



## Online Learning FAQs

### What is the Student Portal?

At Graduate School USA, the Student Portal is generated by the student information system. Students create a username and password to gain access to register for courses or programs. They can also view and download certificates. Using single sign-on, students can access the learning management system, D2L, to complete any online courses for which they are registered.

### What is D2L?

Graduate School USA uses Brightspace Desire2Learn, commonly referred to as D2L, as its learning management system. On D2L, students can access the online courses they are currently registered for, turn in assignments, retrieve resources, and interact with peers and the instructor. The online courses use D2L instead of face-to-face class meetings.

### What is Zoom?

Zoom is a remote web conferencing service that allows users to share video, chat, and screenshare to conduct online meetings and collaborate using closed source applications that can run on a local, desktop client, and a mobile app. To test that Zoom works on your computer, visit <https://zoom.us/test>. Click [here](#) for more information for Getting Started in Zoom.

### What is Adobe Connect?

Adobe Connect is a web conferencing using video, audio, screen-sharing, polls, chat, Q&A, and document sharing. Graduate School USA uses Adobe Connect in virtual instructor-led and blended online classes to conduct engaging and collaborative learning experiences.

### Do you offer course advice to online learners?

Graduate School USA's Office of the Registrar and Customer Relations Center can assist students to find appropriate courses based on training and agency needs. Please contact [customerrelations@graduateschool.edu](mailto:customerrelations@graduateschool.edu) and/or [registrar@graduateschool.edu](mailto:registrar@graduateschool.edu) for more information.



### **I registered for a self-paced online course. Now what?**

You will receive an invitation to either create a web login or to reset your password. If you have an existing username and password, you will use those login credentials to access the Student Portal ([register.graduateschool.edu/modules](https://register.graduateschool.edu/modules)). Please do not create a new account from the Student Portal as it may create delays in accessing your online course.

Once your account information is sent to the learning management system (LMS) on Desire2Learn (D2L), you will receive an email confirming your enrollment in the online course and you will receive an email with further login instructions. If you have not received an email with login information and are unable to access your course in D2L after 24 hours, please contact the Online Education technical support help desk for assistance at [online@graduateschool.edu](mailto:online@graduateschool.edu) or 202-314-3606.

### **I registered for an Adobe Connect (live) online course. Now what?**

One week prior to the course delivery, you will receive an email containing links to test your access to Adobe Connect, contact information for the Online Helpdesk, and links to the live sessions.

It is very important for you to test your connection speed and compatibility before the first day of class. To do so, go to the URL shown below.

[https://graduateschoolusa.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://graduateschoolusa.adobeconnect.com/common/help/en/support/meeting_test.htm)

Please contact us at [online@graduateschool.edu](mailto:online@graduateschool.edu) if you have any issues. If you take the course from overseas, please let us know in advance.

GS Connect courses include video and audio streaming, which means your connection speed must be LAN or DSL/cable speed (test #3). If the connection speed test result shows it is at *modem* speed, you will be unable to view the instructor as well as view any desktop sharing. If you are using a remote desktop connection such as VPN or AOL, you will need to open a new window and copy and paste the meeting room URL into the address bar.

### **I have not received an email about creating a Student Portal account. Who should I contact?**

If you were registered for a self-paced course and did not receive an invitation to create a web login for the Student Portal, please email the Customer Relations Center at [customerrelations@graduateschool.edu](mailto:customerrelations@graduateschool.edu) for assistance. Do not create a web login, as this may cause further delays. Some agencies block our emails, specifically .mil email addresses. Please provide a secondary email if possible.



**I have not received login information for D2L. Who should I contact?**

Please log in to the Student Portal at [register.graduateschool.edu/modules/customer](https://register.graduateschool.edu/modules/customer). Once you are logged in, scroll over MY GSUSA and select "ONLINE COURSE SIGNIN".

You will be automatically logged into D2L. Your course will be listed under the main announcements or by clicking the "waffle" icon at the top of your browser. The course content can be accessed by clicking the Content link in the course navigation bar and selecting the modules listed under the Table of Contents.

It is suggested that you use Chrome to access the online course. If you are not automatically signed into D2L, please check with your agency's IT department to confirm that you are not hitting a firewall. You can also confirm your browser settings at <https://community.desire2learn.com/d2l/systemCheck>. Please send any errors to your agency's IT department. If you are still having issues, please send [online@graduateschool.edu](mailto:online@graduateschool.edu) a screenshot of any error messages.

**I attempted to log into D2L, and it says my account has been deactivated. What should I do?**

You may have reached your course termination date for the six months of allowed access to the course materials, and your account may have been deactivated as a result. You may request a one-time extension by emailing [Distance@graduateschool.edu](mailto:Distance@graduateschool.edu).

**I received an email that my certificate was posted, but I cannot view it. Who should I contact?**

For face-to-face courses, please contact [registrar@graduateschool.edu](mailto:registrar@graduateschool.edu). For online classes, please contact [online@graduateschool.edu](mailto:online@graduateschool.edu). Some agencies block the PDF certificate posted in the Student Portal. If that is determined to be the case, Graduate School USA will email a copy for your records.

Please note, that if we do not have a record of your completion on file, there may be a delay as we confirm with the instructor and update our records.

**I am approaching my termination date for course access. Who should I contact about an extension?**

Prior to the termination date, please submit a request to [distance@graduateschool.edu](mailto:distance@graduateschool.edu). If an extension is denied, the student will be marked incomplete and need to re-enroll in the course at the current market price.



### **I want to transfer to a face-to-face section. What are my options?**

To qualify for a refund for self-paced online courses:

- The refund request must be submitted to GSUSA within thirty (30) calendar days of the enrollment date;
- No lessons may have been submitted; and
- All books and materials must have been returned to, and received by, GSUSA in their original condition if the course materials were included as part of the tuition.

To transfer to a face-to-face section, the above criteria must be met in order to qualify.

Refunds will not be made to any participant withdrawn from a course by GSUSA for failure to complete the course in the time allowed.

### **How do I use D2L to submit my course work?**

Each online course contains a course instruction section that covers how to submit assignments and post to any discussion forums. There is also a Contact Us section that covers who to contact for key topics within each course.

For additional D2L tutorials, please view the student tutorial playlist available at <https://www.youtube.com/playlist?list=PLxHabmZzFY6mtggGZAitZ61kmpS-pMIaM>.

### **Do I need to purchase any materials for the online courses?**

The majority of our online courses contain all required learning materials. If external resources are used, you will not need to purchase those materials. These will be purchased and sent to you upon registration. Please contact [customerrelations@graduateschool.edu](mailto:customerrelations@graduateschool.edu) if you do not [receive materials](#).