

MyLabsPlus (MLP) ISSUES

Q. Where do I go to access MyLabsPlus?

A. Generally, you will access your course through Blackboard (BB) by going to learn.uark.edu. Log in using your university email login and password. There will be a link that will directly sign you in to MLP and allow you to work on your homework, quizzes, or tests/exams.

If there is ever a time when Blackboard is NOT working and you need “the back door access to MLP,” go to uark.bb.mylabsplus. Your login is your university email without the @uark.edu part. The first time you do this, you will click on “forgot password” and the directions for resetting your MLP password will be sent to your uark email.

Q. I am having an issue when trying to access MLP. What do I do?

A. If you cannot access your MLP course, consult the “What to do if you have issues with MLP” document in Blackboard and under Course Documents in MLP. This information is also at the bottom of this document.

Q. My grade in MLP does not look correct, why is this?

A. Your grade in MLP is not, and will not be correct until the very end of the semester. This is because MLP computes your grade based only on the assignments completed thus far. So for example, once you complete your first homework assignment MLP will assume that is your grade for all homework assignments.

Q. How can I figure out what my grade actually is?

A. Your grade for this class is calculated the same as your grade for any other class – points earned divided by points possible. If you are unsure how to do this calculation, there are many online calculators and websites that explain how it is done.

Q. What do I need to do to get a _____ grade in the class?

A. The number of points each category is worth and the total points available in the course is available in the syllabus and in MLP. Simply calculate how many points you have (see above) and then see how many more you need to get the desired grade. If you are unsure how to do this calculation, there are many online calculators and websites that explain how it is done.

EXTENSIONS

Q. I forgot/was sick/had computer issues/had to go to a funeral/ don't have the prerequisite/etc. and did not finish my quiz, can I get an extension?

A. No. We will drop at least one quiz at the end of the semester. This is not so you can skip a quiz, but for the unforeseen circumstances that many of you will have to deal with during the semester.

Q. I forgot/was sick/had computer issues/had to go to a funeral/etc. and did not finish my pre-class assignment, can I get an extension?

A. Extensions are not granted for pre-class assignments as they may be worked past the due date for half credit until the end of the semester.

Q. I forgot/was sick/had computer issues/had to go to a funeral/don't have the prerequisite/etc. and cannot take my test, can I get an extension?

A. Students who miss a test may make-up one missed test at the end of the semester. See below section on Tests for more information.

LAB MINUTES

Q. How many lab minutes do I need to earn for the session?

A. None! We don't require lab minutes in the summer though the labs are open and staffed with teachers to assist you.

TESTS/IN-LAB QUIZZES

Q. Where do I take the tests/in-lab quizzes?

A. The Testing Center, SCEN 211

Q. What are the hours for the Testing Center?

A. It varies by day of the week. Testing Center hours can be found at mrtc.uark.edu.

Q. What can I bring with me to take a test/in-lab quiz?

A. Your student ID, a pen/pencil, a calculator, and the provided scratch paper are the only things you can bring to your desk with you. A limited number of TI-84 calculators are available to borrow. Aside from these items, you are not allowed to have anything else at the desk with you. Do not bring any paper, your cell phone, wallet/keys, an ipod, a drink, or anything else to the desk with you. Even if you are not cheating it may look like you are if you have additional items with you.

Q. Can I receive partial credit on my test?

A. Yes, you may fill out a pink slip if you believe you deserve partial credit. This must be done in the testing center immediately following your test. **Your instructor cannot review your scratch paper.** If you have the right answer on your paper and type the answer in incorrectly you will not receive partial credit.

Q. Can I receive partial credit on my quiz?

A. Since we give you multiple attempts, you have the opportunity to fix your mistake, so we do not award partial credit on quizzes.

Q. How long are the exams?

A. Regular tests are designed to take 50 minutes. You are given an additional 10 minutes to type your answers and 15 minutes to account for any problems that could occur with the computer. This gives you a total of 75 minutes for a regular exam. The final is similar with a total time of two hours.

Q. How many questions will be on the exams?

A. It varies. Your focus should be on knowing the material. If you know the material well enough, you should be able to get through the test within the time limit.

Q. What if I do poorly on a test or miss a test?

A. The day before our final is reserved for finite make-up tests. Students who have missed a test can make-up their missed test on this day and those who have taken all four tests have the option to re-take one of their previous tests. Only one test can be made up on this day, regardless of reason, so it is strongly encouraged that you take every test. If you miss more than one test, for any reason, you can still only take **one test** on the make-up day. The make-up test will require the completion of an additional homework assignment, and the grade earned will be counted even if it is lower than the previous grade. No pink slips for the make-up test

ATTENDANCE

Q. How do I register my clicker?

A. See the instructions in Blackboard.

Q. What is the attendance policy?

A. Students are expected to attend all classes; however, we understand that unexpected circumstances sometimes occur that may prevent you from making it to every class. Instead of “excusing” absences, we instead drop a reasonable number of days’ worth of attendance, group work, and clicker quiz points for all students to account for such circumstances. Should you be forced to miss an unusually high number of days, please contact your instructor.

Q. I was sick/had an emergency/funeral/etc. Can I get excused from class?

A. See attendance policy above.

Q. I forgot my clicker but was present in class, can I be counted present?

A. Attendance is taken only with the clicker. However, as mentioned above, we do drop a few absences for each student, so forgetting your clicker once won’t hurt your grade if you have otherwise good attendance. It is important that you have your clicker for every class.

MISCELLANEOUS

Q. Where can I find the university's Academic Integrity Policy?

A. It can be found at honesty.uark.edu/

Q. What calculator do you recommend?

A. TI-83 or TI-84. For the tests on the computer you will be allowed to use your own TI-83/84 calculator. Ti-Nspire non CAS version is also acceptable. Any other calculator needs to be approved by your instructor. The testing center has many TI-84 calculators should you need to borrow one. We do not guarantee availability of these. You should be familiar working with these calculators as the proctors cannot answer any questions about the operation of the calculators during a test. It is strongly recommended that you use a TI-83 or a TI-84 when doing your online homework and quizzes.

Q. Where can I receive tutoring?

A. There is tutoring available SCEN 209, and 212. There is also tutoring available through the Enhanced Learning Center. Their tutoring schedule can be found at elc.uark.edu.

Q. Is there any extra credit available?

A. No.

What to do if you have issues with MLP:

If you have any trouble with MLP, try the options below. The error messages MLP gives are often incorrect, so despite what the error message says, try these.

1) Make sure you're using <http://uark.bb.mylabsplus.com> or Blackboard to get in. If one does not work, try the other. The username on both sites is the same however, the <http://uark.bb.mylabsplus.com> password is **not** the same as your email/ISIS/Blackboard password by default. To change it, go to the forgotten password link and type in your username which is the first part of your email address before the [@uark.edu](http://uark.edu).

2) Try a different browser than the one that is not working. Firefox seems to be the most stable for both Blackboard and MLP though it sometimes has issues as well.

3) Clear/delete the cookies from your browser:

Firefox - <http://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

Safari - <http://support.apple.com/kb/PH11920>

Chrome - <https://support.google.com/chrome/answer/95582?hl=en>

Internet Explorer - <http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-10>

4) Allow cookies for your browser. http://247pearsoned.custhelp.com/app/answers/detail/a_id/497

5) Try a different computer - even if your computer was just working. If you have a deadline coming up the SCEN Labs (209 and 211), the Union, and Mullins Library all have computer labs.

6) Visit Pearson customer support for help articles or chat tech support <http://247pearsoned.custhelp.com/>. If you get chat support, get a case number so that we can verify your issue.

7) Call tech support [888-883-1299](tel:888-883-1299) (available 24/7). Get a case number so that we can verify your issue.

If you have tried every item listed above, see your instructor during office hours or visit a teaching lab (SCEN 209, 211, 212) to get assistance.