still does not filter by each course; you must click on **Filter By:** and then select **All Messages**.
3. There are still import issues with D2L:
 - A test bank of more than 500 questions will not be accepted at D2L server.
 - Not all course cartridges from book publishers will import successfully. D2L does *not* support cartridges zipped in Blackboard 5.x format, as an example.The parameters of what will export from a LMS/CMS or publisher database are determined by each vendor; likewise what will import into D2L is determined by parameters established by D2L. Where these export/import tools misalign will result in difficulty or impossibility to fully or partially import test content unless the content is re-created in a different compatible format or generated using quiz/test tools in D2L itself. Vendors are claiming compliance with international standards (such as SCORM) for content portability when in fact only limited portions of their application may be so or code is inserted that results in an inability

to port content such as question banks to a different product or toolset. We suggest that use of a template in the Test site at D2L is a way to verify textbook course cartridge product compatibility with instructor expectations prior to importing into your active course in D2L.

Information and Links:

1. Each semester you need to open your blank course template and copy the course material from a previously taught online course into the blank template.
http://department.sunysuffolk.edu/DeptDocs/DistanceEducation_Docs/CopyYourCourse0509.pdf
Please make sure you select the correct course, year and semester.
You should first open the course you intend to copy from to be sure it's the desired content. We advise that you export each Virtual Campus course as a .zip file to your local computer so that a complete record of the course is available outside of the D2L environment. See: http://department.sunysuffolk.edu/DeptDocs/DistanceEducation_Docs/Exporting_your_D2L_Course_in_Production_small.pdf
2. Students cannot access online courses until the **Start Date** is reached. For the fall '09 semester, this date is September 8th, 2009 for FE-designated courses. To change this date please click on the link, **Changing the Start/End Dates** for instructions.
 - If the Start Date is changed from September 8th to an earlier date, please do not assign any work that you intend to grade if students start your course early and do an "ice-breaker" activity.
 - Students have become confused when they are required to access the college's **Student Orientation** course in D2L and then submit an assignment about the Orientation. Many have submitted their credit-bearing assignments while in the orientation course, not the course in which they are enrolled. Please remind students to submit their work inside the credit course, not the Student Orientation course if you have this as an assignment.
3. The **Student Orientation** course is a work in progress, many changes and enhancements have been made. **For the Fall 2009 semester students are being requested to locate and participate in the Orientation as preparation for taking their first online course at SCCC.** Data gathered this fall and modifications and enhancements to the Student Orientation will lead to the roll-out of a *mandatory* participation by 'new to online learning' students prior to accessing their first SCCC online course, as scheduled to debut for the Spring 2010 semester. More information will be forthcoming on this new requirement.
4. In Web-enabled and Hybrid courses, please encourage students to click on the **MySCCC** link on college's home page to activate their account. Failure in activating their MySCCC account *will result in inability to access or participate* in any D2L-based instruction.
5. Encourage all your students to also create their SCCC email **Live@edu** account. They must locate the 'My Email' tab at the student portal and follow instructions there.
6. Please click on the [Training in Desire2Learn](#) link to access the schedule of Fall '09 workshops.
7. D2L tools **LiveRoom Lite** and **Chat** are now available.

8. A listing of new features, changes, fixes and issues with D2L version 8.4 may be accessed at the DE web site: <http://department.sunysuffolk.edu/DistanceEducation/3296.asp>
9. Important messages for students and faculty relating to D2L or D2L access are posted in the MySCCC portal under the 'SCCC Virtual Campus' header. These include access information, regular server maintenance notices, reminders and the like.
10. When using an external course website, the D2L helpdesk and Office of Instructional Technology cannot trouble-shoot student or faculty issues associated with using that site.

How enrollment issues are resolved in D2L

When a student registers for an online or blended course, an enrollment event occurs. Because we are using a real time integration process, the information generated in Banner is handled by the Portal and transported to D2L (our Virtual Campus environment). This is a 'one-way' only information handling procedure: Banner → MySCCC Portal → Desire2Learn

Problems are resolved first, if possible, in D2L and then in Banner:

Desire2Learn → MySCCC Portal → Banner

Problems that can be resolved in D2L will be handled quickly; those in Banner take much more time and may involve both the academic department and the College Computing Center in addition to the Office of Instructional Technology (OIT). Students who 'do not exist' at the D2L server will not have access to any online course whether they are enrolled in one or many courses. Creation of a student who 'does not exist' requires a Banner-related tool to correct for a D2L enrollment condition, as example.

Students who web-register online for classes very late (such as just before semester begins or during the add period) typically account for the bulk of enrollment issues in online courses.

The 'Number One' reason that students are not present in a D2L Classlist but are showing in a Banner roster is because the student has not created and activated their MySCCC portal account. A student will not be able to even logon to the Virtual Campus much less participate in an online course without an active MySCCC account. [NO MySCCC account = NO D2L access]

As a reminder, no 'forcing' of enrollment into any course/section is undertaken by the OIT. If a student does not show as enrolled in Banner for a specific online course, no enrollment of that student into that course as exists in D2L can take place.

Also, all course and section creation results from academic department actions. All student enrollment results from registrar and department actions and faculty consultation as necessary. While OIT does work diligently to resolve course/section template and student enrollment issues in the Desire2Learn Virtual Campus teaching and learning environment, Banner-based course creation and student registration/enrollment matters are rightfully located in the domains of academic and student affairs units directly.

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