



# Frequently Asked Questions

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## **How can faculty request a Class Team Site?**

Send an email to [networkservices@elcamino.edu](mailto:networkservices@elcamino.edu) with the Instructor's Name, Course Name, Section # and Term.

## **When can faculty request a Class Team Site?**

Faculty can request a *Class Team Site* as soon as a course is assigned to them, or at any time during the semester. If requested before the beginning of a semester, faculty cannot access the site until 6 weeks prior to the beginning of the semester.

## **How long will it take, once the request is submitted, before faculty can access the *Class Team Site* in MyECC Portal?**

It should be accessible within 24 hours of your request under "My Team Sites" in your MyECC Portal.

## **How long before students can access the Class Team Site?**

If faculty request the shell **after** the beginning of the semester, students are automatically populated into the course and will be able to access the *Class Team Site* in their "My Team Sites" within 24 hours. If faculty request the shell **before** the beginning of the semester, students will be able to access the *Class Team Site* 7 days before the beginning of the semester. (Faculty can access the site 6 weeks before the beginning of the semester.)

## **Are faculty notified when it is accessible?**

No, it just appears in their "My Team Sites"

## **Are students notified when it is accessible?**

No, it just appears in their "My Team Sites"

## **While working on my Class Team Site, can I make the entire class site "not visible" to students?**

No, it will also be visible to students at the same time unless requested before the semester begins.

### **What is the best browser to use in Class Team Sites?**

It is highly recommended that you use Internet Explorer, since this is the program that it was designed to be used in.

### **I have created a Class Discussion, but my students cannot get to it in their *Class Team Site*.**

Faculty can create a Class Discussion; however students cannot access it until faculty request that function from [networkservices@elcamino.edu](mailto:networkservices@elcamino.edu).

### **I have created an Assignment Dropbox; however my students cannot submit assignments to this section or view it?**

Faculty can create an Assignment Dropbox, however students cannot access it until faculty request that function from [networkservices@elcamino.edu](mailto:networkservices@elcamino.edu).

### **Is it better to upload PDFs or Word documents?**

It is more secure to save your documents as PDFs and upload them as PDFs.

### **Can I upload a sound file such as an MP3 or a Podcast?**

Yes...you can upload it the same way you do a document or a Power Point presentation to your Shared Documents area.

### **Is there a way to hide or make my “Shared Documents” unavailable for students and then release them at a certain date?**

No...“Shared Documents” cannot be 100% hidden.



### **Can I save my “Shared Documents” from one semester and transfer/import it to the new semester Class Team Site?**

YES YOU CAN!! ITS can move your documents from one Team Site to another one. Faculty should send an email to [networkservices@elcamino.edu](mailto:networkservices@elcamino.edu) Include the **Course Section From** and **Course Section To**. On the new site the shared documents web part will show **ITS as the modifier**. Follow the steps below to remove the **Modified By** column.

#### **Here’s how to remove:**

##### Step 1 – Modified Shared Documents

1. Click Shared Documents on the left
2. On the View drop menu, select Modify this View
3. Un-check the Modified By box

4. Click OK

#### Step 2 – Main Page

5. Click Site Actions
6. Click Edit Page
7. Click the Edit button on the Shared Documents Web Part
8. Select Modify Shared Web Part
9. Change the “Selected View” to All Documents
10. Click OK at the warning
11. Click OK again
12. Exit Edit Mode


#### **How long will all the materials stay in the Recycle Bin?**

14 days only and then it is automatically deleted by Technical Services (ITS)

#### **How long will the Class Team Site be available after the semester ends?**

Up to 4 weeks after the end of the semester. Technical Services (ITS) will notify Faculty one week before deleting the course.

#### **Is help available on-line for *Class Team Site*?**

Yes...go to the small question mark (?)  in the upper right hand corner of the Class Team Site home page.

#### **Who can I contact for technical or student permissions problems with the MyECC Portal?**

Email: [networkservices@elcamino.edu](mailto:networkservices@elcamino.edu) Help Desk X 6571.