Web**Assign**®

WebAssign Student Guide

June 2009

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Order the WebAssign service from:

WebAssign
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Raleigh, NC 27606

Web: http://webassign.net

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Email: info@webassign.net

1

What's New

The June 2009 release of WebAssign introduces several new features for students and includes changes to the user interface and how to perform some tasks.

- Purchasing WebAssign access has been improved, and you now have options for purchasing eBooks for some courses. See Purchasing WebAssign Access and eBooks on page 12 for more information.

- You can view purchased eBooks in WebAssign. See Viewing eBooks on page 59 for more information.

- You can view class resources such as syllabi, learning, or reference materials if enabled by your instructor. See Viewing Resource Materials on page 57 for more information.

Past Releases

The January 2009 release of WebAssign introduces several new features for students and includes changes to the user interface and how to perform some tasks.

- You can now link multiple WebAssign accounts in order to use a single login to access all of your assignments and classes. See Using the Same Login for Different Accounts on page 74.

- You can request automated email notification when there are due date or other changes for your assignments. See Getting Email Notifications About Assignments on page 27.

- The redesigned Assignment view displays summary information about scoring for assignment questions and links to each question at the top of the assignment instead of in a separate window.

- Viewing the assignment settings — information about the parts, points, and submissions for a question — is now performed by clicking the plus icon for the question. See Viewing Scoring Details For a Question on page 26.

- Viewing and editing your previous submissions for a question is now performed by clicking **All Submissions** instead of **All Responses**. See Viewing Your Previous Submissions For a Question on page 27.

- When you select an answer entry field in an assignment, an answer format tip appears below the field if it is enabled by the instructor.
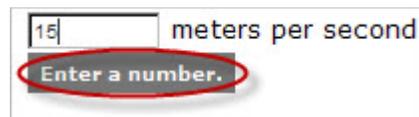
The answer format tip can provide information about the kind of answer that is expected (for example, a mathematical expression, or a number). See Answering Questions on page 29.

2

Overview

Use WebAssign to work on your assignments, quizzes, and tests — whatever your instructor sets up for you — at any time of the day or night. Depending on how your instructor uses WebAssign, you can also see your scores and completely graded assignments. All you need is a computer with a connection to the Internet and a Web browser.

Your instructor creates your assignments, schedules them, and sets guidelines such as:

- How many times you can submit an assignment.
- If you can have extensions of due dates.
- If you can save your work without submitting it.
- The kind of feedback that you receive after you submit an assignment.

> **Note**: The WebAssign support staff cannot give extensions, change your score, give you extra submissions, or help you with the content of your assignments.

Follow the system requirements and recommendations to make sure that WebAssign works correctly and you receive credit for your assignments.

This section contains the following topics:

- System Requirements for WebAssign
- Recommendations

System Requirements for WebAssign

Before you start using WebAssign, or if you encounter problems when working in WebAssign, check to see if your system meets the following requirements.

Browsers Supported for WebAssign

WebAssign is tested and supported for the following Web browsers:

- Mozilla® Firefox®, version 3 or later, for Linux®, Mac® OS X, and Windows®
- Microsoft® Internet Explorer®, version 7 or later, for Windows
- Apple® Safari®, version 3 or later, for Mac OS X and Windows

Current releases of other modern browsers are expected to work but have not been tested. If you encounter problems when using another browser, try using one of the supported browser versions.

Browser Plug-Ins Required for Some WebAssign Content

Some WebAssign content and tools require the following browser plug-ins:

- Adobe® Acrobat Reader®, version 8 or later
- Adobe Flash® Player, version 10 or later
- Adobe Shockwave® Player, version 11 or later
- Java™, version 6 (build 1.6.0) or later

In particular, questions using mathPad, the WebAssign graphing tool, or PencilPad require a current version of the Adobe Flash Player. If you encounter problems when using advanced features of WebAssign such as mathPad or eBooks, check to be sure that you have supported versions of these plug-ins installed.

Additional learning resources provided by textbook publishers or instructors might require other software.

Required Connectivity and Recommended Connection Speeds

WebAssign is a Web-based application and requires Internet access. For best performance, especially when working with media-enhanced eBooks or assignments, use a broadband connection such as Cable or DSL.

If broadband Internet access is not available in your area, use a dial-up connection speed of at least 56K.

Installing Browsers and Browser Plug-Ins

Use the following links to obtain installation instructions and downloads for the supported browsers and browser plug-ins.

- Firefox: www.mozilla.com/firefox/

- Internet Explorer: www.microsoft.com/windows/internet-explorer/

- Safari: www.apple.com/safari/

- Acrobat Reader: http://get.adobe.com/reader/

- Flash Player: www.adobe.com/products/flashplayer/

- Shockwave Player: www.adobe.com/products/shockwaveplayer/

- Java: www.java.com/getjava

Recommendations

To help you get started using WebAssign, follow these recommendations:

- Bookmark www.webassign.net/login.html or the appropriate Web address for your school.

- If you do not have either a username, institution code, and password, or a Class Key for self-enrollment, contact your instructor.

- Before starting WebAssign on a shared computer, such as a lab or library computer, exit all open Web browsers. Then, open a new browser session to ensure that any login information for a different person is cleared before you start using WebAssign.

- Set your browser to accept cookies. Follow the instructions for that browser to do so. WebAssign will work even if you do not set your browser to accept cookies. However, if an encrypted cookie is not saved to your computer during your session, you might have to log in more frequently. Once you log out and exit your browser, the cookie is deleted.

- Allow popups from the WebAssign Web site in the browser you use. Follow the instructions for that browser to do so.

- Protect your account. To ensure nobody else can access your account, be sure to click Logout and exit the browser completely after you finish working on your WebAssign assignments.

3

Getting Started

To use WebAssign to complete assignments for a class, you must be enrolled in the class in the WebAssign system, you must have a WebAssign user account, and you might also be required to purchase WebAssign access.

This section contains the following topics:

- Enrolling in a Class in WebAssign
- Logging in to WebAssign
- Viewing and Changing Your Email Address
- Changing Your Password
- Purchasing WebAssign Access and eBooks
- Understanding Your Home Page
- Logging Out

Enrolling in a Class in WebAssign

You can be enrolled in a WebAssign class in one of the following ways:

- If your class uses Instructor Enrollment, your instructor enrolls you in the class and provides you with a username, institution code, and initial password. You do not need to enroll in the class, but you do need to log in to WebAssign and change your password. You might also need to select a payment option within the specified grace period. See Logging in to WebAssign.

- If your class uses Self-Enrollment, your instructor provides you with a Class Key which you can use to enroll yourself in the class. You can also create a new WebAssign account if you do not already have one. See Enrolling Yourself in a Class Using a Class Key.

- If your school has automatic enrollment, you might have a login page and instructions that are specific to your school. If this is the case, ask your instructor for information about how to log in to WebAssign.

Enrolling Yourself in a Class Using a Class Key

If your instructor gives you a WebAssign Class Key, you can enroll yourself in the WebAssign class roster. If you do not already have a WebAssign account, you can create one after verifying the Class Key.

> ✳ **Important**: An Access Code is not the same as a Class Key. You need a Class Key to enroll. You might need to pay student fees later with your Access Code.

To self-enroll for a class:

1. Go to the WebAssign login page (www.webassign.net/login.html), and click **I have a Class Key**.

2. Enter the Class Key your instructor gave you, and click **Submit**.

3. On the verification page, check the class information and determine whether or not the correct class and section is displayed.

   - If the correct class and section is listed, click **Yes, this is my class** and go to step 4.

   - If the listed class or section is not correct, click **No this is not my class**. Try entering your Class Key again, in case you might have mistyped a

character. If the correct class still does not display, contact your instructor.

4. If you have an existing WebAssign account, select **I already have a WebAssign account**, type the **Username**, **Institution**, and **Password** for your account, and click **Continue**. You are enrolled in the class and logged in to WebAssign using your existing account.

5. If you do not have an existing WebAssign account, you can create one now.

   a. Select **I need to create a WebAssign account**, and then click **Continue**.

   b. Type the username that you would like to use for your WebAssign account in the **Preferred Username** field, and click **Check Availability** to see if the username that you want is available. Usernames are not case-sensitive, so BobSmith, bobSmith, and bobsmith are all the same username.

   c. After confirming the availability of your new username, type a password in both the **Password** and **Re-Enter Password** fields. Passwords are case-sensitive, so IAmCa3sar is not the same as iamca3sar.

   d. Enter your **First Name**, **Last name**, and **Email Address**, and optionally your **Student ID Number**.

   e. Click **Create My Account**.

   WebAssign confirms that your account has been created. You can click **Log in now** to log in to the new user account and go to your home page. Remember your username and password, because you will need them each time you log in.

   > **Tip:** If you forget your password, you can click the **Reset Password** link on the login page. If you forget your username, your instructor can look up your username for you.

You should only enroll in the class once. After enrolling, you might also need to provide an Access Code to verify payment for the class.

Logging in to WebAssign

If your class uses Instructor Enrollment, your instructor enrolls you in the class and provides you with a username, institution code, and initial password. You do not need to enroll in the class, but you will need to log in to WebAssign and change your password, and you might also need to select a payment option within 14 days of the start date for the class.

> **Tip:** If you already have an existing WebAssign account and your instructor creates a new account for you, you can link the accounts so you only need to use one username and password. See Using the Same Login for Different Accounts.

> **Note:** If your instructor provides you with a Class Key, complete the steps in Enrolling Yourself in a Class Using a Class Key before logging in to WebAssign.

To log in to WebAssign:

1. In your Web browser, go to www.webassign.net/login.html.

   If you log in through your school's Web site, go to the Web address provided by your instructor.

   The WebAssign login page has links to an electronic version of this Student Guide, the Support page, and technical support information.
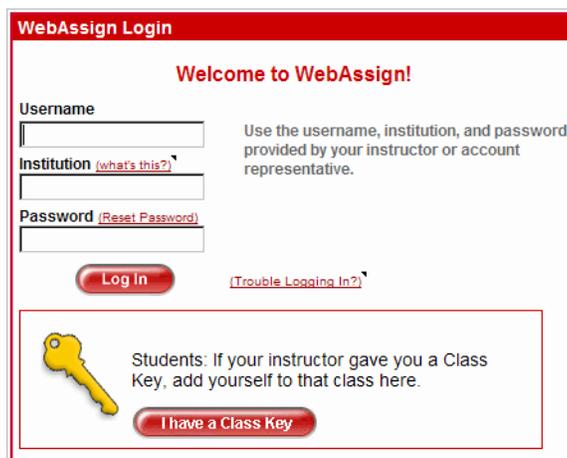
2. In the **Username** field, enter your username.

3. In the **Institution** field, enter your institution code. The institution code is a shortened form of your school's official name. It is displayed when you self-enroll in a class.

> **Tip:** If you do not know your institution code, click **what's this?** In the What's My Institution Code window that opens, type your school name, and then click **go**. A list of matching institutions and their institution codes is displayed. Note the code for your school, and then click **Close This Window**.

4. In the **Password** field, enter your password.

> **Tip:** If you have forgotten your password but have previously specified an email address for your WebAssign account, click **Reset Password** to request that the password be reset.

5. Click **Log In**.

> **Important:** The first time you log in to any WebAssign account, you should set your email address and change your password. If you have enrolled in a new class, you might also need to provide an Access Code to verify payment for the class.

Viewing and Changing Your Email Address

If your instructor has not entered a WebAssign email address for you, you should enter one. You can change your email address later if you need to.

> **Note:** Only your instructor and authorized WebAssign support personnel will be able to use your email address. WebAssign will not disclose your email address to third parties except as required by law. In no event will WebAssign violate the federal privacy rights of students as established by the Family Educational Rights and Privacy Act (FERPA) at 20 U.S.C. 1232g and 34 C.F.R. part 99. For more information about the use of your personal information, see the WebAssign privacy policy at www.webassign.net/info/privacy.html.

Once you add your email address to WebAssign, you can:

- Easily reset your password if you forget it
- Receive messages that your instructor sends you from their WebAssign pages
- Receive notifications of assignment due dates, announcement posts, and extension and help requests

To view or change your email address:

1. Click **My Options** in the upper right of your WebAssign page.

2. Click the **Personal Info** tab if not already selected.

   The email address for your WebAssign account displays in the Email Address field.

3. In **Email Address**, either edit or enter your email address.

4. Under **Password**, enter your password to the left of the Save button and click **Save**.

   WebAssign sends a confirmation message to the email address you just entered.

5. Check the email address you entered for the confirmation message, and click the link in the message to confirm the email address change.

   Your email address is updated in the WebAssign system only after you click the link in the confirmation message.

Changing Your Password

You should change your initial password to ensure the security of your WebAssign account.

> **Note**: This procedure might not apply if you use your school's authentication server and you log in through your school's Web site. In that case, use your school's method for changing your password.

To change your password:

1. Click **My Options** in the upper right of your WebAssign page.

2. Click the **Personal Info** tab if not already selected.

3. Under **Change Password**, enter your new password in the **New Password** field.

4. In **Re-enter New Password**, enter your new password again.

5. In **Password**, enter your old password.

6. Click **Save**.

   If the change was successful, a confirmation message displays stating your password has been changed.

Purchasing WebAssign Access and eBooks

If you are required to pay for WebAssign access to a class, you will have a 14-day grace period, beginning with the class start date, during which you can use WebAssign without purchasing access. Each time you log in to WebAssign, you will see a notice for any classes for which you have not yet purchased access.

This notice indicates the number of days remaining in your grace period and provides options for purchasing access online, entering access codes, or continuing the trial period. After the grace period ends, you must purchase access online or enter a valid access code before you can continue using WebAssign.

There are several options for payment:

- You can purchase access online directly from WebAssign using a Visa, MasterCard, American Express, or Discover card, or with a check and a valid PayPal account.

- Your purchase of a new textbook might include a WebAssign access code card for the course.

- You can purchase WebAssign access code cards at many campus bookstores.

This section contains the following topics:

- Choosing Between eBooks and Printed Textbooks

- Purchasing WebAssign Access and eBooks Online

- Entering Access Codes to Verify Purchase

- Requesting Refunds

Choosing Between eBooks and Printed Textbooks

Online textbooks—eBooks—are available for some courses in WebAssign. Depending on the course, the eBook might be included with WebAssign access, or it might be an optional purchase.

> **Note:** eBooks generally contain the complete text of the printed textbook. Some eBooks also contain additional features and content not available in the printed textbook.

If an eBook is available for any of your classes, **My eBooks** is displayed in your toolbar in WebAssign. Click **My eBooks** to display a list of the eBooks that are available.

If an eBook is available for your class, you should decide whether to purchase eBook access or the printed textbook before you purchase WebAssign access for the class. Each format has advantages and disadvantages, and you should determine which will work best for you.

You might want to review the following criteria:

Criteria	eBook	Printed Textbook
Content	• Includes the full text along with all figures and tables. • Often includes additional content which might be interactive.	• Includes the full text along with all figures and tables.
Features	Varies by textbook, but usually includes many of the following: • Bookmarking • Highlighting • Annotating • Printing pages • Searching • Opening from assignment • Navigating using contents or page number • Viewing glossary definitions for terms in context	• Bookmarking • Highlighting • Annotating Highlighting or annotating a printed textbook might reduce its resale value or prevent you from being able to sell it.
Convenience	• With you wherever you have Internet access.	• With you wherever you carry it.
Instructor Preference	• Check with your instructor.	• Check with your instructor.
Requirements	• Most eBooks require either the free Flash plug-in or the free Adobe Reader.	• None.
Accessibility	• eBooks can be zoomed to view as large text. • Most eBooks are readable by screen readers.	• Printed textbook might be available in a Braille or audio edition.
Cost	• Sometimes included with purchase of WebAssign access for your course.	• When new, sometimes includes WebAssign access for one or more terms.

Criteria	eBook	Printed Textbook
Resale	• Cannot be transferred or sold.	• Can often be sold at end of term for a portion of the purchase price.
Lifetime	• Usually available only while enrolled in a class using that edition of the textbook; some eBooks can be downloaded and saved indefinitely.	• Indefinitely.

Purchasing WebAssign Access and eBooks Online

You can purchase WebAssign access or eBooks for your classes online. If your textbook does not provide an access code card, or if you prefer to use an available eBook instead of a printed textbook, purchasing WebAssign access online is a fast, convenient, and secure option. You can purchase WebAssign access or eBooks using a Visa, MasterCard, American Express, or Discover card, or with a check and a valid PayPal account.

To purchase WebAssign access online:

1. Go to the WebAssign login page: www.webassign.net/login.html and log in to WebAssign.

2. If necessary, select your class.

3. On the notice that displays, select **purchase access online**.

4. Click **Continue**.

All of the classes for which you need to purchase access are listed. For some classes, you might be able to select among two or more options—for example, if you can purchase an optional eBook or Lifetime of Edition access.

> **Note:** Like printed textbooks, the cost of WebAssign access, eBooks, or other optional purchases can vary widely between classes. WebAssign pricing is based on many factors, including agreements with textbook publishers and the quantity and complexity of textbook materials and resources that are available for your instructors to use in your assignments.

Some of the available features of your textbook in WebAssign are indicated by icons that are displayed below the textbook. Your instructor might not choose to use all of the available features in your class.

Feature	Description
eBook	You have access to an online version of the textbook that might contain additional interactive features. You must be logged in and enrolled in a WebAssign course to access the eBook. For some textbooks, access to the eBook is an optional purchase.
Lifetime of Edition	You are allowed unlimited access to WebAssign courses that use this edition of the textbook at no additional cost. This allows you to retake the course until you pass, or to take a multi-term course at no additional cost.

Feature	Description
PSP **Personal Study Plan Module**	You can use chapter and section assessments to gauge your mastery of the material and generate individualized study plans for you that include various online, interactive multimedia resources.
TR **Textbook Resources**	Additional instructional and learning resources are available with the textbook, and might include testbanks, slide presentations, online simulations, videos, and documents.
ENHANCED **Enhanced WebAssign**	Includes advanced content including simulations and textbook examples, links to eBook, algorithmic solutions, for example, from Brooks/Cole Publishers. Specific features vary from book to book.
WebAssign PLUS **WebAssignPLUS**	Includes textbook specific end-of-chapter questions and tutorial exercises, interactive simulations, and hints and feedback to guide your learning from John Wiley & Sons, Inc. Publishers.
PREMIUM **Premium WebAssign**	Includes interactive exercises with in-depth tutorials and interactive conceptual resources that allow you to visualize concepts and see cause-and-effect relationships through online simulations from W. H. Freeman Publishers.

5. Select the check box for each class you will purchase access for.

6. If needed, select optional purchases for your classes.

7. Click **Checkout**.

8. Review the items in your cart.

   - If needed, read and confirm your agreement to any license agreements. Click the name of the license agreement to view it. Select the check box to confirm that you agree to its terms.

   - If you need to make changes, click **Edit Cart**.

   - If you are ready to purchase access, click **Continue**.

   When you click **Continue**, a PayPal payment page opens.

9. In the PayPal page, provide all of the requested information to purchase the items you selected with a Visa, MasterCard, American Express, or Discover card.

   > **Notes:**
   >
   > - The purchasing page is currently provided by PayPal and is subject to change without notice.
   >
   > - To pay for WebAssign access using a check, you must create a PayPal account and log in. Use the instructions provided on the site to make your payment, and then continue with step 11.

   - **Country:** Select your current country of residence.

   - **First Name:** Type your first name exactly as it appears on your credit card.

   - **Last Name:** Type your last name exactly as it appears on your credit card.

   - **Credit Card Number:** Type your valid credit card number without spaces or punctuation. The Payment Type indicator is automatically selected based on the card number you type.

   - **Expiration Date:** Type the two-digit month and two-digit year of your card's expiration date.

   - **CSC:** Type the three- or four-digit security code displayed on your credit card. For MasterCard or Visa, this is the last three digits in the signature area on the back of your card. For American Express, this is the four digits on the front of the card.

   - **Address:** The exact address information that is requested varies by country. Provide the complete address where your credit card statements are sent.

   - **Home Telephone:** Type the telephone number where you prefer to be contacted in case of a problem with your transaction.

   - **Email:** Type your email address.

   When you have provided all of the requested information, click **Review Order and Continue**.

10. Review the displayed information and click **Pay Now**.

11. Click **Return to WebAssign** to display your payment receipt from WebAssign.

Click **Print Page** to print the receipt for your records. A copy of the receipt is sent to the email address you provided for your WebAssign account.

> **Notes:**
> - If you need to contact WebAssign customer support regarding this transaction, please provide the transaction ID from your receipt.
> - If you drop a class, you can request a refund within 14 days of the purchase date. See Requesting Refunds on page 21.

12. Click **Finish** to return to your Home page for your class.

You have access to the classes or eBooks that you purchased for the duration of the terms for which you purchased them.

Entering Access Codes to Verify Purchase

If you purchased an access code card in your bookstore or an access code card was included with your textbook, you can enter it in WebAssign to verify payment for the class.

> **Important:** Make sure that your access code card prefix is valid for your class before you open it. Go to www.webassign.net/info/cards.html to check your access code card prefix or to look up the access code card prefix you need before you purchase it.

> **Note:** An access code is different from a Class Key. A Class Key is used to add yourself to a class roster, but does not indicate payment for the class.

Usually, an access code is valid only for one term and one class. Occasionally, a textbook includes a multi-term access code. Such a code typically includes either 2S or 3Q in the prefix, indicating two semesters or three quarters, respectively.

If your access code was provided on a card (either with your textbook or purchased from your school bookstore), scratch off the silver coating to reveal the access code. Access codes provided on these cards should begin with two or three letters followed by ten additional characters.

Some access codes come in a security envelope and begin with a longer prefix, such as BCEnhanced-S or McGraw-2S/3Q, followed by four sets of four characters. If you receive a security envelope access code card, open it to reveal the access code.
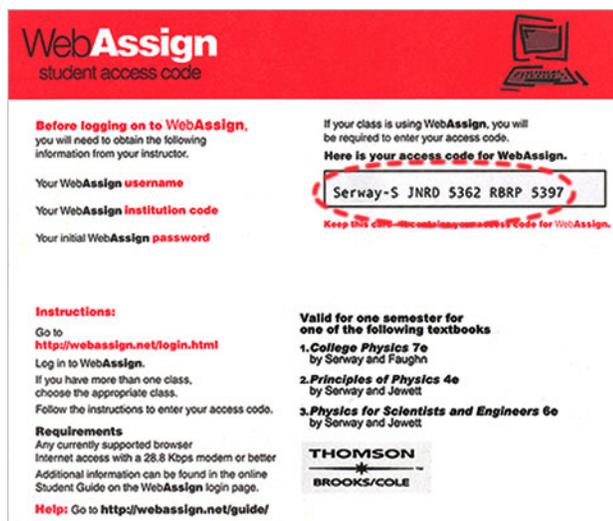
| Card | Envelope |

To enter your access code:

1. Go to the WebAssign login page: www.webassign.net/login.html and log in to WebAssign.

2. If necessary, select your class.

3. On the notice that displays, select **enter an access code**.

4. Select your access code prefix from the **Choose your access code prefix** drop-down list.

   If your prefix is not listed, your Access Code might not be valid for this class. Access Codes are *not* interchangeable from class to class. If you believe that you have a valid Access Code for your class and the prefix is not listed, either notify your instructor or send a help request by clicking **Help** and then **Help Request Form**. Complete all the fields in the help request form and then click **Submit**.

5. Enter your access code in the boxes and click **Continue**.

   If your access code is valid, a message confirms that you have successfully entered an access code. You will not see the notice about entering an access code again for this class.

Requesting Refunds

If you drop a class, you can request a refund within 14 days of the purchase date.

> **Note:** WebAssign cannot provide refunds for printed textbooks or access code cards purchased from your campus bookstore.

To request a refund if you drop a class:

1. Go to the WebAssign login page: www.webassign.net/login.html and log in to WebAssign.

2. Click **Help**.

3. Click **Help Request Form**.

4. In the Submit Help Request form, enter each of the following fields:

   - Full Name
   - WebAssign Username
   - Email Address
   - School (code or full name)
   - Status (Student, Faculty, or Other)
   - Class
   - Section

5. In the **How can we assist you** field, type "Refund Request" as the first line. Provide the transaction ID for your purchase and any additional information about your request in this field after the "Refund Request" line.

6. Click **Submit** to send your request.

Understanding Your Home Page

After you log in, you see your personalized WebAssign Home page. If you are listed on more than one class roster with the same username, or if you have linked multiple WebAssign accounts, you can select a class from the **My Classes** menu to go to the Home page for that class.

On your Home page for a particular class, you can see summary information for the class, including:

- Announcements from your instructor

- A list of your current and past assignments

- Links to calendar and communication pages

- Your posted grades for the class

At the top of the Home page, a menu provides quick access to pages for your assignments, grades, communication, calendar, notifications, help, and options.

Logging Out

When you finish working on your assignments, log out of WebAssign and exit the browser completely to ensure that nobody else can see your work or access your account.

To log out, click **Logout** at the top right.

> **Note**: If you use a browser that is shared by others, make sure the browser does not save your password.

4

Working On Assignments

Assignments are the work you do for your class in WebAssign, and might include homework assignments, labs, quizzes, or tests, depending on your instructor.

This section contains the following topics:

- Viewing a List of Assignments
- Working on an Assignment
- Submitting Answers
- Saving Your Work
- Viewing Scoring Details For a Question
- Viewing Your Previous Submissions For a Question
- Making Notes About a Question
- Getting Email Notifications About Assignments

Viewing a List of Assignments

Although you can access assignments from your Home page, the My Assignments page includes more information about your assignments.

To see descriptions and current scores for your assignments, click **My Assignments** on the menu bar. By default, your **Current Assignments** (assignments that have not passed their due date) are listed. You can also click links to see your **Past Assignments** or **All Assignments**.

The My Assignments summary includes:

- The name of the assignment, such as Homework – Chapter 3. The category of the assignment appears in parentheses (Homework).

- The date and time that the assignment is due.

> ✳ **Important**: Do not wait until the last minute to submit an assignment. Assignment cutoff times are determined by the clock of the WebAssign server, not by the clock on your computer. Every effort is made to ensure that these server clocks are accurate. If the assignment cutoff time is 10:00 P.M., you can not submit the assignment after 10:00 P.M. according to the WebAssign server, regardless of the time displayed on your computer.

- A description of the assignment, if one was provided by your instructor.

- The score you received on the assignment, if you submitted the assignment and your instructor chose to show you the score.

> 🗒 **Note:** If a past assignment does not appear on the list, it is no longer available for review. Contact your instructor to request access to the assignment.

Working on an Assignment

From My Assignments, click the name of an assignment. The Assignment page opens, showing information about the assignment and the assignment questions.

At the top of the Assignment page, you can see summary information about the assignment, including your score for the entire assignment and for individual questions, the assignment due date and time, and any assignment instructions that have been provided by your instructor.

The assignment questions appear in order after the summary information. For each question, the available and earned points are listed.

Depending on the options enabled by your instructor, you might be able to perform some of the following tasks in an assignment:

To do this	See
Answer a practice question	Working with Practice Questions on page 30
Answer questions of different types	Answering Questions on page 29

To do this	See
Ask your instructor a question about the assignment	Asking Your Teacher a Question About an Assignment on page 64
Ask your instructor for more time to complete the assignment	Asking Your Teacher to Extend the Due Date for an Assignment on page 65
Keep notes about related material for a question	Making Notes About a Question on page 27
Receive notifications about assignment changes	Getting Email Notifications About Assignments on page 27
Receive notifications about communications regarding an assignment	Getting Email Notifications About Assignments on page 27
Receive notifications about upcoming assignment deadlines	Getting Email Notifications About Assignments on page 27
Save your work on an assignment without submitting it, so you can finish the assignment later	Saving Your Work on page 26
See all of the work you have saved for a specific question or for the whole assignment	Saving Your Work on page 26
See detailed score information for a question	Viewing Scoring Details For a Question on page 26
See your submitted answers for questions	Viewing Your Previous Submissions For a Question on page 27
Show your work for a question	Making Notes About a Question on page 27
Submit all assignment answers for scoring	Submitting Answers on page 25
Submit an answer for scoring	Submitting Answers on page 25

Submitting Answers

The main task that you perform for all assignments is answering the assignment questions.

> ✳ **Important:** To complete an assignment, you must submit your answers.

Depending on the question type and the options enabled by your instructor, you might use different tools to input your answers; you might need to provide answers to multiple parts of a question; and if your initial answer is incorrect, you might be allowed to submit answers multiple times. However, you complete your assignment only by submitting answers for each question.

• To answer an individual assignment question, enter answers in the provided fields for the question, and then click either **Submit New Answers to**

Question or **Submit Whole Question**, depending on the submission options for the assignment.

> **Note:** Some assignments do not allow you to submit individual questions, but require instead that you submit the entire assignment at once.

- To answer all the assignment questions at once, enter answers to all questions, and at the bottom of the assignment, click either **Submit All New Answers** or **Submit All Questions**, depending on the submission options for the assignment.

Saving Your Work

Your instructor might allow you to save your work for assignment questions. This allows you to stop working and come back to complete the assignment at a later time.

> **Note:** Saving your work does not submit the work for grading. Your saved work does not count toward completion of an assignment, it does not use any of your allotted submissions, and your instructor cannot review it.

- To save your work for an individual question, click **Save Work** for that question.

- To save your work for all questions, click **Save All Work** at the bottom of the assignment.

- To view your saved work for an individual question, select **View Saved Work** in the question heading.

- To view your saved work for all questions, select **View Saved Work** in the assignment heading at the top of the assignment.

Viewing Scoring Details For a Question

To see submission and scoring details for a question, click the plus sign icon ⊕ for a question.

You see your score for each part of the question, how many points each part is worth, and how many submissions are allowed for each part, if you can submit each part separately.

Viewing Your Previous Submissions For a Question

If viewing your previous submissions is enabled for an assignment and you are allowed to make multiple attempts to answer a question, you can see your previous answers to a question.

- To view your most recent submitted answer for an individual question, select **View Last Response** in the question heading.

- To view your most recent submitted answer for all questions, select **View Last Response** in the assignment heading at the top of the assignment.

- To view all of your previous answers for a question, click **All Submissions** in the question heading. A new window opens, displaying all the answers you have submitted for the question.

Making Notes About a Question

You can make notes about questions. You can use notes to show your work for a question, to explain your answer, or to cite supporting information for your answer. Notes that you make about questions are viewable by your instructor.

To make a note about a question:

1. Click the **Notes** icon in the question heading. The My Notes window opens.

2. Type your note in the **Notes** field, and click **Save**. The note is saved.

3. Click **Close this window** to close the My Notes window.

To view a note about a question:

If you have previously saved a note for a question, the notes icon changes to a representation of a notebook.

1. Click the **Notes** icon in the question heading. The My Notes window opens and displays the saved note.

2. Click **Close this window** to close the My Notes window.

To edit a saved note about a question:

1. Click the **Notes** icon in the question heading. The My Notes window opens and displays the saved note.

2. Click **Edit**.

3. Edit your note in the **Notes** field, and click **Save**. The note is saved.

4. Click **Close this window** to close the My Notes window.

Getting Email Notifications About Assignments

You can receive an email notification stating that an assignment due date is approaching, anywhere from 6 to 48 hours before the assignment is due.

You can also request email notifications to be sent to you when other changes occur, such as when a due date changes, when someone posts an announcement, or when your instructor responds to your extension request, private message, or help request.

> **Note**: You need an email address to receive notifications. If you do not have a valid, confirmed email address on file in WebAssign, a message displays asking you to enter one.

To request email notifications:

1. From the menu, click **Notifications**.

2. On the **Settings** tab, select the number of hours before an assignment is due that you want to receive an email message. You can select more than one time frame.
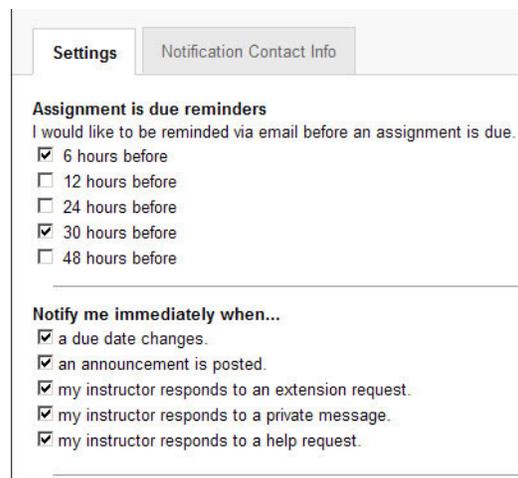
3. Select when you would like to receive an immediate email message for other changes, such as due date changes, extension request responses, private messages, and help requests.

4. If you have not already entered a valid email address, click the **Notification Contact Info** tab and enter an email address.

> **Note**: If you need to verify your email address, a **Verify this email address** button displays. Click it to verify the address and follow the instructions on the screen.

5. Click **Save** to apply your changes. The window indicates whether your changes have been successfully updated.

5

Answering Questions

You can answer most questions in WebAssign using standard text entry, multiple-choice, or multiple-select fields that are similar to those used in other computer applications. This section describes the various ways that you can enter answers in WebAssign.

> **Tip:** Because most of your responses are graded automatically, pay close attention to any instructions about the form of your answers. If enabled by your instructor, you might see an answer format tip below the answer field for a question. The answer format tip appears when you click the field or select it using the keyboard.
>
>
>
> The answer format tip can provide information about the kind of answer that is expected (for example, a mathematical expression or a number).
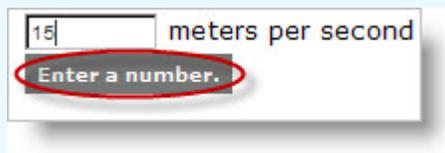
This section contains the following topics:

- Working with Randomized Text or Numbers
- Working with Practice Questions
- Answering Multiple-Choice Questions
- Answering Multiple-Select Questions
- Answering Fill-In-The-Blank Questions
- Answering Questions that are Scored Manually
- Answering Questions that Require Formulas
- Answering Graphing Questions
- Answering Chemistry Questions
- Answering Numerical Questions

Working with Randomized Text or Numbers

Some questions might include text or numbers that appear in red. This happens when the text or number has been randomized. Your classmates might receive different versions of the question.

> ❋ **Important**: The question might use text or numbers that remain the same every time you log in, or the text and numbers might be different every time you open the assignment. It depends on how your instructor sets up the assignment. Be sure to review your work to make sure your answers are based on the information in the question at the time you submit the assignment.
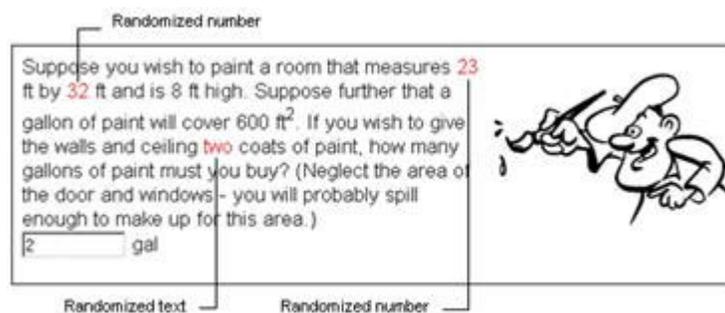
Your instructor can allow you to submit an assignment several times. If your instructor allows you to use multiple submissions, you can make corrections to previously-submitted answers that are marked incorrect.

Working with Practice Questions

Your instructor might give you practice questions either before or after the due date. If you see Practice Another Version, you can work with similar problems without using up your allowed submissions.

When you click **Practice Another Version**, a window opens with the same question that has different values, allowing you to try the question again with another set of values.

Answering Multiple-Choice Questions

Multiple-choice questions can have either option buttons beside the possible answers or drop-down menus for selecting your answer.

To answer a multiple-choice question:

Select your response under each question by selecting an answer from a drop-down list or an option button. You can only select one answer. To change your answer, select another one. This clears your original selection.

> **Tip:** When you submit a correct answer to a multiple-choice question that has option buttons, you will see a green outline around the option buttons in addition to the correct answer icon. Incorrect answers are surrounded by a red outline.

Correct answers appear as illustrated in the following figure:

Incorrect answers appear as illustrated in the following figure:

Answering Multiple-Select Questions

Multiple-select questions in WebAssign use check boxes. You can select more than one answer for this type of question.

To answer a multiple-select question:

Select one or more check boxes for your response. To remove a check, click the checked box again.

Answering Fill-In-The-Blank Questions

You can enter short text answers in fill-in-the-blank questions.

To answer a fill-in-the-blank question:

1. Enter a response in each answer box.

2. Spelling counts, so check your answers before submitting the assignment.

Depending on your instructor, capitalization and extra spaces might not matter, but sometimes they do. For chemistry questions, for example, **na** is not the correct chemical symbol of sodium; you must enter **Na**.
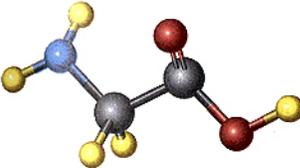
Answering Questions that are Scored Manually

Some questions cannot be scored automatically by WebAssign; however, you still submit them through WebAssign so your instructor can evaluate them and enter your scores.

The following question types are scored manually outside of WebAssign:

- Essay questions
- Questions you upload files to answer
- pencilPad® questions

This section contains the following topics:

- Answering Essay Questions
- Uploading Files for Questions
- Answering pencilPad® Questions

Answering Essay Questions

Answer essay questions by entering your response under each question. After your instructor scores essays, your scores and instructor comments display on the assignment, if enabled.

※ **Important**: By default, you get full credit after submitting your answer. After your instructor grades your answer your score can change. For example, if there are 5 points in an essay question, you might see that you have 5 out of 5 points when you first submit it. If your grade is actually 4 out of 5 points, you will see the score change after the instructor enters the correct grade of 4 points in WebAssign.

Uploading Files for Questions

Answer questions that require you to upload a file by first preparing the requested file in the needed format.

To upload your file to a question:

1. Click **Browse** to find and select your file. If necessary, select **All Files** from the Files of Type menu.

    Unless your instructor tells you differently, your file should be smaller than 100 K.

Charged spheres
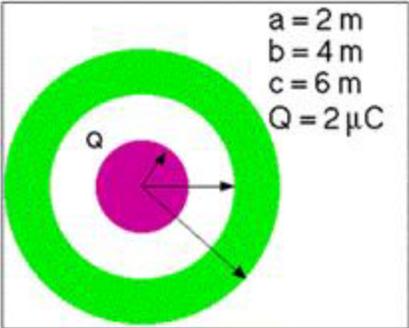
$a = 2\,m$
$b = 4\,m$
$c = 6\,m$
$Q = 2\,\mu C$

The solid purple spherical conductor is given a net charge Q.

(a) Plot the electric field from the center to r = 9 m.
(b) Plot the electric potential from the center to r = 9 m.

Make your plots in Excel and save them. Your grade will depend on the accuracy of your results, labelling of your graphs and documentation of your method. Organization, layout of information, and neatness will count.

Upload your Excel file here. (Label your file with your group number; for example, EVplotC3.xls for EVplot from group C3.)

Browse...

2. Click **Open**. The location of your file is entered into the answer space.

3. When you have finished answering the question, click **Submit**. When you do so, your instructor can view and grade your file.

   If you submit an assignment with a file upload question more than once, and are satisfied with the file already submitted, leave the file upload box empty. If you want to change the file you uploaded to another file, click **Browse** and repeat these steps.

Answering pencilPad® Questions

Some questions include pencilPad® so that you can write or draw using your mouse or tablet.

To draw or write using pencilPad®:

1. Click the draw tool. The pointer appears as a pencil. Move the pointer to form the object or words you want.
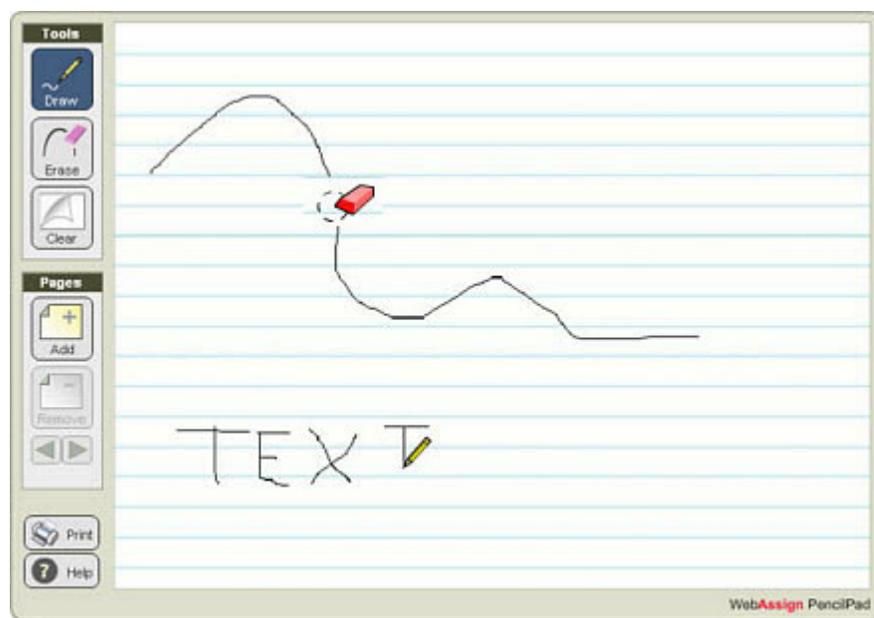
2. You can do any of the following:

   • Click **Erase** to erase part or all of your drawing or text. The pointer appears as an eraser.

   • Click **Clear** to delete everything on the page.

   • Click **Add** to add a new page.

   • Click **Remove** to delete the page.

   • Click the arrows to go to the previous or next page.

   • Click **Print** to print all pages of your work.

3. When you are done, click **Save** or **Submit**. Blank pages are removed.

Answering Questions that Require Formulas

When you answer some math questions in WebAssign, you need to enter a formula using standard calculator notation.

For math questions, this palette is called mathPad. For other questions, a different palette displays when you click in some answer boxes to help you enter your answers.

This section contains the following topics:

   • Answering Symbolic Questions with Calculator Notation

   • Answering Questions using mathPad

   • Answering Graphing Questions

Answering Symbolic Questions with Calculator Notation

Some questions require you to enter a formula as a response to a symbolic question using standard calculator notation. Any response that is equivalent to the answer formula will be graded as correct. For example, `4x+12` would be equivalent to `(x+3)4`. You can enter an asterisk (*) for multiplication or use implicit multiplication with variables.

To answer symbolic questions:

Answer symbolic questions using calculator notation and the exact variables specified in the questions. The order of variables is not important as long as your response is mathematically correct.

A dozen donuts cost 45¢ less than twelve individual donuts. If the of one individual donut. Write an equation to solve this problem, th donuts in dollars.

Formula for the price of a single donut in cents.

`(100p + 45)/12` ✔

Price

`10` ✗ ¢

symbolic formatting help

Did you remember to convert everything to cents?

Do any of the following:

Click the preview button to see the expression you entered in proper mathematical notation or to see if you have placed your parentheses correctly. If you click the preview button in the above question you would see the following proper mathematical display:

$$\frac{100p + 45}{12}$$

Click the symbolic formatting help button symbolic formatting help to see the allowed notation:

This question requires that you enter your response in symbolic format.

To do this, type your answer into the answer box using standard calculator notation. You will be given credit for any formula that is evaluated to be equivalent to the answer formula.

For example, 4x + 12 would be equivalent to 4(x + 3).

Use pi to represent the symbol π, 3.14 is a numerical approximation of the symbol π and these are not equivalent.

Case must match exactly, however type style and character formatting can be ignored. For example, if a lowercase italic variable *g* is used in the question, just type lowercase g.

Click <u>here</u> to close this window.

Available operators	Example
+ for addition	x + 1
- for subtraction or the negative sign	x - 1, or -x
* or nothing for	4*x or 4x

Available operators	Example
sin, cos, tan, sec, csc, cot, asin, acos, atan functions (as well as hyperbolics) (angle x expressed in	sin(2x) or coth(x/3)

Answering Questions using mathPad

When you click in mathPad-enabled answer boxes, a palette opens on the left, allowing you to enter symbolic expressions. The expressions display correctly as you work. The palette stays open until you click outside of the mathPad-enabled box.

> **Note:** mathPad requires Flash 10 or higher. You can obtain the free Flash plug-in from www.adobe.com/products/flashplayer/.
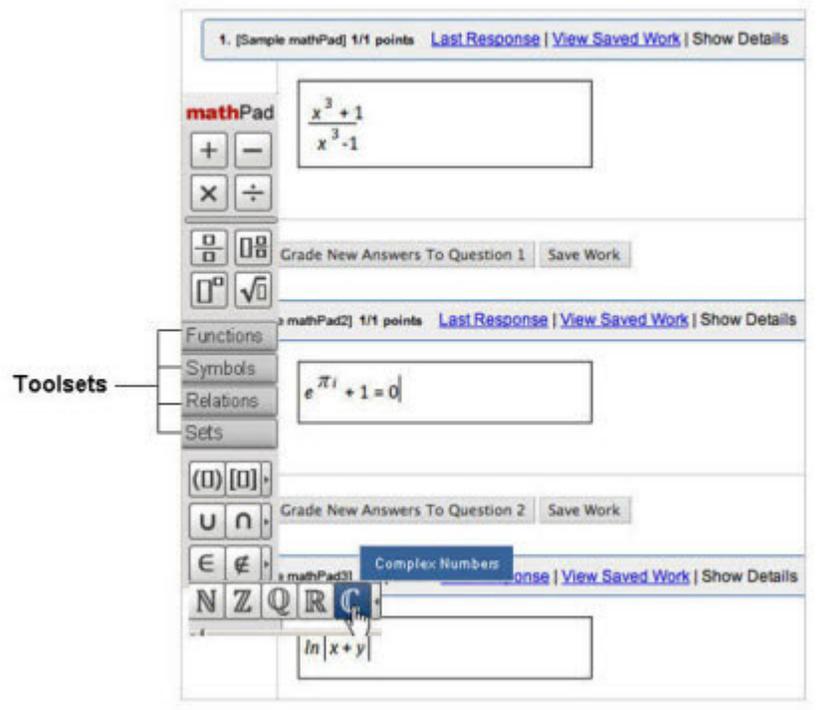
In mathPad, pause the pointer over any tool to see its meaning. Click **Functions**, **Symbols**, **Relations**, or **Sets** to use additional symbols. Within some toolsets, you can click the arrow to expand the list of tools.

Some tools have start boxes that represent numbers or variables. When you click the tool, the expression appears in the answer box, with one start box shaded. Type a character to replace the start box. Replace the start boxes with numbers or variables until you complete the expression.
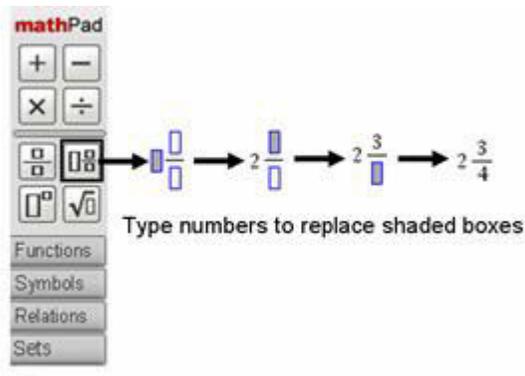
Note: Click **Help** on the mathPad palette for more information, including keyboard shortcuts.

Answering Graphing Questions

The WebAssign graphing tool lets you graph one or more mathematical elements directly on a set of coordinate axes. Your graph is then scored automatically by WebAssign when you submit the assignment for grading.

The WebAssign graphing tool currently supports points, rays, segments, lines, circles, and parabolas. Inequalities can also be indicated by filling one or more areas.

> **Note:** The WebAssign graphing tool requires Flash 8 or higher. You can obtain the free Flash plug-in from www.adobe.com/products/flashplayer/.

When you work on a graphing question, the WebAssign graphing tool displays below the question.
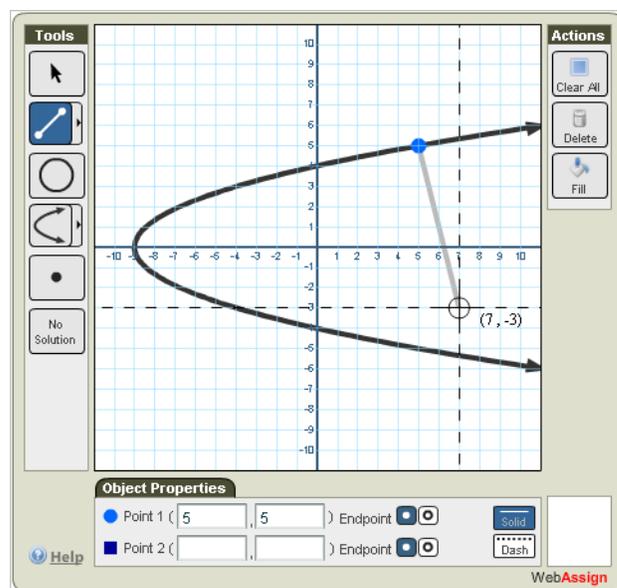
Depending on the question, the graphing tool might display both *x* and *y* axes, or only the *x* axis. If only the *x* axis is displayed, you can specify only *x* coordinates; the *y* coordinate will always be 0. The maximum and minimum allowed values on the graph in the graphing tool are also dependent on the question.

To answer a graphing question:

Use the WebAssign graphing tool to graph the objects that represent your answer, and then click either **Submit New Answers to Question** or **Submit Whole Question**, depending on the submission options for the assignment. A correct or incorrect icon displays in the lower right corner of the graphing tool.

Task	Tool	Steps
Graph a point		1. Click the Point tool. 2. Click a location in the graph.
Graph a line		1. Expand the line tools, and click the Line tool. 2. Click the location of the first point on the line. 3. Click the location of a second point on the line.
Graph a ray		1. Expand the line tools, and click the Ray tool. 2. Click the location of the endpoint of the ray. 3. Click the location of a second point on the ray.
Graph a line segment		1. Expand the line tools, and click the Line Segment tool. 2. Click the location of one endpoint of the line segment. 3. Click the location of the second endpoint of the line segment.
Graph a circle		1. Click the Circle tool. 2. Click the of the center of the circle. 3. Click the location of a point on the circle.
Graph a parabola with horizontal symmetry		1. Expand the parabola tools, and click the parabola tool with horizontal symmetry. 2. Click the location of the vertex of the parabola. 3. Click the location of another point on the parabola.
Graph a parabola with vertical symmetry		1. Expand the parabola tools, and click the parabola tool with vertical symmetry. 2. Click the location of the vertex of the parabola. 3. Click the location of another point on the parabola.

Task	Tool	Steps
Indicate that no solution exists	No Solution	1. Click the No Solution tool. 2. If any objects are currently on the graph, a confirmation dialog displays. Click **Yes** to confirm that you want to clear the graph.
Select an object to change	▶	1. Click the Selection tool. 2. Click the object in the graph that you want to change.
Change an object's coordinates		1. Select an object in the graph. 2. In the Object Properties below the graph, enter values for the object's center, vertex, or points. Enter the coordinates precisely. You can type decimal values, or you can type fractional values using the forward slash character, as in 2/3. The graphing tool does not accept values that are outside of the displayed coordinate grid.
Move an object with the mouse		1. Select an object in the graph. 2. Click and drag the object to a new location.
Move an object with the keyboard		1. Select an object in the graph. 2. Press the cursor keys to move the object by single units up, down, left, or right.
Reshape an object with the mouse		1. Select an object in the graph. 2. Click and drag the center, vertex, or specified point to a new location.
Fill a region of the graph to specify inequality	Fill	1. Graph one or more boundaries for the inequality. 2. Click the Fill tool. 3. Click a location in the region that should be filled.
Clear a filled region of the graph	Fill	1. Click the Fill tool. 2. Click a location in the filled region that should be cleared.

Task	Tool	Steps
Set an open endpoint for a ray or line segment	◉	1. Select a ray or line segment in the graph. 2. Click the Open Endpoint tool for the endpoint that should be open.
Set a closed endpoint for a ray or line segment	⦿	1. Select a ray or line segment in the graph. 2. Click the Closed Endpoint tool for the endpoint that should be closed.
Set a dashed line style to specify inequality	Dash	1. Select an object in the graph. 2. Click the Dash tool to graph the object as a dashed line or curve.
Set a solid line style	Solid	1. Select an object in the graph. 2. Click the Solid tool to graph the object as a solid line or curve.
Delete an object	Delete	1. Select an object in the graph. 2. Click Delete or press Delete on the keyboard.
Delete all objects	Clear All	1. Click Clear All. 2. If any objects are currently on the graph, a confirmation dialog is displayed. Click **Yes** to confirm that you want to clear the graph.
View help for the graphing tool		1. Click **Help** in the lower left corner of the graphing tool.

Tips:

- When you are setting or moving a point on the graph, dashed coordinate lines and coordinate values are displayed to help you.

- You can specify coordinates for objects when you are creating them by typing values in the Object Properties section of the graphing tool.

- You can click the endpoint of an unselected ray or line segment to toggle it between closed and open.

- You can print a graph by using your browser's print function.

See Also:

- Tutorial: Graphing on Number Lines at www.webassign.net/watutorials/graphpad/tutorial-1.swf

- Tutorial: Graphing Parabolas at www.webassign.net/videos/GraphPad%20Parabolas.swf

- Tutorial: Graphing Circles at www.webassign.net/videos/GraphPad%20Circles.swf

- Tutorial: Graphing Lines at www.webassign.net/videos/GraphPad%20Lines.swf

- Tutorial: Graphing Inequalities at www.webassign.net/videos/GraphPad%202D%20Inequalities.swf

- Tutorial: Graphing Systems of Equations at www.webassign.net/videos/GraphPad%20Systems.swf

Answering Chemistry Questions

Some questions in WebAssign give you a tool for entering chemical formulas that display correctly as you enter them. This tool is called chemPad, which appears when you click in certain chemistry answer boxes.

Some questions require you to enter a chemical formula using a particular format. The format will be clearly specified in the question.

Organic chemistry questions might ask you to open a molecular drawing tool named JME.

Many chemistry numerical questions check for the correct number of significant figures.

This section contains the following topics:

- Using chemPad
- Answering JME Questions

Using chemPad

When you click in chemPad-enabled answer boxes, a palette opens on the left allowing you to enter chemical expressions. The expression appears correctly as you work. The palette remains open until you click outside the chemPad-enabled answer box.

While in chemPad, you can pause the pointer over any tool to see its meaning. You can also click **States**, **Greek**, **Arrows**, or **Charges** to use additional symbols. On some toolsets, you can click the arrow to expand the list of tools. To enter ions, open the Charges toolset and select the tool you need.

Some tools have start boxes that represent numbers or elements. Replace the start boxes with numbers or elements until you complete the expression.

The following table describes chemPad features:

Press this on the keyboard	To do this
Home	Go to your Home page.
← ↑ ↓ →	Move the pointer around the main expression and sub-expressions.
Home	Move the pointer to the beginning of the answer box.
End	Move the pointer to the end of the answer box.
Backspace	Delete the character to the left of the pointer.
Delete	Delete the character to the right of the pointer.
^	Insert a new superscript expression.
_	Insert a new subscript expression.
Shift + ←	Select the element to left of the pointer.
Shift + →	Select the element to right of the pointer.
Ctrl + A	Select all elements.
Ctrl + C	Copy selected elements.
Ctrl + X	Cut selected elements.
Ctrl + V	Paste copied or cut elements.

Answering JME Questions

Some instructors teaching organic chemistry use questions that require you to draw structures. The Java Molecular Editor (JME) helps you do that.
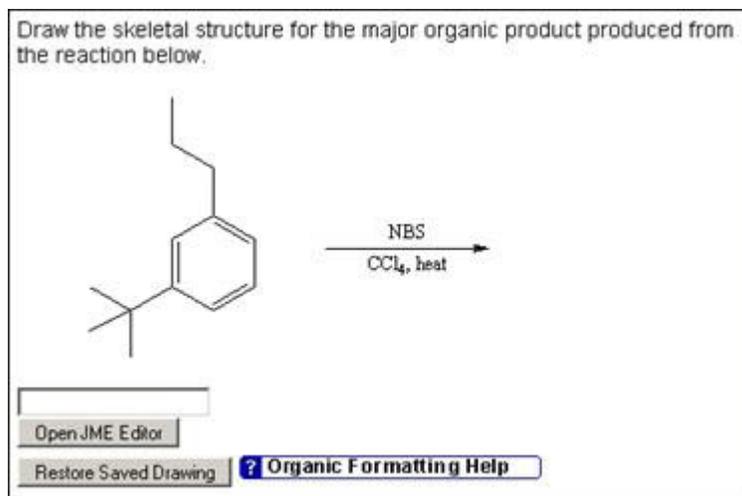
To answer a JME question:

1. Click **Open JME Editor**.

2. Select the needed structure and click anywhere on the blank area.

3. Select the next needed structure and attach it to the correct location on the first structure.
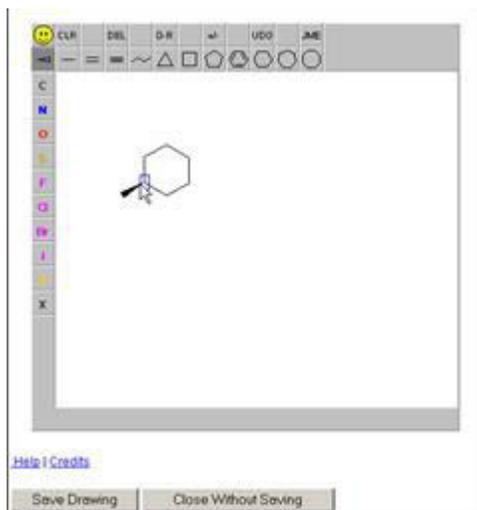
4. Continue attaching structures until your drawing is complete.

5. When you are done, click **Save Drawing**.

6. The JME Editor closes and your drawing is entered in the answer space in text form (SMILE string).

7. Click **Submit**.

Answering Numerical Questions

Some WebAssign questions require you to enter a number for the answer. Whether or not a number is required should be clear from the question, and might also be indicated by an answer format tip, if answer format tips are enabled by your instructor.

To answer a numerical question, enter a number or a simple arithmetic expression using the following notation:

Notation	Example
A decimal number	314.15
A sum (+)	300+14.15
A difference (-)	414.15-100
A product (*)	31.415*10
A quotient or fraction (/)	31415/100
An exponent (**)	3.1415*10**2
Scientific ("e") notation	(3+0.1415)e2

Each of the examples in this table are equivalent expressions.

The standard order of operations is observed: parenthetical expressions are evaluated first, followed by exponents, products and quotients, and then sums and differences.

> **Tip:** By default, numerical questions require the answer to be within less than 2% of the correct value. However, particular questions, classes, or instructors might require greater accuracy, and will usually inform you if that is the case.

Numerical questions might also require you to enter units in your answer or require a specified number of significant digits.

This section contains the following topics:

- Answering Numerical Questions that Require Units
- Answering Numerical Questions that Check Significant Figures

Answering Numerical Questions that Require Units

Some WebAssign questions require a number and a unit in the answer. Enter a unit when no unit follows the answer space or if the question tells you to enter a unit.

If you do not enter units when required, a message reminds you. You can enter an answer in any equivalent units.

Answering Numerical Questions that Check Significant Figures

Some WebAssign questions check the number of significant figures (sigfigs) in your answer. If a question checks sigfigs, you will see a sigfig icon [4.0✓] beside the answer space. If you enter the correct value with the wrong number of sigfigs, you will not get full credit, but you will get a hint that your number does not have the correct number of sigfigs.
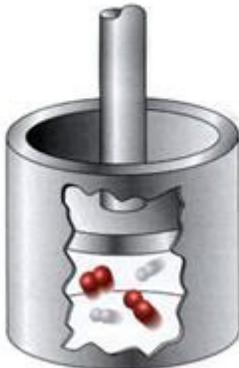
The rules WebAssign uses to determine the number of significant figures in a number are shown in the examples below:

Example	Significant Figures
1234	4
500	1
500.	3
13000	2
2.000	4
5.0e2	2
140E-001	2
8.20000e3	6
101.001	6
41003	5

To express a number like 1000 to 2 or 3 significant figures, you must use scientific notation.

The sigfig icon is also a link to the rules used for significant figures in WebAssign.

6

Submitting Assignments

When you complete part or all of an assignment, you can save or submit it according to what your instructor allows.

This section contains the following topics:

- Saving and Submitting Work
- Understanding Feedback
- Understanding Partial Credit

Saving and Submitting Work

If your instructor allows you to save your work without submitting it while you are working on an assignment, the **Save Work** button displays next to the **Submit** button.

> ✳ **Important**: Saving your work is possible if the instructor allows it; however, saving your work does not submit it for grading. You need to click the **Submit** button to actually submit the work.

If you save your work, you might need to select **View Saved Work** when you return to an assignment you previously saved.

You can use the **Save Work** button periodically to save your work as you go along, and you can also save your work so that you can stop working on an assignment and continue working on it later. You can see and change your saved answers the next time you open the assignment.

To do this	Do this
Find out how many submissions you are allowed or have remaining for a question	Click the plus sign icon ➕ for a question.
Save your work for all questions without submitting it	Click **Save All Work** at the bottom of the assignment.
Save your work for an individual question without submitting it	Click **Save Work** in the question.
See what your submission options are	Click **About this Assignment** at the top of the assignment.
See your saved answers for an individual question	Select **View Saved Work** in the question heading.
See your saved work for all questions	Select **View Saved Work** in the assignment heading at the top of the assignment.
Submit your answers for a single question (unless your assignment is set up to require submission of the entire assignment)	Click either of the following buttons for the question: **Submit New Answers To Question** or **Submit Whole Question**.
Submit your answers for all assignment questions	Click one of the following buttons at the end of the assignment: **Submit All New Answers** or **Submit All Questions**.

Depending on how your instructor set up the assignment, you might receive feedback immediately.

You might also see your score for each question or your whole assignment. Although typically only after the due date, you might also see what you answered incorrectly and what the correct answer was.

Submissions are counted differently, depending on whether your instructor allows you to submit each question separately, or requires you to submit the entire assignment at once.

Submitting Parts of Questions

If you are working on an assignment where you can submit each question part separately, the Submission Options window displays the following description when you click **About this Assignment**:
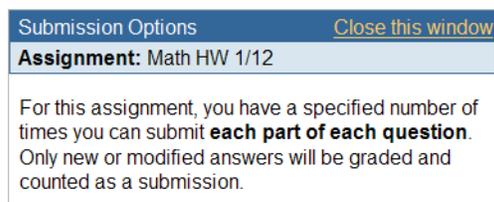

Some basic rules:

- Only new answers or answers modified *since the last submission* will be resubmitted.

- Your instructor sets the number of submissions allowed; this number can be different for each part of a question. Click the plus sign icon ⊕ to see the number of submissions for each part.

- If your instructor allows submissions for each question part, the first time you enter an answer and submit it, will count as your first submission of that question part.

- If you make a change to the answer and resubmit the question, it counts as your second submission.

- If you do not make a change to an answer, subsequent submissions of the answer do not count as additional submissions.

For example, if a question allows submission of parts, and you…

do this	and your answer is	the total submissions counted is	because
Submit with no answer		0	you did not enter an answer
Submit first answer	2.01	1	you entered an answer
Change your answer and resubmit	20.1	2	you changed your answer
Do not change your answer and resubmit	20.1	2	you did not change your answer
Resubmit first answer	2.01	3	your answer was modified from your last submission

The following example shows the scoring details for a question after you have submitted various parts of the question.

The scoring details are listed in a table with each question part corresponding to a numbered column. Note that when the scoring details are viewed, the part numbers appear beside the answer field for the corresponding part of the question. In this example, question part 1 corresponds to (a), part 2 to (b), and part 3 to (c).

The Points row of the scoring details table shows the points you earned for each question part out of the possible points for the part, and in the Total column also indicates the total points you earned out of the total possible points.

The Submissions row of the scoring details table shows the number of submissions out of the allowed submissions for each question part.

So, in the illustration above, the following information can be learned for each question part:

- (a) is question part 1. You earned 1 point out of 1 possible point, and submitted different answers 1 out of 2 possible times. Since 1 submission remains, the answer field is still active.

- (b) is question part 2. You earned 0 points out of 1 possible point, and submitted different answers 2 out of 2 possible times. Because you have used all possible submissions, the answer field is not active.

- (c) is question part 3. You earned 0 points out of 1 possible point, and submitted different answers 1 out of 2 possible times. Since 1 submission remains, the answer field is still active.

Submitting Whole Questions

When an assignment requires submission of each question, the Submission Options window displays the following description when you click **About this Assignment**:
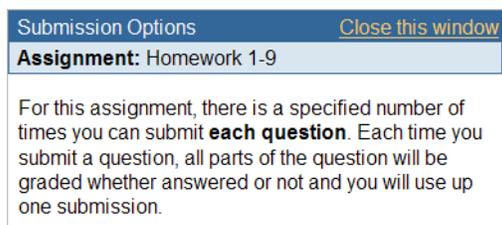
When you click **Submit Whole Question**, all parts of the question are graded whether answered or not, and you use up one submission.

Important reminders:

- An empty answer box counts as a response and will be marked incorrect.
- If you submit part of the question, all parts are scored.
- Even if the answer is not changed and you submit the whole question, it counts as a submission.

To find out how many submissions you are allowed and have remaining, click the plus sign icon ⊕.

Submitting Entire Assignments

When an assignment requires submission of the entire assignment, the Submission Options window displays the following description when you click **About this Assignment**:
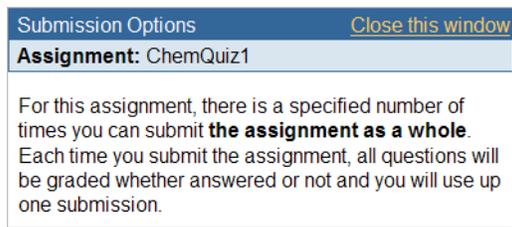
If you see the **Submit All Questions** button at the end of your assignment, your instructor requires that you submit the entire assignment at once, and does not allow submission of single questions.

❋ **Important**: Each time you click **Submit All Questions** it counts as a submission of all questions, whether you change an answer or not. The answer will be scored as incorrect if left blank.

Understanding Feedback

After you submit a question, question part, or assignment for grading, WebAssign records and grades your work. Depending on the question and the options that are enabled for the assignment, you will often see various kinds of feedback on your submitted work. Some feedback might be available only after the due date has passed for the assignment.

> ✳ **Important:** The kinds of feedback that are displayed for any particular question are dependent on both the question itself and on the options that your instructor enabled for the assignment.

WebAssign's feedback includes assignment scores, question and question part scores, marks identifying your correct and incorrect answers, answer keys, hints that provide guidance when answering the question, and solutions describing how the correct answer is obtained.

Assignment Scores

The assignment score and total possible points for the assignment are displayed in the assignment heading.

Question Scores

The score and total possible points for the question are displayed in the question heading.

Question Part Scores

If you click the plus sign icon in the question heading, the score and total possible points for each part of the question are displayed just below the question heading. Each question part is identified numerically with a label.

Correct and Incorrect Marks

Correct and incorrect marks indicate whether the most recent answer you submitted was correct or incorrect.

Mark	Meaning
✔	The submitted answer was correct.
✘	The submitted answer was incorrect.
◉	The last submitted answer was correct, but you have changed the answer and have not submitted the question again.
⊗	The last submitted answer was incorrect, but you have changed the answer and have not submitted the question again.

Previous Responses

If enabled, you can see your previous responses to a question, with their correct and incorrect marks, by clicking **All Submissions** in the question heading.

Hints

Some questions provide hints. The hint might be enabled after a certain number of submissions, or only if your answer demonstrates a partial understanding of the question.

Keys

Keys identify the "correct" answer that is provided by the question. Depending on the question, other responses might also be graded as correct. Usually, keys are available only after the assignment due date or after you have used all of your submissions. After the key is provided, it is very unlikely that your instructor will grant an extension for the assignment.

> **Note**: After the due date, the key, if provided, comes with a warning that you will probably not get an extension for the assignment. Only your instructor can grant an extension.

Solutions

Some questions provide a solution that describes how the correct answer is obtained. As with keys, solutions are usually displayed only after you have used all of your submissions or after the assignment due date.

Understanding Partial Credit

An instructor can give partial credit. For example, you might get partial credit if you enter the wrong number and a dimensionally-correct unit, or if you enter an incorrect number of significant figures.

An instructor might also give you partial credit for entering a unit with the correct dimensionality and an incorrect number. Some instructors use the student's notes to decide whether or not to give partial credit.

7

Viewing Resource Materials

If your instructor has shared resource materials with you in WebAssign, you can view them from your class Home page.

- Informational resources provide you with information you need to know about your class. Examples include syllabi, grading rubrics, or instructions for answering questions.

- Learning resources help enhance or reinforce your understanding of the course content. Examples include supplemental reading materials, video files to aid in learning a topic, or reference materials such as a table of formulas and constants.

To view resource materials for a class:

1. Click **Home**.

2. If necessary, select a class from the **My Classes** menu.

   Any resources your instructor has made available to you are displayed on your Home page for your class in the Resources panel.
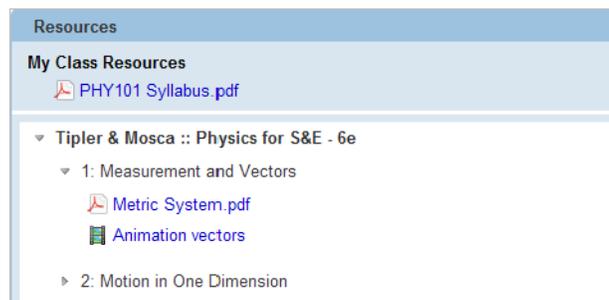
The list of resources might include sections that can be expanded or collapsed.

- To expand part of the resources list, click the ▸ right arrow icon. The items under the expanded heading are listed.

- To collapse part of the resources list, click the ▾ down arrow icon. The items under the collapsed heading are no longer displayed.

3. To view a resource, click its title in the Resources panel. Depending on your browser settings, you might have to choose to save or to open the resource. You might also have to choose an application to use when opening the resource.

8

Viewing eBooks

Online textbooks—eBooks—are available for some courses in WebAssign. Depending on the course, the eBook might be included with WebAssign access, or it might be an optional purchase.

eBooks generally contain the complete text of the printed textbook. Many eBooks also contain additional features and content not available in the printed textbook.

This section contains the following topics:

- Opening eBooks
- Using eBook Features
- Closing eBooks

Opening eBooks

After you have purchased an eBook or WebAssign access for a class that includes an eBook at no additional charge, you can view the eBook whenever you are logged in to WebAssign for the duration of the class.

> **Note:** Access to eBooks is *not* included with WebAssign access during your grace period. You can access eBooks for your classes only after purchasing WebAssign access.

To open an eBook you have purchased:

1. Click ⬛ **My eBooks** in your toolbar to display a list of the eBooks that are available.
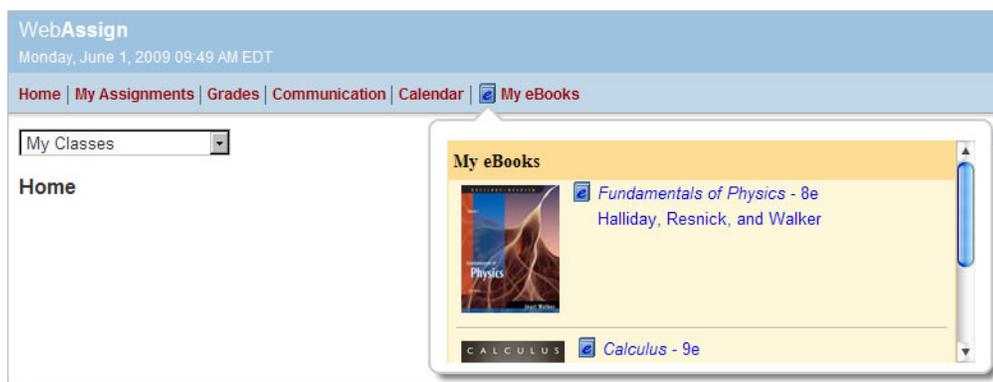
2. Click the title of any eBook you have purchased to open it.

   Your eBook opens in a new browser window or tab.

> **Tip:** You can also open a purchased eBook by clicking its title when it is displayed on your class Home page. Some assignment questions might also contain links to the relevant sections of the eBook.

See Also:

• Purchasing WebAssign Access and eBooks Online

Using eBook Features

The features and implementation of each eBook is dependent on the publisher. Some eBooks are distributed as Web pages, some are PDF documents, and some use the free Adobe Flash player. Many eBooks include help information from the publisher that describes how to use the features that are available for that eBook.

The following three figures illustrate some of the differences among eBooks.

Many eBooks share some of the following characteristics:

- eBooks generally include the complete text of the printed textbook, along with all figures and illustrations.

- eBooks usually have a table of contents that you can click to navigate to specific chapters or sections.

- You can usually search for text in eBooks.

- You can usually navigate to a specific page number by typing the page number in a text box.

- You can often bookmark pages in the eBook.

- You can often add highlighting and notes to the eBook. Your highlighting and notes are saved between sessions and are available to you anytime you when you open the eBook.

- You can usually zoom in and out when viewing the eBook.

- You can sometimes click on links in the eBook which open media such as videos. Some of these additional media are interactive.

- You can usually print pages from the eBook.

- You can sometimes save the eBook to your computer for offline viewing.

- eBooks sometimes require either the free Adobe Reader or the free Adobe Flash Player.

- You can sometimes use an interactive glossary or click on certain terms in the text to view the glossary definition.

- Often the eBook will have a toolbar for navigating the eBook and implementing its various features.

See Also:

- System Requirements for WebAssign

Closing eBooks

When you are finished viewing an eBook, remember to close it.

> **Note:** When you log out of WebAssign, all of your open eBooks are automatically closed.

9

Getting Instructor Assistance

In addition to the usual help provided by your school, such as tutoring by teaching assistants and consultation with your instructor, you can also communicate with your instructor through WebAssign.

If your instructor enabled these features, you can:

- Send a Private Message to your instructor
- Send an Ask Your Teacher message about a specific assignment
- Request more time to complete an assignment

This section contains the following topics:

- Sending Your Teacher a Private Message
- Asking Your Teacher a Question About an Assignment
- Asking Your Teacher to Extend the Due Date for an Assignment

Sending Your Teacher a Private Message

A Private Messages is a message that you can send to your instructor. The message might also be delivered to someone the instructor designated to read and respond to them, such as a Teaching Assistant.

You can send these messages from your Communication page in WebAssign. The instructor knows that the message came from you, and they know which class the message is about.

This feature displays as a "New Message For" link in the Private Messages section of your Communication page.

If the link does not display and you would like to have the option to send your instructor messages from this location, ask your instructor to enable Private Messages in WebAssign.

To send a Private Message:

1. Select a class from the My Classes drop-down menu.

2. On the menu bar, click **Communication**.

3. Under Private Messages, click **New Message for *instructor***.

4. Enter a subject and your message, and click **Send**.

You are returned to your Communication page, and the message is added to your Sent total. You can click the **Sent** link to view message details.

Asking Your Teacher a Question About an Assignment

If your instructor enabled the Ask Your Teacher feature, you can send your instructor a message to ask a question about the assignment you are working on. To do so, click the **Ask Your Teacher** link at the top or bottom of the assignment.

To send an Ask Your Teacher message:

1. Navigate to the top or bottom of the assignment you are working on.

2. Click **Ask Your Teacher**.

3. Type your message. Provide as much detail as you can so your instructor can give you useful advice. Enter any specific concerns you might have.

4. Click **Save**, and a confirmation message displays the date and time you sent the request.

To view responses to your Ask Your Teacher messages:

1. Navigate to the top or bottom of the assignment from which you sent an Ask Your Teacher message.

2. Click **Ask Your Teacher**. Your message and any responses display in the Ask Your Teacher window.

Asking Your Teacher to Extend the Due Date for an Assignment

If your instructor allows you to request more time or more submissions for an assignment, an Extension Request link displays at the end of your assignments.

Your instructor can allow automatic or manual extension requests for all assignments, for some assignment categories, or for no assignments.

> **Note**: Only your instructor can give you extensions, change your score, allow extra submissions, or help you with the content of your assignments — not the WebAssign support staff.

Making a Manual Extension Request

To make a manual extension request, if allowed:

1. While working on your assignment, click **Extension Request**.

2. Click the **Manual** tab.

3. Enter your message and click **Submit**.
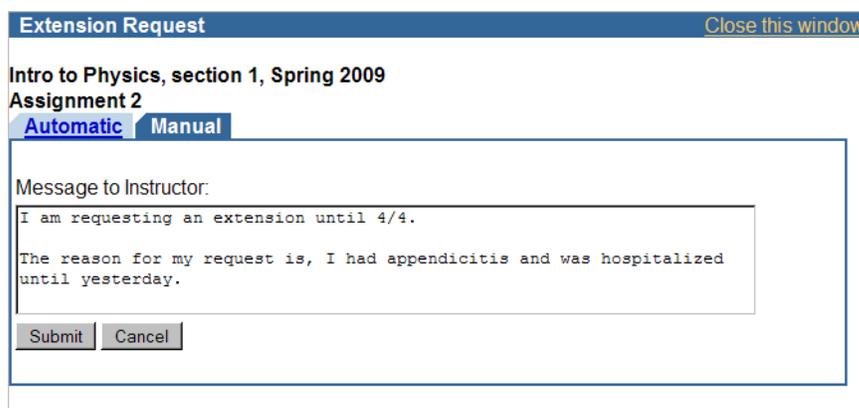
Your instructor will review your request and can choose to approve it, deny it, or request additional information from you before making a decision.

To check the status of your extension request:

1. While working on your assignment, click **Extension Request**.

   Any responses your instructor has made to your request are displayed. Your instructor might provide you with information about penalties that apply to the extension or explain why your request is denied.

   If your instructor grants your request, your Current Assignments will display a new due date for the assignment, but you can see additional information about the extension only in the Extension Request window.

   Your instructor also might ask you to provide additional information before they make a decision about your request.

2. If your instructor has requested additional information, type a message and click **Submit**.

Making an Automatic Extension Request

To make an automatic extension request, if allowed:

1. While working on your assignment, click **Extension Request**.

2. Click the **Automatic** tab, if necessary.

3. Pay particular attention to the Penalty that displays under Settings to find out what penalty, if any, applies.

4. Do one of the following:

   • If you accept the terms of the extension, click **Accept Automatic Extension**. You can then begin working on the past due assignment.

   • If you do not want to accept the extension, click **Cancel**. For example, a penalty might apply to each automatic extension request and you might decide not to accept the extension.

Extension Request   Close this window

Intro to Physics, section 1, Spring 2009
Assignment 2

Automatic   **Manual**

You have the option to receive an automatic extension or to request a manual extension from your instructor.

Settings	
Maximum Requests:	3 more extensions
Penalty:	2 points from total score

Time	
Additional Time Allowed:	New Due Date: **Tuesday, Mar 31, 2009 05:00 PM EDT** after you click accept

Extension Announcement
You will receive a 2-point penalty when you submit this extension request.

Accept Automatic Extension   Cancel

10

Viewing Scores and Grades

On your **My Assignments** page, you see all of your scores for your assignments within WebAssign. You might also see scores for assignments that you took outside of WebAssign.

On the **Grades** page, you see all of your raw scores and grades that your instructor posts.

The page might also include the class average, minimum and maximum scores, the standard deviation, and a histogram of scores for each category of assignment and for individual assignments. It might have your average for each category of assignments as well as the scores for individual assignments. Your instructor will let you know which scores and grades will be posted for your course.

To see your scores and grades:

1. On the menu bar, click **Grades**.

2. If your instructor enabled all of the options, your **Grades** page might look like this:

The Overall Grade gives information about your grade in the class as calculated from the various categories of assignments, such as Homework, Test, In Class, Quiz, Lab, and Exam. Your instructor might have different categories. The Category Grades show the contribution to your overall grade from each of the categories. Class Statistics shows you how the rest of the class is doing.

3. To see how a number was calculated, click a grade that is a link.

4. To see a summary of all of your raw scores and the class statistics for each assignment, if your instructor has posted these, click **My Scores Summary**.

My Scores Summary   Close this window

Scores for Peg Bate
Class: Chemistry 121, section 02

Raw Scores

| Category / Assignment | My Scores | | | Class Statistics | | | | |
	Score	Max Possible	%	Average	Min	Max	St Dev	
Homework (7)	17	103	16.5	10.2	0	49	11.6	📊
Quiz (1)	9	11	81.8	6.93	0	9	3.10	📊
Test (2)	169	200	84.5	174	109	197	21.4	📊
Exam (2)	95	110	86.4	88.1	65	100	10.1	📊
In Class (1)	89	100	89	88.3	74	99	7.32	📊
Homework for 2nd 9 (1)	4	4	100	--	--	--	--	--

Collapse All | Expand All

11

Participating in Forums

Forums are for discussions with all of the members of your class. If your instructor creates a forum, you can then create topics within the forum or contribute to a current topic.

If you do not see any forums and you would like them, ask your instructor to set up forums in WebAssign.

To participate in a forum:

1. On the menu bar, click **Communication**.

2. Under Public Forums, click the forum you want to participate in.

3. To start a new topic, click **New Topic**.

4. Enter a title and message, and click **Save**.
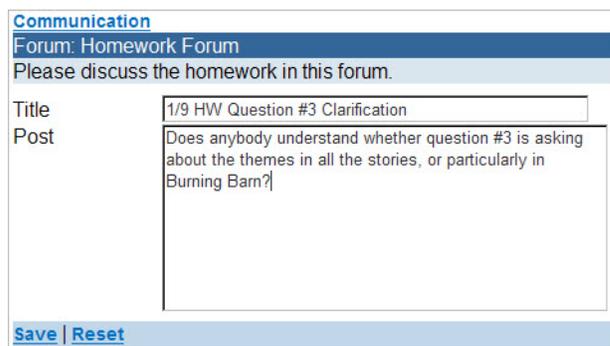
12

Using your Calendar

When an instructor gives an assignment, it automatically appears on your calendar. Your calendar shows all of your assignments on their due dates. It also shows class start and end dates as well as any personal calendar events you have added.

To view your calendar, or add or edit an event:

1. On the menu bar, click **Calendar**.

2. To enter your own event, click any date and click **New Event**. Enter the details of your event and click **Save**.

3. To edit one of your events, click the event and edit the details.

13

Managing Your WebAssign Accounts

You can update your email address and password for a WebAssign account or link multiple WebAssign accounts to use a single username and password.

This section contains the following topics:

- Changing Your Email Address
- Using the Same Login for Different Accounts
- Changing Your Password
- Resetting your Password

Changing Your Email Address

To view or change your email address:

1. Click **My Options** in the upper right of your WebAssign page.

2. Click the **Personal Info** tab if not already selected.

   The email address for your WebAssign account displays in the Email Address field.

3. In **Email Address**, either edit or enter your email address.

4. Under **Password**, enter your password to the left of the Save button and click **Save**.

   WebAssign sends a confirmation message to the email address you just entered.

5. Check the email address you entered for the confirmation message, and click the link in the message to confirm the email address change.

   Your email address is updated in the WebAssign system only after you click the link in the confirmation message.

Using the Same Login for Different Accounts

If you have more than one WebAssign account for the same institution, you can link them so you can log in to all of them using any of your usernames and passwords. This way, you do not need to remember a separate login for each WebAssign account you have.

> **Note:** If you log in through your school's Web site instead of www.webassign.net/login.html, it is unlikely that you have more than one WebAssign account. However, if this is the case, you will not be able to link your accounts.

The information you have in different accounts remains separate when you link accounts — the only thing that changes is that all of the classes for all of your linked WebAssign accounts will be displayed whenever you log in to any of those accounts.

To link your accounts:

1. Log in to WebAssign using one of your username and password combinations.

2. Click **My Options** in the menu bar.

3. Click the **Accounts** tab.

4. Under **Link Accounts**, enter the username and password of the WebAssign account you are linking to. You can link more than one account.

5. Enter the password for the account you are logged in with, and click **Save** to save your changes.

   Example: One of your WebAssign accounts has a username you cannot easily remember, such as **zh7yz123**. The login information for the account you are signed into right now (**sarahjones**) is the one you want to use for all of your accounts.

   In this example, you would enter the username **zh7yz123** and the password for **zh7yz123** in the Link Accounts section, and then you would enter the password for the current account (**sarahjones**) in the **Password** field at the bottom of the window and click **Save**.

Changing Your Password

You should change your initial password to ensure the security of your WebAssign account.

> **Note**: This does not apply if you use your school's authentication server and you log in through your school's Web site. In that case, use your school's method for changing your password.

To change your password:

1. Click **My Options** in the upper right of your WebAssign page.

2. Click the **Personal Info** tab if not already selected.

3. Under **Change Password**, enter your new password in the **New Password** field.

4. In **Re-enter New Password**, enter your new password again.

5. In **Password**, enter your old password.

6. Click **Save**.

   If the change was successful, a confirmation message displays stating your password has been changed.

Resetting your Password

If you forget your password and you have an email account on file in WebAssign, you can reset your password.

To reset your password:

1. Go to the WebAssign login page: www.webassign.net/login.html.

   Or, if WebAssign uses your institution's authentication server, use your school's method for changing your password.

2. Click the **Reset Password** link that displays to the right of the Password field.

3. Type your username and institution.

4. Type your email address exactly as it appears in your WebAssign account.

5. Click **Submit**.

   If your username, institution, and email address match the entries in your WebAssign account, you receive an email with instructions for resetting your password.

   > **Note**: If WebAssign does not recognize your email address, contact your instructor, who can reset your password or your email address if needed. Only your instructor can reset your password and email address.

14

Troubleshooting

Because WebAssign relies on Web browsers and related technology, technical problems can occasionally occur. The suggestions that follow can help you avoid technical problems and best handle them if they do occur.

This section contains the following topics:

- Different Name or Institution Displays at the Top of Your WebAssign Page
- You Cannot Access WebAssign
- You Cannot Submit an Assignment

Different Name or Institution Displays at the Top of Your WebAssign Page

This occurs if the browser is logged in with a different person's WebAssign account. Make sure you always log in using your account so you get credit for your work.

If you notice that you are not in your account, write down your answers and log out of the other person's account. Then, log back in using your username, institution, and password.

When you log in correctly, your username and school display in the "logged in as" message. Also, your full name and institution display in the box in the upper right of your WebAssign pages.

You Cannot Access WebAssign

Check the following:

- Your hardware is functioning correctly

- You are able to connect to other Internet sites

- You are using the most updated versions of your operating system, Web browser, and browser-related plug-ins (Flash and Java)

After you have verified the previous items, you can report your problem by submitting a help request at www.webassign.net/info/help.html. Provide as much of the following information as possible for the time the problem occurred/occurs:

- Username, school, and any classes you are enrolled in

- Assignment and question you are having difficulty with

- Date and time the problem occurred

- Operating system used when the problem occurred

- Antivirus program you are using

- Anti-spyware program you are using

- Name of the Web browser you are using

> ✳ **Important**: Please note that using WebAssign to submit your assignments does not change any provisions of your institution's honor code or affect in any way guidelines provided by your instructor about completing or submitting work.
>
> Attempts to abuse, misuse, or otherwise violate the integrity of the WebAssign site might not only be considered violations of the honor code, but might also be prosecuted under existing state and federal laws.

You Cannot Submit an Assignment

When you attempt to submit an assignment, WebAssign indicates that the assignment is past due, even though your clock indicates that it is not yet time for the assignment to be due.

WebAssign assignment due dates and times are determined by the clocks of the WebAssign servers, not by the date and time indicated on your computer. Every effort is made to ensure that these server clocks are accurate.

To avoid this problem, be sure to submit assignments well before the last minute. Note that the time displayed at the top of the page in WebAssign is the WebAssign server time when the page was loaded into your browser and might not reflect the current time on the WebAssign server.