

WebCT Support Policy for Students

(draft)

WebCT help

Information Technology Services Computing Help provides general help to WebCT, such as login, browser, access, student usage....etc. Refer to <http://www.uri.edu/helpdesk/> for contact information and hours.

URI's WebCT Homepage, <http://www.uri.edu/webct>, provides news, usage instructions, getting started tutorials, FAQs...etc.

To contact the system administrator for system support issues, email to webct@etal.uri.edu.

WebCT account

Each faculty/staff/student will automatically have a WebCT account one day after he/she acquires his/her self-selected e-Campus id.

WebCT accounts of those who have left URI before January 01 of each year will be removed in August 01.

Faculty may request temporary guest/student WebCT accounts for testing and sharing purposes via email to webct@etal.uri.edu.

WebCT student roster

Students' access to the WebCT component of their courses starts two weeks before the classes begin.

The e-campus student roster is loaded into WebCT automatically 3 times a day (6:30 am, 12 pm and 6:30 pm) starting from **2 weeks before the classes begin** until the end of the DROP period.

WebCT session time

To balance between security and time to take online quiz, WebCT session will be disconnected after 180 minutes of inactivity time

WebCT system maintenance

WebCT service reserves the time, 7am to 8am, for system reboot or minor bug-fix when needed.

Major system maintenance is scheduled in January (winter break), March (spring break) and August (summer break). The actual date will be announced via email to all WebCT users and will also be posted on URI's WebCT Homepage (<http://www.uri.edu>).

The WebCT system will be unavailable during the system maintenance.

WebCT Advisory Group

The WebCT Advisory Group, chaired by the Director of University Computing System (USC), consists of the URI WebCT technical and support staff, three faculty members and one student. The group offers suggestions and provides supervisions to ensure the smooth running of the system. Any policy and system configuration changes should be approved by the Group.