

## MA 223: Online Quiz Instructions

### Browsers

The online quiz system works easiest on a PC using Firefox. If you use another browser, you will likely have to use the information on the login page (Browser Setup Help) to set up your browser. Also note that your browser may work initially, but give you problems later as the quiz answers become more complicated.

It is a little risky to use Mac, as that system is much less supported by the online quiz company. If you do use a Mac, you will want to use Safari as your browser. No other browsers are likely to work.

Remember that, if you are having problems with your computer, you cannot miss a quiz deadline. Rather, you will need to use an ITaP computer to complete the quiz on time. This means that you will want to be sure to attempt each quiz before the evening it is due.

### Time Zone

All online quizzes are setup using Eastern Standard Time, following daylight savings time. You will want to set your computer to local time, so the quizzes are available and due at the right times.

### Registering with the Course Key

In your browser, type and go to <http://sjc.ilrn.com>.

#### First Time Users:

1. Click on the **Create an Account** button under **New Users**.
2. Click on **Student**. You will then be asked to find your school. Enter **Purdue** and select the West Lafayette location.
3. Click on **Course Key** and then enter the **Course Key** for your section. The course key is case sensitive, so type it exactly as it was given. (Note: all letters are capitals.)
4. Complete the registration page when it appears. You should use your **Purdue email address** when registering. (You needn't enter a student ID number.) When all information has been entered, click **Start using ThomsonNOW**. You will then be allowed to enter the program.
5. A system check will run, to let you know if your computer is configured for ThomsonNOW to run correctly. If not, it will tell you what needs changed (for example, the popup blocker must be turned off). If you are unable to get your system properly configured, you will have to use an ITaP computer, or get help correctly configuring your system. *Note: Using a Mac may create significant problems in using the system. If you are using a Mac and have difficulties, you will have to use an ITaP computer instead.*

#### Previous iLrn Users:

If you have used iLrn in a previous course, click on the **Sign In** button under **Returning Users**. After you enter your email address and old password, click on **Register a course**, under **Quick Links**. (There is a link available for help, if you have forgotten your old password.) Enter the **Course Key** on this page and click on the **Assignment** tab. Under **Show me assignments for**, select **All my courses**. You're ready to start.

### Subsequent Logins

1. In your browser, type and go to <http://sjc.ilrn.com>.

NOTE: **Be careful in bookmarking** this web page. There are eleven different web servers. If you bookmark the page after logging in, you will bookmark a specific server. The specific server

may end up being too busy and you may not be able log in to complete an assignment from time to time.

2. Click the **Sign In** button under **Returning Users**.
3. Type in your **Login** and **Password**. (The **Find your school** page may reappear. If so, simply find Purdue as before.)
4. Click **Login**. The system check will run again.

## Completing an Online Quiz

For the first half of the semester, quizzes combine the material from a Friday and Monday lesson, but they become available on Fridays at 5:30 p.m. So, it is not expected that you will be able to answer all of the questions after Friday's class. If you are having problems, wait until after Monday's lesson, to see if the content is covered in that lesson. Quizzes are due at midnight on Wednesdays. (Note, ThomsonNOW actually lists this as 12:05 a.m. on Thursday morning.) For the second half of the semester, quizzes combine the material from a Wednesday and Friday lesson, becoming available on Wednesdays at 5:30 p.m. These quizzes will be due at midnight at Mondays.

1. Your home page will give a partial listing of assignments. Rather than use this, go to the complete listing of assignments on the **Assignments/Test** tab. Note that the first quiz is available on January 12 and due on January 17.
2. In the list of assignments, click the **Take** button for **Quiz 1**. (On subsequent attempts, you will select **Retake**.)
3. On the screen that appears, click on **Start assignment now**. The first problem of the quiz will then appear.
4. In the answer field, type your answer to question 1; then click **Submit**.
5. You will be given feedback as to whether your answer is correct or wrong.
6. You may try to answer the question as many times as you like without penalty.
7. You can skip questions or go to the next question whenever you want.
8. When you have solved all of the questions or want to come back to the assignment later, click on **Submit assignment for grading**. (Note: on subsequent logins, your previous wrong answers will have been deleted.)

## Viewing Results of the Assignment

Immediately after submitting a quiz, your score on the quiz is shown, as a percentage. (To see all of your quiz scores to date, you can click on **Check my grades for this course**.) Once the deadline for the quiz has passed, click on the All assignments link under Show Me (right side of screen) and then on the **View** link for that quiz. This will allow you to see each problem, your answer, the correct answer and your score on the problem.

**If you think you have an answer correct, but ThomsonNOW is grading it as wrong**, you should do the following. Submit your answer and wait for it to be graded. Next, print the screen. This will show the problem, your answer and the graded answer at that time. You can continue to attempt the problem until the due date, if you like. Just keep the printed page until the answers are available. If your answer matches the correct answer, contact the course coordinator (Devi Nichols; MATH 446; [dln@math.purdue.edu](mailto:dln@math.purdue.edu)). These questions will not be answered until after the quiz deadline. (Please note that this program has been used for several semesters and has never incorrectly graded a student's answer.)

## Excused Quizzes

Online quizzes can only be excused by the course coordinator (see contact info above). The reasons acceptable for excusing a quiz are very limited (for example, you added the course late). To request an excused quiz, you must contact the coordinator **at the time the problem occurs**. If you are excused from a quiz, your cumulative ThomsonNOW score will not reflect this, as the system is not currently capable of allowing for excused quizzes. The coordinator will adjust your score at the end of the semester. On the quiz score page, the comment box will contain the word "Excused," to reflect any excused quiz.

## Help and Technical Support

Help with your ThomsonNOW questions can be divided into content issues (how do I work this type of math problem), entering answers, and technical issues (I can't log in; my browser keeps locking up; it says to enter an answer, but you already have).

### Content Issues:

Content issues can be asked in the Math Help Room (MATH 205) and during your instructor's office hours. You can also get a hint about your problem via the Discussion Board (see below).

### Entering Answers:

Questions concerning entering answers should be asked via the Discussion Board (see below).

### Technical Issues:

Technical issues are handled by the technical support team at iLrn. Technical support can be contacted via telephone (1-800-423-0563, Monday-Thursday 8:30 a.m. – 8:00 p.m., Friday 8:30 a.m. – 6:00 p.m. and Sunday 2:00 p.m. – 9:00 p.m.; please note that all times are EST), or email (available via the Get Support link under Quick Links). If you are having difficulties using your own computer, you must use an **ITaP computer**, rather than miss a deadline. For help in configuring your own computer, also contact technical support.

Note that your browser setup may work just fine initially, but as the types of answers being entered get more difficult, you may start to have problems. If this happens, you must use an ITaP computer (or have Technical Support help you configure your computer) rather than miss a deadline on a quiz. For example, on quiz 4 when you submit an answer, you suddenly get the response that you must enter an answer first (which, of course, you already have).

### Discussion Board:

On the MA 223 web page, there is a link to a Discussion Board. (Note: The Communications tab in ThomsonNOW also has a discussion board feature; however, we will not be using it this semester.) A live, help assistant is available on Monday, Wednesday and Friday nights, from 7:00 p.m. till 9:00 p.m. The help assistant will also answer questions during off hours, but the response will not be immediate. On the evening an assignment is due, no questions will be answered after 9:00 p.m. (the live hours that evening). Previously asked questions, and their answers, can also be viewed on the Discussion board.

### Sample questions and responses:

Question: I need help. I need to know what to use for the infinity symbol -- nothing i do seems to work. Plus for the domain problems, i know i have the right answer but

nothing I type in is right. And another thing is that how do you write a fraction that is over a fraction. Like this I need 2 to be all over  $x/x^2 + 5$ . thanks, Ashley  
Answer: For infinity you may either use the green button on the toolbar provided on iLrn, or you may type in "inf" for infinity or "-inf" for negative infinity. Also you must never have a fraction over a fraction. You have to simplify your answer by multiplying the entire complex fraction by some variable, such as  $x^2$ . For the domain problems make sure that you pay attention to whether you must use () or [] or a mixture of the two. There are buttons provided for these as well or you may type them in on your own. For the union symbol between the intervals you may type "cup" or use the green button provided which looks like "U". (The green buttons along the top of your toolbar are drop down menus for several different symbols that you might need so I encourage you to look at these!)

Question: Can you give me any clues as to how to solve this problem...i have tried every thing...i have plugged in at least 10 numbers close to 8...and i have drawn the graph for it too. I have tried answers like...none, 0, 7/500, 1/100, 3/200, 13/1000. None of them are right, and i can not think of anything else to try for this problem to get the right answer. Can you let me know if i am doing this right, or if im even close to the right answer? Thank you

Answer: You have attempted this problem correctly. Besides plugging in numbers both to the left and right of 8 (in your case) you can also factor and cancel out items that are identical in the numerator and denominator. Then after you have done this, you can plug in 8 and you should get the correct limit. Good luck.

### **Additional Help:**

The home page has a **Get Support** link in the **Quick Links**. This is help in getting started. There is also a **Browser Setup Help** link here. The **Course Materials** tab provides help with entering answers (Equation Editor Tutorial). If you received an access code with your text, you can enter it on this screen and access other available help as well.

## **Changing Sections**

Here are the instructions to use if you change sections of the course, after having registered for ThomsonNOW. Your new instructor will give you the course key for your new section. Select **Sign In** as a Returning User (not a New User) and enter your login and password from before. On the next screen, select **Register a course** under **Quick Links**. Here, you will enter your new course key and select **Back** to start. All previous quiz scores will be switched to your new section. Do not register for a new section if you have already started but not completed a quiz. Rather, finish the quiz in your old section and then register for the new section. **It is extremely important that you register for the new section, so that your instructor receives your scores.**

## **Helpful Hints**

- (a) **Never assume there is no quiz on a given week.** Instead, login and check the assignment dates.
- (b) You must let each page load completely before clicking again, or the page may freeze.

- (c) You must use the **Submit** button to enter your answers. You may need to scroll on the page to find the **Submit** button.
- (d) For some problems, you must enter all of the answers before the problem will be graded.
- (e) In multi-step problems, you will be sent to the next step after submitting an answer. To see if the previous answer was correct or wrong, click on the step number at the top of the screen.
- (f) If the program runs slowly or you have other problems using the system on your computer, you should try using an ITaP computer.
- (g) When typing your answer to a problem, the mouse can move the cursor backwards, but not forwards. Use the arrow keys instead.
- (h) When you have the palette with math symbols, the top row contains drop down menus (not just the symbols you initially see).
- (i) For interval notation, be sure to use  $(-\infty, \dots)$  or  $(\dots, \infty)$  when infinity is involved. Also, be sure to use  $\cup$  when there is more than one interval involved unless otherwise instructed.
- (j) Don't round until you reach the final answer. Rounding early and often creates an incorrect answer.
- (k) When the instructions say to be sure to label your answer appropriately, it means to include  $y' =$ ,  $f'(x) =$ , etc.