Getting Onto Your Online Course

STEP 1: Go to the BYU-Idaho homepage (http://www.byui.edu) - click “Online Courses”

STEP 2: At the “Online Courses” page, Click Login

STEP 3: Enter your NetID
If you do not know what your NetID is, you can get it at http://my.byui.edu/ or contact the Student Help Desk at (208) 496-2361 - McKay 306.

STEP 4: Enter your password
If you do not know your password, or would like to change it, go to http://my.byui.edu/ or contact the Student Help Desk at (208) 496-2361 - McKay 306.

STEP 5: Click on the name of the course you want to access
The program listing your class(es) is called BlackBoard - - - the portal for your online courses and other online course materials used by BYU-Idaho instructors. A list of your online courses and other courses that use online materials will show up on the screen.

NOTE: You will not be able to access your online course materials until the first day of the term, unless you have made special arrangements with your instructor.

Your online course must be completed by the end of the semester. It may or may not have due dates throughout the semester - - - see your course syllabus.

Your online course will require approximately the same amount of time per week as an equivalent traditional course. For example, a 3 credit class would require approximately 135 hours of work in a semester.

After clicking on the name of the course you want to access in Blackboard, navigate through the buttons on the screen to find information about the course, including the syllabus and course requirements.
How to Succeed in Your Online Course

Take Advantage of Opportunities
Online learning is a new, exciting, and different way of learning at college. It provides a learning environment very different from the traditional classroom. Technology provides a powerful tool for learners to acquire new skills and knowledge on a more flexible time schedule, outside of the geographic and academic boundaries of the traditional classroom. Online learning also provides immediate feedback on student work.

While online learning provides great advantages, it will also present you with a few challenges that you don’t typically face in the traditional classroom.

Common Problem #1 - PROCRASTINATION
The #1 cause of failure for students in online classes is procrastination. Schedule a regular time to work on your online class. In most courses due dates have been established by your instructor to help you pace yourself through the course. If you do not complete an assignment before the due date, the assignment will no longer be available. If you have specific questions about the due dates in your course, counsel with your instructor. Note that the academic deadlines (last days for adding, dropping, withdrawing, etc.) are the same for online courses and traditional classroom courses.

Common Problem #2 - AVOIDING HELP RESOURCES
Online learning can be challenging, but help is available. Use the available resources. Contact your instructor for help in understanding the material you are studying. Contact the Student Help Desk (208-356-2361 – helpdesk@byui.edu) for help with technical difficulties. The faculty and staff at BYU-Idaho are eager to assist you, and are anxious for you to have a positive learning experience.

Common Problem #3 - TECHNOLOGY PROBLEMS
Occasionally, the BYU-Idaho computers or your home computer will be down for a few minutes, a few hours, or in some cases a day or two. Plan for these “down times,” and allow enough flexibility in your schedule to work around them.

Common Problem #4 - COMMUNICATION
Your instructors and course mentors will regularly contact you with announcements or information about your online class. Check your student e-mail and the announcements page in BlackBoard daily. Students who fail to check these resources miss updated information that is necessary to succeed in the class.
Materials Needed for your Online Class

1) A Computer

On-campus computer access
- Computers are available in the library on throughout campus for you to use for your online course.

Off-campus computer access
- You can access your online course from any computer that has Internet access.

2) Textbook(s)

Visit the BYU-Idaho Bookstore and get the book(s) for your section. Textbooks can be picked up at the Bookstore – or mailed to you (call 208-496-2211).

3) CD-ROM

Pick up the CD-ROM for your course in McKay 321. There will be a small cost. To have a CD mailed, call (208) 496-1200 or e-mail onlinehelp@byui.edu.

You will not need to install anything from this CD. Just put the disc in the CD-ROM drive when you are working on your course. When there is a media item to access, the course will automatically pull it off of the CD-ROM.
Help Resources

Content Issues

For questions about your course material, contact your course instructor.

Note: In most cases, your course instructor does not know the answers to technical type questions (i.e. what’s my password? or why doesn’t my CD work?) For these questions, utilize the resources listed below.

Technical Issues - Student Help Desk

PHONE: (208) 496-2361
E-MAIL: helpdesk@byui.edu
HOURS:
    7:00 am - 10:30 pm [Monday-Friday]
    10:00 am - 6:00 pm [Saturdays]

The Student Help desk is a resource for students and employees to help solve computer problems and answer technical type questions --- For example - "the video clips in my course won't play" or "my password doesn't work" or "there seems to be a problem with the Internet connection."

If you are unable to contact the Help Desk, a secondary resource for help with technical problems is the Department of Instructional Technology. This department administers the online courses.

    Phone - (208) 496-1200
    E-mail - onlinehelp@byui.edu

Instructional Technology Hours:
    8:00 am to 5:00 pm, MST - Monday through Friday

Administrative Issues - The Department of Instructional Technology

PHONE: (208) 496-1200
E-MAIL: onlinehelp@byui.edu
HOURS:
    8:00 am to 5:00 pm [Monday-Friday]

Call this number for help with any other issues that arise in relation to your online classes.
Computer Access

On-campus computer access

- Computers are available on-campus for you to use for your online course.
  McKay West wing 3rd floor (approx 200)
  McKay West wing 2nd floor (approx 25)
  McKay East wing, room 190 (approx 25)
  McKay East wing 2nd floor (approx 16)
  McKay East wing 1st floor (approx 50)

Your academic department may also have a computer lab that allows access to students in that department.

Off-campus computer access

- You can access your online course from any computer that has Internet access.

Software

In order to access some of the online course materials, you will need to have the following software installed on your computer:

1. QuickTime Media Player (http://www.quicktime.com)
   -- QuickTime is a free media player
Proctored Exams for Off-Campus Students

Before taking a proctored midterm or final exam from off-campus, make arrangements to take the exam with a proctor at a location of your choice that has internet access.

What is a proctor?

A proctor is someone who is employed in the full-time education field. All designated midterm and final exams must be administered by a proctor. The following is a list of approved proctors for exams:

- Full-time school or public librarian
- Guidance counselor/counseling staff
- Full-time teacher
- School principal
- School superintendent
- Seminary principal
- Director of LDS institute of religion
- Corporate training officer
- Embassy education officer
- Military base / station educ. officer
- Base commander
- Local college testing center

(http://testing.byu.edu/NCTA/Consortium/find.asp)

Relatives, employers, or church leaders are NOT approved proctors.

It is the student's responsibility to contact the proctor to set up an appointment to take the exam. Proctors may charge a fee to administer the exam. If you have any questions regarding suitable proctors, please contact the Department of Instructional Technology at onlinehelp@byui.edu or at (208) 496-1200.

What does a proctor do?

Proctors verify that our exams were administered under the proper conditions. A proctor must do the following when an exam is administered:

--Verify the identity of the student.
--Verify that the student took the exam without use of unauthorized books, notes, or reference aids of any kind (including other web pages).
--Remain in the room with the student while he or she takes the exam.
--Verify that the student did not leave the room during the exam.
--Send confirmation e-mail messages (onlinehelp@byui.edu) at the beginning and conclusion of the exam, verifying that the exam was supervised under the proper conditions.
How do I get my proctor authorized?

1) The student notifies BYU-Idaho that they have located a proctor

   After you have arranged with an approved proctor to administer your exam, and before you take the exam, fill out the form found at http://www.byui.edu/insttech/proctorform.htm or e-mail onlinehelp@byui.edu with the following information:

   • Student’s Name:
   • Student’s Username:
   • Course Title (ie. REL 121):
   • Midterm, Final, or Other Exam?:
   • Date of Exam
   • Location of Exam:
   • Proctor's Name:
   • Proctor's Job Title:
   • Proctor’s Address:
   • Proctor’s Telephone:
   • Proctor's e-mail:

2) BYU-Idaho contacts the proctor

   After you have filled out the proctor form or e-mailed the proctor information to BYU-Idaho (onlinehelp@byui.edu), the school will contact the proctor and give him or her instructions for administering the exam.

Exam Procedure

At the specified exam time, the proctor will send an e-mail message to onlinehelp@byui.edu from the computer the student will be using to take the exam. The student must provide this e-mail access for the proctor. This e-mail message marks the official start time of the exam.

When the exam is finished, the proctor will send another e-mail message to onlinehelp@byui.edu. This message marks the official ending time of the exam. In this final e-mail message, the proctor must confirm that the proctoring conditions listed above were met.

If you have questions about how to take midterm or final exams, contact the Department of Instructional Technology at onlinehelp@byui.edu or at (208) 496-1200.