

FREQUENTLY ASKED QUESTIONS FOR STUDENTS

ABOUT TECH ISSUES AND CONNECTIVITY:

Can I use my cellphone to access the course?

Yes! You can download the app from any app store. Just type in Schoology, make sure the logo corresponds to this one (see picture) and input your account information.



Can I post updates?

Yes! Just like in any other social network, you can post updates, schedule events and more! Just remember any content you post should be academically appropriate and always respectful with the audience it will reach out to.

How can I change my profile picture and add information about myself?

By clicking on your name at the top of the page, you will be able to edit your profile including your photo, a short bio and your activities and interests.

How do I report a different issue with the platform?

You first ask the teacher to check if s/he has the answer. If the teacher doesn't know how to provide a solution, you can write an email to dvalencia@colomboworld.com who will work on solving your doubt. You can also click on the help button to access the contact information of the support personnel.

ABOUT CLASSES AND ACADEMIC MATTERS:

What happens if I change my class schedule and/or site?

Once the change is processed, the information should be automatically updated. However, the changes may not be reflected in Schoology for 24 hours. Inform the new teacher in case you don't have access by the next class. The teacher will follow through with the process.

Can I send assignments through Schoology if I don't attend class that day?

This is something to be arranged with your course teacher. It is very important to note that there still needs to be a valid excuse for any assignment that will be formally evaluated (see procedures in Manual de Convivencia).

Can I send assignments after the deadline?

This is something to be arranged with your course teacher. If activities have a deadline to be submitted, the teacher will be the only person who is able to modify these dates in the platform. It is very important to note that there needs to be a valid excuse for any assignment that will be formally evaluated (see procedures in Manual de Convivencia).

Can I send my project work through Schoology?

This is something to be arranged with your course teacher and it depends on what the project consists of. If it is past the deadline, see questions Can I send assignments through Schoology if I don't attend class that day? or Can I send assignments after the deadline?

Can I make up class absences with work in Schoology?

Schoology does not replace the academic in-class hours. It is a complement to the academic process. The courses require in-person attendance and the attendance policies outlined in the Manual de Convivencia are followed in the case of any and all absences.

Can I see my grades?

The course teacher dictates how and in what way you will receive your grades for assignments. While you may see grades from individual assignments if allocated by your teacher, you will not be able to see your final course grade through Schoology.

Can I connect with students from different courses? Can they contact me?

Yes. In the same way as other social media platforms, Schoology allows you to search for students that are part of the Colombo network. There is a search bar to help facilitate this. Once you have found the person, you just click on Add Connection to send the friend request.

Can I send private messages to my classmates?

Yes. Just click on the envelope that is at the top of the page and then click on new message. Another way is to open someone's profile and click on message.

How can I save my own notes and/or class material sent digitally in Schoology?

You can create a folder and save your own information for quick reference or to share with your peers. Please note, it will be available to you as long as you are currently registered in a course.