

# Frequently Asked Questions (FAQs)

## Communication

*Q. How can I get in touch with my instructor?*

A. Check for contact information in the course policies folder under the Resources tab.

*Q. Can I ask the instructor questions in the essay drop box?*

A. No, your instructor will not see your comments until he or she opens up the lesson for grading. By that time it may be too late. If you have an important question to ask you will only receive a timely answer if you submit your question via the instructors preferred contact methods as outlined in his or her course policies. The comment box attached to the lesson dropbox is for comments and not questions. You may also use the Ask the Professor forum to ask more general questions, but remember that the Ask the Professor forum is viewable to all students enrolled in the class.

*Q. Can I use my personal email to contact my instructor?*

A. Yes, but it is best to contact your instructors via your Grantham Gmail Account since personal accounts at times are marked as spam and quarantined. If you do not receive a reply back from your instructor after emailing from your personal account, make sure you follow up using your Grantham email.

*Q. Can I use my nickname or my military rank in my signature for classes.*

A. It is best not to use rank or nicknames because you can confuse peers by using anything other than your registered name. Also, it is important

to know that, regardless of the job you do outside of school, all students in a class hold the same academic rank. Please use your first and last name as it appears in the class list, especially if there are other students in the class with the same first name. You can add a nickname if you wish like this: Joe (nickname) Smith.

## Getting Help

*Q. I struggle with writing. Can I go to an online tutoring site and post course questions or purchase tutorials?*

A. This class is all about working on your writing skills, so it is important that you do not simply take the easy way out. Online tutoring sites tend to offer free essays to students for a fee, however, using these essays, in whole or in part, is plagiarism and could cause you to fail the course. In addition, posting university material or peer work is a violation of copyright law, and posting anything that was not written by you anywhere on the web could cause you serious legal trouble.

*Q. Where do I go to get help with my writing skills?*

A. Your instructor is here to help you through your writing struggles. Still, if you find you need additional help, Grantham University offers a free Writing Center which includes webinars, live chat sessions and personal tutoring through the Teaching and Learning Center (TLC). You can get more information about the services available by emailing TLC at [learningcenter@grantham.edu](mailto:learningcenter@grantham.edu).

## Grades

*Q. I received a 65% on an assignment; can I resubmit it for a better grade?*

A. In most cases, grades are final, so you will want to start your assignments early enough to do your best work. Still, you should refer to your individual instructor's course policies in the Class Resources folder to determine if he or she accepts resubmissions.

*Q. How do I view my current grades or see feedback on assignments?*

A. You can find your grades in three different ways:

- Using the “Grades: nugget on the student course page in ANGEL. Note: You will need to refresh the data periodically to get updated grades.
- Once an assignment is graded, you can return to where you submitted it in order to see the feedback and the grade.
- You can also pull up a Report via the Report tab.

Please be sure to always read the instructor comments and look at any attached files.

## Late Policies & Deadlines

*Q. When will my instructor reply to my e-mail?*

A. Within 48 hours.

*Q. When will my instructor grade my work?*

A. Within 48 hours of the due date for discussions. Dropbox essays will be graded within 48 hours of submission.

*Q. What if I turn my work in late?*

A. See your instructor's late policy in the Course Policies Folder under the Resources tab.

*Q. I live on the Pacific coast, when is work due?*

A. Work is due on Tuesday by 11:59 p.m. Eastern Standard Time, regardless of where you live. Please plan accordingly.

*Q. My computer crashed/ I have an emergency and my work is due - what do I do?*

A. Check your instructor's course policies regarding emergencies. It might also be a good idea to contact your Student Advisor.

*Q. I am deployed in a war zone, I am going TDY with limited or no Internet access, or I am preparing to deploy. Any tips?*

A. Let your instructor know about your situation as soon as you know what is happening. If you start class while deployed you should e-mail your instructor right away. If you receive orders or need to go on TDY you will need to e-mail your instructor with your exact dates of deployment (do not send orders or confidential information). If you will be deployed without Internet access for more than half of the class you will want to discuss your options with your SA as it may be difficult for you to complete the course.

*Q. I need an Incomplete due to military orders or an emergency. What do I do?*

A. If a student does not complete a course within the eight-week (56-day) term due to extenuating circumstances, he/she may request an incomplete from the instructor. In order to be eligible for an Incomplete, a student must have completed at least 50% of the required work for the course. Incompletes must be requested by the student in an email to his/her

instructor and must be made 48 hours prior to the course end date. Incompletes may only be awarded for extenuating circumstances which prevent a student from completing a course. If the instructor grants the request for an (I), a student will then have an additional fourteen (14) days from the course end date to complete the course and earn a grade. A grade of (I) will be assigned and will remain in the student academic records until the final grade posts or until the end of the fourteen (14) day incomplete period. At the end of the additional fourteen (14) days, any remaining (I) incomplete course requirements will be awarded a grade of zero and averaged into the final grade. No additional time can be granted. The final grade will remain on the transcript.

**Q. I missed a discussion; can I just post my response now even though it was due four days ago?**

A. Not unless you have requested an extension from your instructor *and* received permission on or before the lesson due date. In most cases, once a forum deadline has passed, you can consider it closed for grading.