

ACADEMIC TECHNOLOGY SUPPORT



D2L : Advanced

A Guide for Instructors



INFORMATION TECHNOLOGY
SERVICES

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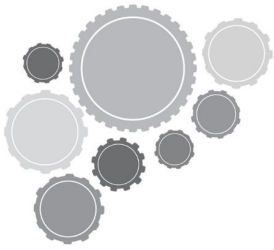
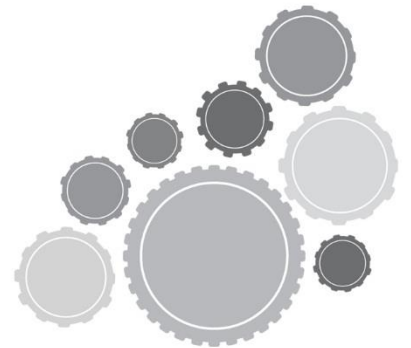
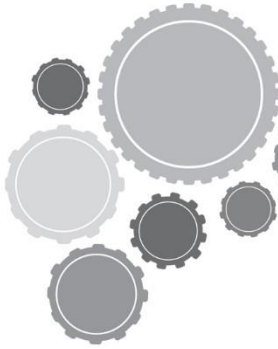


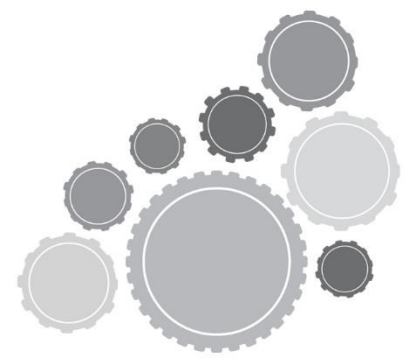
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Introduction

This workshop is designed to provide an advanced overview into the Desire2Learn system. Participants will be introduced to more of the advanced tools of the D2L system not covered in the Introduction workshop. The D2L Introduction workshop is a recommended prerequisite for this training.

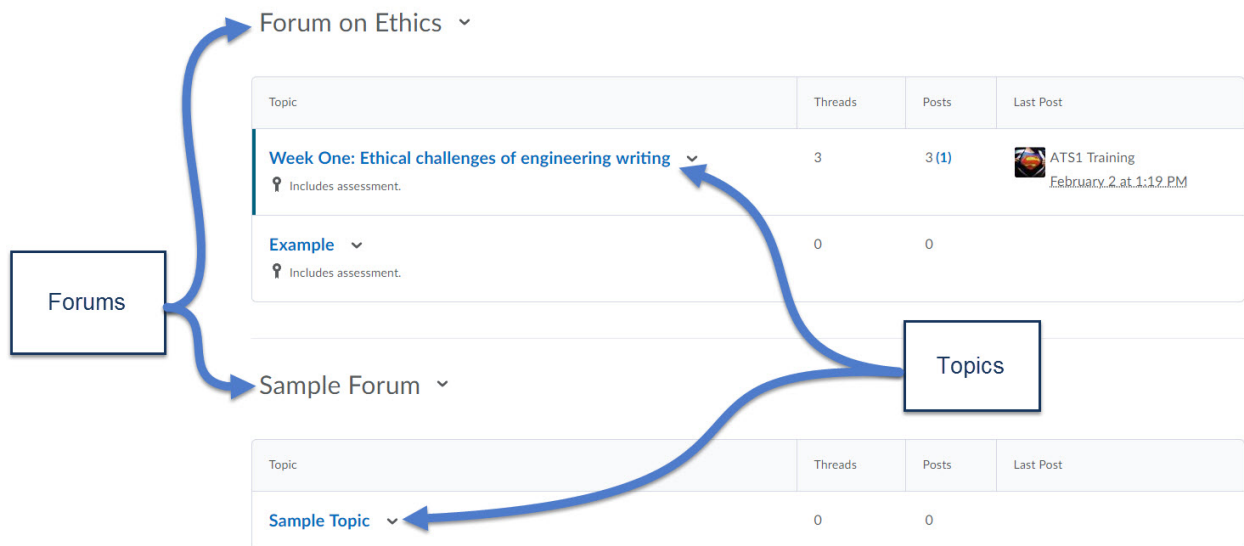
Objectives

- Create and participate in asynchronous discussions using the Discussion Tool
- Add Dropbox assignments to the course.
- Download and grade student Dropbox submissions
- Develop and administer online testes and quizzes using the Assessment Tool
- Create and Manage a Course Gradebook.

Discussions

The Discussion tool is a communication tool designed for asynchronous communication to enhance your online course. Students' conversations are logged and organized into a Discussion Board thread that contains a main post and all the related replies.

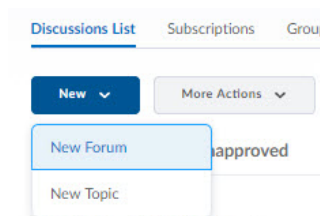
All D2L posts are divided into Forums and Topics. Forums basically work as the broad subject or title under which the Topics will be the actual items to be discussed. Students cannot access the Forums unless there is a Topic setup to discuss. Be sure to check for messages and unread message information to make sure you have created Topics inside your Discussion Forum.



Adding a Forum

You will need to create a Forum in order to create Topics. Students will post/respond to topics.

1. Navigate to the Discussions List page. (Path: Communication → Discussions)
2. Click the **New** Button and select **New Forum** from the drop-down menu.



3. Enter a **Title** and **Description** (optional)
 - If you allow students to be able to post anonymously, be sure to check the Allow Anonymous posts checkbox.

- If you would like to approve messages before they are posted, be sure to check the check box labeled *A moderator must approve...*
 - New Feature: To require a student to post a thread before being able to view other threads, select the third checkbox in the *Options* section.
4. The **Availability** options will allow you to change when or if the students can view the forum.
 - The **Hide this Forum** option will allow you to hide the forum from the student's view. You may want to choose this if you want to have access to the forum once the students are at a certain point in the course.
 - The **Start** and/or **End Date** will allow you to set the discussion forum to appear and disappear from student's view on certain dates you set. Leaving the option set to No will display the forum immediately without restrictions.
 5. **Locking Options** will allow you to make the Forum read only.
 6. Be sure to **Save and Close** when finished or select **Save and Add Topic** to begin adding topics to this Forum.

Properties Restrictions

New Forum Details

Title *

Create a new topic in this forum with the same title

Description

Paragraph **B** *I* U [List] [Link] [Image] [Font Fam] [Size] [Color] [More]

Options

Allow anonymous posts

A moderator must approve individual posts before they display in the forum

Users must start a thread before they can read and reply to other threads in each topic

Display forum description in topics

Availability

▾ Show forum visibility options

Locking Options

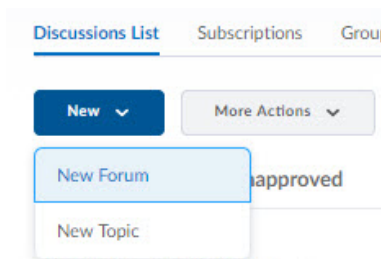
▾ Show locking options

Save and Close Save and Add Topic Save Cancel

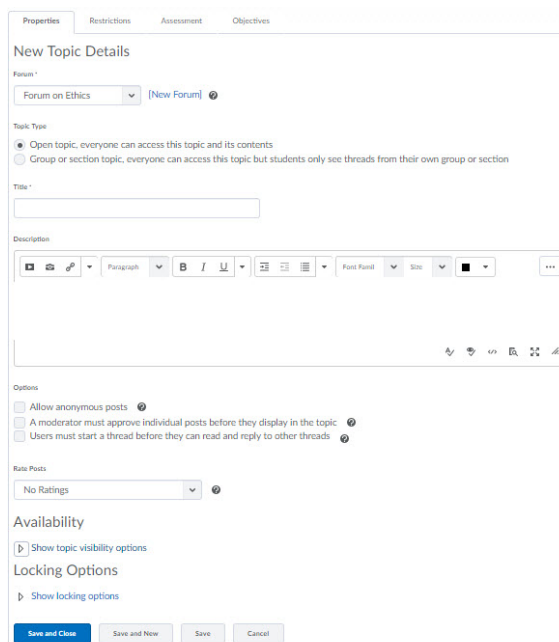
Adding a Topic

You will need to create a Forum before you can create Topics for students to make posts to.

1. From the Discussions List page, click the **New** Button and select **New Topic** from the drop-down menu.



2. Choose a **Forum** from the drop-down
 - You may also create the Forum at this step if you previously did not create one
3. Enter a **Title** and **Description** (optional)

A screenshot of the 'New Topic Details' form. The form has tabs for 'Properties', 'Restrictions', 'Assessment', and 'Objectives'. The 'Properties' tab is active. The form contains the following sections:

- Forum**: A dropdown menu with 'Forum on Ethics' selected and a '(New Forum)' button.
- Topic Type**: Two radio buttons: 'Open topic, everyone can access this topic and its contents' (selected) and 'Group or section topic, everyone can access this topic but students only see threads from their own group or section'.
- Title**: A text input field.
- Description**: A rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and image. Below the toolbar is a large text area for the description.
- Options**: Three checkboxes: 'Allow anonymous posts' (unchecked), 'A moderator must approve individual posts before they display in the topic' (checked), and 'Users must start a thread before they can read and reply to other threads' (checked).
- Rate Posts**: A dropdown menu with 'No Ratings' selected.
- Availability**: A link 'Show topic visibility options'.
- Locking Options**: A link 'Show locking options'.
- Buttons**: 'Save and Close', 'Save and New', 'Save', and 'Cancel'.

- If you allow students to be able to post anonymously, be sure to check the Allow Anonymous posts checkbox.
 - If you would like to approve messages before they are posted, be sure to check the checkbox labeled *A moderator must approve...*
 - New Feature: To require a student to post a thread before being able to view other threads, select the third checkbox in the *Options* section.
2. Select a rating option from the **Rate Post** drop-down menu. This option allows for you to enable rating options on individual topics.
4. The **Availability** options will allow you to change when or if the students can view the topic.
 - The **Hide this Topic** option will allow you to hide the forum from the student's view. You may want to choose this if you want to have access to the forum once the students are at a certain point in the course.

- The **Start** and/or **End Date** will allow you to set the discussion forum to appear and disappear from student's view on certain dates you set. Leaving the option set to No will display the topic immediately without restrictions.
- 7. **Locking Options** will allow you to make the Topic read-only.
- 5. The **Restrictions** Tab will allow you to add release conditions to the Topic
- 6. The **Assessment** Tab will allow you to attach a grade item to the Topic so you can grade the students' threads. (see below)
- 7. The **Objectives** Tab will allow you to connect this topic to a learning objective.
- 8. Be sure to **Save** when finished
- 9. Once you have added a Topic, your Discussion Forum will now be visible and the student will be able to post threads.

Grading Assessments

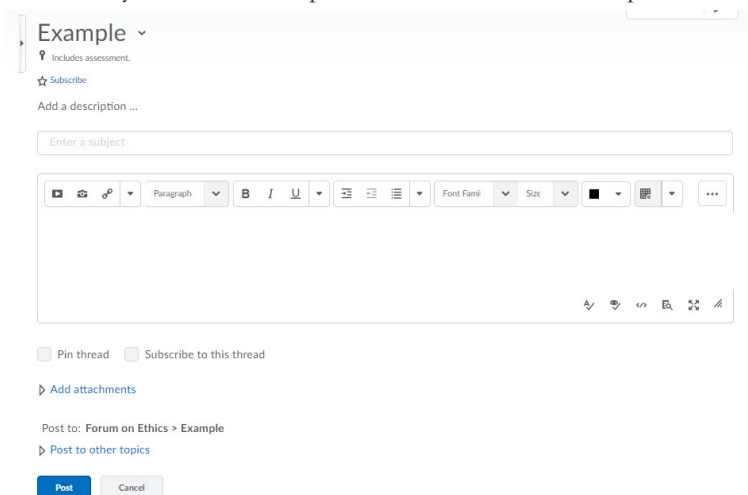
The Assessment Tab under the New Topic page will allow you to grade a discussion Topic should you choose to. Turning the discussion into a graded item is similar to setting other tools in D2L, such as the Dropbox or Assessments, into graded items.

1. From the Edit Topic page, select the **Assessment** tab
2. From the drop-down menu select a **grade item** or click *[New Grade Item]* to create a new grade item in the Gradebook
3. The "**Score Out of**" box will allow you to set the maximum amount of points the grade item will be worth
4. To Assess each message individually, check the checkbox and select the **calculation method** such as counting the lowest or highest in a series of terms you would like to use
5. Be sure to **Save** when finished.

Posting a Thread

You will need to have created a Forum and Topic in order to post a thread. A Thread is a message or response to the Topic.

1. From the Discussions List page, select the Topic of your choice.
2. Click the **Start a New Thread** button
3. Enter your **Subject** and a **Message** for the Thread.
4. Click the **Post** button to save your thread and post it to the Discussion Topic.



The screenshot shows a web form for creating a new thread. At the top, there is a dropdown menu with 'Example' selected. Below it, there is a 'Subscribe' button and a link to 'Add a description ...'. A text input field for the subject is labeled 'Enter a subject'. Below the subject field is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, font family, and size. Below the editor, there are two checkboxes: 'Pin thread' and 'Subscribe to this thread'. There is also a link to 'Add attachments'. At the bottom, there is a 'Post' button and a 'Cancel' button. The text 'Post to: Forum on Ethics > Example' and 'Post to other topics' is visible at the bottom of the form.

Discussion Tool Settings

Some features of the Discussion Tool can be changed on the individual users view. Students can also change the way they view discussions. You can access these settings by clicking the settings from within the Discussion Tool.

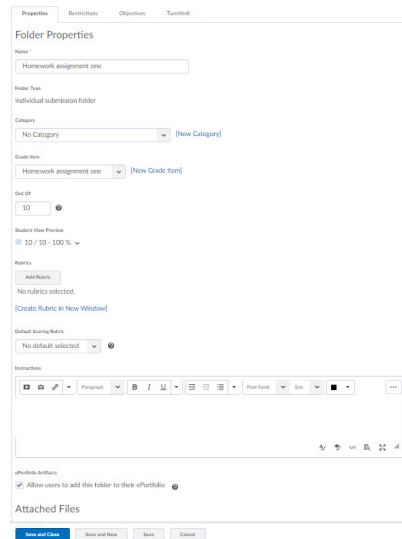
- **Display Settings** control how and what your Discussion board displays.
- **Reply Settings** give you the option to include the text of the previous message in your reply. This resembles an email when seen on the screen.
 - Please note that this preference is dependent upon the poster of the message. Inform your students if you would prefer they not use this feature.
- **Org Unit Settings** refer to settings you enable for your course. You can choose whether users can rate one another's messages and if message descriptions are shown in the topics list. This option is also available on the TOPIC level.

Dropbox

The Dropbox is a tool that will allow you to create folders to hold students assignments and submissions. The Instructor of the course is then able to view the submitted files and provide grades and feedback to the student all from within the Dropbox tool. To use the Dropbox you will first need to create Dropbox folders. Then you can set up the various restrictions and conditions for each folder.

Creating a Dropbox Folder

1. Select the **Dropbox** tool from the *Evaluation* link group on the *Course navbar*
2. Click the **New Folder** button



3. Enter a **Name** for the folder
4. To enable Originality checking, simply click the **Enable** checkbox
 - ETSU uses TurnItIn for Plagiarism Detection
5. Under **Folder Type**, select *Individual* or *Group* Submission
 - The **Individual** option is used with you are not utilizing the *Groups* feature within your course.
 - The **Group** option is used with you are utilizing the *Groups* feature within your course and you prefer having your students' submissions organized by group
6. Select a **Category** for the Dropbox Folder or you may choose [New Category] to create one
 - Categories are a great way to organize your Dropbox Folders but is not required
7. Select a **Grade Item** if you wish to link this Dropbox Folder to the Gradebook or you may choose [New Grade Item] to create one
 - More information on this in the Grades section below
8. In the “**Out Of**” box enter the total number of points that the assignment will be worth
9. The **Student View Preview** allows for you to configure how you want to the student to view his/her grade.
10. Choose a **Grading Rubric** if you want to use one or you may choose [Create Rubric in New Window] to create one.
11. In the “**Instructions**” box you can enter any instructions you may have for the students. Instructions entered here will appear to the students when submitting their assignments
12. You can upload an **Attachment** if it will be part of the assignment

13. Set **Submission Options** such as how many attempts are allowed and how to keep files
14. Be sure to **Save** when finished creating the folder

Setting Dropbox Folder Restrictions

1. Select the **Restrictions** tab after creating Dropbox folder

2. Set the **Availability** Start/End dates
3. Attach optional **Release Conditions**
4. You can choose to set **Special Access** for a particular Dropbox Folder. This feature is helpful if a student has permission to submit an assignment early or late
 - a. The first option will allow only users with special access to submit during the altered times but all other students will still see the Dropbox Folder
 - b. The second option will allow only those with special access to see the folder and make submissions to it
5. Be sure to **Save** when finished

Viewing Dropbox Folder Submissions

1. Navigate to the Dropbox folders list by selecting the **Dropbox** tool from the *Evaluation* link group on the *Course navbar*
2. You will see a listing of all the Dropbox Folders in the course. You will see the number of files total files submitted, the number of unread files and the number of flagged files to the right of the Folder name
3. To **Edit** an existing folder, click the downward-facing arrow [∨] to the right of the folder name to expand the context menu and then select “*Edit Folder*”
 - The **Bulk Edit** option allows for you to select multiple folders and alter the folder name, Start/End dates, and category designation
4. To view a folder’s **Submissions**, select the “*View Submissions*” options from within the context menu.
 - Alternatively, you can also click the folder name to open a Dropbox Folder and view its submissions
5. By default you will see a list of all your students and their submissions.
 - You can also sort your view by submission: (show everyone, users with submissions, users without submissions) and also by feedback: (show everyone, users with feedback, users without feedback)

6. You can view submissions by either clicking the blue hyperlinked filename or by checking the box next to the students name and selecting the download button.
- To download multiple submissions you can check multiple boxes and when you choose download you will receive a .zip file with all the submissions so you can view them offline.

This screenshot shows a course folder view with a table of folders and their associated file counts. Annotations highlight key features:

- Plagiarism Detection On:** A checkbox in the top left corner.
- Context Menu:** A dropdown menu for a folder, containing options: View Submissions, Edit Folder, Hide from Users, Delete Folder, and Submission Log.
- Folder is attached to a Gradebook Item:** A callout pointing to the 'Submission Log' option in the context menu.
- File count:** A callout pointing to the 'Total Files', 'Unread Files', and 'Flagged Files' columns.

| Folder | Total Files | Unread Files | Flagged Files | Due Date |
|---|-------------|--------------|---------------|----------|
| No Category | | | | |
| Homework assignment one | 1 | 0 | 0 | |
| Example | 0 | 0 | 0 | |
| Training Assignments - Please do not | | | | |
| Assignment with Submission and Feedback | 0 | 0 | 0 | |
| Assignment without Feedback | 0 | 0 | 0 | |
| Grading with a Rubric | 1 | 0 | 0 | |
| Grading with Microsoft Word and Bulk Upload | 2 | 0 | 0 | |

This screenshot shows a list of student submissions with various actions available. Annotations provide instructions on how to interact with the data:

- Select the Checkbox next to the folder submissions and click download to download the file to your computer:** Points to the checkboxes in the first column.
- View Document, Grade, and Leave Feedback:** Points to the 'Example document.docx' links.
- Leave Feedback for students who did not submit a file electronically:** Points to the 'Evaluate' buttons.

| Download | Email | Mark as Read | Mark as Unread | Delete | Publish Feedback |
|--------------------------|----------------------------------|----------------------|---------------------------------|--------|------------------|
| <input type="checkbox"/> | Last Name, First Name | Turnitin® Similarity | Submission Date | Delete | |
| <input type="checkbox"/> | Training, ATS1 | | Submitted: Mar 8, 2018 11:50 AM | | |
| <input type="checkbox"/> | Example document.docx (13.59 KB) | | 2018 11:47 AM | | |
| <input type="checkbox"/> | Training, ATS3 | | | | Evaluate |
| <input type="checkbox"/> | Example document.docx (13.59 KB) | | Mar 8, 2018 11:52 AM | | |
| <input type="checkbox"/> | Training, ATS4 | | | | Evaluate |

Leaving Feedback on an Ungraded Dropbox Folder

1. Click the Folder you want to view and then click the **Evaluate** link to the right of the student's name
2. The **Evaluate Submission** page will be displayed where you can view the filename, comments left by the student, and the date and time the file was submitted
3. Enter feedback for the student in the Dropbox **Feedback** field and you can also attach a file
4. Be sure to **Publish** when finished
 - Select Save as Draft to save the feedback but NOT publish immediately to the student.

Leaving Feedback on a Graded Dropbox Folder

1. Click the Folder you want to view and then click the **Evaluate** link to the right of the student's name
2. The **Evaluate Submission** page will be displayed where you can view the filename, comments left by the student, and the date and time the file was submitted
3. In the **Score** textbox, enter the grade to be entered in the Gradebook.
4. Text entered in the Grade Comment field will be displayed to the student in their Grades
5. Enter feedback for the student in the Dropbox **Feedback** field and you may also attach a file.
 - The feedback will also be available via the Gradebook
6. Be sure to **Publish** when finished.
 - Select Save as Draft to save the feedback but NOT publish immediately to the student.

Dropbox Document Viewer

The Dropbox now has the ability to display student submissions natively in the Dropbox using the Document Viewer. Click the **Evaluate** hyperlink for the student you wish to view. To view the document, you can either click on the document name or select *View Document* option from within the context menu located to the right of the document title. *Note: Students will not be able to view feedback attached as a file unless you enter some text into the feedback field.*

Evaluate Submission Back to Folder Submissions

< Previous Student User 2 of 3 Next Student >

Homework assignment one - Submissions for AT53 Training

[Example document.docx](#) (13.59 KB)
By: AT53 Training Submitted: Mar 8, 2014

Turnitin® Similarity
100 %

Turnitin® GradeMark®
Score: -- / 10

View Document
Markup in GradeMark
Download

Select **View Document** to open the document viewer. Selecting **Download** would download the file to your computer.

Enter Student's Grade

Download All Files Folder Submission History

Evaluation

Rubrics
No Rubric Selected.
[\[Associate Rubric\]](#)
[\[Create Rubric\]](#)

Score
/ 10

Grade Item: Homework assignment one

Student View Preview
- / 10

Feedback

Paragraph **B I U**

Enter or attach feedback

Add a File

Publish Save Draft

Next Student >

Publish feedback immediately, or **Save a Draft** to publish later.

Viewing and Updating Feedback

Published feedback will reflect a conversation bubble with a starburst. You can view and update this feedback from the Dropbox tool as well as from your gradebook. Accessing published feedback from the Dropbox tool will return you to the Evaluate Submission page (see above).

| | | |
|--------------------------|--|--------------------------------|
| <input type="checkbox"/> | Brown, Charlie | Published: Jan 8, 2014 2:54 PM |
| | 2012 W-2 information for employees.docx (15.99 KB) | Jan 8, 2014 10:22 AM |

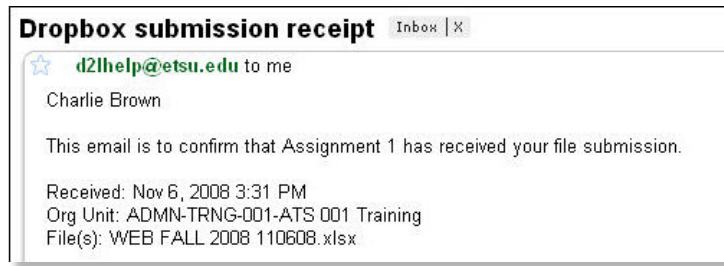
Dropbox – Student View

You can role switch to simulate what the student views when they enter the Dropbox. You will not be able to see everything exactly as they see it though. You can practice submitting files to see how it works but will not be able to view or leave feedback for your own submissions. Students will only see the files they submitted to the Dropbox and the feedback you left them, not for any other students.

Dropbox Submission Confirmation


Students will receive an email confirmation after they submit a file to the Dropbox. They will see the name, date/time of the submission, and the file size. This is a great way for them to know they have submitted a file

successfully, if there was a problem they will not receive this notification. You will not receive notification when the students submit files to the dropbox, so you will have to check it from time to time to make sure there are no new files.



Feedback – Student View

The Students will see a bolded note that they have New Feedback when they enter the Dropbox.

| Folder | Score | Submissions | Feedback | Due Date |
|--|---|-------------|----------------------|----------|
| No Category | | | | |
| Homework assignment one  | 8.5 / 10 - 85 % | 1 | View | |
| Example | - / - | 0 | - | |

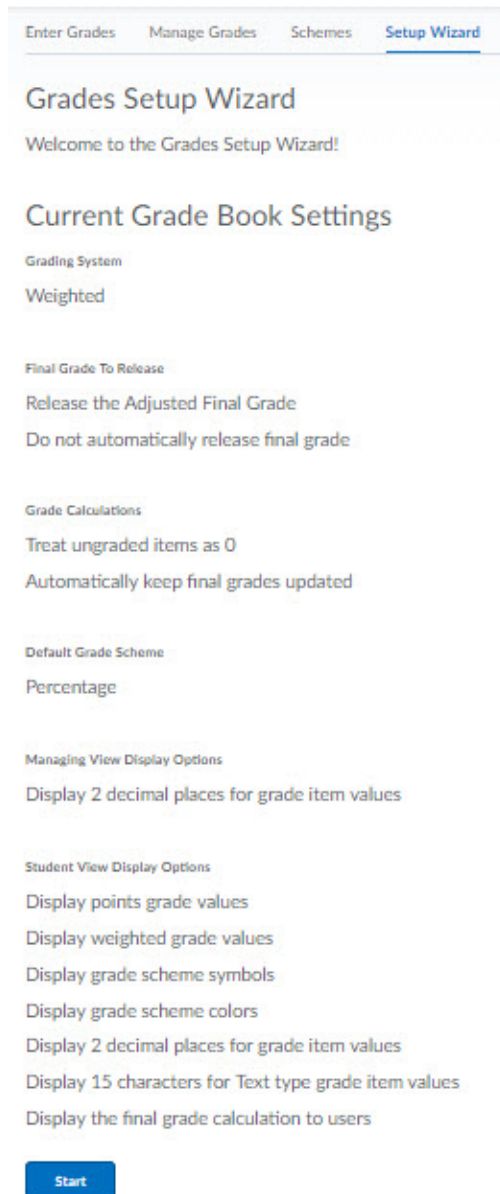
Grades

The D2L Grades Tool will allow you to track and enter your students' grades and also display detailed class statistics about all your assessments. You can import, export, and edit single or multiple grades as well as give students the ability to view their personal grades and class statistics.

To Access the Grades Tool you need to click the *Evaluation* link group from the course navigation bar and then select **Grades**. If you have not previously entered the course Gradebook the Grades Setup Wizard will appear. The setup wizard is a great resource to setup your Gradebook.

Grades Setup Wizard

The Grades Setup Wizard will help set up the framework for your Gradebook. You can change these settings any time you want and can run the wizard multiple times if necessary. To begin settings up your Gradebook select the "**Start**" button from the Grades Setup Wizard.



The screenshot shows the 'Grades Setup Wizard' interface. At the top, there are navigation tabs: 'Enter Grades', 'Manage Grades', 'Schemes', and 'Setup Wizard' (which is highlighted). Below the tabs, the title 'Grades Setup Wizard' is displayed, followed by the text 'Welcome to the Grades Setup Wizard!'. The main content area is titled 'Current Grade Book Settings' and contains several sections of settings:

- Grading System:** Weighted
- Final Grade To Release:** Release the Adjusted Final Grade (selected), Do not automatically release final grade
- Grade Calculations:** Treat ungraded items as 0 (selected), Automatically keep final grades updated
- Default Grade Scheme:** Percentage
- Managing View Display Options:** Display 2 decimal places for grade item values (selected)
- Student View Display Options:** Display points grade values (selected), Display weighted grade values, Display grade scheme symbols, Display grade scheme colors, Display 2 decimal places for grade item values, Display 15 characters for Text type grade item values, Display the final grade calculation to users

At the bottom of the page, there is a blue button labeled 'Start'.

Step 1

The First step of the wizard is where you will select your Grading System. You can choose from a Weighted, Points, or Formula grading system. This is one step that it is best not to change after the Gradebook has been created. Once you have selected your grade system click next to continue.

Step 1 of 7
Step 1: Choose Grading System

Grading System

Weighted

Example:
Assignments Category (20% of final grade)
- Assignment 1 Item (50% of Assignments)
- Assignment 2 Item (50% of Assignments)
Final Exam Item (80% of final grade)

Final Grade: /100%

Points

Example:
Assignments Category (40 points)
- Assignment 1 Item (20 points)
- Assignment 2 Item (20 points)
Final Exam Item (200 points)

Final Grade: /240 points

Formula

Final grade is determined by a custom defined formula
Grade items and categories use the Points system

[Continue](#) [Cancel](#)

Step 2

The second step is where you will choose whether to use a Calculated or Adjusted Final Grade. If **Calculated Final Grade** is chosen, when the final grades are released to students the grade displayed in the Calculated Grade will be visible to students and not an Adjusted Final Grade. If **Adjusted Final Grade** is chosen, the Adjusted Grade is the one released to students which is either transferred from the Calculated Grade or manually filled in.

Step 2 of 7
Step 2: Final Grade Released

Release

Calculated Final Grade

The grade that is achieved by users based on the grading formula set up in the grade book. It cannot be adjusted without editing grade item scores.

Adjusted Final Grade

Allows you to modify or adjust users' grades before releasing them.

Automatically release final grade

When enabled, the system automatically marks users' final grades as released once created. You may still alter the release status after being automatically released.

[Continue](#) [Go Back](#) [Cancel](#)

Step 3

The third step will allow you to select some Grade Calculation options. You can select how you want to treat ungraded items, if you choose **Drop ungraded items**, any grade items that do not have a grade will be dropped from the Final Grade calculation. If you select **Treat ungraded items as 0** any grade items that do not have a grade will be graded as a 0 in the Final Grade calculation. If you choose to **Auto Update**, the final grade will be updated any time you make changes to any grade items. If this option is not selected you must manually re-calculate final grades after updating any grade item.

Step 3 of 7
Step 3: Grade Calculations

Ungraded Items

Drop ungraded items ?

Treat ungraded items as 0 ?

Auto Update

Automatically keep final grade updated ?

[Continue](#) [Go Back](#) [Cancel](#)

Step 4

The fourth step is where you will select the Default Grade Scheme for the Gradebook. You can create other grade schemes that you design, such as letter grades or points or you can choose to apply grade schemes to particular grade items in the Gradebook. You will have to create other Grade Schemes before you will have the option here to change it to anything other than the default “Percentage”.

Step 4 of 7
Step 4: Choose Default Grade Scheme

| Scheme Name | Default Scheme | Preview |
|----------------------|----------------------------------|---------|
| Organization Schemes | | |
| Percentage ? | <input checked="" type="radio"/> | |

Step 5

In the fifth step you can change the default number of decimal places displayed to fewer or more.

Step 5 of 7
Step 5: Managing View Display Options

Decimals Displayed *

Number of decimal places to display ?

[Continue](#) [Go Back](#) [Cancel](#)

Step 6

The sixth step is where you can setup the Submission View for your Gradebook. This affects both what you and your students see in the Grade View. Select the **Display Final Grade Calculation** option to show students how their final grades are calculated.

Step 6 of 7
Step 6: Student View Display Options

Grade Details

- Points grade
- Weighted grade
- Grade scheme symbol
- Grade scheme color

Decimals Displayed *

Number of decimal places to display

Characters Displayed *

Number of characters to display for Text items

Final Grade Calculation

- Display final grade calculation to users

[Continue](#) [Go Back](#) [Cancel](#)

Step 7

The final step will give you a summary of everything you have setup in the Grades Setup Wizard. You can select back to return to previous steps to change a setting or when you are done choose Finish. You can return to the Grade Setup Wizard at any time to make changes.

Step 7 of 7
Step 7: Grades Setup Summary

Grading System

Weighted

Final Grade To Release

Release the Adjusted Final Grade

Do not automatically release final grade

Grade Calculations

Treat ungraded items as 0

Automatically keep final grades updated

Default Grade Scheme

Percentage

Managing View Display Options

Display 2 decimal places for grade item values

Student View Display Options

- Display points grade values
- Display weighted grade values
- Display grade scheme symbols
- Display grade scheme colors
- Display 2 decimal places for grade item values
- Display 15 characters for Text type grade item values
- Display the final grade calculation to users

[Finish](#) [Go Back](#) [Cancel](#)

Setting up Gradebook

Once you have finished the Grades Setup Wizard you are now ready to start setting up your Gradebook. You can now begin to create Grade Categories and Grade Items for your course. Use the **Grade Options** menu to select your next Gradebook activity. Alternatively, you can select **Manage Grades** from the menu along the top of the tool window.

Creating Grade Categories

Creating Grade Categories will allow you to organize and group related grade items into sections that you can easily manage. For example, you may choose to group all of your assignments under a category labeled “Assignments” and all of your quizzes under a category labeled “Quizzes”. Sorting your grade items under Categories helps you keep your Gradebook organized but also helps when creating Graded Categories. It is recommended that you create categories for tests, papers, discussions, participations, etc.

1. From the **Manage Grades** page, click the **New** button and select **Category**
2. Type a **Name** for your Category, for example “*Tests*” or “*Assignments*”
3. Type an optional **Short Name**.
 - This is used on the Grades List page as the Category title, if your Category name is long it will cause the spreadsheet to expand, making it long and difficult to read. By using a concise Short Name you can eliminate this particular issue.
4. The next area is where you will define your **Grading** preferences:
 - If you are using the *weighted* system (defined on the Grade Calculations page), you can specify how much a category contributes to the final grade by typing the value (for example, 30%) in the Weight field. You will not see the **Weight** field if using *Points*.
 - Check **Can Exceed** to allow the total points/weight of the grade items in the category to exceed the maximum points/weight allotted for that category.
 - i. **Example (Points System)** an “Assignments” category has been created that contains two grade items: Assignment 1 and Assignment 2. Both assignments are out of 10 points, and both items are allowed to exceed the maximum points allotted for the item. Student A receives 12/10 and 11/10 on the grade items. By checking **Can Exceed**, Student A will receive 23/20. If this option is not checked, the student would receive 20/20, even though the individual grade items exceeded the maximum
 - ii. **Example (Weighted System)** an “Assignments” category has been created that contains two grade items: Assignment 1 and Assignment 2, both worth 50% of the category. Both items are also allowed to exceed the weight allotted for the item. Student A receives 100% on Assignment 1 and 110% on Assignment 2. By checking **Can Exceed**, Student A will receive 105% on the assignment category. If this option is not checked, the student would receive 100%, even though the grade items are allowed to exceed the maximum weight.
 - If you are using the weighted system, check the Distribute weight evenly across all items in the category box if you want to make all grade items worth an equal amount within the category. As you add items to a category, they are automatically re-weighted for you. For example, if you have two grade items in the category, one out of 10 points and one out of 20, if you select Distribute weight evenly, each grade item will be worth 50% of the category.

(If you are using the points system, this option will not appear.)

- If you are using the points system, the *Distribute points across all items* option is available. If you select this item, all items in the category to be worth the same amount.
 - The **Distribution** option will also allow you to assign the **Number of highest non-bonus grade values to drop** and **Number of lowest non-bonus grade values to drop**, enter the applicable numbers in the appropriate fields if you want to drop the highest and lowest grades achieved in the category for each student.
 - i. **Example:** If you create five grade items in a category but only want three of the items to count towards each student's final grade, you could enter a 1 in each field to drop the highest and the lowest grade that each student receives in that grade category. Alternatively, you could type a 0 in the **Number of highest...** field and a 2 in the **Number of lowest...** field to drop each student's two lowest grades in the category.
 - ii. Items can only be dropped if they belong to a category and if the **Distribute weight evenly across all items in the category** option is turned on. Dropped items appear on the Grades List as "Dropped" and do not count towards the student's final grade.
 - The Display Options field will allow you to enable certain Statistical options to be viewable to your course.
 - i. **Display class average for this category to everyone** will show students and instructors a graphical representation of the class average for this category.
 - ii. **Display grade distribution for this category to everyone** will show users a grade distribution graph.
5. Be sure to **Save** when finished by clicking **Save**, or **Save and New** to continue creating grade categories.

General

Name *

Quizzes

Short Name



▶ Show Description

Grading

Weight

10



Allow category grade to exceed category weight

Distribution

- Manually assign weight to items in the category
- Distribute weights by points across all items in the category
- Distribute weight evenly across all items

0

Number of highest non-bonus items to drop for each user

0

Number of lowest non-bonus items to drop for each user

Creating Grade Items

You can create Grade Items and assign them to individual tests, quizzes, assignments, etc.

1. From the **Manage Grades** page, click the **New** button and select **Item**
2. By clicking the **New** button you will be asked to pick a Grade Item Type, your options are:
 - a. **Numeric** - Graded by assigned a value out of a specified total number of points
 - b. **Selectbox** - Graded by selecting the grade scheme level that matches their achievement, for example “Very Good” or “B+”
 - c. **Pass/Fail** - Graded by using a simple pass/fail grade scheme
 - d. **Formula** - Graded using a custom formula
 - e. **Calculated** - Graded by calculating users’ cumulative achievement across multiple grade items
 - f. **Text** - Provide comments in the grade book that are not calculated into Final Grade
3. After you select the Grade Item Type, you will be taken to the New Item page to enter a **Name** for your item

Edit Item: Discussion Board Example

Properties Restrictions Objectives

General

Type
Numeric

Name*

Short Name

Category
 [New Category]

▶ Show Description

Grading

Maximum Points*

Weight*

Can Exceed

Bonus

Grade Scheme

Rubrics

No rubrics selected.

4. Type an optional **Short Name**. This is used on the Grades List page as the Grade Item title, if your Grade Item name is long it will cause the spreadsheet to expand, making it long and difficult to read. By using a concise **Short Name** you can eliminate this particular issue
5. Select a **Category** if you want the Grade Item to be associated with one
6. Add an optional **description** for this Grade Item, students can view the description
7. Enter the **maximum number of points** the student can achieve on this grade item.

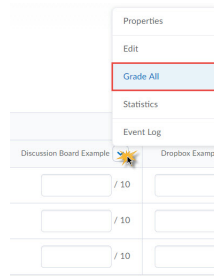
Select the weight of the assignment. If you are using a weighted system, this value will be either a percentage of the entire Gradebook or of the grade category. If this item belongs to a category and you have elected to make each item of equal weight within that category, the Gradebook will figure this for you.

Entering Grades

You can enter grades from either the Spreadsheet view or the Standard view. The Spreadsheet view will give you a little more control when you enter grades and offers the option to tab from cell to cell when entering grades.

To Assign Grades for a Single Grade Item

1. From the Enter Grades List, Select **Grade All** from the context menu of the item you would like to grade



2. You can enter general comments for the grade item in the Overall Comments text field. Overall comments will be displayed to all users who see this item in their grade book
3. Enter student grades. Depending on the type of item you are grading, you will see different options:
 - a. If you are grading a **Numeric** grade item, enter a grade value for each student in the **Out Of Grade or Points** column
 - b. If you are grading a **Selectbox** grade item, select the appropriate grade range from the **Selectbox Grade** drop-down list for each student. Each grade range is associated with an Assigned Value (set up in the Grade Scheme), and where no Assigned Value has been added the value is the starting percentage for the range
 - c. If you are grading a **Check box** grade item, check the box in the **Out Of Grade/Points** column for students who have successfully completed the grade item. This is an all or nothing grade item type—pass or fail. That is, students will either receive full points/weight for the item (if the box is checked) or no points/weight at all (if the box is unchecked)
4. Click the Feedback icon to enter individualized feedback. The Grade Feedback page displays, where you can type Feedback for the student to view along with their grades. You can also type Private Comments that will not be visible to the student
5. Click on the **Event Log** icon to see all recorded events concerning this user and grade item.
6. There are also icons on the top of the page that allow you to perform various functions:
 - a. Click **Grade** to enter the same grade value for all selected users
 - b. Click **Clear** to remove all previously entered grades for all selected users for this grade item.
 - c. Click **Email** to email all selected users
7. Be Sure to **Save** when Finished

Grade Item: Discussion Board Example ▾

Show details and overall feedback

Users

View By: User ▾ Apply

Search For... Show Search Options

Grade Clear Email

Enter general feedback for everyone

Leave feedback

Grade, Clear, or Email selected students

| | Last Name ▲, First Name | Grade | Weighted Grade | Scheme | Feedback | Event Log |
|--------------------------|-------------------------|---------|----------------|--------|----------|-----------|
| <input type="checkbox"/> | Training, ATS1 | 10 / 10 | 0 / 0 | 100 % | | |
| <input type="checkbox"/> | Enter Student Grades | 7 / 10 | 0 / 0 | 70 % | | |
| <input type="checkbox"/> | Training, ATS4 | 4 / 10 | 0 / 0 | 40 % | | |

20 per page ▾

Save and Close Save Cancel

Save your work!

To Assign Grades to a Grade Category

- From the Enter Grades List, Grade All item from a category context menu

ght of all i

- Edit
- Grade All
- Statistics
- Event Log

Training ▾

Discussion Board Example ▾

| | |
|---------|--|
| 10 / 10 | |
| 7 / 10 | |
| 4 / 10 | |

- The Category Details will show you the weight of this particular Grade Category toward the final grade
- Enter student grades for each of the grade items. Depending on the type of item you are grading, you will see different options:
 - If you are grading a **Numeric** grade item, enter a grade value for each student in the **Out Of Grade or Points** column

- b. If you are grading a **Selectbox** grade item, select the appropriate grade range from the **Selectbox Grade** drop-down list for each student. Each grade range is associated with an Assigned Value (set up in the Grade Scheme), and where no Assigned Value has been added the value is the starting percentage for the range
 - c. If you are grading a **Check box** grade item, check the box in the **Out Of Grade/Points** column for students who have successfully completed the grade item. This is an all or nothing grade item type—pass or fail. That is, students will either receive full points/weight for the item (if the box is checked) or no points/weight at all (if the box is unchecked)
4. Click the **Feedback** icon to enter individualized feedback. The Grade **Feedback** page displays, where you can type **Feedback** for the student to view along with their grades. You can also type **Private Feedback** that will not be visible to the student
 5. Click on the **Event Log** icon to see all recorded events concerning this user and grade item.
 6. Click Clear All Grades to remove all previously entered grades for this grade item
 7. The Total Weight or Total Points (depending on selected Grades calculation) column displays the category's contribution to the final grade for the student and changes to reflect the modifications you make to the grades
 8. Be Sure to **Save** when Finished

Users

View By: User Search For... [Show Search Options](#)

Enter Student Grades

| | First Name, Last Name | Discussion Board Example | | | Dropbox Example | | | |
|--------------------------|-----------------------|--------------------------------------|--------|----------------------------------|----------------------------------|---------------------------------------|--------|----------------------------------|
| | | Grade | Scheme | Action | Submission | Grade | Scheme | Action |
| <input type="checkbox"/> | AT51, Training | <input type="text" value="10"/> / 10 | 100 % | <input type="button" value="✎"/> | <input type="button" value="📁"/> | <input type="text" value="90"/> / 100 | 90 % | <input type="button" value="✎"/> |
| <input type="checkbox"/> | AT53, Training | <input type="text" value="7"/> / 10 | 70 % | <input type="button" value="✎"/> | <input type="button" value="📁"/> | <input type="text" value="85"/> / 100 | 85 % | <input type="button" value="✎"/> |
| <input type="checkbox"/> | AT54, Training | <input type="text" value="4"/> / 10 | 40 % | <input type="button" value="✎"/> | <input type="button" value="📁"/> | <input type="text" value=""/> / 100 | 0 % | <input type="button" value="✎"/> |

Save your work!

View dropbox submissions

Save and Close

Save

Cancel

Leave Feedback

20 per page

Calculating Final Grades

The final grade properties are setup by clicking on the Ruler/Checkbox button in the context menu of the Final Calculated Grade item

1. To calculate the final grade for the final grade, click the **Recalculate Calculated Grade** icon. The Calculated Grade is the total points/grade the student received in a course before any grade items

were adjusted (removed or changed). You can then transfer the calculated grade to the adjusted grade by clicking the transfer option

2. The Adjusted Grade is the final grade after all grade items have been adjusted
3. You can override these options by manually altering the grade in the **Adjusted Grade** field
4. Click the check box next to the **Release** icon (the eyeball) to release final grades to the user
5. The View Log of Events will show you the date of last modification, user, grade, out of grade, adjusted grade, grade symbol, and who made the modifications.
6. Be sure to **Save** your changes

The screenshot shows a table with columns for 'Last Name', 'First Name', 'Final Calculated Grade', 'Grade', 'Scheme', 'Adjusted Grade', 'Scheme', 'Feedback', and 'Release Final Assessment'. The table contains three rows of data for 'Training, ATS1', 'Training, ATS3', and 'Training, ATS4'. Callouts with arrows point to various elements: 'Enter Grades' points to the 'Adjusted Grade' input field; 'Recalculate' points to the calculator icon; 'Release the grade' points to the 'Release Final Assessment' checkbox; 'Save your work!' points to the 'Save and Close', 'Save', and 'Cancel' buttons; 'Transfer' points to the calculator icon; and 'Enter Feedback' points to the 'Feedback' input field.

| Last Name | First Name | Final Calculated Grade | Grade | Scheme | Adjusted Grade | Scheme | Feedback | Release Final Assessment |
|----------------|------------|------------------------|---------|------------|----------------|--------|----------|-------------------------------------|
| Training, ATS1 | | 92.3 / 100 | 92.3 % | 92.299999% | 100 | 90 % | | <input checked="" type="checkbox"/> |
| Training, ATS3 | | 83.13 / 100 | 83.13 % | 83.133333% | 100 | -% | | <input type="checkbox"/> |
| Training, ATS4 | | 0 / 100 | 0 % | 0 | 100 | -% | | <input type="checkbox"/> |

Important Grade Tips

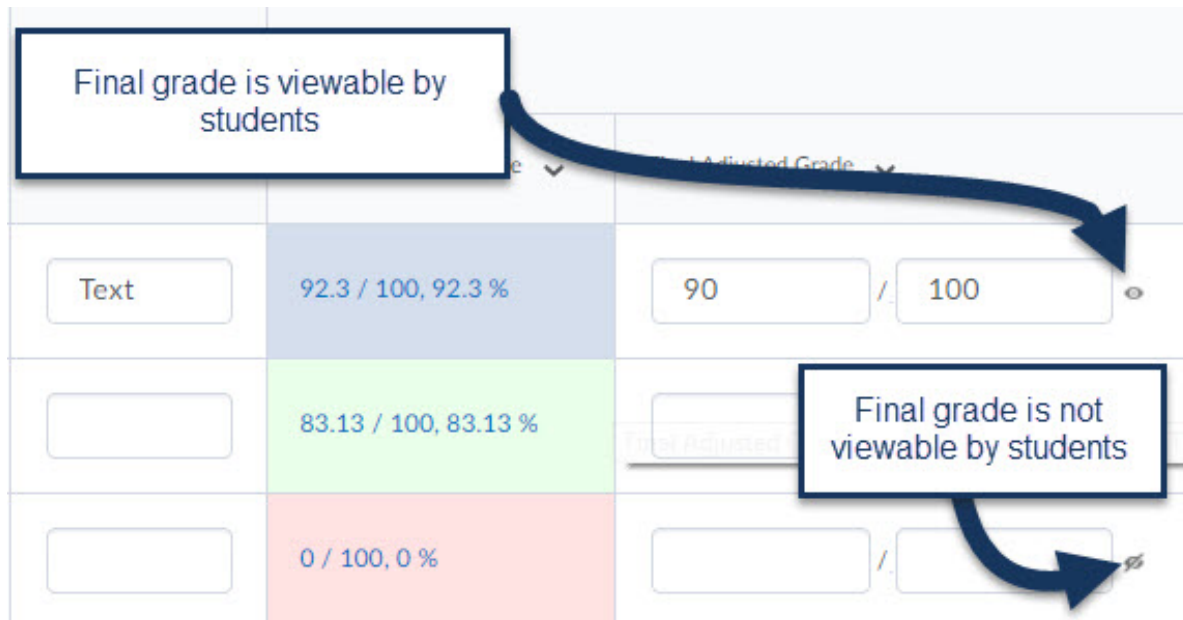
Deleting Grade Categories or Items

To Delete a Grade Item/Category go to the Manage Grades page click the **More Actions** button and select **Delete**. Simply select the checkbox to the left of the Grade Item/Category and then select the Delete button. A dialog box asking if you are sure you want to delete will pop up, just click Ok to delete. If the grade book item is being used by a quiz or a Dropbox folder, **you will not be able to delete it until you have removed its association with the quiz or Dropbox folder that is using it.** Deleting any grade item will permanently delete any grades entered into the system.



How to Know if Final Grade is Released to Students

A simple way to know if you have release the Final Grade to students and they can view it is the eyeball indicator. Once you have released the Final Grade a visible indicator will show beside those users Final Calculated Grade.



Assessments

The Assessments Tool is a powerful tool for creating and managing your Quizzes in D2L. The Assessment Tool gives the Instructor many different options for setting up and managing each quiz or test. There are a few different ways to make assessment in D2L but this workshop is going to focus on creating quizzes using the Assessment tool by adding questions to the Question Library. Our Workshop on Respondus and StudyMate cover some of the other ways to import Quizzes into D2L.

Question Library

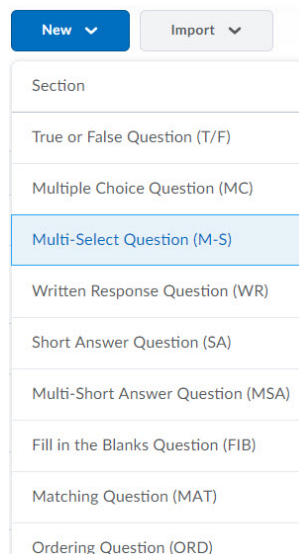
Questions created in the Question Library become available to all quizzes, surveys, and self-assessments. Best practice for using D2L is to create questions in the question library first and then add them to quizzes. You must access questions from the Question Library if you want to randomize questions in a test or quiz.

There are a few different ways to add questions to the Question Library:

1. Create questions from within the library or from within a quiz
2. Import questions contained in a text file and properly formatted for D2L usage
3. Import questions using Respondus or StudyMate

Creating Questions from within the Library

1. Navigate to the Question Library by selecting the **Assessments** tool from the *Evaluation* link group on the *Course navbar*.
2. Access the **Question Library** by clicking the link with the same name.
3. Click the **New** button to either create a **Section** or a **Question**



The image shows a screenshot of the 'New' dropdown menu in the D2L Question Library. At the top, there are two buttons: 'New' (highlighted in blue) and 'Import'. Below these buttons is a list of question types. The 'Multi-Select Question (M-S)' option is currently selected and highlighted in blue. The other options in the list are: Section, True or False Question (T/F), Multiple Choice Question (MC), Written Response Question (WR), Short Answer Question (SA), Multi-Short Answer Question (MSA), Fill in the Blanks Question (FIB), Matching Question (MAT), and Ordering Question (ORD).

- a. Sections can be used to help you organize the questions within the Library. You may want to create different sections of questions for each chapter or module to your D2L course.

- b. You can Create Questions within the main Question Library or create a section first and then create your question within that Section
4. If you are creating a Section first, enter the **Section Name**
5. The Comments fields, images, and display options are applicable only for sections within a quiz but should transfer to the quiz if entered in the question library.
6. Click **Save** when finished.
7. Click the **New** button to create a **Question** by selecting a question type.

Properties in all Questions

Some of the options available when creating questions are either the same or very similar in all questions. Once you understand these options in one type you can use that information when creating other questions.

Title

The question title is optional. You can enter a title if it will help you keep track of your questions in the library. If nothing is entered here D2L will automatically fill in the first 20 characters in the question text for the title.

Points

Enter the point value, if known. You will have an opportunity later to change this but this is very convenient if all of your questions tend to carry the same point value.

Difficulty

The difficulty level is optional and entirely up to you. You may want to create a randomized test later that contains questions of a particular difficulty level.

Question Text

Text Enter your question here. Don't forget that you can click the html editor button and format your text or add images if you wish. You can also use the button to include images.

Question Hint

Allows you to enter a hint that students will view when taking the assessment. You will have a choice when creating the exam whether to include hints in the assessment or not.

Question Feedback

Allows you to enter feedback that students may view after taking the quiz. This type of feedback does not take the particular answer given into consideration. Regardless of how they answered the question (right or wrong) they will receive the feedback entered here.

Weight

The weight entered determines the correct answer. A weight of 100% will award the full 100% of the point value available. If you leave the weight set to zero, or anything less than 100%, your students will not receive full credit for a correct response. You will have to award points manually if they are not recorded correctly the first time.

Feedback

Students answering “True” will view the feedback listed in the Feedback area to the right of the True value. Students answering “False” will view the feedback listed in the Feedback area to the right of the False value. Contrast this with feedback entered at the bottom of the page in the options section—all students will view this type of feedback, regardless of their individual answer.

Questions Types

True or False Question (T/F)

Use the True/False Question type when students will be determining if a statement is accurate or not.

Multiple Choice Question (MC)

The default is four, but D2L allows you to add as many answer options as you need. You may remove any extras by clicking on the garbage bin icon. Randomize options to have the answers appear in different order for each student. Assign partial credit using the question weight.

Multi-Select Question (M-S)

Use this option to have students select the correct answer(s) from a list of possibilities. A checkbox labeled “None of the other options” is automatically added to every multi-selection question. If none of the listed answers are checked Correct, D2L will assume that None is the correct choice.

Long Answer Question (LA)

The Long Answer question choice is essentially an essay question. You can specify the size of the input box (although it will allow for a longer answer) and even enter initial text to start the students off on the right foot.

Short Answer Question (SA)

Short answer questions allow for a question with an answer box following for the student to submit their answer to the question. D2L will be very specific when grading this type of question. This is best reserved for one or two word answers where you will not accept any variation in the answer. You may enter multiple blanks if there is more than one correct answer or if you wish to assign partial credit. You can choose where the answer is case sensitive or not and include regular expressions if you like.

Fill in the Blanks Question (FIB)

This question type allows you to have the blank appear anywhere in the question or multiple blanks. You can remove either of the text fields or even the blank field if you choose.

Matching Question (MAT)

This question type allows students to match terms and definitions or an item with a particular description. You may have more choices available than the student needs to answer the question if you want to include distracters.

Ordering Question (ORD)

Allows you to create items that the student can place in the correct order. Items are randomized when students are presented with the test so it is okay if you enter them in order when creating the question.

Arithmetic Question (2+2)

Use this question type to present the same question with different numbers to each student based on specified ranges.

Significant Figures (x10)

This question type is similar to the arithmetic question but would allow students to enter their answer in scientific notation format.

Likert Question (LIK)

This question type is normally used in surveys and allows students to respond using the specified scale.

Text Information (TXT)

Use this feature to provide supplementary information for a quiz question or group of questions. You may want to use this if you are asking questions based on a case study, for example. Text information and questions associated with it should not be randomized.

Image Information (IMG)

This works similarly to the text information option but would allow you to ask multiple questions based on one image. Image information and questions associated with it should not be randomized.

Creating a New Assessment

Once you have created your questions in the Question Library you can begin creating your assessments for your D2L course. To begin creating a new Assessment, return to the main Assessment page by clicking the **Done Editing Questions** button. Once on the main Assessment page click the **"New Quiz"** button.

There are multiple tabs you will need to set options for when creating an assessment, the following will talk about the settings for each tab.

Properties

1. Enter the **Quiz Name**.
2. Create and Enter a **Category** if you wish to organize your quizzes. The category is a heading only.
3. Click **Add/Edit Questions** to begin adding questions to your quiz.
 - Although not recommended, you may choose to enter new questions or sections directly within the quiz.
4. If you have added your questions to the question library first, you will first select **Import**.
5. This will display the **Import** screen.
 - Select From and Existing Collection for the import source.
 - The Source Collection will be the Question Library.
 - Choose the section from which you will import.
6. The questions you have entered for that section will be displayed.
7. Click next to the folder to import an entire section of questions.
8. Click **Save**. You will see the list of questions to be imported.
 - You may a question or section into another section using the Move icon.
 - You may delete questions by selecting them and clicking the garbage icon.
 - Click Order to specify the order for questions.
 - Use **Edit Values** to change the point value or difficulty level of multiple questions. You must select the questions before clicking the icon.
 - Click **Back** when you have added and edited all the questions for your quiz.
9. You may select the number of questions to appear per page. Click Apply to see the effect. You may also manually add page breaks by clicking on the blue arrow to the left of the question.
10. Choose to enter **Messages** if you like.
 - The **Description** will appear before the student attempts the quiz.
 - The **Introduction** will appear when the student enters the quiz.
11. You may enter a **Pager Header** or **Footer** that will appear on each page of the quiz.

12. Check to **Allow Hints** if you wish for students to view the hints you entered when creating questions.
13. You may enter your email address in the **Notification Email field** if you would like to receive a notice when students have completed the quiz.
14. You may **disable the use of the right-click** to help prevent copying of questions.
15. **Disable pager access** to prevent students from paging their classmates using the D2L pager tool.
16. Click **Save** to save your properties changes.

Restrictions

1. As soon as you change the **Status** from **Inactive** to **Active**, the test will become available to students. Make sure you do not complete this step until you are ready! (Or have entered restriction dates that would prevent the test from being viewed immediately.)
2. Set start dates and end dates and times that the test will be available to students.
3. You may attach a **release condition** if you want to test to be available based upon completion of another test or task.
4. You may require that students enter a **password** in order to enter the quiz. Please note: The password is case sensitive.
5. You may limit the quiz to a particular **IP address**.
6. Set the time limit for the quiz. The default time limit is 120 minutes. You must check the **enforced** box for the time limit to actually be imposed on the student. If you do have a time limit, you should also check to show the clock.
7. You must enter a **Grace Period**. This field will add the specified number of minutes to the student's time before the submission is flagged as late. The Grace Period must be a minimum of 1 minute.
8. Specify how you will handle late submissions:
 - a. **Allow normal submissions** – Students submit their quiz regardless of time limit requirements and no points will be deducted. The submission will be flagged as late.
 - b. **Late limit** – Users may submit the quiz even after the time has expired. However, if the student surpasses the time limit + grace period + late limit they will receive a score of zero. The grade may be manually manipulated by the instructor if desired.
 - c. **Auto-Submit Attempt** – The system will automatically submit the test after the specified time limit and grace period have elapsed. Some action on the student's part will have to occur before automatic submission (i.e. saving a question, answering a question, etc.) Only questions saved by the student will be submitted. Questions answered but not saved will be

lost.

9. You may also allow for special access by choosing **Add Special Access**. This is especially useful if a particular student needs to take a makeup exam or needs a longer time limit on an exam. This will override other settings and restrictions. Make sure you click insert at the bottom of the page. You may have to move the window up a bit to see the insert button. Students will see that they have been granted special access but other students will not see that information.
10. Select to restrict to those with special access below to make the test available to only those with special access.
11. Click **Save Quiz** to save your restrictions settings.

Assessment

1. Select the **Grade Item** to be associated with the quiz. You may also create the grade item at this point if you have not already done so.
2. Choose whether or not to **automatically export** the grade to the Grades tool. If you choose not to export, you will have to manually access the grade in the Grades tool. Your test will still be graded and the scores will still be retained but you will have to force D2L to post the grades.
3. Choose if students will see the graded attempt immediately upon completion.
4. Select the number of attempts you wish to allow for the quiz. You may choose unlimited or from 1 to 10.
5. Choose which attempt will be included in the grade calculation. You may choose from Highest Attempt, Lowest Attempt, Average of all Attempts, First Attempt or Last Attempt.
6. If you choose more than 1 attempt, but not unlimited attempts, you will be presented with advanced attempt conditions after saving the page. Here you will be allowed to specify minimum and/or maximum percentages for allowing additional attempts.
7. Click Save Quiz to save your Attempt settings.

Reports

You may create customized reports for quizzes. You can choose to whom these reports should be released. Reports can be accessed by both students and instructors by selecting the Quiz Reports icon.

Warning: This is a powerful reporting tool and makes it possible to display confidential information about students to other students. Please do not use this tool if you are unsure of the results. ATS will be happy to help you set up and test quiz reports if you choose to utilize them.

Submission Views

1. Click the Default Views link to change the submissions views that will appear to students after completing a quiz attempt.

2. Message – You may enter a message that will be displayed to all students upon completion of the quiz.
3. Show questions – Yes or No. The following options are available if Yes is chosen:
 - a. Show questions answered incorrectly – Only questions answered incorrectly with a point value greater than zero will be displayed. Questions with no point value or essay questions will display.
 - b. Show questions answered correctly – Only questions answered correctly with a point value greater than zero will be displayed. Questions with no point value or essay questions will display.
 - c. Show all questions without user responses – Will show all quiz questions left unanswered by the student.
 - d. Show all questions with user responses – All questions will be shown with student responses.
 - e. Show question answers – Will display the answers for all questions displayed.
 - f. Show question score and out of score – Shows the total score and total possible score.
4. Show attempt score and overall attempt score – Will display the student’s score immediately after taking the test for any questions that can be automatically graded.
5. Statistics – Choose to show the class average and/or score distribution.
6. Click Save View to save your views choices.

Additional Resources

- Office of eLearning Help Page can be located at: <http://www.etsu.edu/d2l>
- Desire2Learn Community website: <http://community.desire2learn.com>
- Call the Office of eLearning at: 423-439-8611 or email ATS@ETSU.EDU
- Contact D2L Help at: d2lhelp@etsu.edu