

D2L problems/suggestions/concerns

FACULTY MEMBER	CONCERN	RESOLUTION
Dennis Quist	Copy from semester to semester would be easier than export/import	This is a known bug and a "fix" is being tested right now.
HL – Valerie Emanoil	<p>1. Instructors would like to re-name their classes.</p> <p>2. They also wondered why so many of them remain on the site.</p> <p>3. Instructors would like to add people to their classes. What is the rationale behind the need for Dean's approval?</p> <p>4. The automatic start time is problematic. It was noted that the site can go without the content, but that creates a flurry of emails from students. Why would students have access to the class before it has started? Can't the site go 'live' on the first day of class? It also allows students to shop around, i.e. surf through the different online classes to perhaps find the easiest one.</p> <p>5. When does maintenance occur? There were times when instructors would find the site down without any notification.</p> <p>6. It was requested that more extensive BETA testing be done</p>	<p>1. The naming convention is to "mirror" what the section is called in Colleague. You can create a Bookmark with a name of your choosing to identify the course.</p> <p>2. When OCC had Blackboard we were able to have "current" 1 year + 1 semester of courses and then archive the rest. D2L did not have an optimal archiving process when OCC contracted with them. With the latest upgrade, more options are possible and currently being reviewed before testing and deployment. More details to follow.</p> <p>3. Per Steve Linden, only the officially registered students are to be enrolled in a D2L course site, otherwise there is a liability risk. Further updates to the D2L user enrollment standards are coming soon.</p> <p>4. Automatic start is part of the Best Practices. All you need is a News Announcement with information but not turn on the rest of the content. AT can create a "recommended announcement" if you wish. Students will "shop around" during drop/add. And school buildings are open for students to get to know their classroom before the semester starts. There have been several instances when students have not had access to their sites, for online and augmented courses, after the course start dates. Students tend to call the help desk when their courses aren't activated when they expect them to be, particularly after the course start date. This can be costly as OCC is charged for every help desk call.</p> <p>5. Maintenance occurs as posted System Maintenance System maintenance is scheduled for the second Sunday of each month between 1:00 am and 7:00 am.</p> <p>We have an SLA (contract) for 99.9% up time which D2L is meeting their contractual obligation. Other problems have occurred with the Internet backbone with Merit being down, which was not a D2L problem. If it is an OCC network issue, not D2L, off-campus users would not be affected. To determine if it is an OCC network problem when having an issue on campus, try logging in from a smart phone or other device connected with a non-OCC Internet Service Provider.</p> <p>Currently, when D2L is down due to unscheduled maintenance, an email alert is sent to all current D2L instructors advising of the outage as well as a follow-up advising when services are restored. Additionally, a News item on the D2L My Home page is posted with the update of the outage.</p>

	<p>before an upgrade is rolled out.</p>	<p>6. OCC purposefully has chosen to be in the last week of monthly WAVE updates so that other organizations are able to identify bugs and issues prior to OCC being exposed. As with all technology, there are times when issues/bugs are identified after deployment due to the larger audience usage. When identified, issues are reported to D2L for mitigation and resolution.</p> <p>OCC is required to adhere to the hot fix service patch within a month of release.</p>
<p>Kathryn Stewart-Hoffman</p>	<p>Most of the latest "improvements" actually make the site less user friendly and more time consuming. Examples: 1. In the past we could add adjuncts, SI leaders, and students working on an Incomplete, the DEAN, if we needed and saw it as important. Now we have to go through a set of channels which are inefficient. There seems to be an underlying assumption that faculty are unable to determine whom to add and that the tech office is more knowledgeable about managing our courses than we are. 2. The copy course components is now simply complicated, inefficient and leads me to think that I may just stop using D2L in classes because the initial setup is MUCH more time consuming than in the past.</p>	<p>See answer to Emanoil #3 above. See answer to Quist above.</p>
<p>Julie Seiter</p>	<p>1. The formatting in the News area produces a column of gray type that makes it difficult for students to distinguish one news announcement from</p>	<p>News widget's headline text box is not intended to be a field that should be formatted. Heading 2 can be used in the content of the News item which will effectively bold and increase the size to bring attention to the topic. . Additionally, Heading 2 will likely be the heading required for ADA compliance when adding content to a News item. More information on ADA compliance in D2L content to come in the next months.</p>

	<p>another. I would suggest bolding or darkening the news item title so that they stand out.</p> <p>2. When a link is inserted in the News area, students don't notice it because there is so little contrast between the link and the news text.</p> <p>3. The widget that was inserted to link my course to the publisher's site is very large and takes up a lot of space in my news column. It could be much smaller or better yet it could be put on the right hand side.</p> <p>I realize that I can improve the first two items by using color, etc., but it seems like the formatting could be improved.</p>	<p>The recommendation to make the color of default blue a more distinguishable blue will be made to D2L. As a best practice, changing the default font color for the content is not advised. Doing so may result in non-ADA-compliant content.</p> <p>Text within the News area should not be blue to ensure ADA compliance. Following this standard will aid the user, especially when trying to distinguish a hyperlink from normal text. More information on ADA compliance in D2L content to come in the next months. This was a Publisher's widget and not a D2L widget. Please consult the Publisher.</p>
Sandee Bradley	<p>Copy courses from one semester to another</p> <p>Renaming course</p> <p>Turn on course 1 week prior to start of semester</p>	<p>See answer to Quist above.</p> <p>See answer to Emanoil #3 above.</p> <p>See answer to Emanoil #4 above.</p>
Gina Mandas	<p>Training, training, training...need training</p>	<p>We understand. More workshops coming in near future. Please contact us to set up individual consultations.</p>
SE Senate Comment	<p>Can we have the status check light back on the log-in page to show the "system" is working properly?</p>	<p>Options to this visual alert are in process. Stay tuned.</p>
Rasheedah M. Wright, MA, LPC	<p>Per the OR Senate Chair, John Mitchell's email, I did have issues with D2L a few weeks ago. I entered grades in for</p>	<p>It was determined that an unsupported technology was being used at the time, which may have been the cause of the value inputs not being saved. No other reports of a similar issue have been received by the ATG team at this time.</p>

	<p>several assignments for about 20+ students and the grades were not saved, and I definitely saved them. I entered the grades at home in which I have Microsoft Edge. I worked with Linda Wareck on the issue and she informed me that OCC just recently started supporting Microsoft Edge, so things should be saved. So far, it looks like my assignment grades are being saved currently, but that was a HUGE ISSUE in my opinion because I ended up having to reenter grades/redo a lot of unnecessary work, which was a total waste of time.</p>	<p>For clarification, it is not OCC who is supporting MS Edge but rather the D2L system's version 10.5.6 and Edge are now compatible. Edge was never a supported technology for the version 10.5.5 and lower. Faculty and students are encouraged to ensure the technology they are using is supported and compatible with the D2L platform requirements. The D2L platform requirements are available to all student and instructors in D2L, and can be found in the support widgets found on the My Home page. https://oaklandcc.desire2learn.com/d2l/lms/faq/view_external_Faq.d2l?ou=6606</p>
<p>Julie Seiler</p>	<p>I read an e-mail indicating you were the person to contact regarding D2L. I have a few things to share with you:</p> <p>1) My SI's would benefit greatly if they could see the quizzes I post online for my students. As the instructor of the course, I feel I am the best person to judge what my SI has the right to see.</p> <p>2) I know that many faculty members have students with</p>	<p>1. & 2. See answer to Emanoil #3 above.</p> <p>3. The course names mirror the section name and number found in Colleague.</p> <p>4. The email attachment size limit is set by D2L and cannot be modified. It is not recommended that large files are sent via email. The Dropbox tool can be used for file exchange with individual students.</p>

incompletes. For good or bad, some students with incompletes start the class over. It would be beneficial if they could be enrolled in the class they are currently taking.

3) This is a mere inconvenience. I can understand that from an administrative viewpoint, it looks nice if all class listings are uniform. This wouldn't be a problem if I taught one section of Eco 2610, one section of Eco 2620, and one section of Eco 2700. Most faculty members teach multiple sections of the same course (i.e. Eco 2610). It would be nice if our class could be identified with more than just a section number (i.e. Eco 2610 Monday 10:00) so that we don't have to memorize section numbers when we want to open up a particular section of a class.

4) When I try to send an individual student a file through D2L, I often get the message that the file is too large. I then have to go to our regular e-mail and send it that way. It is kind of inconvenient.