

SUNY Oswego CourseSpace

Frequently Asked Questions by Students

What is CourseSpace?

CourseSpace is a course management system (CMS); an online classroom in which faculty teach, students learn and everyone interacts. If you have taken an SLN course, or an online course in any other CMS, CourseSpace will look pretty familiar. If you haven't, you will still find familiar things inside. Your classroom will be right there: your syllabus, your class schedule, assignments and due dates, and all the other things that an instructor might offer in the classroom. In addition, you will find lectures and specialized chat rooms that allow discussions of the material, and any number of other web-based learning tools. Since you will be meeting face-to-face as well, some web-enhanced courses will have more online than others.

For additional information on CourseSpace, visit <http://www.sln.suny.edu/>

What are Web-enhanced courses?

In web-enhanced courses, the class meets just like a traditional class, in classroom, with an instructor at the regular scheduled day, time, and location. The difference is the use of CourseSpace. You will be able to access course documents, receive instruction, compose and submit assignments, take quizzes and tests, participate in-group activities, discuss issues, and ask questions of the instructor and other students online. You will be able to actively participate in your class from home, maybe even at work, and certainly at the nearest campus computer lab, while meeting deadlines established by their instructor.

These activities will vary depending on the instructor and course requirements.

How are Web-enhanced and SLN courses different from one another?

SLN courses are 'asynchronous', meaning all of the instruction is online and you can sign on and do your work at any time and from any place that you have Internet access. There will probably still be regular due dates, but whether you offer input on the discussion at 2 PM or 2 AM is up to you. All learning is done online through the SUNY Learning Network, so you never have to come to campus. A lot of SLN student *do* come to campus to use resources like the library or our learning centers, but no campus time is required.

Web-enhanced courses are synchronous, meaning all students enrolled in the course report to campus at the same time and in the same place. Learning is done face-to-face and is also enhanced online through materials offered online through CourseSpace.

I have never taken a Web-enhanced or SLN course. How do I obtain a password?

The username and password for CourseSpace is the same as SLN. Your social security number will ensure that you do not receive multiple User IDs. If you do not have a CourseSpace account, you can create a password by following the **New Student Instructions**.

SLN users who have never taken a CourseSpace course will also need to follow the **New Student Instructions**.

These instructions also prompt you to add courses.

I have taken a Web-enhanced course. How do I add a CourseSpace course to my user profile?

The username and password for CourseSpace is the same as SLN. Your social security number will ensure that you do not receive multiple User IDs. If you already have a CourseSpace account, you can add courses by following the **Returning Student Instructions**.

Is there help available throughout the semester?

Yes! Campus faculty and staff are available to support CourseSpace students. Your instructor will provide you with assistance. During the first days of class, your instructor will teach you how to obtain a password, access and navigate your course, and clarify expectations. You can also receive online assistance:

1. In the Help icon located within each course.
2. In the Assistance link located within the Student Launch Pad.
3. Contact SLN Help Desk at Helpdesk@SLN.suny.edu or 1-800-875-6269, Ext 2

I forgot my password. What should I do?

Simply follow the provided **Forgot my Password Instructions**.