

## **HELP!!! [Your LMS] Glitched!**

[Your LMS] is a piece of software that is at times prone to glitches, errors, and mistakes. Please anticipate this in advance and do not wait until the last minute to complete your quizzes. I literally have hundreds of students and I have to treat all of them fairly. I've made a set of policies to handle situations where [Your LMS] glitches so that all students will be treated equally.

### **If [Your LMS] Glitches BEFORE The Quiz Is Due:**

You must

- Call the [Your LMS] help desk at [Your Help Desk Phone #]
- Write down:
  1. The date and time of the call
  2. The first and last name of the person whom you spoke to
  3. What they said the problem was and how to resolve it
- If they were unable to resolve the issue, please email me ASAP with the 3 pieces of information above.
  - I cannot and will not help you until you have contacted the help desk.

You are eligible to take one of the "Glitch Quizzes" if:

1. You contacted the [Your LMS] help desk BEFORE 4:59pm on the day the quiz was due
  - *Note: if they are unable to take your call before the deadline, you are ineligible for this "glitch quiz". Calls to the help desk after 4pm are less likely to be answered.*
2. You sent me an email at [Your Email] BEFORE 4:59pm on the day the quiz was due that contained the date and time of the call, the name of the person you spoke to, and what they said the problem was and how to resolve it.
3. The [Your LMS] help desk must verify all the information you provided when I call them to check on the authenticity of your claims.
4. Finally, the problem you experienced was beyond your control and you attempted to resolve the issue in good faith before the quiz was due. This is determined by the instructor.

### **If You Become Aware of a [Your LMS] Glitch AFTER The Quiz Is Due:**

You must

- Call the [Your LMS] help desk at [Your Help Desk Phone #]
- Write down:
  1. The date and time of the call
  2. The name of the person whom you spoke to
  3. Do they have a record of you taking the quiz? What did they say was the problem?
- If they were unable to resolve the issue for you, please email me ASAP with the 3 pieces of information above.
  - I cannot and will not help you until you have contacted the help desk.

If for whatever reason [Your LMS] reports the quiz as "Not attempted,/Not submitted" you are ineligible for the "glitch quiz". If either the help desk or the instructor finds an irregularity that suggests the quiz was attempted, but not successfully submitted, you are eligible for the "glitch quizzes". Should the quiz be "in progress" which means it was not submitted, students may either ask the instructor to "force submit" the quiz or opt to take a "glitch quiz"

**YOU ONLY HAVE 2 WEEKS FROM THE DUE DATE TO CONTEST AN [Your LMS] GLITCH  
PLEASE CHECK THE [Your LMS] GRADE BOOK OFTEN**

**General [Your LMS] Policies:**

1. If there is ever a discrepancy between [Your LMS] and the syllabus the syllabus is to be presumed accurate. I will always honor whatever the syllabus says. The syllabus is our contract and I will not change it without explicitly notifying you in advance.
2. I will not for any reason “reopen” a quiz for a student.
3. I will not for any reason extend the due date deadline for a quiz.