

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.

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 semester?

A. You need to average about 50 min per week for each week of the semester. You will need to earn 720 total minutes for the semester to earn all the lab points.

Q. Do I have to earn 50 lab minutes every week?

A. No, you need to *average* 50 minutes per week.

Q. Can I earn lab minutes the first week of class?

A. Yes, the study labs will be open the first week and you may earn lab minutes. You do not *have* to earn lab minutes the first week, you just need 720 minutes for the semester and can earn them whenever you choose.

Q. What if I don't get all of the lab minutes?

A. You will earn a prorated amount of points for the minutes you did earn. If you earn 90% of the minutes you are supposed to earn, you will earn 90% of the lab points.

Q. Where can I find out how many lab minutes I have?

A. Instructors do not receive a report of lab minutes until end of the semester. However, you can check your minutes on the computer with the red screen in the study lab. Do be aware that this machine will give you an estimate of how many minutes you have received but is not official. We strongly recommend keeping track of your own lab minutes.

Q. Where do I go to earn lab minutes?

A. Champions Hall (CHPN) 326. There will be a computer at the door with a green screen and you will sign into the MinuteKeeper program by swiping your ID card. You **must** swipe in and out to earn minutes. If you forget to swipe in or swipe out you will not receive lab minutes for that time.

Q. How many lab minutes do I have to earn if I am enrolled in two courses simultaneously (Survey of Calculus and Finite for example) that require lab minutes?

A. Lab minutes will be split at the end of the semester for students enrolled in two lab minute earning courses in the same semester. To earn full lab minute points in both courses you will need to earn the 720 minutes for finite **plus** the required time for the other course.

Q. When are the Study Labs open to earn lab minutes?

A. Study Lab hours are posted outside the study lab.

TESTS/IN-LAB QUIZZES

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

A. The Testing Center, Champions Hall (CHPN) 327.

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. You said in class that we can take the test on Wednesday or Thursday (for example), but MLP says that the test is due on Wednesday. Which is it?

A. MLP only allows us to assign a test for one day at a time. Therefore on the first day of the test it will say it's due that day. Then the next day we re-set the due date for that day. The correct dates are in the syllabus and are included in the title of the test on MLP.

Q. Can I receive partial credit on my test?

A. Sometimes. If you believe you deserve partial credit you may fill out a pink slip. 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 which gives you a guaranteed 60 minutes with 15 minutes added on 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 dead day 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. Are points given for attendance?

A. Points are awarded for correct answers to clicker quiz questions, they are not given simply for attending class.

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 clicker quiz points 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 still earn clicker quiz points?

A. Clicker quiz points are awarded only for clicking in correct answers. However, as mentioned above, we do drop a few days’ worth of clicker quiz points, 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 in CHPN 326, the Study Lab. 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.

Q. What is the attendance/testing/quiz/homework policy for students who are away from campus for university sponsored events (athletes, band members, etc)?

A. Students who must miss a test for a university sponsored event must alert their instructor and the course coordinator (Brian Rickard, brickar@uark.edu) at least one week prior to leaving town or missing the test, whichever comes first. As quizzes and homework are completed online and open well in advance, these students are expected to complete these assignments on time. If you will only miss a day or two due to university sponsored events, the general attendance policy will apply. If you will miss more days please contact your instructor. Keep track of all days missed and the reason.

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.

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 CHPN Study Lab 326, 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 the Study Lab CHPN 326 to get assistance.