Course Reset Request Form

Last Modified on 12/11/2025 1:53 pm CST

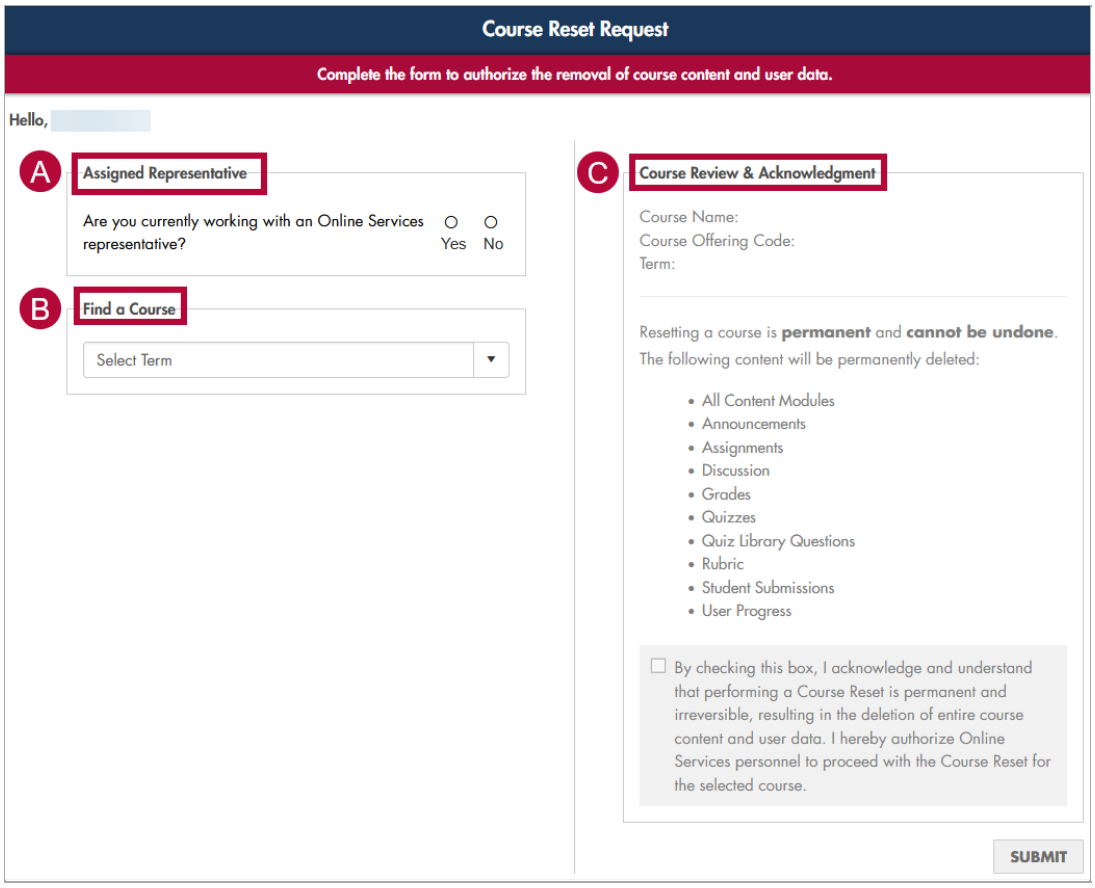
The **Course Reset Request Form** records your consent for **Online Services (VTAC Support)** to reset your selected D2L course. A **Course Reset** returns the course to an *empty shell*, which is useful when incorrect components are copied in or when major changes need to be undone without creating a new course and re-enrolling users. Please note that after submitting the **Course Reset Request Form**, the **Online Services (VTAC Support)** will need some time to process and fulfill the request.

> **ALERT** A **Course Reset** *permanently deletes* all **course content** and **user data**, including student submissions and activity records, while leaving enrollment unchanged. ***This action is fully irreversible and cannot be undone.***

Navigate the Course Reset Request Form

The **Course Reset Request Form** includes the following three sections:

A. **Assigned Representative**
B. **Find a Course**
C. **Course Review & Acknowledgment**

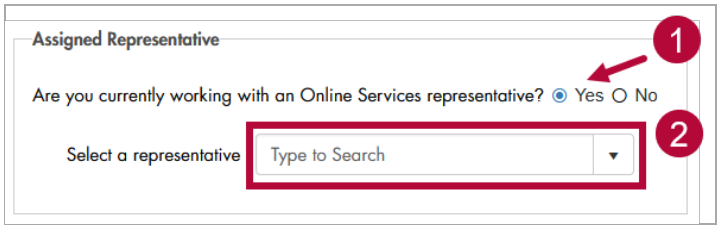


Assigned Representative

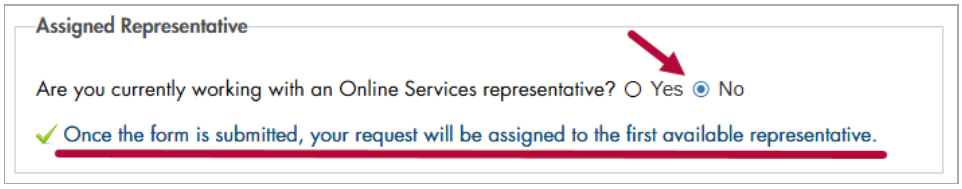
In the **Assigned Representative** section, select **[Yes]** or **[No]** whether assistance is being

provided by an **Online Services** representative.

1. If **[Yes]** is selected, enter the representative's name or choose it from the dropdown list.

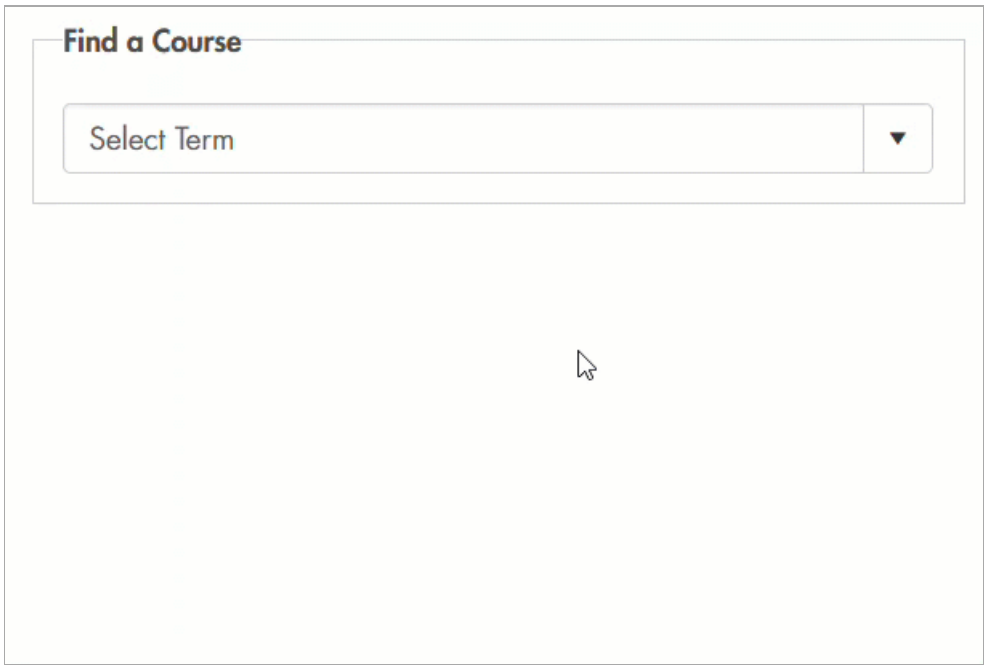


2. If **[No]** is selected, the request will be assigned to the first available representative *after the form is submitted*.



Find a Course

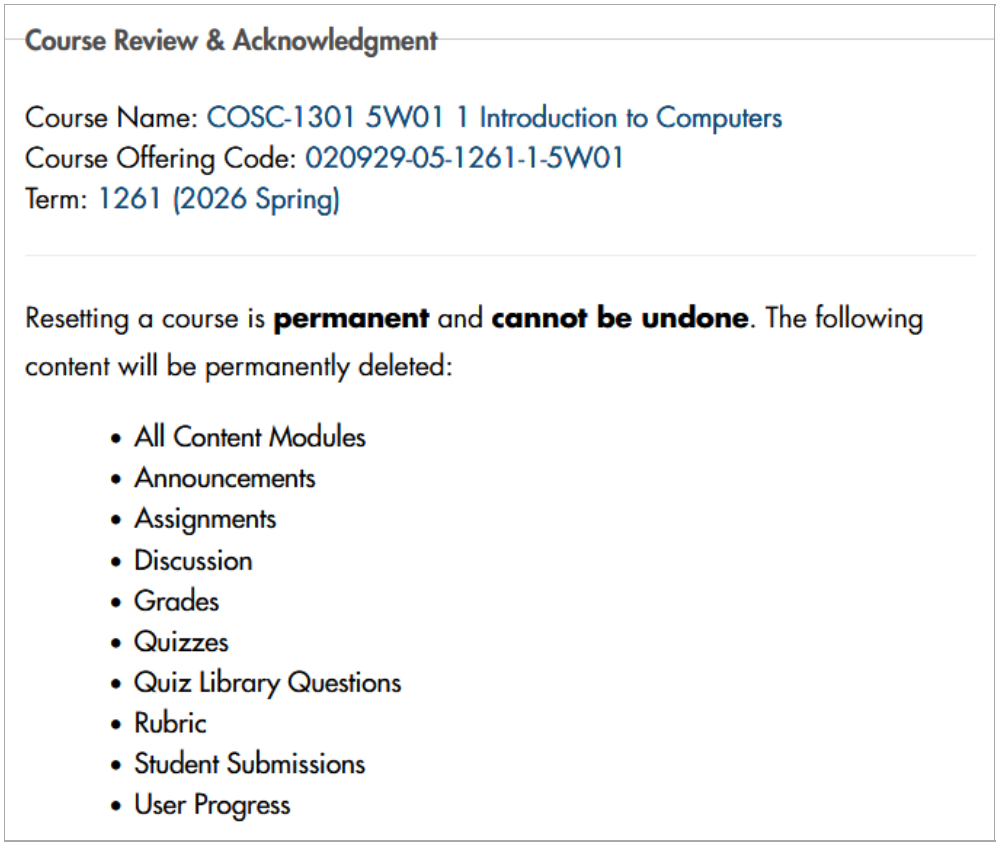
Under the **Find a Course** section, select the term from the **[Select Term]** dropdown, then choose the course you want to reset.



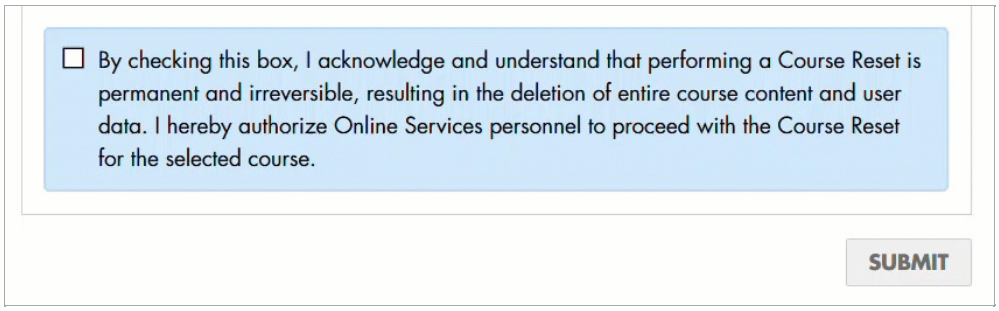
Course Review & Acknowledgement

The **Course Review & Acknowledgement** section provides a summary of the selected course and information regarding a course reset.

1. Once the course is selected, the **Course Review & Acknowledgment** section unlocks and displays the course information.

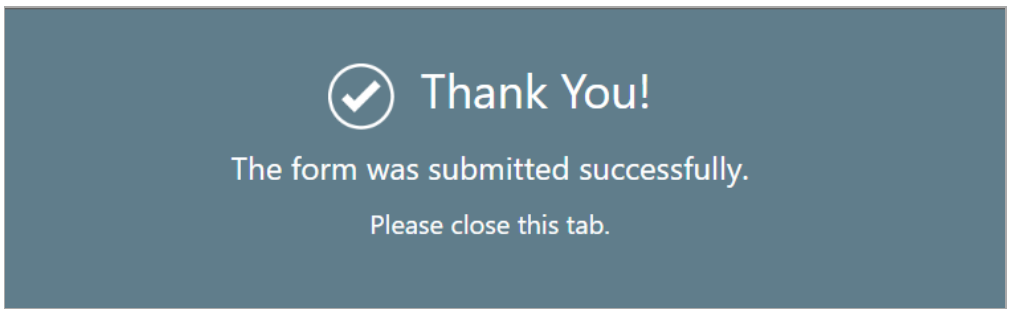


2. Upon reviewing the course information and course reset details, check the **[Acknowledgment]** box at the bottom, then click **[Submit]**.



3. A success window will confirm the request was sent. You can now safely close the tab.

> **NOTE**: Once the **Course Reset Request Form** has been submitted, please allow some time for the **Online Services** team to process and complete the request.



If you have any questions about the form, please contact **Online Services (VTAC Support)** at

vtac@lonestar.edu.