

onQ Course Help



ARTS AND SCIENCE ONLINE CONTINUING AND DISTANCE STUDIES

Need help with your online courses?

- Check out the FAQs below.
- Call our office: **(613) 533-3322** during our office hours: Monday to Friday 9:00 am -12:00pm and 1:00pm to 4:00pm
- Help on weekends and holidays, please e-mail CDS ([cgs@queensu.ca](mailto:cds@queensu.ca)). Your e-mail will be answered within 24 hours.
- Call the IT support centre: **(613) 533-6666** during office hours: Monday-Friday 8:00am - 5:00pm.
- [Click here to fill out a help form](#) . Be sure to include your phone number. Forms will be replied to during regular office hours: Monday-Friday 8:00am - 5:00pm.

The information contained in these FAQs are designed for online courses offered through Continuing and Distance Studies. As such they may not accurately answer questions for on-campus course Moodle sites.

Technical Issues

onQ

[Click here](#) to test your system. Any problems will show up with a **red X**.

Click on the "Select a Course..." link at the top of the screen to display a list of the courses in which you are registered.

Alternatively, a list of your courses can be found on the left side of the main onQ login page under "My Courses"

Online courses are generally available to students up to 30 days after the exam period. If it is past this date, please contact CDS at cgs@queensu.ca or 613-533-3322.

Adobe Connect

Error rendering macro 'excerpt-include'

User 'null' does not have permission to view the page.

Error rendering macro 'excerpt-include'

User 'null' does not have permission to view the page.

Online Courses

Getting Started

Every course has a "Start Here" box located in the upper left-hand corner of the course homepage. It contains links to the syllabus, outline and deadline acknowledgements.

Start Here

Please begin by clicking the links below. Once you have reviewed the materials in this area please begin working on Module 1.

[Syllabus](#)
[Navigating Your Course](#)
[Deadlines Acknowledgement \(Required\)](#)

Click on the "Groups" tab on the right side of the top toolbar (beside the "Grades" tab). Students will be able to view the names and emails of other group members.

If your instructor expects you to work in groups, you will have access to view your group members under the "Groups" tab of the top right toolbar. You will be able to view the names of the other students in your group by clicking on the number of members. In the example below, you would click the blue number 2, and a list of all group members would pop up in a new window.

Groups

[View Available Groups](#)

My Groups

Groups	Members
Section 1	2

You can also view other available groups by clicking on the "View Available Groups" button.

Assignments

After assignments are graded, you can return to the assignment's submission page and scroll down to see your feedback files.

Look in the assignment submission and if you see **Edit my submission** button (A), then you can edit or replace your assignment file as long as it is not past the assignment due date. If the **Edit my submission** button is not there, contact the instructor.

The assignment will appear as a pop-up window. Instructions for enabling pop-ups can be found at <http://www.queensu.ca/its/software/web-browsers/pop-ups/enabling-pop-ups-tutorial>.

All documents must be uploaded together and must respect the class' size restriction (typically a maximum of 100 MB per document). Contact your instructor or TA in order to upload the remaining documents.

Grades

You can only see the grades when they have been released by the instructor. To see your grades, click on the "Grades" tab in the top right corner and you will find a breakdown of all the graded assessments and their weight for the course.

The grade along with feedback/feedback file (if applicable) will also be posted at the bottom of the assignment submission page.

If the instructor has posted a note saying the assignments are available but you don't see your grade, please contact your instructor. In your communication, be sure to include your NetId and which assignment you cannot see.

Click the "Grades" tab in the right corner of the top toolbar and you should be able to see the grade your instructor has given you for your forum post(s).

If the instructor has posted a note saying the assignments are available but you don't see your grade, please contact your instructor. In your communication, be sure to include your NetId and which assignment you cannot see.

You can only see the graded assignment if the instructor has included a Feedback file and made it available.

To view the graded assignment (Feedback file) go to the assignment.

The Feedback file will be located in a table at the bottom of the page.

If the instructor has posted a note saying the assignments are available but you don't see your grade, please contact your instructor. In your communication, be sure to include your NetId and which assignment you cannot see in your communication.

Quiz grades are normally released after the quiz closes.

To view the grades for a quiz and possible feedback through the quiz module, go to the quiz.

The grade along with feedback (if applicable) will be located on this page. **To review your quiz click on Review to display your attempt.**

If the quiz has closed and you cannot see your grade, please contact your instructor. In your communication, be sure to include your NetId and which quiz you cannot see.

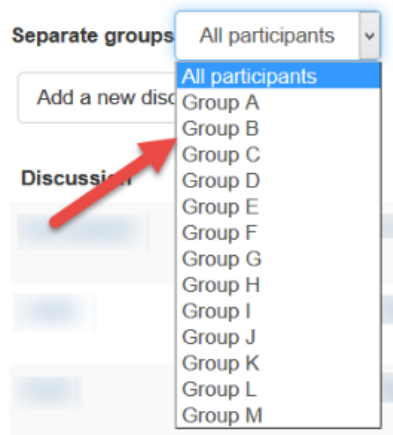
Discussion Forums

Find the forum you wish to enter by clicking the "Graded Assessments" tab and click the discussion forum you wish to post in.....

1. Click on the **Add a new discussion topic** (A)
2. Enter the title in the **Subject** (A)
3. Type your message for the forum (B)
4. Click on the **Post to forum button** (C)

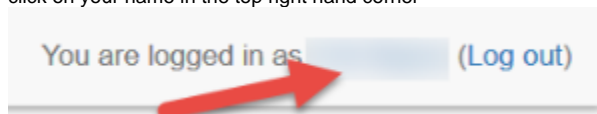
In some courses students can see the postings of other groups but can only post to the group to which they are assigned and in some cases students are assigned to more than one group. If you are unable to locate your post in a discussion forum, first make sure the group you are assigned to is selected in the dropdown menu in the forum.

If available, there will be a dropdown menu located at the top of the page, labelled either Visible of Separate groups, select the group that you were in when you made your post.

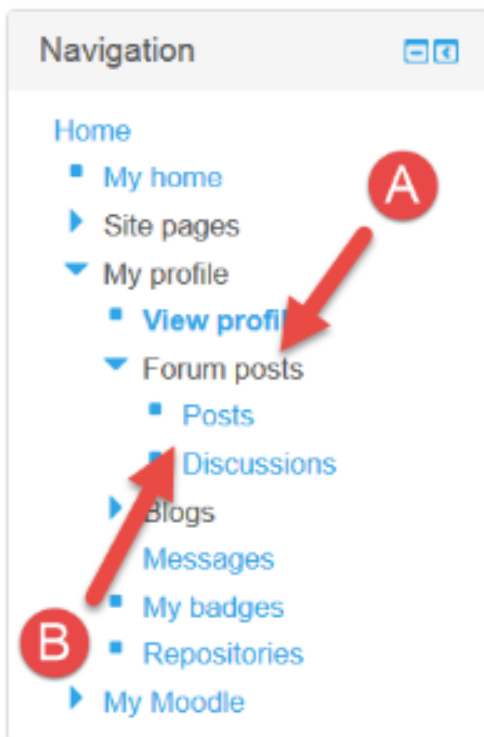


You can also view all of the posts you made in Moodle through **My profile** :

- click on your name in the top right hand corner



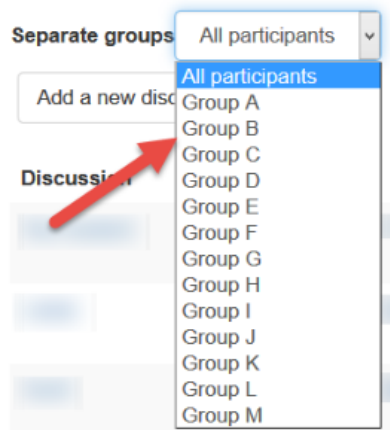
- under Navigation on the left sidebar expand the *Forums* by clicking on the triangle (A)
- Click on either **Posts** or **Discussions** (B)



Posts list every post that you have made in every course in Moodle. **Discussions** list the threads that you have started in every course.

In some courses students can see the postings of other groups but can only post to the group to which they are assigned and in some cases students are assigned to more than one group. If you are unable to locate the posting of your group members in a discussion forum, first make sure the group you are assigned to is selected in the dropdown menu in the forum.

If available, there will be a dropdown menu located at the top of the page, labelled either Visible of Separate groups, select the group that you were in when you made your post.



Another reason you may not be able to view other students' posts may be because the Forum is a **Question and Answer forum**.

If this is the case, you must first reply to the initial post before being able to view other posts. To reply, enter the thread and click on the reply link located at the bottom right of the post.

After you post, it will be approximately 30 minutes before you are able to see other students' posts.

To change your notification settings in onQ, log into onQ and click the drop down arrow next to your name in the top right corner. Select "Notifications"

From there you can enter your email and phone number to receive notifications about new posts via email/SMS. You can also customize what type of posts and/or activity you would like to receive an instant notification for. You may also exclude some courses from the general rule set here if you wish.

*Please note; if you turn off the subscription to a forum it is still your responsibility to make sure that you check the forums regularly to read and respond according to requirements for the course.

Changing the Subscription Options for individual forums:

Quizzes

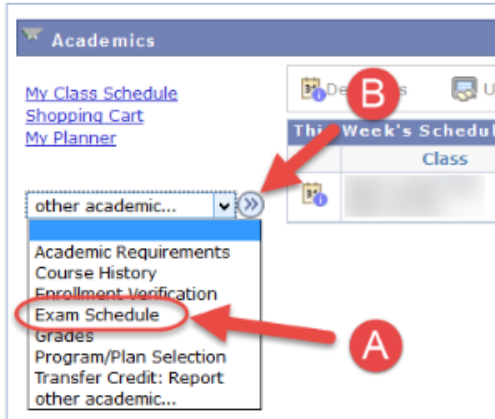
All quizzes and exam become unavailable at closing time. In order to get access to the full duration, you need to begin the assignment before the closing time by at least the duration amount. For example, if your exam lasts 1 hour and is set to close at 5:00 PM, then you need to start the assignment by 4:00 PM at the latest to get the full 1 hour of writing time.

Depending on the quiz's settings, the answers will be available either during the quiz, immediately after, or after the quiz closes. To view the answers, return to the quiz page and select the Review option to the right of the submission box.

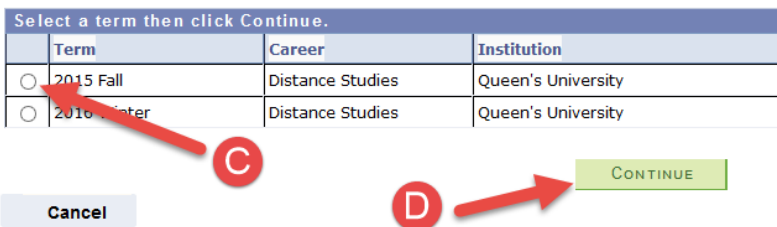
Exams

The Queen's exams office will post your exam time and date (not location) in SOLUS midway through the term. It is important to note that the location details and start time of your exam **will be sent to your Queen's email address** 10 - 14 days before the exam session. While the date listed in SOLUS is correct, the exam location listed under "Exam Schedule" does not apply to students writing exams off campus.

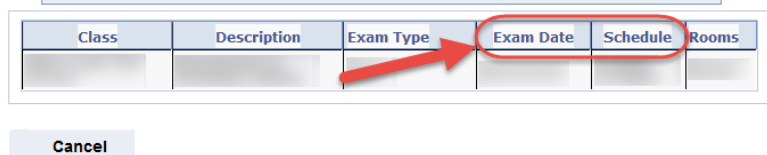
1. In SOLUS, click on the drop-down menu in the Academics section, choose **Exam Schedule** (A), then click on the selection button (B).



2. Choose the correct semester (C) and click on the Continue button (D).

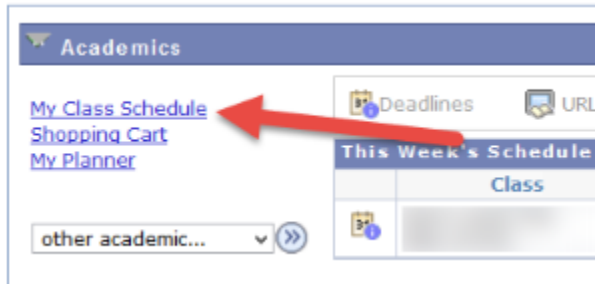


3. Your exam date and time is available in the provided table.

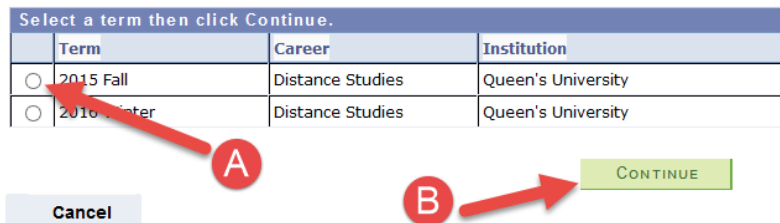


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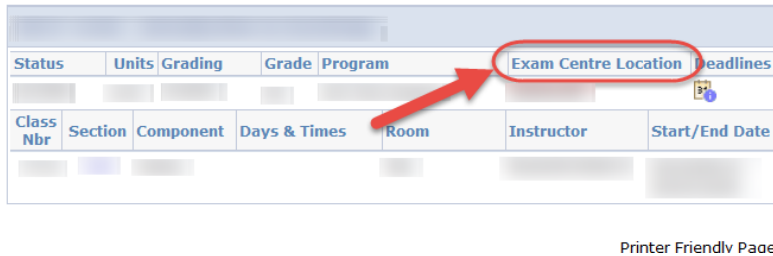
1. In SOLUS, click on the **My Class Schedule** link in the Academics section.



2. Choose the correct semester (A) and click on the Continue button (B).



3. Your exam centre location can be found in the provided table. The exact address of the actual exam centre will be mailed to you before the exam date.



Not all of our online courses have final proctored exams but when they do, you can write your exams at any of our hundreds of [established exam centers](#) in Canada and around the world. If a city within a 100km radius of you is not listed as one of our exam centre locations when enrolling in a course, please select the "Remote" (9999) option and within a minimum of 4 weeks into the start of your course, we will be in touch with you about the process for setting up someone to proctor your exam in your hometown.

If you need to change your exam centre, please contact us any time before the [exam centre change deadline](#) to avoid a \$100 fee. Email [cgs@queensu.ca](mailto:cds@queensu.ca) or call 613-533-3322.

Exam times and dates are set by the University and cannot be changed. Please ensure to arrange your personal and work affairs to attend your exams as scheduled. Exams for online courses are never scheduled during the evenings or on weekends. If an exam is missed (or expected to be missed) due to sudden health, family or other extenuating circumstances, please contact your instructor immediately.

If you are an off-campus student registered in an online course that has a final proctored exam, there is a \$75 exam fee.

If your course does not have a proctored exam, enter 1111 when prompted for the exam centre code. This will ensure that you are not charged the exam fee.

ProctorU (only applicable if your course uses the ProctorU exam proctoring service)

Students must register for an account on the ProctorU website (<https://go.proctoru.com/students/users/new>). On the registration page, students choose their university (**Queen's University**). Once logged in, students will be given a list of exams offered by the university for that term. They then choose the exam they will be taking, as well as the time they wish to write it. ProctorU will email the student confirmation for the selected time slot.

On their account, Students will see a live timer that counts down to when their exam starts. At the time of their exam, the timer changes into a button which the students clicks in order to begin the exam. Once the student clicks this button, they will be connected via webcam and microphone to the ProctorU proctors.

When video image and sound are stabilized, proctors ask students to show their ID in front of the webcam. This is to make sure the person writing the exam is indeed the student. Proctors then ask students to take their webcam and do a pan of the room as well as the desk they will be using. If the exam is closed-book, proctors will ask the students to clear their desks before the exam can begin. Proctors are able to see the student's desktop monitor through their platform and can ensure students do not access the internet (Google, course website etc.) during the exam.

Students will be prompted by their proctor to complete an authentication quiz to further verify their identity. They are then directed to their school's website where they log in to take the test. ProctorU continues to monitor the student's room, screen, eye movements, etc., throughout the exam.

Personal Support

Counselling Services supports the personal, academic and social development of students at Queen's University by providing a range of programmes and services appropriate to their needs, and by participating in associated activities. Counselling services can be contacted at counselling.services@queensu.ca or 613-533-6000 x78264.

Queen's is committed to providing full accessibility for persons with disabilities. This includes arranging academic accommodations for students with disabilities. If you are a student with a disability and you think you may need accommodations, contact **Queen's Student Accessibility Services** (QSAS) at accessibility.services@queensu.ca or 613-533-6467.

Career Services offers career counselling, job listings, and online tipsheets and resources for students thinking about degree or career options. Career Services can be contacted at mycareer@queensu.ca or 613-533-2992.

Academic Support

The **Library** is here to help you make the most of your time at Queen's. It offers many great services to enhance your learning while at Queen's.

The **Writing Centre** works with writers at all levels of proficiency, at any stage of the writing process, on any type of academic writing – essays, reports, labs and more. They offer free one-on-one phone appointments to help you improve your writing skills. The Writing Centre can be contacted at writing@queensu.ca or 613-533-6315.

Visit the **CDS website** provides a chart with all the important academic deadlines for online courses.

CDS provides **academic advising** to distance students. Phone appointments can be booked with an academic advisor for help with course planning, questions about your online programs, and any issues/concerns you may have during your studies at Queen's. Contact the CDS office at [cgs@queensu.ca](mailto:cds@queensu.ca) or 613-533-3322 to make an appointment.

Learning Strategies offers online resources and free one-on-one phone consultations to help you with managing your time, increasing motivation, limiting procrastination, reading from texts efficiently and effectively, coping with academic stress, and presentation skills. Learning Strategies can be contacted at learning.strategies@queensu.ca or 613-533-6315.

Student Academic Success Services (SASS) offers academic support to students who wish to develop their skills in critical thinking, reading, learning, studying, writing, and self-management. One-on-one phone appointments are available for distance students with dedicated professionals and trained peers. SASS can be contacted at academic.success@queensu.ca or 613-533-6315.