### Removing General Studies 30 Hour Holds in Blackboard

<table>
<thead>
<tr>
<th>Students Entering before Fall 2012</th>
<th>Students Entering Fall 2012 or Later</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1 <strong>English Level 1</strong></td>
<td>W1 <strong>Written Communication 30 Hrs</strong></td>
</tr>
<tr>
<td>ER <strong>English Remedial</strong></td>
<td>ER <strong>English Remedial</strong></td>
</tr>
<tr>
<td>M1 <strong>Math Level 1</strong></td>
<td>Q1 <strong>Quantitative Literacy 30 Hrs</strong></td>
</tr>
<tr>
<td>MR <strong>Math Remedial</strong></td>
<td>MR <strong>Math Remedial</strong></td>
</tr>
<tr>
<td>C1 <strong>Communications Level 1</strong></td>
<td>O1 <strong>Oral Communication 30 Hrs</strong></td>
</tr>
</tbody>
</table>

How do I complete the Blackboard Learn tutorial/course?

Login to the tutorial at [http://msudenver.blackboard.com/](http://msudenver.blackboard.com/) (note: this is Blackboard Learn, not Blackboard Vista/WebCT)

Enter your Blackboard Learn Username and Password (generally NOT the same as ConnectU)

If you have not logged in to Blackboard Learn before, click "Lookup your initial Blackboard Learn username and password" on the login page and follow the instructions

In the My Courses section of Blackboard Learn, click on the one called "General Studies Hold Removal".

**Step 2: Complete the tutorial**

Review which **hold or holds you have**, information you will need in order to complete this process.

For convenience, all your currently active holds are listed at the bottom of this email.

Read material online about the requirements.

Take a brief quiz to let us know you understand the material.

Complete an even briefer survey to give us feedback about the process.

Enter your information on the Release Your Hold form -- that's the step that actually releases the hold.

**Resources available to help you**

- **Difficulty enrolling in the course**
  - Check the troubleshooting page for help
  - Fill out the [help request form](http://msudenver.blackboard.com/) (indicate "Other General Studies Holds (Q1, W1, O1, M1, E1, C1)" on the form)

- **Can't login because of password problems**
  - If you have never logged in to Blackboard Learn directly, see instructions above.
  - If you have logged in previously but have forgotten your password click on the "Forgot your password" link and fill out the form.

- **You enrolled in the course but are having trouble completing it**
  - Check the troubleshooting tips below.
  - Fill out the [help request form](http://msudenver.blackboard.com/)

- **You want more information about what course(s) make sense to fulfill these requirements**
  - Set up an [appointment with a general academic advisor](http://msudenver.blackboard.com/)
  - Talk with your [faculty advisor](http://msudenver.blackboard.com/)
Common Issues and Solutions

**Problem:** I don't see the quiz(zes)

**Solution:** Complete the *appropriate* Which Holds Do I Have? "quiz. That will release the appropriate learning module(s).

- If you entered MSU Denver before Fall 2012 AND didn't readmit for Fall 2012 or later:
  - Complete Which Holds Do I Have? (Student Who Entered Before Fall 2012)

If you entered MSU Denver Fall 2012 or later OR readmitted for Fall 2012 or later:

  - Complete Which Holds Do I Have? (Student Who Entered Fall 2012 or later OR who readmitted Fall 2012 or later)

**Problem:** I completed the quiz, but where is the survey?

**Solution 1:** Didn't pass the quiz

- Clue that this has happened: link to What if I don't pass the quiz? shows up in the learning module links
- To see detailed information on your quiz attempt or attempts, follow these steps: In the learning module, click on the quiz link
- Click the link to the quiz you took
  - Click the Begin button
  - Click the View All Attempts button
  - Click on the *score* of a previous attempt to see the results

**Attempts**

<table>
<thead>
<tr>
<th>Date Created</th>
<th>Date Last Submitted or Edited</th>
<th>Calculated Grade</th>
</tr>
</thead>
</table>
The results page will indicate what you answered and the answer we were expecting. For example:

### Question 2

If I do not complete the Level I Math requirement in the first 30 hours at MSU Denver, which of the following consequences may result?

**Selected Answer:** b. I may not be able to register for other General Studies courses which have a Level I Math course as a prerequisite

**Correct Answer:** d. All of these consequences may result from not completing the requirement

**Solution 2:** Closed the quiz window before the quiz was processed

- It takes a few seconds for the quiz results to be processed, so if you close the window before it’s complete, odd things might happen, depending on when you close it
- It may be that the quiz gets recorded fine, but the survey link doesn’t appear, in which case clicking out of the learning module then coming back into it might work, or you may need to logout then login again
- If the quiz results didn’t get processed, you would need to repeat the quiz

**Solution 3:** Didn't click OK

- Once you've successfully passed the quiz and it's been processed, a screen appears tell you so, and it's expecting you to click OK
- The survey link appears after you click OK

**Solution 4:** Expected the survey by email

- Because the initial notification came by email, and the confirmation that the hold is removed came by email, some students are expecting the link to the survey to come by email, too
- The survey link is released within Blackboard, once the quiz has been completed successfully, and that should happen right away

**Problem:** I shouldn't have this hold

**Solution 1:** Previous Degree

- Students who have completed a Bachelor’s degree already (at MSU Denver or at another institution) or certain Colorado Community College Systems Associate's Degrees (Associates of Arts with designation or Associates of Science with designation) should not have any of these holds
The holds were placed on your record either because we don't have your previous degree noted properly in your student record or (more rarely) that we don't have record of your prior degree.

- If this is the case, completing this course will remove the hold or holds, and depending on the time of day and the week, that may be the fastest way to do so, but even if this is the fastest way to clear the hold this term, **please let us know** so that we can correct the problem for future terms.

**Solution 2: Completed the requirement by exception**

- In certain cases, you may have completed a requirement in a way that required the relevant department to create an exception.
- The exception is generally noted in your CAPP report, and that may be difficult for us to factor into how the holds are put on (though we’re working on that).
- If this is the case, completing this course will remove the hold or holds, and depending on the time of day and the week, that may be the fastest way to do so, but even if this is the fastest way to clear the hold this term, **please let us know** so that we can correct the problem for future terms.

**Solution 3: I’m planning on taking the course that completes the requirement next term**

- The primary goal of this process is to encourage you to do just that.
- We are asking you, however, to complete this process.
- By the next time these holds would be run, if you have completed or are in the appropriate course or courses to complete these requirements, the hold would not occur again.