About this FAQ
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<td>• Added information about the availability of the MyITLab course section for students.</td>
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<td>• Added information about removing students who dropped the course from the MyITLab section.</td>
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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 2010 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.

eText Questions

Q: How Do I Set Up My Course for eText Support?

A: For each MyITLab course shell, you will need to complete the following steps:

1. Locate the eText link in your course shell.

2. Verify that the eText link is set to open in a new window (this provides the best user experience).

3. Open the eText in your course. You will see a page asking for some settings. You can enter the Course Title and Section Name, but it’s recommended to leave the other options to the defaults.

4. Click Create Course at the bottom.

5. Make a note of the eText Course ID that was created. You will need to share this with your students.

NOTE: the eText Course ID and the MyITLab Course ID are not the same. Provide your students with the MyITLab Course ID (in the format CRSABXX-999999) to enroll in the course. Provide students with the eText Course ID to share your notes and highlights in the eText.

6. If you had previously added any customizations (notes, highlights, bookmarks) to the same eText (the ISBN must match), you can import those customizations in the new eText Course.

If you like, you can certainly re-use the same eText Course ID across multiple sections. Just be aware that any notes, highlights and bookmarks you share with students will be shared with all sections at the same time. If you want to avoid having to recreate notes and highlights every term, you can re-use the eText Course ID multiple terms.
Student Support Questions

Q: How can students retrieve their MyITLab username and password?

A: Direct students to the login page for MyITLab and click on the Forgot your Login Name or Password link.

Either the e-mail address or the username must be entered. Students will receive an e-mail from Pearson with the following info:

- 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: 14935295
LOGIN NAME: saeltermans@troy.edu
PASSWORD: [Redacted]

The login is valid for the following sites:

myPearson
http://portal.mypersonal.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

Q: Can students complete Office 2010 Grader assignments using Office 2007 software?

A: It is not recommended. The file contents are often not compatible.
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. The tool can e-mail reports to you for further analysis.

Pearson also provides a Home Diagnostic Tool Kit that runs many of the same diagnostics and provides assistance in how to resolve common issues. However, the report that is generated is not as easy to read as the one generated by the TROY diagnostic tool.

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.

Q: Students are reporting that the due date they see is 12:59 AM the day after the due date. I set the due date for 11:59 PM.

A: MyITLab is time zone aware. As such, there are two possible reasons for this behavior:

• You may not have set your time zone correctly. The default time zone for a MyITLab profile is US Eastern Time (GMT -5). See below for instructions on how to set your time zone.

• You are in a different time zone than your student and you have both set your time zone correctly in your MyITLab profile. In that case, MyITLab is showing you and the student the correct date and time, only adjusted for your location.

To set the time zone in your MyITLab profile:

1. Log on to MyITLab.
2. In the top right, click My profile.
3. Select the correct time zone from the dropdown list.
4. Click the Save button.

Task-Specific Questions

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

A: Check the release notes that are made available on http://www.myitlabcommunity.com after each release for a list of questions with known issues and workarounds. The release notes are organized by textbook.

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: Content & Editorial
  myITLab

* Category: Content Questions
  Product Feedback

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. Computing Concepts, Windows 7, Office Fundamentals chapter 1, Word chapters 1-4, Excel chapters 1-4, PowerPoint chapters 1-4 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.

- **End-of-Chapter quizzes for each textbook chapter**
  These quizzes are the same as those found at the end of each chapter in the textbook. They are provided so that students can take the quiz and get feedback. The instructor can decide whether or not to allow students to see the correct answers when the quiz has been taken. (This is the recommended approach.)

- **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, 20-25 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 courses.

Instructors on the Troy Campus, Montgomery Campus, Dothan Campus and eTROY 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.

Q: How can I make the course shell inaccessible to students?

A: As an instructor, you do not have the option to make a shell inaccessible to students. However, there should be no need to do so, and making a shell inaccessible at a certain time could interfere with students who need to work on removing an incomplete grade. In order to
avoid exposing your exams, exams should have set time limits on them. In addition, make sure that the “Hide submission from students” is on for exams.

By default, your course shell will be available to students up to two months after the end date of the term or semester. If a longer availability date is needed, please contact the Program Administrator.

Note that as an instructor, you are not subjected to the availability dates. You can always access your course shell as long as it is active.

Course Management Questions

Q: If a student drops my course, how can I remove access for that student?

A: Follow these steps to disallow the student to enter the course:

1. In your MyITLab course section, go to Gradebook > Manage Roster.
2. Find the student in the list.
3. Check the box next to the student’s name.
4. Click Deny Access near the top right of the student list.
5. The student’s status will change to InActive.

Note that this will not remove the student from the course, only deny the student access to the course. This is a better approach than removing the student from the course, because a student with malicious intent could just re-enroll in the section. Also, this way, the student’s grades are not removed.

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
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