Frequently Asked Questions

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The following are some frequently asked questions from faculty who are new to teaching online. If you do not find your question listed below, try searching for a topic using the search box in the upper right corner of this site.

Q. Where should I start?

You should start by watching our Welcome to Online Teaching (https://vtac.lonestar.edu/help/new-to-online) video. It explains many of the support options available to you.

You should also complete the required Online Teaching Certification (OTC) (https://vtac.lonestar.edu/help/otc). For more answers about the OTC, please read the FAQ at the bottom of that page.

Q. How do I know if I setup my course correctly?

If you are new to teaching online and need assistance setting up your course, Lone Star College provides support through its Online Services team. If you need help with the technical setup of your course, contact an **Online Technologist**. If you need help designing, organizing, or improving your course, contact an **Instructional Designer**. To find your campus representative and schedule support, visit Meet Your Online Services Campus Representatives (https://vtac.lonestar.edu/help/campus-reps).

Q. What are the D2L equivalents to my face-to-face course?

For teacher-student communication, you can email from the classlist (https://vtac.lonestar.edu/help/send-email-classlist), post announcements (https://vtac.lonestar.edu/help/use-announcements-tool) on the course homepage, and also use discussion topics for group discussions (https://vtac.lonestar.edu/help/a057).

Use the Content tool (https://vtac.lonestar.edu/help/a092) to add your syllabus, notes, web links, links to other activities in D2L, and other course files. Use modules and sub-modules (https://vtac.lonestar.edu/help/create-modules-and-submodules-in-content-1) to organize your content as you see fit.

For live or recorded lectures, use WebEx (https://vtac.lonestar.edu/help/webex-for-collaboration) or YuJa (https://vtac.lonestar.edu/help/yuja).

Homework assignments are submitted using the Assignment (https://vtac.lonestar.edu/help/assignments) tool. Students can only see files they have submitted to an assignment folder; they cannot see other students' files.

You can also create online quizzes (https://vtac.lonestar.edu/help/quizzes) as well as set up an online gradebook (https://vtac.lonestar.edu/help/grades).

Q. Where can I go for D2L support?

You are already there! This Virtual Teaching Assistance Center (VTAC) website is a comprehensive knowledge base for D2L subjects as well as our third-party offerings. If you would like assistance in addition to the resources on the site, you can contact the support team by

clicking on VTAC Support (https://vtac.lonestar.edu/help/vtac-self-service-forms) near the top of the menu on the left. You have the option to chat with support staff online immediately or set up a phone or WebEx appointment.

If you would like in-person assistance, you can meet with one of the on-campus representatives (https://vtac.lonestar.edu/help/campus-reps) that are available at the main campuses.

Finally, for after-hours support, please contact the Information Technology (IT) Service Desk at 281.318.HELP (4357) or toll-free at 866.614.5014. They are available from 6 a.m. - midnight.

Q. My course is about to start. Is there anything I need to do to prepare my course?

Please check out the Semester Start Checklist (https://vtac.lonestar.edu/help/semester-start-checklist) for information about activating your course, verifying your roster, and many other common tasks to complete before your course begins.

Q. All of my quizzes are in Microsoft Word document (or similar) file formats. Can I import those files into D2L as quizzes?

While D2L does not directly support importing text documents as quizzes, LSC-Online does offer Respondus 4.0 (https://vtac.lonestar.edu/help/respondus-guides) software for Windows that has that ability.

Q. Can I require tests to be proctored?

LSC-Online provides several proctoring options (https://vtac.lonestar.edu/help/proctoring-options-online-quizzes) for online quizzes.

Q. Is there a way for D2L to check for plagiarism in papers?

Yes, you can enable the Turnitin service (https://vtac.lonestar.edu/help/use-turnitin-with-assignments) on any assignment folder in D2L. Turnitin.com is a service that uses an online database to check for plagiarism on submitted assignments.

Q. Some of my students do not own personal computers. What options are available to them?

All of the LSC campuses have computer labs that students can use. Also, many local public libraries have computers that can be used free of charge.

Q. Where can my students get D2L support?

Students can visit the Virtual Learning Assistance Center (VLAC) website at http://vlac.lonestar.edu (http://vlac.lonestar.edu/). It offers tips for online learning and technical support, as well as contact information for the IT Service Desk.

Q. What tutoring options are available for my online students?

LSC-Online provides the Brainfuse (https://vtac.lonestar.edu/help/brainfuse) online student tutoring service to students. Brainfuse helps students reach their goals by connecting them with qualified eTutors anytime, anywhere, and is available to students who are fully online (taking all online courses).