Apêndice D

FAQ

(construída a partir das dúvidas mais freqüentes dos alunos, refletindo o momento em que o grupo se encontrava).

1. How do I log in?
Log in using the username & password given by the tutors. You will automatically be sent to a new page. Click on the **Beginner Grammar Course** link and you will be redirected to the course main page. When the page loads, you'll see the navigation bar on your left with the course links. Take a tour around and have fun!

2. I can't login using the username & password the tutors gave me.
Make sure you use only small letters. If you have problems, contact us immediately.

3. Who should I contact if I have any technical problems?
Contact the tutors immediately describing the problems you are facing.

4. Where do I find the materials for the course?
The course is set at Blackboard. All the tasks, materials & links are found there.

5. Should I always check the **Announcements**?
Yes. There you'll find the important info about the course. Make sure you also check the weekly announcements.

6. Is everyone required to edit a homepage at Blackboard?
Yes, all the students should edit their own homepage with personal info, a photo and whatever info they find relevant and interesting to share with their mates.

7. Where should I edit my homepage?
It is pretty easy. You don't need to be an expert to do it. Just click on **Student Tools** (see main navigation buttons on your left) and then on **Edit Homepage**. Finally let your imagination flows.

8. And if I want to check my cyber mates' homepages?
To check your mates' pages, click on **Communication** then **Roster**. When the new page loads, click on **List All** and then again on **List All**, and finally on the person's name. If you want to send the person email, just click on his/her email address.

9. Is there a task checklist that helps me find out what I have to do weekly?
Yes, you can find it in **Students Tools**. Scroll the bar down to **Tasks**.

10. Should I send the tutors my assignments?
Only the required ones. Some assignments are for you to check yourself comparing your answers to the answer key that will be posted to the site a week after the assignment is proposed/due.

11. And if I have any grammar/vocabulary doubts?
If you have any grammar/vocabulary doubts, post your question to the group first so that any cyber mate can try to help you. *Remember that collaboration is the name of our game!!!* However, if nobody can answer the question, use the external link **Help** in **Discussion Board** to contact the tutors.

12. Where should I post doubts to the group?
Use the thread **Sharing Doubts** in the main **Discussion Board**.

13. Should I often check the **Discussion Board**?
Yes, there should always be new posts there. It's mandatory that you read your mates' posts and reply to them.

14. Can I add a new thread?
Sure. At any time you can do it.

15. When are new assignments posted at Blackboard?
New assignments are posted at Blackboard once a week, and the students have one week to work on them.

16. And if I have a problem and can't do the assignments?
Please let the tutors know if you have any problems so that you won't be removed from the course.

17. When are students removed from BGW course?
If we don't hear from you within two weeks, you will automatically be removed from the group.

18. Why am I required to do collaborative work?
Because you should not depend only on the tutors. We are always learning from each other, and our success is greater when we share insights, doubts and ideas with our mates and tutors. Learning becomes enriched by everyone's contribution.

19. Will there be any individual work?
Sure. There will be some and you will know exactly when you should work on your own.

20. When I work with a mate, where should I post the assignment?
Post the assignment in the **Virtual Writing Room** in the main **Discussion Board**.

21. When should I use the students' **private Discussion Board**?

Use that area if you want to discuss private topics with your mate or to post corrections/ new items pointed out or suggested by the tutors after reading your assignments which were posted in the Virtual Writing Room.

22. When will we have chat sessions?
Tutors will try to run monthly chat sessions.

23. And if I cannot attend the chat session?
If you can't attend the chat session pre-scheduled by the tutors, contact us immediately justifying your absence.

24. Will I be able to know what was discussed in the chat session?
Yes. Logs of the conversations are automatically saved for your perusal. Just click on **Virtual Classroom** and then **Chat archives**.

25. Can the students use the chat even if the tutors are not online?
Sure. You may use the chat to have private conversation with other members of the group.

26. What are the main course requirements?
It's always good to reinforce the requirements. Remember that you are expected:
to do all the assignments.
to work & collaborate with your mates
to be eager to participate in all activities proposed.
to give us constant feedback so that we can create a course based on your needs.

27. Where do I find info about the course modules, organization and content.
Please read the Content doc found in the **Course Documents**.

28. If I don't find an answer to a question in the FAQ, can I write the tutors?
Sure, feel free to contact the tutors whenever you have a problem.