

# Frequently Asked Questions:

## **Where do I go if I have a problem with casa.uh.edu?**

First, try logging out and back in; many times that will resolve the problem. If not, keep trying whatever you are doing; if the problem is already known about, then a resolution is on the way. If all else fails, email system support at [courseware@uh.edu](mailto:courseware@uh.edu).

## **Where do I find blank and completed notes?**

These are all posted in the casa calendar. Blank notes are available in the beginning of the semester and completed notes will be posted the week that we went over that material.

## **(Online Classes) Where do I find the popper questions?**

These will be in the completed notes or in the live and recorded sessions beginning in Week 3 of the semester. They are answered in the EMCF tab of the casa website.

## **(Online Classes) Do I need to purchase popper bubble sheets?**

No. The poppers will be answered using the EMCF tab within the casa website.

## **How do I know what assignments are due this week?**

In the casa website, click through every tab along the top at least once a week (ideally, several times a week). The important tabs to watch for are Online Assignments (for Quizzes and Practice Tests), Assignments (for written homework, if applicable), and EMCF (for any multiple choice assignments).

## **Can I make up poppers if I am absent from class?**

The main purpose of poppers is for attendance. If you are absent, you cannot make them up, regardless of providing documentation on the reason for your absence. The only time you can make up a missing popper is if you are missing class for a university-related activity (see me about how to do this).

## **If I missed a deadline for an assignment, can I make it up?**

No. The department has a policy that prohibits us to collect late work.

**The gradebook calculator is showing a 0 for an assignment that I know I completed. What happened?**

This is typically the case when an assignment is past due, but the grade has not been uploaded yet. If that is the case, it will resolve itself on its own. Be patient...there are a lot of students taking the same course as you, and we need to be thorough when grading them.

**I just completed an exam, and the grade is really bad. What did I do?**

First, make sure this is your entire grade. Part I (multiple choice) is visible in Gradebook right after you complete it, but this will only be out of the number of points for that part (typically between 50 and 60). Wait 1-2 weeks for the Free Response to get graded, and it will be added to the computation.

**Is there any extra credit available for me to pull up my grade?**

The practice test (available in Online Assignments), counts as extra credit for that exam. Ten percent of your highest score will be added to your exam grade. Aside from this, extra credit is not available.

**Can I go over an exam/homework/quiz with you so I can see what I did wrong?**

Yes. Definitely. I am available in the casa tutoring center or in my office for this reason.

**All the test slots are filled up. What do I do?**

Keep checking. More slots become available every day. We know how many test-takers there are and how many slots we need. Just keep checking.

**(Online Class) I cannot make the live session. Is that a problem?**

Not at all. There will be a posted recording of every session available within an hour of the live session being completed. Look on my webpage for details.

**Under Online Assignments all I see is a Course Policies Quiz. Where are the actual quizzes?**

You must compete the Course Policies Quiz with a score of 100% before any of the additional course materials will appear there.

**I missed my appointment to take my test. When can I make it up?**

Unless you have a documented (and approved) reason for missing the exam, you cannot make it up. You will receive a grade of zero, which will eventually be replaced by your final exam grade.

**When I tried to complete my homework, casa kept kicking me out. I need an extension.**

We cannot give extensions on assignments. To make sure you are not kicked out, complete and/or upload homework not later than 10:00 pm on the day that it is due. If you wait until the last minute, to complete your homework, thousands of people are doing the same things and this overloads the system.

**I completed and submitted my homework, but it just disappeared. What happened?**

Most likely you were either timed out of casa and didn't realize it, or you had some kind of network issue when you submitting. To make sure your work is submitted correctly, after submitting, log out and back in to see if it is still there (preferably from another computer or device). If it is not showing up try resubmitting at this time.

**I accidentally put homework in the wrong slot (homework 5 submitted as homework 4, etc). Can you fix that from your end?**

I cannot alter any homeworks that you do. Make sure you are careful to submit them in the correct assignment's slot.