



## *HLC Accreditation Evidence*

Title: Common Issues

Office of Origin: Vice President of Instruction - BARTonline



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## Handy links

Description	Notes	Link
BARTonline	Student can find all information needed from the website. If student is unable to find information on the website direct to <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>	<a href="http://www.BARTonline.org">www.BARTonline.org</a>
PAWS	Student look up ID or reset Portal password	<a href="https://blssb9.bartonccc.edu/pls/prod/twbkwbis.P_WWWLogin">https://blssb9.bartonccc.edu/pls/prod/twbkwbis.P_WWWLogin</a>
Barton Portal	Student access CANVAS course	<a href="https://mybarton.bartonccc.edu/web/home-community/welcome">https://mybarton.bartonccc.edu/web/home-community/welcome</a>

## Scenarios

### Administrative stuff

Scenario	What you say / do
Academic Advising questions?	Direct to <a href="http://www.bartonline.org/advising.html">http://www.bartonline.org/advising.html</a>
Transcript Questions?	Direct to <a href="http://www.bartonline.org/request-a-transcript.html">http://www.bartonline.org/request-a-transcript.html</a> If need assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
Placement test questions? Prerequisite question?	Please contact the Advisor at <a href="mailto:lrizarryt@bartonccc.edu">lrizarryt@bartonccc.edu</a>
Course information/schedules/Programs of study questions?	Direct to <a href="http://www.bartonline.org/dates---course-lists.html">http://www.bartonline.org/dates---course-lists.html</a> If need assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>

How do I make a payment?	Direct to <a href="http://www.bartonline.org/payment-options.html">http://www.bartonline.org/payment-options.html</a>
Refund questions?	Direct to <a href="http://www.bartonline.org/tuition-refund-policy.html">http://www.bartonline.org/tuition-refund-policy.html</a> If need assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
I need help with my financial aid	For assistance please contact the FA office at 800-748-7594 or <a href="mailto:financialaid@bartonccc.edu">financialaid@bartonccc.edu</a>
I am a new student, how do I enroll?	Please visit <a href="http://www.BARTonline.org">www.BARTonline.org</a> and click on the “Enroll Now” Tab at the top of the page. If need assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
How do I add/drop a course?	Please login to your GENIUS account to add/drop a course. If need assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
My courses are no longer showing up.	For assistance contact <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
I forgot my Portal/PAWS password.	Please contact the <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a> for assistance.
I don't see all of my courses in Canvas(Student)	Please contact the <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a> for assistance.
I don't see all of my courses in Canvas(Instructor)	Please contact the Executive Director of Distance Learning at <a href="mailto:matherc@bartonccc.edu">matherc@bartonccc.edu</a>
Veteran Assistance (VA) questions?	Please contact Arlette Stratton <a href="mailto:strattona@bartonccc.edu">strattona@bartonccc.edu</a>
I have a hold on my PAWS account questions?	Please contact the <a href="mailto:inquiry@BARTonline.org">inquiry@BARTonline.org</a> or <a href="mailto:info@BARTonline.org">info@BARTonline.org</a>
What books are required for the course?	Direct to <a href="http://www.bartonline.org/bookstore.html">http://www.bartonline.org/bookstore.html</a>
Where is my book voucher?	Please contact <a href="mailto:bookstore@bartonccc.edu">bookstore@bartonccc.edu</a> or 800-748-7594 ext. 229
I'd like to add a TA to my course	Please contact the Executive Director of Distance Learning at <a href="mailto:matherc@bartonccc.edu">matherc@bartonccc.edu</a>
I need a Canvas site for my course	Please contact the Executive Director of Distance Learning at <a href="mailto:matherc@bartonccc.edu">matherc@bartonccc.edu</a>

<p>I need some training on Canvas or I need some instructional design help</p>	<p>Please contact Todd or Curtis at <a href="mailto:mobrayt@bartonccc.edu">mobrayt@bartonccc.edu</a> or <a href="mailto:rosec@bartonccc.edu">rosec@bartonccc.edu</a></p>
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## IT stuff

Scenario	What you say / do
<p>I can't log into Canvas</p>	<p>Can you log into the portal?</p> <p>If yes then - please share a screenshot of what appears when they click on Canvas?</p> <p>If no then - please contact <a href="mailto:enrollmentservices@bartonccc.edu">enrollmentservices@bartonccc.edu</a></p> <p>What kind of browser are you using? Have them try switching to a different browser to see if they can get logged in.</p> <p>Where are you located? In the U.S.? another country? Please have them go to <a href="https://www.whatismyip.com/">https://www.whatismyip.com/</a> and email the IP number that appears in the box to <a href="mailto:inquiry@bartonline.org">inquiry@bartonline.org</a></p>
<p>General (non-Canvas) IT issues, like:</p> <ul style="list-style-type: none"> <li>● I can't connect to the wireless on campus</li> <li>● I'm having a problem with my computer hardware or software</li> </ul>	<p>Can you connect to wireless anywhere else? What wireless network are you trying to connect to on campus? Is your wireless turned on on your device?</p> <p>Barton does not support student hardware or software and depending on where you are located we recommend either contacting the vendor that you purchased it from, check your warranty and contact the vendor for that or contact a local vendor who provides support.</p>
<p>I can't access my campus email account</p>	<p>Can you log into the portal?</p> <p>If yes then - please share a screenshot of what appears when they click on gmail.</p> <p>If no then - please contact <a href="mailto:enrollmentservices@bartonccc.edu">enrollmentservices@bartonccc.edu</a></p> <p>What kind of browser are you using? Have them try switching to a different browser to see if they can get logged in.</p>

	<p>Where are you located? In the U.S.? another country? Please have them go to <a href="https://www.whatismyip.com/">https://www.whatismyip.com/</a> and email the IP number that appears in the box to <a href="mailto:inquiry@bartonline.org">inquiry@bartonline.org</a></p> <p>If all else fails, please email <a href="mailto:helpdesk@bartonccc.edu">helpdesk@bartonccc.edu</a> or call 620-786-1100.</p>
[OTHER?]	

## Special sauce (Barton CCC - specific scenarios)

Scenario	What you say / do
Panopto - Third Party Integration	Contact Panopto support at <a href="http://support.panopto.com">http://support.panopto.com</a> or call 1-855-726-6786.

## Prime Directive stuff

*a.k.a. Things we **can** do, but shouldn't*

As a Canvas Support person, may I...	Yes / No / Sometimes
Create users	<b>NO</b>
Delete users	<b>NO</b>
Create course shells	<b>Sandbox courses only</b>
Cross-list sections	<b>NO</b>
Reset passwords	<b>NO</b>