

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/or 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 (but it will be close). 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. However, it is a good ballpark of your progress and grade so far.

Extensions

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

A. Sorry, but 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. If you miss a test, contact your instructor as soon as possible.

Q. What if I have internet issues and have an assignment due?

A. This class requires a stable internet connection. Your access to internet is your responsibility. If you have internet issues you should contact your service provider. Extensions are not granted if you miss a due date due to internet issues. If there are issues with MLP I will contact you.

Tests/Quizzes

Q. Where do I take the tests?

A. Our tests will be taken with the B-Virtual remote proctoring service, which **REQUIRES** a webcam, microphone, headphones/speakers, and a stable broadband internet connection.

Q. What can I have with me when I take my tests?

A. Your student ID, pen/pencil, TI-83/84 calculator, and scratch paper are the only things you can bring to your desk with you. Do not have your cell phone, wallet/keys, an ipod, or anything else 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. In very rare circumstances partial/full credit is awarded for problems MLP counts incorrect. Email your instructor if you have reason to believe you deserve partial or full credit. Partial credit is not given for rounding errors or not reading instructions, it is also not given for working part of a problem correctly.

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 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. We have a day at the end of the term 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.

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. Any other calculator needs to be approved by your instructor. 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. Online students may not have access to the campus resources (MRTC Study Labs, Enhanced Learning Center, etc.), so it is important to rely on your instructor and on your peers through the discussion forums. You can try to outreach to local assistance, but the success of this hasn't been known to be high due to the way we teach the material.

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](mailto:uark.edu).

2) Try a different browser than the one that is not working. Firefox and Chrome seems to be the most stable for both Blackboard and MLP though they sometimes have 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.