

CS-150L

Computing for Business Students

A Cautionary Tale

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Log On to WebCT Vista

NetID Password

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General Computer Wisdom



- The story that follows is not *just* a cautionary tale about WebCT.
- It exemplifies general wisdom in the working of computer systems: the aggregate of:
 - Hardware,
 - Software,
 - Operating System (Windows XP, MacOS), and
 - Networks.

E-mail from CS-150 Student in Week 3

Subject: CS 150- Sec 7 Lab 1 Grade Question



Hello Professor,

I was just wondering about my Lab 1 grade. I know that I had done all three pages, but now when I check the uploaded version there is only one page (it is also reflected in the grade 40/100). I know that when I uploaded it, I was paranoid about it not uploading right so I checked it a few times and all three pages were there (I especially remember seeing the print screen picture) and it assured me that it had uploaded correctly.

....

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WebCT Bug?



Subject: Re: CS 150- Sec 7 Lab 1 Grade Question

...

If, after submitting, you logged out of WebCT, logged back in, **then** checked and all was fine, then we need to report the bug to UNM's WebCT support staff.

...

--Joel

Subject: Re: CS 150- Sec 7 Lab 1 Grade Question

...

I didn't log out of WebCT to make sure it was uploaded correctly, I had just checked it right after I uploaded it.

...

--Unhappy Student

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Isolation

If you did not log out of WebCT and back in before checking, then this problem is not a bug. ☹

Any number of things can go wrong when attaching a document:

- ❑ Internet connection errors,
- ❑ Software bugs in WebCT, or in MS Word, or in the operating system (OS – i.e. Windows XP, MacOS),
- ❑ **User errors**,
- ❑ WebCT, Word, or the OS being in a **bad state**,
- ❑ WebCT, Word, or the OS showing you a **cached** copy.

Logging out of WebCT and checking after logging back in rules out all of that stuff. **It is from that point** that WebCT is responsible for not losing or corrupting data.



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Turn that B into an A!!!

■ Form a **Study Group**

- However, be careful not to share **electronic copies** of work.
- Do not have anybody else **do** any part of your work.

■ **WebCT** discussion topics: Check and Ask.

■ **Read**: lab instructions, tutorials, on-line help.

■ **e-mail** instructors (good subject, articulate, answerable questions, attach your file.

■ **Office Hours** (lab instructors are lonely ☹)

6 ■ Attend **Extra Labs**



Quiz: Good e-mail?

- Subject: Thanks for all your help.
- From: csalcala@hotmail.com

Hello Everyone,

Just a note to thank you for all your help on Tuesday evening. The event was a big success. Many teachers thanked me after the event, they were so pleased with the way we honored them. It is so easy to do an event like this, you are all such dependable people, no worries if things will get done. Thanks so much for making things easy. See you all at the final meeting Wed. night at 6:00.

- a) This e-mail has a bad salutation.
- b) This e-mail has a bad closing.
- c) This e-mail has a bad subject.
- d) This e-mail is bad for reasons a, b, c, and a few more!
- e) This e-mail is basically ok. It does not need to win a literary award.

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