

Desire2Learn Faculty FAQs

How do I log into Desire2Learn?

A link to Desire2Learn is provided from the main home page or the Faculty & Staff page of the SWOSU Web site, or it may be accessed at learn.swosu.edu.

How do I know what my Desire2Learn username and password are?

You can look up your username by going to the Campus Directory on the SWOSU home page. Search the Faculty/Staff Directory for your last name. Your Desire2Learn username will be comprised of your first name and last name, separated by a period and will be the same as the portion before the '@' in your e-mail address. Initially, your password will be the SWOSU default for faculty. The username and password are case sensitive and should be entered in lowercase. It's highly recommended that you change your password upon entering the Desire2Learn system.

How do I change my password?

After you have logged into Desire2Learn, select the **Password** link in the My Settings area in the Welcome Box found on the left side of the screen. Enter your old password, your new password and enter it again to confirm it. Click the "Change Password" button to process the change.

I'm having password or login problems, what should I do?

Usernames and passwords are case sensitive. Please ensure you are typing the information correctly. Also, make certain you are logging into the proper machine address of <http://learn.swosu.edu/> and not the commercial site for Desire2Learn.com.

What if I can't remember my password?

If you have forgotten your password, click on the "Forgot Password?" link on the login screen below the username and password boxes. Fill in your username and click on the "Retrieve My Password" button. A message will be sent to your SWOSU e-mail account containing your username and current password.

Can I customize my Desire2Learn account?

All courses are initially set up with a default course homepage by system administration. Use the Homepage Management tool to create a new homepage and set it as the active homepage for your course. You can then, add or remove widgets, customize their appearance, and create custom widgets to expand the functionality of your course homepage. You can enhance the appearance of your course by modifying the colors and change the Welcome Widget Picture.

Can I change my Desire2Learn e-mail address?

No. Your e-mail address in Desire2Learn **MUST** be a SWOSU e-mail address due to University regulations.

How do I get a Desire2Learn course created?

Instructors who want a new course created will need to complete a [Desire2Learn Course Request](#) form for each course. Once the course 'shell' is created, instructors will be notified via email and content can then be copied from an old course into the new course.

How do I interpret my course name in Desire2Learn?

Each course name has a standard naming convention that represents the advisor code, department, course number, and term code. The term code is comprised of four characters that represent the last two digits of the academic year, plus a number indicating the semester within that year. For example, **081S** would indicate the school year **2008**, first semester (**1S**), which would actually be the fall semester of the academic year.

How do I access my courses in Desire2Learn?

Once you log into your Desire2Learn account, you will see the SWOSU page in your browser window. You can always return to this page by clicking the "SWOSU" logo at the top of your screen or by clicking the "My Home" link. Listed here are all of the Desire2Learn courses you teach or are currently enrolled in, announcements, and other information that can be customized by each user.

To go directly into your courses, simply click on the name of the course you wish to enter under the "My Courses" widget. From there, navigate through the course by clicking the tool links in the top navigation bar.

Can I access my Desire2Learn account from anywhere?

You may log in to your Desire2Learn account from any computer with a Web browser and an Internet connection by accessing the SWOSU home page or the Faculty & Staff page and selecting the Desire2Learn link.

Are there any browsers that you recommend for Desire2Learn?

Yes, Internet Explorer 6 or higher and Firefox 2.0 are currently recommended for the Windows operating system. Safari 1.3/2.0 and Firefox 2.0 are recommended for Mac OS X (up to 10.4) systems. AOL is **NOT** a recommended browser. If you are using AOL as your Internet Service Provider, minimize the AOL screen after you have connected to the Internet, and open one of the recommended browsers.

Why can't students access my course when they log in?

Check the Start/End dates of the course by going to the "Edit Course" link in the navigation bar and selecting the "Course Offering Information" link in the "Course Admin Tools" widget. By default, the start and end dates will be set to correspond to the official semester dates when the course is created. If you choose to allow students access prior to the start date, this may be changed at the instructor's discretion. It is recommended that faculty utilize the End Date setting to prevent students from continuing course-based interactions after deadlines have passed and prevent unauthorized access to your course materials.

How do I remove old courses from my account that I no longer need?

Obsolete courses that are no longer needed can be deleted for you by the ITS department. Please, complete and "Submit" the [Desire2Learn Course Deletion](#) form for each course you wish to have deleted.

Can I save a copy of my course before it's removed from Desire2Learn?

Yes, faculty who wish to save a "copy" of their course content may use the **Export/Import** utility to save a compressed file (.zip) to their local computer or disk for storage. This file will contain a copy of the course as of the day of the export, with one important exception:

- The exported file will contain NO student data or grade book items (tests, assignments, etc.).

To save a record of the grades, they may be exported to a comma separated value (.csv) file via the "Grades" link in the Navigation bar that can be viewed using Microsoft Excel. While the official course grade resides in the Registrar's office, exporting the grades may be an effective tool for meeting requirements of state and federal legislation as it relates to the keeping of student records.