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Student enrollment problems with WebAssign

1 message

Noble Hetherington <hetherin@usna.edu>

Wed, Jan 9, 2013 at 12:46 PM

Reply-To: Noble Hetherington <hetherin@usna.edu>

To: MATH-EVERYONE@lists.usna.edu

Colleagues,

As students go through the self-enrollment process, please ensure that you check the class rosters in WebAssign to ensure that all of your students have not only enrolled, but enrolled in the proper section.

There have been a few issues with student enrollment that I want to cover in case you run into them.

1. **Student cannot see the class when he/she logs in.** Student is not properly enrolled in the course. Have the student log out, and return to the WebAssign homepage. Below the login area at the top right of the page is a link that says "I have a class key." Have the student click there, then follow the directions to enter the class key and log in. The class should be visible to the student at this point.
2. **Student has forgotten username or password.** There are links below each login block to assist the student in recovering that info.
3. **Student gets a warning to enter an access code for the textbook.** The students should have a card in the cover of their text that contains a WebAssign access code for that textbook. That code is necessary to allow access to the problems by validating purchase of the text. If the student has lost the code card, please see me as soon as possible. The student can still have access for a 14day trial period, but after that, he/she will no longer have access to your course. I will need to personally resolve this issue on an individual basis with WebAssign.

If you do not intend to use WebAssign for homework, it is still important that your students enroll in the system to establish their accounts for follow-on courses. As a benefit, WebAssign has a self-paced "Personal Study Plan" program available to students to allow them to have a guided study of the text. This may provide another opportunity for students to get help for topics that are not clear to them, and I highly recommend it.

If you or your students still have problems, please let me know.

V/r,
Noble3

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"Our sacrifice makes their way of life possible."