

FAQs for Avenue.ca Teachers

November 6, 2023

Avenue Teacher Accounts

- 1. How can I change my email address or other account information, such as a change in employers?**
 - a. Fill out [this form](#) to request a change to your Avenue account.

- 2. How can I change my password?**
 - a. Passwords can be changed by clicking on the Forgot your password? link on the Avenue login page. By following the on-screen instructions, users can reset their passwords. Here is a [help file](#) explaining how this works. You can also make a request using the same [form](#) in question 1.

- 3. Do I need two user accounts at Avenue - one for teaching and one for the LearnIT2teach training?**
 - a. There is no need to have two accounts. You must use the same account even if you work at more than one service provider.

Avenue Student Accounts and Enrollments

- 1. How do I enroll students in my course?**
 - a. Follow the steps in this [help file](#) or [video](#) to enroll students in a course. After a student account is set up by a teacher, Avenue sends an email directly to each student with their login credentials. Teachers should note these login credentials, so they can provide assistance to students as needed.

- 2. Why do I have a hard time returning to My Home to enroll students?**
 - a. Clicking "Avenue" in the banner at the top of the Dashboard or any course page should return you to the main portal page. If that doesn't work, a cookie in your browser is likely the problem. Please try emptying your browser cache and deleting recent cookies from your browser. You should exit your browser and log in again after doing this.

- 3. How can I enrol a student if I don't know his/her email address?**

- a. You should wait until you have your students' email addresses before enrolling them in your course. You could register him/her using a fakemail.ca email address and update his/her account after you get that student's email address. (See the next question for instructions on using a fakemail.ca email address.)
- 4. What can I do if I have a student who doesn't have an email address?**
- a. If you have a student who doesn't have an email address, you can assign a fake email address using the fakemail.ca domain. For example, a fake email address for Johnny Appleseed could be johnnyappleseed@fakemail.ca. In this case, you will need to communicate the student's login credentials by phone, WhatsApp or other means.
- 5. What should I do if a student didn't receive the email with his/her login credentials after I registered him/her on the Avenue site?**
- a. Ask your student to check his/her junk or spam folder. If you recorded his/her login credentials when you registered the student, send him/her the information. If you didn't write down his/her login credentials when you registered the students, go to the Edit Student Account function on the Class Register panel, change the password and save the update. A new email will be sent to the learner.
- 6. How can I fix a student's name that was entered incorrectly during the enrollment process?**
- a. Teachers can use the Edit Student Account function on the Class Register page to edit a student account.
- 7. What happens if a student forgets his/her password?**
- a. Teachers can use the Edit Student Account function on the Class Register page to reset their learners' passwords. Users can also reset or recover their own password by clicking on the [Forgot your password?](#) link on the Avenue login page. This [help file](#) explains how to do this.
- 8. How do I enroll a student who already has an Avenue account, e.g. studied in another course before mine?**
- a. It is the same process to enroll students in a course whether or not they have an Avenue account. Use the Enroll Student button in the course thumbnail on the Avenue Teacher Home page. Follow the same steps in

this [help file](#) or [video](#). Do not create a new account with a different email address. It's important that students continue using the same account to ensure they keep all of their artifacts and use the same ePortfolio throughout their time on Avenue. There is no way to merge ePortfolios.

ePortfolio

1. How can I use the Avenue ePortfolio?

- a. Students or teachers can access the ePortfolio by clicking the “Binder” link in the banner at the top of the Avenue portal. The most current instructor help files are available in the ePortfolio subsection on [this portal page](#) or in Stage 2,

2. How can teachers access their learners' ePortfolios?

- a. This [help file](#) explains how teachers can access their learners' ePortfolios.

3. How can artifacts be added to an ePortfolio?

- a. Artifacts can be added in two ways:
 - (1) Artifacts can be uploaded by students manually using the Upload button on the My Portfolio toolbar. This is explained in this [help file](#). Teachers can upload an artifact to a learner's ePortfolio by following the steps in this [help file](#).

(2) Artifacts can be automatically collected and added to the Avenue ePortfolio from the following activity types:

- Quiz,
- Assignment,
- H5P,
- Forum,
- SCORM,
- Questionnaire, and
- Feedback.

This second method only applies to those activities that a teacher tags for ePortfolio auto collection, as explained in this [help file](#). Additional activity types for auto collection will be added.

4. Will teacher feedback to assignment submissions be added to the ePortfolio?

- a. Yes. If the assignment is tagged for auto collection, teacher feedback will be automatically added to a learner's ePortfolio. The feedback can be

accessed on the Artifact Preview page as explained on page 2 of this [help file](#).

In case it is needed, this [help file](#) explains how learners can download the feedback as a PDF file. (Using the upload function, they can add it to the ePortfolio.)

- 5. Do students' artifacts transfer with them when they change classes?**
 - a. Yes. The ePortfolio resides outside of the learning management system. The same ePortfolio is used in all classes a student participates in on Avenue. Teachers will be able to view student's artifacts from previous and current classes. To do this, it is important that learners have only one account and they are not enrolled in courses using a different email address than their existing account.

- 6. Is it possible to edit the information on an artifact thumbnail after it has been added to an ePortfolio?**
 - a. The name of the artifact, the course it is associated with and the skill can be changed. This [help file](#) explains how to do this.

- 7. How can a file be deleted from an ePortfolio?**
 - a. This [help file](#) explains how to delete an artifact in a student's ePortfolio. Students are not able to delete artifacts. Only teachers can do this.

- 8. How do I select the ESL Literacy, Stage I or Stage II Language Companion in the Avenue Binder?**
 - a. This [help file](#) explains how to select the Language Companion in the Avenue binder. Students follow the same steps to select. There are links to a PDF file and a video explaining this to students on the [Avenue Courseware help](#) page.

- 9. When will the development work on the ePortfolio be completed?**
 - a. We anticipate the development of the ePortfolio is ongoing. More information about the development of the ePortfolio and other site features can be found [here](#).

- 10. When setting up an assessment or skill-using task that will generate an artifact for auto collection, where should the competency information and success score(s) be entered?**

- a. This information can be entered when editing the artifact.

Avenue Courseware

1. I have enrolled my learners in my course. Why can't they see it?

- a. This is one of the most common questions teachers ask their mentors or our Live help staff. Remember to go into the course settings and make your course visible when you want learners to find it. This [video](#) and [help file](#) explain how to do this.

2. I have enrolled my learners in my course. Why can't they see it?

- a. This is one of the most common questions teachers ask their mentors or our Live help staff. Remember to go into the course settings and make your course visible when you want learners to find it. This [video](#) and [help file](#) explain how to do this.

3. Why can't my learners see any content in the course?

- a. This is another common question mentors answer. Teachers must 'show' the content they want their learners to see. All course content is hidden by default. This [help file](#) explains how to show course content.

4. Could you please explain the Restrict Access settings in my courseware?

- a. Restrict access is a setting that is used to limit who can access topics, activities and resources in the courseware. Access restrictions are mainly used in larger multi level courses to reduce the amount of content a learner can see on a course page. In a course with access restrictions, a student will only see course content for their LINC/CLB level. All courses with these restrictions have a note to the instructor at the top of the course page explaining how this works. The Courseware Level for each learner can be set on his/her profile or by the teacher when an account is set up or by using the Edit Student Account function.

5. What can I do if a student's online text submission is not generated into a PDF when I am marking assignments?

- a. Here is an easy workaround when the conversion fails or gets stuck for Online Text submissions in assignments. If you edit the student's submission and add a space or something at the end - any character will do, just to force it to be updated. After doing that, you can then save and

grade the "resubmitted" version and the conversion will attempt to run again.

Avenue Site Development

1. How can I learn about project priorities and the development progress?

- a. The latest information about the development progress of the Avenue.ca site can be found [here](#).