

Troy University **myitlab** FAQ for Instructors

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Getting Started

Q: What is myitlab?

A: myitlab is software developed by Pearson Education to complement their introductory computer textbooks. The software allows students to learn skills in Office 2007 using a guided method. The content of the training exercises in myitlab is identical to the textbook.

Instructors can also administer exams using myitlab. Students are tested on the same skills as in the training assignments (and therefore, as in the textbook), but using different scenarios.

In addition to the course content for your course (including other instructor resources), myitlab can also be used a full-fledged Learning Management System (LMS). At Troy University, we do not use the LMS features of myitlab. We use Blackboard for discussion board, assignment uploads, communication, etc.

Q: How do I schedule an exam? How do I set up training?

Q: Where can I get training for myitlab?

A: As a beginning instructor, it is important to understand that myitlab contains a tremendous amount of features. Formal training is required in order to use myitlab effectively. Pearson has regularly scheduled WebEx sessions that will get you started. The schedule is available at <http://www.myitlab.com>. Look under the Tours/Training tab.

Batch Registration Questions

Q: How does the batch registration process work?

Note: The batch registration process described below only applies to Troy University's Alabama campuses. Other Troy University locations, including eCampus, are not included in the batch registration process.

A: At the beginning of each semester and term, student enrollment in all IS 2241 sections is obtained from Datatel. The ideal time to obtain enrollment data is after the last day to add a class, which is normally the Monday after the start of classes.

Based on the enrollment data, usernames and passwords are generated. That data is sent to Pearson.

Pearson has a 48-hour maximum turn-around to register all students. This means that by the Wednesday of the second week of classes, all student accounts have been created.

Q: How can I minimize the time spent in class getting students to enroll in my section?

A: One of the goals of the batch registration process is to save time in class registering students, while at the same time ensuring that student accounts were properly set up.

The following tips should help minimize time spent in class:

- Tell students to expect the message from Pearson. This should avoid issues with students accidentally deleting the message because they don't realize the importance. The e-mail message is sent from this e-mail address: product.support@pearsoned.com and the subject line is: Forgotten Login/Password Request.
- Direct students to completely check the message. If they have more than one account with Pearson (e.g. MyMathLab, etc.), then the e-mail message may contain multiple login/password combinations. The login/password combination to use for myitlab is the one that appears above the

listing for myitlab.

LOGIN NAME AND PASSWORD

ACCOUNT ID: 14335295
LOGIN NAME: saeltermans@troy.edu
PASSWORD: [REDACTED]

The login is valid for the following sites:

myPearson
<http://portal.mypearson.com/portal>
Access Authority: general_user

Pearson Education's Research Navigator
<http://www.researchnavigator.com>
Access Authority: Student

Pearson Premium Media
content links reside in your website or course

[myitlab](#)
<http://myitlab.pearsoned.com>
Access Authority: Student

- Make sure students attempt to log in to the myitlab site before class. Provide them with the information the student FAQ and ask them to report any problems to you.
- In class, you will just focus on providing students with the course ID and briefly introducing them to the myitlab functionality.
Optionally, you can just provide them with the course ID and instruct them to enroll themselves outside of class time.

Q: What if my students did not receive an e-mail in their TROY inbox?

A: First, make sure that students know how to use their inbox. This may seem obvious, but new students may not realize how to navigate from one page of e-mails to the next. In addition, they may also have to check the junk mail folder.

If that does not work, direct students to use the "Forgot your Login Name or Password?" link at the myitlab login page. Students should enter their full TROY e-mail address in BOTH boxes (their e-mail address is also their login name). Upon clicking "Send My Login Name and Password", if their account exists, then they will see a confirmation and the message will be delivered to their inbox within minutes.

If they do not see the confirmation text, there is no account for them (check for typos!). Please send their first name, last name, TROY e-mail address and date of birth to Sven Aelterman so an account can be created for them. This will be the case with students who registered late (after the batch info was sent to Pearson).

Student Support Questions

Q: Can a student re-use an access code?

A: No, myitlab access codes are single-use. However, a student's account remains active for 12 months from first activation. So a student who is re-taking a course will be able to use the same username and password without requiring a new access code as long as the second course ends no later than 12 months from the start of the first course.

Q: Can a student enroll in multiple sections?

A: Yes, a student can enroll in as many sections as necessary.

Q: Some of my students report having issues running myitlab on their computer. How can I help them?

A: They need to contact Pearson Technical Support. Instructors are not expected to provide tech support to students. All technical support information is available at <http://www.myitlab.com>.

If you want to help your students out yourself, please direct them to the myitlab Diagnostics Tool. The tool was developed at TROY and is intended to diagnose common configuration issues that prevent myitlab from operating correctly. The tool is available from <http://business.troy.edu/Resources/myitlab>.

Note, sometime during Fall 2009, the myitlab Diagnostics Tool will be retired. Pearson now provides the Home Diagnostic Tool with similar capabilities directly from the myitlab web site.

Q: A student is using a dial-up modem to connect to the Internet and is unable to load any assignments.

A: For students using a dial-up connection, a DVD can be mailed that contains all of the files myitlab requires to run correctly. This will alleviate most issues related to Internet connectivity. Please follow the instructions on <http://business.troy.edu/Resources/myitlab> for details on how to request the DVD to be sent to your student.

Q: What are some best practices that will allow my students to use myitlab with minimal issues?

- Direct your students to the Students FAQ for myitlab at <http://business.troy.edu/Resources/myitlab>.

(Contributed by Doug Hulsey.)

- Instruct your students to set up a myitlab support account. This can be made into a graded assignment.
- Provide a non-grade sample exam early in the course (week 2 for 8-week courses, week 3 or 4 for semester courses).
A sample exam is available based on the Office chapter.
- Require students to use myitlab from the first week of classes. This will identify any technical issues early on and provides an opportunity for resolution for an exam is administered.
- Ask students to provide you with transcripts of their communication with the Pearson helpdesk.

Task-Specific Questions

Q: How can I know if a task has a known problem?

A: Check out the release notes that are made available on <http://www.myitlab.com> after each release for a list of questions with known issues and workarounds. The release notes are organized by textbook and can be downloaded from http://www.myitlab.com/prod_update.asp.

Q: How can I submit an issue with a task to Pearson Education?

A: You can use the Technical Support “Ask a Question” feature to submit a report on a task that is not working as expected.

When filing the report, please use the following settings:

* Product: ▼
 * ▼

* Category: ▼
 * ▼

Course Shell Questions

Q: What content do I get as part of my course shell?

A: The content available in myitlab matches the standard syllabus for IS 2241 online courses. Office Fundamentals chapter 1, Word chapters 1-4, Excel chapters 1-4, PowerPoint chapters 1-3 and Access chapters 1-2 are included.

Course shells for Global Campus (including eCampus), Dothan and Montgomery courses are organized by weeks and include the following:

- Narrated PowerPoint files for each textbook chapter
- myitlab training exercises for each textbook chapter
These exercises are normally assigned as graded activities. Students need to understand that they must complete the training multiple times in order to be successful on exams.
- myitlab training exercises for each program
In addition to the training by chapter, there is also an integrated training exercise available that includes all available simulation tasks for each program (Word/Excel/PowerPoint/Access). This is normally not a required activity, but provided for students' convenience. Using the integrated training exercise, students can quickly locate particular tasks they want to repeat.
- myitlab exams for each program
Like the training by program, all available simulation questions are included on the exams. **Those exams MUST be modified.** It is not feasible for students to complete all questions. Usually, 15-20 simulation questions are sufficient to assess a student's knowledge.
- Flash-based animations
These animations illustrate key concepts. They are available both for the concepts portion of the course as well as for the application portion of the course.

Course shells for the Troy Campus are organized by topic and include the same content.

Q: How can I modify the exams provided in my course shell?

A: The exams that are provided in new shells contain ALL available simulation questions. These questions need to be pared down to suit your needs. Most students can successfully complete 20 questions in less than 1 hour.

In order to start modifying the exam:

1. Locate the exam in Course Content > My Course.
2. Using the dropdown arrow, select Edit.
3. Go to the Questions tab.
4. You may preview each question if you wish.
5. Check questions you want to remove and click the Delete button.
6. After you have completed customizing your exam, click the Save and Return button.

If you accidentally remove a question, you can add it back by selecting it from the Question Library. This can be a time intensive process, so if you need to add several questions back, it may be best to remove the exam from your course, and add a fresh copy.

Q: Do I have to start over each term/semester with a new course shell?

A: Normally, no. Unless Pearson has released major updates to course content, it is possible to copy your shell from a previous term to a new term.

If significant content changes have been made, you will still have the ability to copy exams and other items you customized from one term to the next.

Q: How do I obtain a course shell for next term/semester?

A: The myitlab Program Administrator (PADM), Sven Aelterman, sets up all course shells for Troy University myitlab courses¹.

Instructors on the Troy Campus, Montgomery Campus, Dothan Campus and eCampus will automatically get course shells based on the published course schedule. You will normally be contacted in advance and given the opportunity to get a copy of one of your previous course shells or to get a new shell. If you are a new instructor, you will always get a new course shell.

Course Management Questions

Q: Who is Mark Ray and why is he in my course?

Note: starting Fall 2009, the instructor's student alias account is correctly named _Student _Student for all new shells.

A: Due to an error that occurred a while back in our program, the instructor's student alias was renamed to *Mark Ray*. During training with Pearson, you'll find that your student alias is supposed to be **_Student _Student**. Normally, this default name cannot be changed.

There is no desirable solution to this problem, so at this time, just remember that when you complete an assignment in Student View, the submissions will be recorded as Mark Ray instead of **_Student _Student**.

Q: How can I transfer grades from myitlab to Blackboard so that my students have a unified view of their grades?

A: Please follow the steps in the HOW TO document referenced below:

<http://business.troy.edu/Downloads/myitlab/HOWTO1.pdf>

¹ The Phenix City Campus is an exception to this rule. [Jim Ryan](#) is in charge of Phenix City myitlab shells.

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