

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**

The screenshot displays the 'Course Reset Request' form. At the top, a dark blue header contains the title 'Course Reset Request'. Below it, a red banner states: 'Complete the form to authorize the removal of course content and user data.' The form is divided into three main sections, each marked with a red circle and letter:

- Section A: Assigned Representative** (highlighted with a red box). It asks, 'Are you currently working with an Online Services representative?' with radio buttons for 'Yes' and 'No'.
- Section B: Find a Course** (highlighted with a red box). It features a dropdown menu labeled 'Select Term'.
- Section C: Course Review & Acknowledgment** (highlighted with a red box). It includes fields for 'Course Name:', 'Course Offering Code:', and 'Term:'. Below these, a warning states: 'Resetting a course is **permanent** and **cannot be undone**. The following content will be permanently deleted:' followed by a bulleted list: All Content Modules, Announcements, Assignments, Discussion, Grades, Quizzes, Quiz Library Questions, Rubric, Student Submissions, and User Progress. At the bottom of this section is a checkbox with the text: 'By checking this box, I acknowledge and understand that performing a Course Reset is permanent and irreversible, resulting in the deletion of entire course content and user data. I hereby authorize Online Services personnel to proceed with the Course Reset for the selected course.'

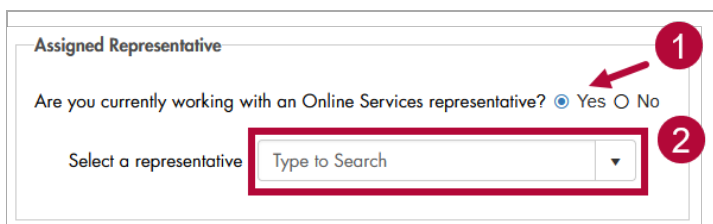
A 'SUBMIT' button is located at the bottom right of the form.

Assigned Representative

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

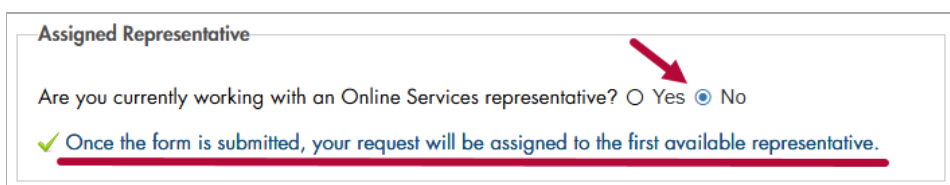
provided by an **Online Services** representative.

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



The screenshot shows a form titled "Assigned Representative". It contains the question "Are you currently working with an Online Services representative?" with radio buttons for "Yes" (selected) and "No". Below this is a label "Select a representative" followed by a search box containing the text "Type to Search" and a dropdown arrow. Red callout boxes with numbers 1 and 2 point to the "Yes" radio button and the search box, respectively.

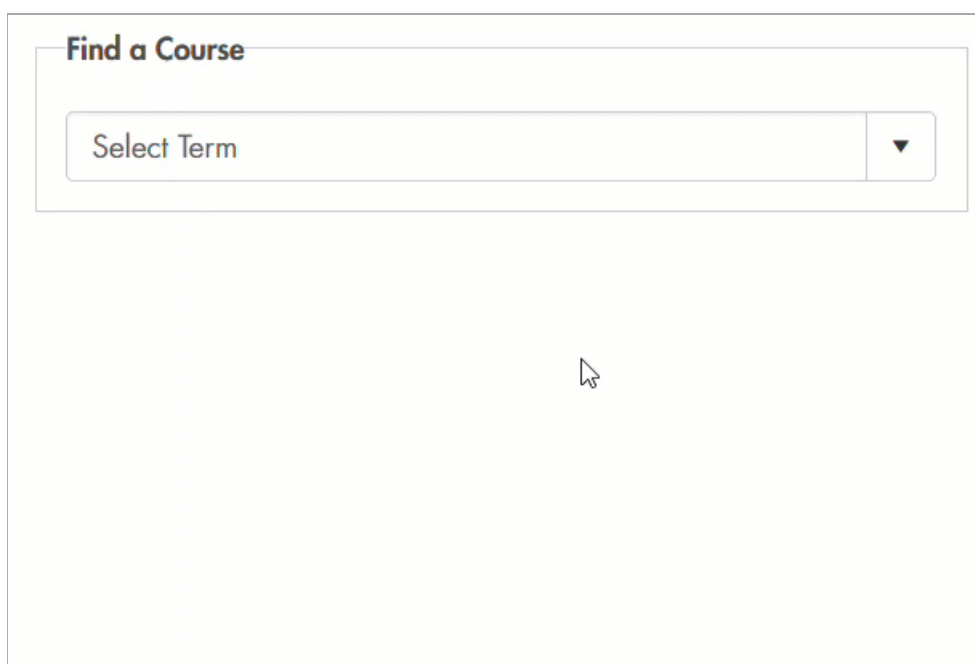
2. If **[No]** is selected, the request will be assigned to the first available representative *after the form is submitted*.



The screenshot shows the same "Assigned Representative" form, but now the "No" radio button is selected. A green checkmark icon is followed by the text "Once the form is submitted, your request will be assigned to the first available representative." which is underlined in red. A red arrow points to the "No" radio button.

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.



The screenshot shows a form titled "Find a Course". It contains a dropdown menu labeled "Select Term" with a downward arrow on the right. A mouse cursor is visible below the dropdown menu.

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.

Course Review & Acknowledgment

Course Name: COSC-1301 5W01 1 Introduction to Computers

Course Offering Code: 020929-05-1261-1-5W01

Term: 1261 (2026 Spring)

Resetting a course is **permanent** and **cannot be undone**. The following content will be permanently deleted:

- All Content Modules
- Announcements
- Assignments
- Discussion
- Grades
- Quizzes
- Quiz Library Questions
- Rubric
- Student Submissions
- User Progress

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

☐ By checking this box, I acknowledge and understand that performing a Course Reset is permanent and irreversible, resulting in the deletion of entire course content and user data. I hereby authorize Online Services personnel to proceed with the Course Reset for the selected course.

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.



Thank You!

The form was submitted successfully.

Please close this tab.

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

vtac@lonestar.edu.