FREQUENTLY ANSKED QUESTIONS (AND THEIR ANSWERS)

- Can I start using SAM without purchasing? YES, you can start using SAM for 21 days (grace period) and register on SAM once you have purchased within 21 days.
 - a. Go to the SAM site at: http://sam.cengage.com/App/login?ReturnUrl=%2f
 - b. Select New user and enter Institution key T2032902 in the screen as shown below

New User
Please enter your 8-digit Institution Key
Submit Cancel

- c. Select 'Enter Later' in the screen as shown below and complete the registration.
- d. After you purchase SAM key from <u>http://services.cengagebrain.com/course/site.html?id=1548624</u> Enter the 18-digit key code to continue using it beyond 21 days



2. What textbook I need for the course?

You will need license for SAM software that you can purchase from the University book store or on-line from

http://services.cengagebrain.com/course/site.html?id=1548624

You can use SAM for 21 days (grace period) until you can purchase it as suggested in answer to question 1 above. The SAM software includes two e-books, training lessons and will be needed to take tests

The SAM software includes two e-books, training lessons and will be needed to take tes and complete projects.

3. Where should I purchase SAM software for the course?

The SAM software can be purchased from the University bookstore or from http://services.cengagebrain.com/course/site.html?id=1548624

You can use it for 21 days (grace period) until you can purchase it as described in answer to Question 1 above.

4. What should I do after I purchase the SAM software?

Register yourself on SAM using the Institute key **T2032902.** <u>BE SURE TO REGISTER</u> <u>YOURSELF IN THE RIGHT SECTION.</u>

5. Institute key for registering SAM software?

T2032902

What <u>other software</u> I need for the course? You need access to a computer which has <u>Microsoft Office 365/2016</u> software (WORD,

EXCEL, POWERPOINT) to complete your projects.

7. How to be sure that my system is set up right for SAM. What browser should I use? Run a check on your system to see that you are set up for SAM to work well. Link to check your system appears under System Requirement on SAM (see screenshot below).



8. What other software plug-in is needed to run SAM assignments on my computer? You will need Adobe Flash player as a plug-in to your browser on your computer to run SAM assignments. The link to download Adobe Flash appears on SAM (after you login see screenshot below). It is also copied here http://get.adobe.com/flashplayer/

	Student View
	My Account
Software	Log Out
You must have SAM 2013 ass	the Flash Player installed to launch a SAM 2010 or ignment.
Get Adobe Fla	sh Player
http URL	

- 9. Where can I get technical support for SAM if I run into a problem? Contact information appears on: http://poweron.cengage.com/magellan/TechSupport/login.aspx
- 10. Is there a final exam for this course?

NO, there is no final comprehensive exam. There are <u>ten chapter tests</u> each worth 5 points making up the 50% of grade and ten projects each worth 5 points making up the other 50% off grade.

11. What material is covered on chapter test?

Each chapter test (numbered 1-10) covers material in one chapter.

12. Where can I read the material for chapter test?

The e-book is part of the SAM license you have purchased. You can read the material on SAM (see screenshot below) <u>http://sam.cengage.com/App/login?ReturnUrl=%2f</u>

Sch	edule New					Search		8
Adh	ar CSC 105 - 805 SU17 (Summer II 2017)			Exams	Training Projects	SAM Paths 🖌	Readings 🖌 Always	Available 🖌
Assig	gnment Name(2) 🔺	Content Version 🔻	Туре 🔻	Section 🔻	Available 🔻	Due Date 🔻	Actions	
0	New Perspectives on Computer Concepts 2016 Enhanced,	OFFICE 365/2016	Reading	Adhar CSC 105 - 805	Always			
o	New Perspectives Microsoft Office 365 & Office 2016 Intro	OFFICE 365/2016	Reading	Adhar CSC 105 - 805	Always			
	© 2017	Cengage Learning Inc	Privacy Policy	Technical Support SAM Central	SAM Task & Project Credits			

13. Is there a Mobile App to read the e-book on my smart phone?

YES, you can download the Free App to your phone and read the e-book. For more details how to download Free Mobile App look in the document: <u>Guide-To-</u><u>MidTapReader-OnSmartPhone</u>

- 14. What is the time limit of each Chapter test? Each chapter test will be about a 45-60 minutes time limit to complete the test.
- 15. Can I re-take a chapter test? YES, Chapter test can be re-taken on the day of the test one additional time. Note that the 'Report' (score) for the first attempt are not available until the test close date.
- 16. Can I see my score for my first attempt before taking the test the second time? <u>No</u>, the Chapter test is just like tests you have taken for in-class courses. The test scores are made available after the test closes. Two attempts are made available just in case your computer or network shuts down for any reason. Even otherwise, you can retake a test if you feel you can improve your test score by going thru the material in the ebook.
- 17. Which of the scores on a test or project from the two attempts is counted for the final grade?

HIGHER of the scores in the two attempts is counted for the final grade calculations.

18. How do I know my grade on a test?

The grades can be viewed on SAM after midnight on the day of the test under 'Reports' tab.

- 19. When is the test and project grade available on SAM? All grades can be viewed on SAM after midnight on the due date under 'Reports' tab.
- 20. If I don't have Office 365/2016 software what can I do? You need access to Office 365/2016 either on your own computer or access to a computer on campus. It can be downloaded for free by students.
- 21. If I have MAC system what can I do to for keys, mouse clicks during training sessions? There are some helpful tips for MAC users at http://people.uncw.edu/adharg/courses/csc105/MacTips.html
- 22. If I have MAC system what can I do to work on my projects? You may use a computer on university campus which has the necessary software.
- 23. Are training/lessons grade included in my course grade? NO, the training/lessons are not for grade. They are set up to help you learn the features of the software and the grade is not included in course grade. You can repeat them as many times as you wish. You are advised to take training session BEFORE working on your projects, which are for grade.
- 24. What if I miss a test?

Make-up chapter tests will be given during the latter part of the semester. The maximum grade on a make-up test is 80%.

- 25. What if I can't find a template required for the project? Most likely, you have a different version of the office. You need Office 2013 (not the earlier version).
- 26. What if I did not submit my project on time?

You will have a chance to make-up a missed project during the latter part of the semester. The maximum grade on a make-up project is 80%.

- Can I take a make-up test even though I did not miss it the first time?
 YES. You can take a take a make-up test eve if you did take it the first time for a maximum grade of 80%.
- 28. Can I re-submit my project for better grade? YES. You have two attempts to submit before the due date and the <u>better of the two</u> grades is taken for calculating your grade.
- 29. Sending enquiry in e-mail.

Try to describe precisely what problem you are running into. Avoid general statements such as I am having trouble with SAM. Unless I know details I won't know how to help you.

30. Which e-mail address to use?

I will use your uncw.edu e-mail account to communicate with you for this course.

31. Will I be receiving reminders for tests and projects in e-mail? <u>NO</u>, reminders will not be sent in e-mail. You are responsible for keeping up with the tests and project due dates.

32. Can I get extra time for completing the projects?

Lost network connection or power failure (unless there is a widespread power outage) is not sufficient reason to ask for extending the deadline for submitting a test or a project. Note that you can do the make-up given near the end of semester for up to 80% of grade.

33. When I can see my grade for the project and tests on SAM?

The project and test 'Reports' are available after the midnight on the date of the test and project close.

34. Can I submit my project by e-mail?

NO, DO NOT submit your project by e-mail. No credit can be given for projects submitted thru e-mail as all the tests and projects are automatically graded by SAM software.

35. SAM will not accept my project file, what should I do?

Most likely the file name you have is not the name SAM is expecting. It is likely that you have a name with1..., that is in the name of the file downloaded, whereas SAM expects name for the project files uploaded to have2.... in them. In the following example screenshot the name of downloaded file is NP_Word...._1.docx and the name of uploaded file is NP_Word...._2.docx

VORD- 2013 Project 1- SUMMER 16		
then click Submit to turn it in.		
1 Instructions		
Click the Download link to open the instruct	tion file and follow the directions to complete the project.	
Download Instructions		
² Start Files		
Click the link(s) to save the start file(s) to yo	our computer.	
NP_Word2013_T1_P1b_GurAdhar_1.	doex	
support_NP_W13_T1_P1b_FTA-logo	.png	
³ Assignment Submission		
	ile. Confirm that the filename matches the filename shown in italics below	N.
Click Submit to turn in Attempt Number 1 fo	r grading.	
Filename	1 Upload File	
NP_Word2013_T1_P1b_GurAdhar_2.docx	Choose Files No file chosen	
AT-		_
		Submit C

36. If I have a problem with MindTap reader using Internet Explorer what should I do?

If you have problems getting the MindTap Reader to display using Internet Explorer, please do the following:

This is from the Student User Manual to allow pop-up blockers from Cengage

- From the Tools menu, select Options
- Click the Privacy tab
- If Turn on Pop-up Blocker is checked, click Settings
- In the Address of website to allow field, enter http://sam.cengage.com
 Click Add

This is not in the Student User Manual to allow cookies from Cengage which is needed for the MindTap reader

- Still on the Privacy tab
- Click Sites
- In the Address of website field, enter cengage.com
- Click Allow, OK, OK

37. When I upload my project file, SAM does not accept my file. What should I do?

Most likely your file name is not the same as SAM is expecting you. One common error is that the file you download is version 1 (with name such as.....

1.xxx) and the file you upload is version 2 (with name such as2.xxx). For example in the following screenshot, the download file name is_1.xlsx and the upload file name is_2.xlsx:

Excel 2013 - Project 1- SUMMER 16

Download the instructions and start files for this project. After you complete the project, select and upload your project fit then click Submit to turn it in.

¹ Instructions

Click the Download link to open the instruction file and follow the directions to complete the project.

Download Instructions

2 Start Files

Click the link(s) to save the start file(s) to your computer.

NP_Excel2013_T1_P1a_GurAdhar_1.xlsx

³ Assignment Submission

Select and upload your completed project file. Confirm that the filename matches the filename shown in italics below. Click Submit to turn in Attempt Number 1 for grading.

Filename	1 Upload File	
NP_Excel2013_T1_P1a_GurAdhar_2.xlsx	Choose Files No file chosen	