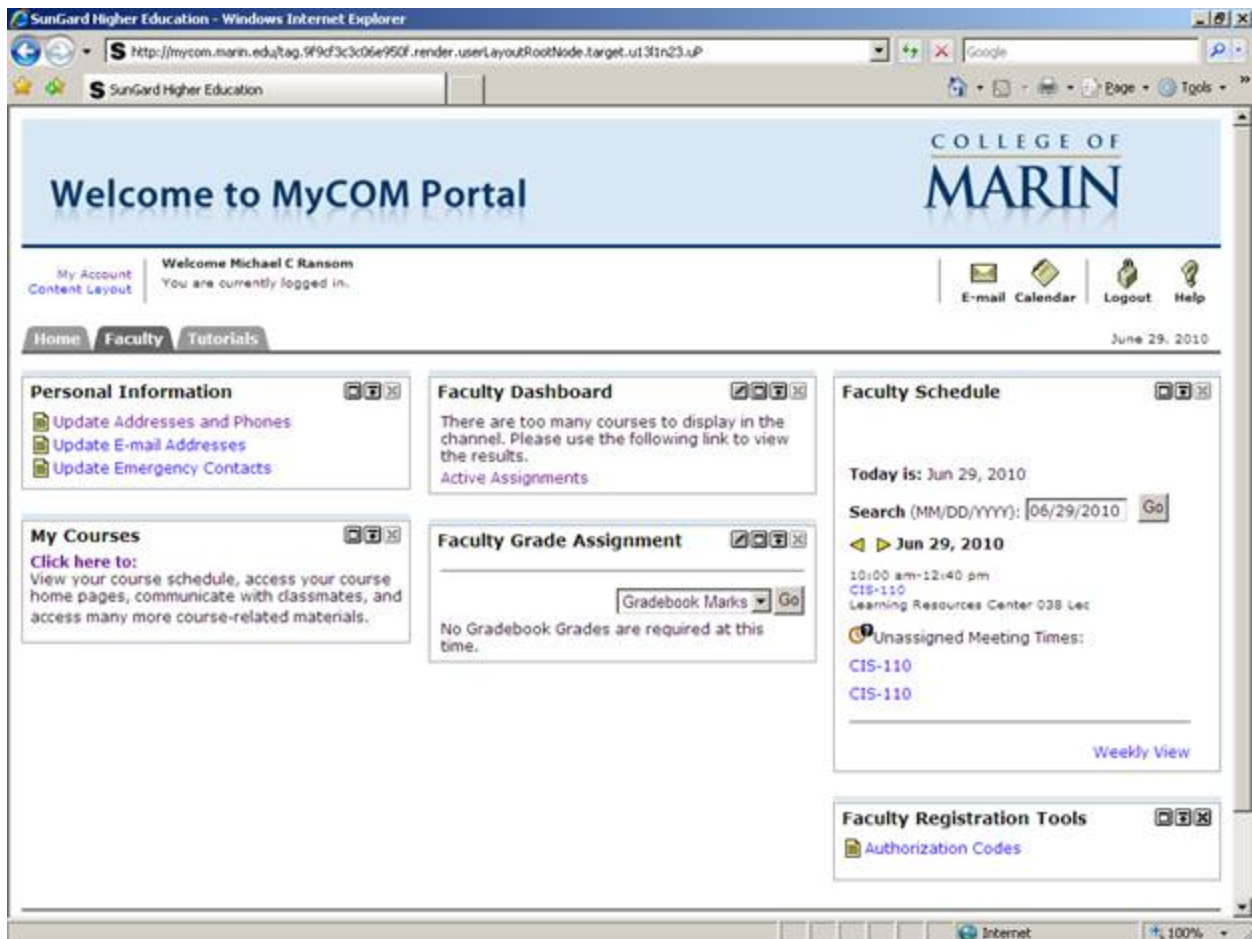


MyCOM Portal Information from Marshal Northcott, June 29th, 2010:

A number of instructors have reported confusion regarding the MyCOM Faculty Dashboard. I will address the most frequently reported problem here. If you have others, please call the IT helpdesk at x8888.

Most of the confusion centers around a known defect with the dashboard channel (top center in the screenshot below). Due to a technical problem in presenting more than a few courses in the channel, the channel may erroneously show no courses or it forces you to move the Active Assignments Self-Service Banner (SSB) link which changes the appearance completely.

Here is a screenshot of what you see when the program attempts to return more sections than can be accommodated.



The screenshot shows the MyCOM Portal for the College of Marin. The user is logged in as Michael C. Ransom. The dashboard is divided into several sections:

- Personal Information:** Includes links to update addresses and phones, email addresses, and emergency contacts.
- My Courses:** A section for viewing course schedules and accessing course-related materials.
- Faculty Dashboard:** The central section containing a message: "There are too many courses to display in the channel. Please use the following link to view the results." Below this message is a link for "Active Assignments".
- Faculty Grade Assignment:** A section for entering grades, with a "Gradebook Marks" dropdown and a "Go" button. A message states: "No Gradebook Grades are required at this time."
- Faculty Schedule:** Shows the current date (Jun 29, 2010) and a search function. The schedule for Jun 29, 2010, lists a 10:00 am-12:40 pm session for CIS-110 at the Learning Resources Center 038 Lec. It also indicates "Unassigned Meeting Times" for CIS-110.
- Faculty Registration Tools:** Includes a link for "Authorization Codes".

The browser window title is "SunGard Higher Education - Windows Internet Explorer" and the address bar shows the URL: http://mycom.marin.edu/tag_5f9cf3c3c06e950f.render.userLayoutRootNode.target.ut31n23.uP. The date in the top right corner of the page is June 29, 2010.

Alternately, you may see a 'More' button (shown below) if the total number of active assignments exceeds the limit.

The screenshot shows a web browser window titled "SunGard Higher Education - Windows Internet Explorer". The address bar contains a URL starting with "http://mycom.marin.edu". The page header features the "COLLEGE OF MARIN" logo and a "Welcome to MyCOM Portal" message. Below the header, a navigation bar includes "Home", "Faculty", and "Tutorials" tabs, with "Faculty" selected. The date "June 29, 2010" is displayed in the top right. The main content area is divided into several sections:

- Personal Information:** Includes links for "Update Addresses and Phones", "Update E-mail Addresses", and "Update Emergency Contacts".
- My Courses:** A section with a "Click here to:" link and a description: "View your course schedule, access your course home pages, communicate with classmates, and access many more course-related materials."
- Faculty Dashboard:** A table listing courses with icons for "Computer Info Systems", "CIS 110", and "Summer 2010" or "Fall 2010". Each entry has a "More" link below it.
- Faculty Schedule:** Shows the current date "Today is: Jun 29, 2010" and a search box for "Search (MM/DD/YYYY): 06/29/2010". It lists the time "10:00 am-12:40 pm" and the location "CIS-110 Learning Resources Center 038 Lec". It also indicates "Unassigned Meeting Times: CIS-110" and "CIS-110". A "Weekly View" link is present.
- Faculty Grade Assignment:** A section with a "Gradebook Marks" dropdown and a "Go" button. Below it, it states "No Gradebook Grades are required at this time."
- Faculty Registration Tools:** Includes a link for "Authorization Codes".

The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

In short, the SSB link will be displayed whenever the channel attempts to display more active assignments than can be accommodated. IT recommends that instructors set the channel's "Number of Rows" setting to 5 and if reasonable, set the "From Term" setting to the current term at the start of each semester. This will reduce, if not eliminate, the problem for most faculty.

To change the channel settings, click the pencil icon in the top right-hand corner of the channel.

The screenshot shows a web browser window displaying the SunGard Higher Education MyCOM Portal. The page is titled "Welcome to MyCOM Portal" and features the College of Marin logo. The user is logged in as Michael C. Ransom. The page layout includes several sections:

- Personal Information:** Update Addresses and Phones, Update E-mail Addresses, Update Emergency Contacts.
- My Courses:** Click here to: View your course schedule, access your course home pages, communicate with classmates, and access many more course-related materials.
- Faculty Dashboard:** Lists courses for CIS 110 in Summer 2010 and Fall 2010. A tooltip "Edit Faculty Dashboard channel settings" is visible over the "Edit" link.
- Faculty Schedule:** Shows the current date as June 29, 2010, and a search bar for the date. The schedule for June 29, 2010, shows a class from 10:00 am to 12:40 pm for CIS-110 in the Learning Resources Center 038 Lec. Unassigned Meeting Times are listed for CIS-110.
- Faculty Grade Assignment:** A section for entering gradebook marks, currently showing "No Gradebook Grades are required at this time."
- Faculty Registration Tools:** Authorization Codes.

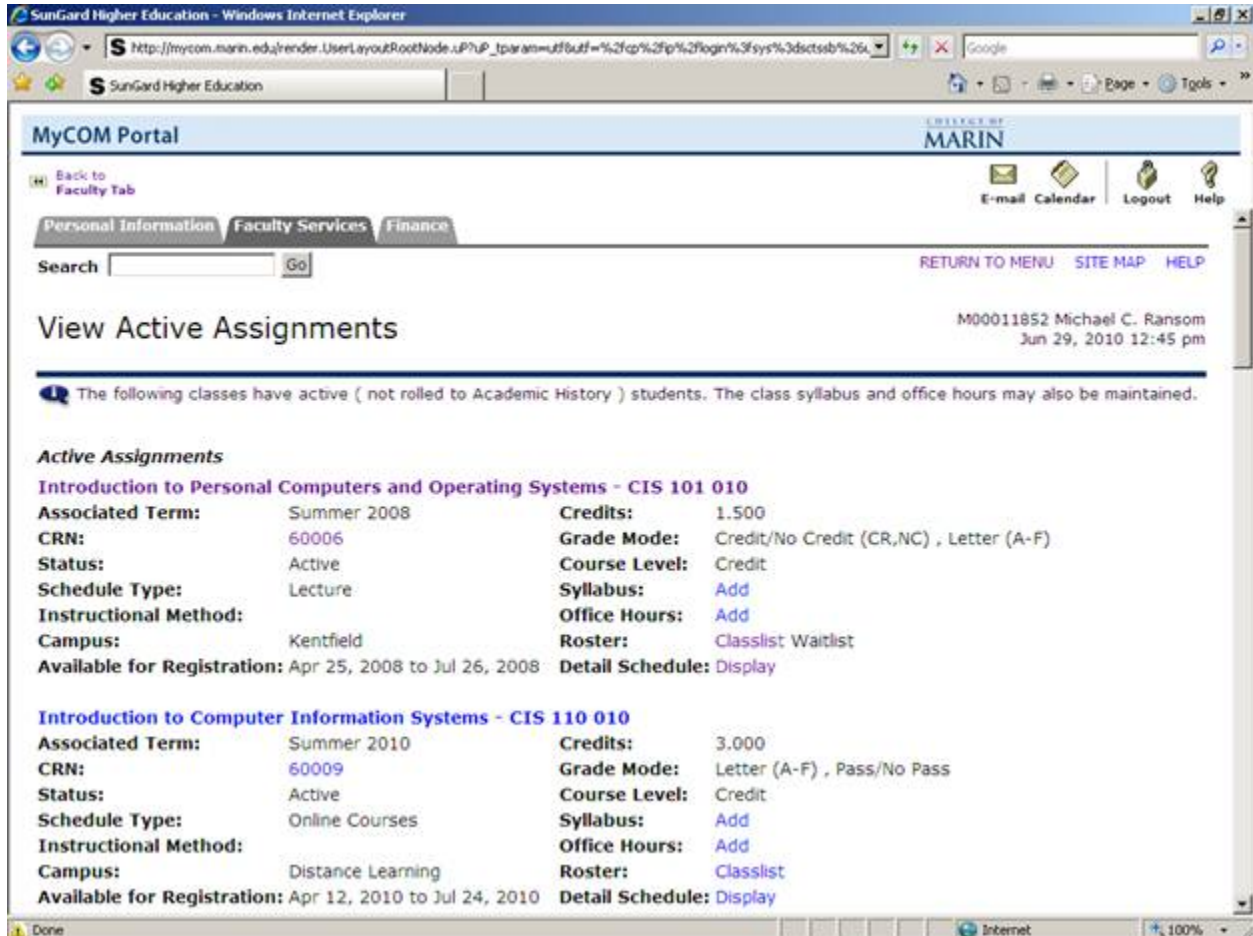
The browser address bar shows the URL: http://mycom.marin.edu/tag/9f9cf3c3c06e950f.render.userLayoutRootNode.uP?u_edit_target=u131n23

Doing so will invoke the Preferences dialog seen below. After modifying the two settings mentioned, press Apply and then Back.

The screenshot displays the SunGard Higher Education MyCOM Portal interface. At the top, it says "Welcome to MyCOM Portal" and "COLLEGE OF MARIN". The user is logged in as Michael C Ransom. The main content area is divided into several sections:

- Personal Information:** Includes links for "Update Addresses and Phones", "Update E-mail Addresses", and "Update Emergency Contacts".
- My Courses:** A section with a "Click here to:" link and a description: "View your course schedule, access your course home pages, communicate with classmates, and access many more course-related materials."
- Faculty Dashboard:** Contains a "Preferences" section with the following settings:
 - Links: Class List, Wait List, Office Hours, Email your class
 - From Term: Summer 2010
 - Number of Rows: 5
 - Sort Option: Term, SubjectButtons for "Back", "Reset", and "Apply" are visible.
- Faculty Grade Assignment:** Shows a "Gradebook Marks" dropdown and a "Go" button. Below it, a message states: "No Gradebook Grades are required at this time."
- Faculty Schedule:** Shows "Today is: Jun 29, 2010" and a search box with "06/29/2010" entered. Below, it lists "Unassigned Meeting Times" for "CIS-110" at "10:00 am-12:40 pm" in the "Learning Resources Center 038 Lec". A "Weekly View" link is present.
- Faculty Registration Tools:** Includes a link for "Authorization Codes".

Another point of confusion stems from the assignments/sections listed on the View Active Assignments SSB page. The list was larger than it should have been and will be smaller now that A&R has set a parameter to hide earlier terms.



In the above screenshot, Summer 2008 will now be hidden.

Please contact the IT helpdesk at x8888 with any MyCOM issues. Thank you.

W. Marshall Northcott
Director, Information Technologies
College of Marin
1800 Ignacio Blvd, Novato CA

