Date Name Called About

7/18/2012 Palmdale student cant see due to 404 - 51777

7/18/2012 Don Ranish 943-4261/transfer items/find which course

7/18/2012 Gloria Mills instructor not able to get in/no security cert

7/18/2012 Gloria Mills got him up and running

7/18/2012 John Watts a course ID? May be a faulty building block AXIOM block/LOR can also do this.

7/25/2012 Angela Musial transaction system

7/30/2012 Katia Martinez student says can not see results/instructor said ITS needs to give them to her

7/30/2012 Ken Shafer 201273176 access denied

7/30/2012 Christi Crosby Jim Bowen cant see his courses

7/30/2012 Jim Bowen courses not showing in course list

7/30/2012 Stephanie Kirkwood student test/says she has a printout/second student took at same time/ twwo attempts by second student/achang

8/1/2012 Mike Wilmes BbSupport will reroute to our helpdesk

8/8/2012 Don Ranish loading exams 943-4261

8/13/2012 Kathy Osburn grade course copy BUS212 bbeyer into 73140

8/13/2012 Harry Taylor needs training 3179625

8/13/2012 Claude Gratton transfering course materials

8/13/2012 Don Ranish loaded online exams into shells/has original disk of exams

8/13/2012 Nancy Bednar check settings lots of new ones

8/13/2012 Don Ranish inputting test from exam view

8/14/2012 Patricia Grizzle how to make course available/course copy

8/14/2012 Claude gratton transferring materials

8/14/2012 Patricia Grizzle got it based on my online instructions

8/14/2012 Zaida Oconnor need training in Bb

8/14/2012 Lucia Pozo getting emails from students asking for code

8/14/2012 John Vento copy course info

8/14/2012 Kent Moser not able to see My Institution or Courses tabs screens

8/14/2012 Calvin Madlock

8/15/2012 John Vento course copy/permission

8/16/2012 Lucia Pozo send email?/make available?/audio recording?/students record for a homework

8/20/2012 Darryl Davisson teaching again, please load my courses back art102 and art103

8/20/2012 Kathy Osburn student can not see disucussion boards 73140

8/20/2012 Joan Lingren make syllabus available/students cant see it

8/21/2012 Jonet Leighton having trouble logging in

8/21/2012 Cheryl Elsmore needs help logging in

8/21/2012 Calvin Madlock Steve Tomlin rep for Wiley/Bb building block

8/22/2012 Lucia Pozo announcements/grading/arrangement

8/22/2012 Lucia Pozo student can not see voice recording

8/22/2012 Katia Martinez student not able to log in after password reset

8/22/2012 Katia Martinez student still broken but other works

8/23/2012 Gloria Mills does changing myAVC password automatically change Bb password

8/23/2012 Richard Coffman course copy w/pools and test

8/23/2012 Linda Rose

8/23/2012 Karla Reynolds 2 contract workers but not currently in our system

8/23/2012 Karla Reynolds update on her plans

8/23/2012 Richard Coffman

8/23/2012 Robert Starner todays session

8/27/2012 Kathy Moore edit, do not have autherization, sign in again/Word doc paste not showing

8/27/2012 Karla Reynolds 661-435-7897

8/27/2012 Louis Echeveria student not able to submit assignments 661-916-6849

8/27/2012 Clark same as email

8/27/2012 Dr. Young students can not get into courses

8/27/2012 Lucia Pozo rubric for discussion? announcements

8/27/2012 Lucia Pozo can not see rubric

8/27/2012 Cynthia Kline Gounev - anything in his courses

8/27/2012 myAVC Helpdesk lots of users reporting not able to log into Bb

8/27/2012 Mike Wilmes work routine

8/27/2012 Gloria Mills student not able to get in

8/27/2012 Richard Colgren courses are unavailable

8/27/2012 myAVC Helpdesk ljenkins12/ Meagan cant get in

8/28/2012 Richard Colgren training

8/29/2012 Darcy Wiewahl all exams have weird spacing

8/29/2012 Robert Starner ?s/disc brd/alignments

8/29/2012 Angela Davis posts were delayed over weekend

8/30/2012 Darcy Wiewahl correct in all exams

8/30/2012 Kathy Osburn service not available/BE323 / 435-2979

8/30/2012 Lucia Pozo tests/issues/how to move items/how to test test/lots of small questions

9/4/2012 Ann 524-1326

9/4/2012 Darrel Davisson Printing SWF files 750-9546

9/4/2012 Kathy Osburn students reporting do not have paste from word mashup

9/4/2012 Darrel Davisson Printing SWF files 750-9546

9/5/2012 John Vento will cal lfor a walk through

9/5/2012 Kathy Osburn had not seen email/ between 7-8 pm

9/5/2012 Blackboard

9/5/2012 Robert Starner 70884 students not able to reply in discussions

9/5/2012 Cindy Walter course copy/videos mushed/609-1828

9/5/2012 Cindy Walter Safety I looked the other way video is not able to remove in chapter 3 (Management 212-01)

9/6/2012 Cindy Walter 70772 discussion board/she hung up but was talking and kept hitting delete and it was not working

9/6/2012 Robert Starner Assignment page to many characters/copy and paste text/70884

9/6/2012 Interships any results from DETC

9/10/2012 myAVC Helpdesk student is auditing but not enrolled in any course.

9/10/2012 Angela Davis add Tom ONeil for evaluation to 73925

9/12/2012 Susan Snyder availability

9/17/2012 Darrell Davisson PowerPoints not showing instantly

9/17/2012 Gloria Mills student says Bb was down yesterday

9/17/2012 Cathy Overdorf Bb is unavailable/ Safari works, will clear FF cache

9/18/2012 Charles Hood messages leaving Bb are taking 26 hours about

9/19/2012 Lucia Pozo How do I share things between courses

9/19/2012 Rodney Schilling able to get into Bb now

9/24/2012 Charles Hood tried to enter c- not taking it

9/26/2012 Karla Reynolds Adding interpretr Sylvia Armstrong (former student 900022034) 661-435-7897 crn71760

9/27/2012 Katia Martinez Roy Osawa. Starting Monday for Yvette Tomas.

10/1/2012 Richard Balogh Is super slow

10/2/2012 Kathy Osburn 73140 Personal Forum/one for each student that is private to that student/created a group to prevent view but she can still see it

10/2/2012 Richard Colgren Eng210 no emails going out/ 70514

10/3/2012 Rick Balogh several students said Bb was down

10/4/2012 Mike Wilmes a letter of auth from Dean sent to Mwilmes

10/8/2012 Darrel Davisson can not see the course link on his screen but students can

10/8/2012 Kenneth Shafer 73176 students can not see new discussion board

10/8/2012 Kenneth Shafer

10/8/2012 Kenneth Shafer

10/8/2012 Kenneth Shafer link is still light

10/8/2012 Darrel Davisson students can see the files uploaded thank you.

10/8/2012 Nancy Bednar version of Bb

10/16/2012 Johnny Internships to schedule meeting via webinar

10/16/2012 Anne Rees students not able to access file. 661-524-1326

10/16/2012 Richard Colgren problem is fixed

10/18/2012 Kenneth Shafer Group Pages/students can not see pages

10/22/2012 Darrell Davisson can not connect to classroom/trying for Tuesday/2010 p101 put into fall 2011 / 750-9546

10/22/2012 Robert Starner not able to log in/Wed 8am for mp3 training

10/22/2012 Robert Starner still not able to log in

10/22/2012 Robert Starner how to export/import the shell

10/23/2012 Darrell Davisson Art101 data from 2010 to 2012 74606/entire course info

10/23/2012 Javier Carcano Wiley publishing

10/23/2012 Darrell Davisson hidden from view

10/24/2012 Darrell Davisson on campus FA4-190

10/24/2012 Darrell Davisson sitting in parking lot

10/24/2012 Darrell Davisson gave me password

10/24/2012 Darrell Davisson

10/30/2012 Robert Starner new course musc appreciation/journals

10/30/2012 Charles Hood Dean wants access/old messages/out until 3pm

10/31/2012 Charles Hood same

11/1/2012 Charles Hood rescind access for Dr. Forte

11/7/2012 Bb Support talkedabout license, will schedule for next week phone call

11/12/2012 Ann Rees grade columns

11/12/2012 Cathy Osburn grade dispute from 2009/restore old Bb shell

11/13/2012 Robert Starner Rubrics

11/19/2012 Nancy Bednar turnitin for Bb approved for next year

11/21/2012 Claude Gratton export course

11/27/2012 Robert Starner intersession/export from test to production

11/27/2012 Kathy Moore hid rows/how to unhide rows

12/3/2012 Kathy Moore my instructions not working/70011

12/3/2012 Irit Gat Appt confirmation

12/3/2012 Mary Rose Toll x6908 cant export test

12/3/2012 Robert Starner weighted column

12/4/2012 Kathy Moore emailed how to show the accounts

12/4/2012 Robert Starner grades to spreadsheet/avg columns are not the same

12/4/2012 Luis Echeverria grade center not showing 72109

12/5/2012 Robert Starner the problems seem to be correct in new class for intersession

12/5/2012 Luis Echeverria the other two sections are also broken

12/6/2012 Luis Echeverria need othe rtwo courses fixed

12/6/2012 Luis Echeverria

12/6/2012 Luis Echeverria that fixed it thank you

12/13/2012 kshafer GradeCenter, students can see items they cant see

12/14/2012 Richard Colgren extra credit adding itself in weighted column 609-0268

1/4/2013 Luis Echeverria students need access

1/7/2013 Don Ranish cant find course 943-4261

1/7/2013 Claude Gratton new shell for a course elsewhere

1/8/2013 Claude Gratton Exporting files

1/9/2013 Robert Starner 8am monday/Bb review

1/9/2013 Don Ranish see you shortly

1/10/2013 Rick Balogh can students give a verbal answer/using signature sound recording

1/10/2013 Nancy Bednar syllabus quiz, can the release also be based on date

1/16/2013 Ken Shafer ability to print tests?

1/17/2013 Gloria Mills how do we handle tickets from Bb

1/17/2013 Richard Colgren note left on door about moving stuff between shells

1/17/2013 Sharon Adam new book and material

1/23/2013 Robert STarner mp3 to wavs

1/24/2013 Audrey Moore won't let her log in/341-6537

1/25/2013 Marte Aponte 722-9273

1/25/2013 marthe Aponte same thing

1/25/2013 Katarina Orlic-Babic trying to log in/do not have access

1/25/2013 Katarina Orlic-Babic ignore previous message was using incorrect password

1/25/2013 Marthe Aponte same issue

1/28/2013 Gloria Mills Vivian Davenport needs help

1/28/2013 Vivian Davenport need training/661-209-2235 274-0337

1/28/2013 Vivian Davenport

1/29/2013 Vivian Davenport available at 8 am tomorrow

1/31/2013 Mike Wilmes nbednar says issue wuith TurnItIn/returns to white screen/conference called

2/1/2013 Nancy Bednar sent email Bb, did not get email from it

2/1/2013 Cathy Overdorf Engage/will not be fixed until it is updated

2/1/2013 Jennifer Zanke importing test read95/tried to unzip/661-622-7054 or email me

2/1/2013 Lucia Pozo had a problem but fixed it herself

2/4/2013 Diane Flores-Kagan when students participate in discussion board how do I know who is talking

2/4/2013 Diane Flores-Kagan difference between file and item.

2/6/2013 Gloria Mills Wendy has ongoing problem with Bb with Bonnie Curry

2/6/2013 Mary Rose Toll added assignment to TurnItIn via Bb

2/6/2013 Lucia Pozo discussion board assignments not showing/35155

2/6/2013 Lucia Pozo hangup call

2/6/2013 Gloria Mills Wendy Chicas-Segovia 34506/clicks on my courses but cant see courses

2/6/2013 Gloria Mills will refer Bonnie to me

2/6/2013 Richard course is unavailable

2/12/2013 Heidi Preschler assignments/adaptive release/not releasing it/accomplished last week removing ar but not able to do it this week

2/12/2013 Heidi Preschler catastrophy diverted/ assignment is displayed

2/20/2013 Diane Flores-Kagan Intro to tutoring/discussion/home page cant get to discussion board

2/20/2013 Robert Starner not allowing for editing

2/22/2013 Richard Colgren please add tcatley/sdalmage to 32846 and 30698 also sbrown30 to 35659

2/22/2013 Gloria Mills same issue I am talking to Catherine about

2/22/2013 Gloria Mills looks different from this view

2/26/2013 Mark Susuki last minute course preset up/not able to release different material, yes taught online Moodle, etudes 35444

2/26/2013 Mark Susuki test and quizzes

2/26/2013 Mark Susuki can I view a test as a student would

2/26/2013 Darcy Wiewall student needs access to Bb/30186/audit 900073322

2/28/2013 Linda Harmon please call back/Bb in classroom for giving a test, hybrid?

3/6/2013 Mary Rose Toll Student OSD test on computer/Bb Adaptive release/is it oossible for a single student user

3/6/2013 Bb

3/7/2013 Lucia Pozo question please call back

3/8/2013 D Davisson please remove name from everything

3/12/2013 Diane Flores-Kagan need run through of create assignment in Bb

3/14/2013 Robert Starner still having issues, can I come over right now

3/14/2013 Rick Shaw expected outage?

3/14/2013 Lucia Pozo can i copy just the grade center over

3/19/2013 Tamira Palmetto OSD/instructor does not know how to extend time for students with special needs for exams

3/20/2013 Tamira Palmetto same

3/21/2013 Richard Balogh student states they took tests on Bb, grades not showing for that student. Grades are showing for the other students that took the test.

3/21/2013 Richard Balogh student review, studentoverview of single course, it shows many very short log ins 0 or .1

3/29/2013 Harry Taylor need training

4/8/2013 Kathy Moore please remove Tom Oneil

4/8/2013 Gloria Mills another student not able to get into course

4/8/2013 Kathy Osburn enter key is not working properly in Bb when doing text entry/happens when switching to student view

4/8/2013 Rick Shaw Casey Scudmore issue/richard coffman (not able to insert grades)

4/8/2013 Casey Scudmore computer testing had been issue but working now