



STOMP: Frequently Asked Questions

The following Frequently Asked Questions are listed with their answers, below. If you have questions that are not covered here, contact the Information Technology (IT) Help Desk at 502-852-7997 for technical support. If your question pertains to a STOMP quiz, you most likely will need to speak with your course instructor.

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12. I need to switch sections of my academic orientation course but I already have grades for a few of the quizzes. How do I get my grades to the instructor of my new section?
13. I have a visual/hearing impairment. Do I need to do anything differently to complete the STOMP modules?

1. What is STOMP?

STOMP stands for the **Student Tutorial On-line Module Program**, and it is an important part of your freshman academic orientation course (GEN-101, EDTP-101, CAMP-100, etc.). STOMP consists of seven modules, or videos, that you will watch in order to learn information that will be important to your success as a UofL student. After each module, you must complete and pass a brief online assessment within your orientation Blackboard course. You will have the choice to begin your modules and assessments before classes begin, or you can wait and complete the modules as they are assigned by your orientation course instructor.

2. Why is STOMP important?

The STOMP modules, in tandem with your other first year experiences, will ease your college transition and help you to understand the academic policies, procedures, and opportunities that will make your time at the university as successful as possible. Being a student at UofL will be a lot different than high school or any other college or university you may have attended before now, so you'll need a lot of support on your path to earning your degree at UofL. STOMP is one of the ways that the University can support you as you begin your academic

journey. Whether you watch the modules and complete the assessments before the semester officially begins or view them after your orientation course starts, STOMP is designed so that you can get this information at a time that is most beneficial and convenient for you.

3. How do I watch the modules?

You can watch the modules in two different ways. If you have high speed Internet, you can view the modules by accessing your orientation course in Blackboard. Once you have logged into Blackboard, look under “My Courses” for your orientation course link. After you’ve clicked on the link to enter the course, look among the tabs on the left for “STOMP Modules.” Within that tab you can view each module.

Alternately, if you do not have the minimum system requirements to view the modules online, you can request a DVD to view the modules either in a home DVD player or in a computer that plays DVDs. To request a DVD, go to <http://louisville.edu/firstyear/stomp/stomp-dvd-request-form/> (As one exception to this rule, you will need to view the Student Support Services module within Blackboard. This module only requires dial-up or higher speed Internet to function.)

4. What is Blackboard?

Blackboard is the Web-based course delivery system used at the University of Louisville to teach fully online courses *and* to supplement face-to-face courses. Faculty can post lectures, assignments and tests on the system as well as use collaborative tools such as discussion boards and chat rooms to interact with students. Blackboard may be accessed by going to:
<http://blackboard.louisville.edu>

You may check the University of Louisville Blackboard Help page at <http://delphi.louisville.edu/help/>. This page offers technical information and user information about Blackboard.

5. How do I log in to Blackboard?

You may log in to Blackboard by going to <http://blackboard.louisville.edu>. Bookmark this page for future reference. Important announcements about the system are reported on this page.

Click the “User Login” button on that first page. You will be taken to a login page where you will enter your user ID and password. (These are the same as you would use to log into other University of Louisville network systems such as ULink and your UofL email account). You will then have access to Blackboard.

If you are having trouble logging into Blackboard, contact the IT Help Desk at 502-852-7997 (7 days/week opening at 6am and closing at 2am).

6. I'm trying to watch the modules but they keep freezing up. What do I do?

The modules will freeze up or play intermittently if you do not have the basic system requirements that are necessary for viewing the modules:

- 1) Flash Player: The link to the most up-to-date Flash Player software download is in the STOMP modules tab of your Blackboard academic orientation course.
- 2) High Speed Internet: A DSL or Cable Broadband connection of at least 512K is recommended for viewing the modules. You should be able to take the on-line assessment with any connection speed. If you have dial-up, for instance, the streaming video will not work but you can watch the DVD to view the module and then log into Blackboard to complete the assessment.

For general information regarding system requirements for Blackboard and for information regarding taking assessments, please refer to the University of Louisville Blackboard help page at <http://delphi.louisville.edu/help/>.

7. I have dial up. What do I do?

You probably will not be able to view the video portion of the other modules using your Internet connection. You can request a DVD to view the modules either in a home DVD player or in a computer that plays DVDs. To request a DVD, go to <http://louisville.edu/firstyear/stomp/stomp-dvd-request-form/> Or go to a location that offers high-speed Internet access and has the current version of Flash Player installed. There is a free Flash Player download link in the STOMP modules tab of your academic orientation course in Blackboard.

Even with dial-up Internet access, you can complete the on-line module assessments in Blackboard. So, whether you watch the modules via Blackboard or using a DVD, be sure to log onto Blackboard and take the assessment after you watch the module

All incoming and current students can use UofL computers, or you can check with a local library or your high school to see if their computers meet the system requirements.

8. I would like to watch the modules on campus. Where is the best place to go?

The university libraries as well as the IT computer labs around campus will have the system requirements you need to view the modules. The computer labs that are not official IT labs may or may not meet the requirements. At any lab, you will need to use your own or lab-provided headsets to listen to the audio for each module.

A list of the locations of UofL computer labs is posted in your Blackboard academic orientation course shell in the STOMP Modules tab. This list will note the number of headsets available for loan (if any), the lab hours, and contact information for the labs. *Note:* This information may change throughout the semester. You may want to verify availability in advance.

9. Where do I go to take the assessments?

Once you have viewed each STOMP module, you will need to take the brief, on-line quiz which corresponds to that module. The quiz is administered through your academic orientation (GEN-101, EDTP-101, CAMP-100, etc.) Blackboard course under the tab labeled “Assessment.”

Blackboard will confirm your completion of each assessment by displaying the message “Assessment successfully submitted.” This page also includes your name, the assessment name, the course name, and the date and time of your completion of the assessment.

You should always confirm your assessment scores:

- a) You may choose to print your “Assessment successfully submitted” page for your records.
- b) You should *always* immediately check that your grade was successfully recorded in Blackboard under “Course Tools” then “My grades.”

10. I took the assessment but my score isn't there. What happened?

From time to time, we do experience unexpected glitches or errors with the Blackboard system and hope that you will not be inconvenienced by any such problems. *We recommend that after you take each of the STOMP on-line quizzes, you always verify that your score has been recorded in Blackboard (see above).* Please note that only your course instructor can make changes to the gradebook or re-set your tests. In the event that you see a symbol where your score should be in the gradebook, you will unfortunately need to re-take the assessment in order that the error be replaced by a new score. If you take the test and receive the error message, it will *not* count as one of your attempts.

We have provided the following list of problems that could arise:



Hyphen

If you have checked the Blackboard gradebook for your score and there is a hyphen where the score should be, then the score was not recorded. Unfortunately, this is an irreversible system error, and you will need to take the assessment again. If you continue to have problems with the gradebook, contact the IT Helpdesk at 502-852-7997 or notify your instructor.



Lock Icon

A lock icon means that Blackboard has recorded your quiz as “in progress.” There are several potential causes but it most likely happened if you hit the browser’s “back” button to return to a previous question. Trying to return to a previous question is not permitted and will lock up the quiz. It is also possible that you experienced a temporary internet connection problem. You should re-take the assessment and the new score will replace the lock icon.



Exclamation Point

If you see an exclamation point icon then you took too long to complete the assessment. You should re-take the assessment and the new score will replace the exclamation point icon.

11. I want to improve my assessment score and re-take the quiz but I don't know how that works. What do I need to do?

Blackboard will allow you to re-take the quiz. **However, you are limited to four attempts maximum per quiz.** Just go into the assessment again and start the quiz. Questions will be selected from a random test pool so each quiz will be different even if it is for the same module. If Blackboard does not permit you to begin the quiz again *and* you have not taken the quiz more than four times, then you can contact the instructor to re-set the assessment.

If you re-take the quiz, you will receive a new score and Blackboard will automatically record your highest score in the gradebook. Old scores will **not** be averaged into new scores.

12. I need to switch sections of my academic orientation course but I already have grades for a few of the assessments. How do I get my grades to the instructor of my new section?

It is important to know that **any time** you change sections of a course and you already have grades recorded in the Blackboard gradebook, those grades will **not** automatically be transferred to your new section. So, if you complete one or more of the STOMP modules but then decide to change sections of your academic orientation course, you could lose your STOMP assessment grades.

Because we do not want to penalize students who have completed some of their STOMP modules, we have designed a procedure which will allow you to carry your grades to your new section.

Here are the directions for insuring that your grades are transferred to your new section:

- 1) Before you switch sections/withdraw from your course, you must print out your grades from the Blackboard gradebook. To access the gradebook in your academic orientation course, click on "Course tools" then on "My grades." Print that page, and insure that your grades print correctly. If you are having problems printing, call IT (502-852-7997) or go to a computing center for assistance.
- 2) After you switch sections, you must present that grade sheet to your new instructor to receive credit for the STOMP modules that you have completed.
- 3) Do not lose your printed grades! If you do not follow this procedure, it is unlikely that your grades can be retrieved and you will not get credit for any modules you already completed prior to changing sections.

13. I have a visual/hearing impairment. Do I need to do anything differently to complete the STOMP modules?

The modules are accessible to all students. Students with hearing impairments will note that all modules are Closed Captioned. For students with visual or hearing impairments, the complete text scripts for each module are posted with the module link.

Students who would like additional information about STOMP accessibility may contact the University of Louisville Disability Resource Center at (502) 852-6938.