

Summer 2008 Update Memo for New and Returning MBA Students

The primary purpose of this message is to notify you of some important updates to the MBA program.

The main update this semester is that we will no longer mail out Course CD Contents to all students by default. You must use the course materials request form if you would like course materials mailed to you.

How to Request Course CD Materials: <http://ttumba.org/request-form/>

Our campus has adopted a new learning management system called iLearn. iLearn replaced WebCT in the fall semester of 2007. All of your online classes and online components are on the new system.

How to log on to iLearn:

- Go to <http://ilearn.tntech.edu> (this will redirect you to the address of elearn.tntech.edu)
- Log on with your **campus username** (i.e. the first part of your email address: jadoe21)
- Your password is your **PCLab password** (the one you log on to the lab computers with on campus, log on to the campus wireless system, or to the library databases). See below for password help.
- You will then see the Homepage for the system. All updates, important messages, and scheduled maintenance will be posted there for your convenience.
- Look to the bottom of the page and click on the **plus sign (+)** beside the Summer semester tab. This will show all of your courses that use the iLearn system.

Issues:

- If you do not see a course listed that you are enrolled in, please contact your professor. He or she may not be using iLearn for that course OR they will contact support if you do not have access to the course and should.
- If you enroll in a course late, please expect to see the course in your course list the day after you enroll. The system batch enrolls and unenrolls at night, so please patiently wait one day to be added to the system. It may take two days depending on registration time and course specifics.
- If you have just completed your undergraduate degree here at TTU and you are coming back immediately to begin graduate studies, your PCLab password will be the same as it was when you were an undergrad.
- If you are new student or a student returning after several semesters' absence, your PC Lab password should be your social security number with no dashes for your first log in. See this link for help: <http://www.tntech.edu/its/pubs/Welcome/GetStarted.htm>.
- If you need assistance with your PCLab password, please contact the help window at Clement Hall. If you are off-campus, you will need to call them at 931-372-3388. You may also change your password online <http://www.tntech.edu/its/password.htm> (You will need to go here to change your password for the first time if you are a new student and off-campus).

Technical Help:

- If you need help with the iLearn system (figuring out how to send an email, submitting an assignment to the dropbox, etc...) please see the iLearn help site at <http://www.tntech.edu/iLearn/forstudents.htm>. This needs to be your first line of defense for troubleshooting.
- If you have problems with any content in the course or availability of materials, please contact your professor. These are set per your professor, not the system.
- If you think there is a problem with the overall system, please send an email describing the issue to ilearn@tntech.edu. Note: Most issues are not system issues and can be resolved with the help of your professor. Any major issues will be passed on by your professor to Technical Support.
- You will be enrolled in the MBA Information Center area of iLearn during the first couple of weeks of classes. You can find this area under the Open Semester (click on the **Plus sign (+)** next to Open)
- There is a Technical Help Forum in the discussion area of the MBA Information Center (also on iLearn). You may post any issues you have there and tech support and your fellow students will help you figure out the problem.
- You can contact me if you have any issues that cannot be easily resolved through the other contacts on this page: Jessie Daniels, Distance MBA Production Manager (jdaniels@tntech.edu)