The Care and Feeding of *Quia*

Quia is an online program that The Lukeion Project uses to host our class pages, homework and quizzes. This document will tell you everything you need to know about submitting homework and quizzes on *Quia*.

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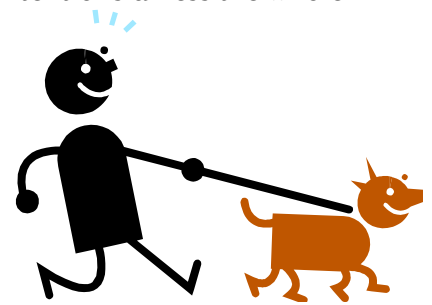
1. What is Quia?

The online program that *hosts* your class web page, review games, quizzes and exams is called Quia (KEE-ah). Your instructor prepares homework, quizzes and exams on Quia for you and then programs each assignment to open and close according to schedule. Later, Quia will retain a complete record of the work you completed and a grade for that work. If there is a problem with any game or assignment on Quia, you need to contact your instructor and **NOT Quia support** which has no knowledge or dealings with the content of your course materials.

2. How Do I Take a Quiz/Exam on Quia?

1. Go to your class page at the URL provided by your instructor.

2. Open the link to your quiz located in the section of your class page titled "***Quia Activities***." [Do not click on the quiz link until you are ready to begin]

3. Once the quiz opens, submit your username and password in the places provided.

4. Once you hit ***Start Now***, you must proceed to complete the quiz.

   a. Most quizzes can be entered **only once unless specified otherwise**.

   b. All quizzes are timed and you can't exceed the time programmed for the quiz.

c. The actual amount of time that you spend on a quiz, the exact time that you entered and when you completed the quiz will be visible to your instructor once you are done. [There is no penalty for taking your time on an exam]

5. Double check your answers before you hit the submit button.

   a. If you frequently navigate using the wheel on your mouse, you may inadvertently change your answers as you navigate away from one question to the next part of the quiz page (*this is especially the case for matching questions*).

      i. Do not navigate using the mouse wheel.

      ii. Double and triple check your answers, especially on matching questions.

      iii. Once you hit 'submit' you may not go back and fix your answers (and your instructor won't likely give you credit for good intentions unless the whole class warrants a grade change.)

6. Only once you are satisfied with your answers, hit ***submit***.

7. You should see an automatic 'receipt' in which you view the raw score for your quiz (credit given for the computer graded portions of your quiz and an estimated possible score should you get full credit for the instructor graded portions of the quiz).

8. *IMPORTANT:* you should take a second to insure your quiz was safely submitted to Quia. Most people have no problem submitting homework or a quiz on Quia. *In rare circumstances*, such as when your computer loses the connection with Quia (for even a moment), you will need to 'reset' an exam and retake it immediately. You reset an exam by contacting your instructor immediately. If you don't check and Quia has NOT accepted your work, your instructor will give you a zero when crediting the work after the deadline passes.

   To check:

   a. Enter the *Quia* Student Zone using your username and password. Double click on the quiz title. Confirm that the quiz was indeed submitted correctly. There will be a start and end time as well as a raw score visible for your work. For language homework, you *will* see the sample answers.

   b. IF Quia says that the quiz was abandoned or if it shows no start/end time, you have improperly submitted the exam.

   c. *Contact your instructor immediately before the quiz deadline passes.*

      i. Students will not normally get an extension beyond the published deadline to retake an improperly submitted quiz...*another good reason not to wait until the final minute to take an exam.*

      ii. Notify the instructor quickly for a 'reset.' If the instructor is away and does not see this request, he or she will likely grant a slight extension so that you can repeat the exam as soon as possible.
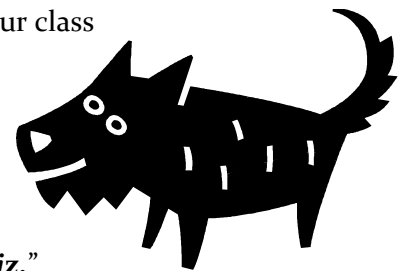
   iii. Lapses in the time between an improperly submitted exam and the notice sent by email to your instructor will be visible to the instructor and will earn you little grace (for example, if Quia says your exam was entered, but not completed, on Saturday but the instructor gets a note on Monday to 'reset' the exam, that student will not likely receive a 'reset' but a zero.)

> *Contact your instructor by email immediately if you believe Quia "ate" your exam.*

  d. It is the responsibility of each student to confirm that a quiz has been submitted correctly. *If a quiz is submitted incorrectly, Quia retains absolutely no record of a student's answers and therefore no credit can be given.* Quia DOES keep a record that the student entered the exam which, in most cases, is sufficient to prevent a student from entering the exam a second time without a requested reset.

9. Take time to review your quiz after it has been graded

  a. Your instructor will grade any portions of the homework and quiz that were not 'computer graded.' He or she will let you know once a quiz has been graded. Log into the student zone using your username and password. Click on the class title, then click on the quiz to review the results.

  b. It takes time for your instructor to grade things like translations or essays. He or she will let you know once the exam has been graded.

3. How Do I Submit Homework on Quia?

1. Consult your syllabus for the exact assignment.

2. **Always complete your assignment by typing it on your own computer in a separate word processing program and saving it to your own hard drive before you open the Quia link.**

  a. Save it as a unique file in a special folder for all of your class homework during the semester.

3. Navigate to your class page.

4. Go to the section titled "***Quia* Activities**."

5. Open the correct link to the homework assignment.

6. **Please NOTE**: **homework** *is* marked by the *Quia* logo "**quiz.**" Your instructor will use this format for homework because *Quia* allows your instructor to grade and retain a record for you to view later.

7. Enter your username and *pas*sword in the spaces provided.

8. Copy and paste your work into the spaces provided in the homework (often the fastest way to do this is the right mouse button). Please copy and past your work into the correct spots. The grader can't see question 3 when grading question 4, for example.

9. **Once you double check to see that everything is entered, hit submit.**
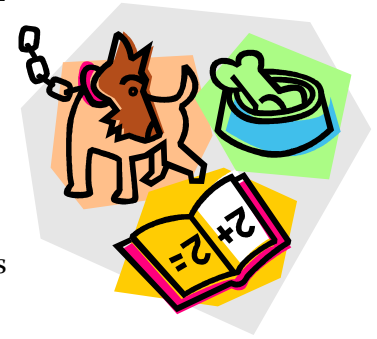
a. You should get a visual 'receipt' that the assignment was submitted. You may not earn any points in this initial submit because sometimes an entire homework assignment is instructor graded. Nevertheless, there should be a start and end time and *your answers should be visible to compare to the sample answer provided.*

  b. *It is important to spend time after each homework submission comparing your work to the sample answers for language homework!*

10. A record of the homework (quiz) will immediately appear in your records. Questions will receive a zero until they have been credited by your instructor/grader.

11. To insure that you have correctly submitted your work (especially if you did not view a visual receipt), enter the student zone on *Quia* by typing in your username and password. If your work is improperly submitted, your instructor must give you a zero. **If Quia 'ate' your homework you can, however, immediately re-submit homework without asking for a reset.**

12. Your instructor may take up to two weeks or more to 'credit' your homework but **sample answers for your use and review should, in most situations, appear immediately for your use**.

13. IF you *accidentally* enter a Quia link to submit homework without being prepared to do so, you should immediately close the browser window by clicking the 'X' in the right corner.

  a. This will prevent you from seeing the answers before you've actually submitted your work!

  b. Those that click "submit" and view answers without having submitted the homework (example: "turning" in homework multiple times) will be warned with a note in the comments section of your homework after the first offense. After that first warning, they will likely be given a zero since they had access to the answers before submitting their work and viewing answers prior to submitting work is considered dishonesty.

4. Things you should know about working in Quia

- You can enter a quiz only once unless your instructor has given you explicit instructions otherwise.

- If something happens to your internet connection during a quiz, your instructor will have to 're-set' the exam and ***all of your earlier work will be lost***.

- Avoid navigating with the mouse scroll-wheel, the keyboard arrow keys or browser back and forward arrows while you are taking your quiz! If you do so, you may accidentally navigate away from your quiz and end your opportunity to finish and submit the exam. If this is the case, there may be one chance to recover your work (so pay attention):

1. If you navigate away from your quiz, FREEZE!

2. Navigate back to the quiz carefully (no extra clicks).

3. You will next get a note that that webpage has 'expired.'

4. Hit the **refresh arrows** located at the top of your browser window.

5. This will be successful only about half the time, if it is not, email your instructor for a reset.

If your internet connection is lost during a quiz or homework submission for any amount of time, Quia will assume you abandoned it. Contact your instructor immediately to reset an exam. Simple resubmit homework (since you didn't view the answers)

- **Immediately after you submit an exam, Quia grades ONLY the computer scored portion of the quiz and gives you credit for ONLY that portion of the exam.**

  - Do not send emergency emails to your instructor because you believe your score was too low immediately after you completed your exam!

  - Your instructor must *personally* grade the rest of your exam and will let the whole class know once that process is complete.

  - Your instructor will try to complete grading quizzes within 7 days after the deadline has passed ***and*** the ***last student*** finishes the exam and. During certain parts of the semester, there may be a longer wait (illnesses, storms, etc.).

- You can enter homework to submit it as many times as you like ... *but hit the 'submit' button only once:*

  - If you chose to abandon a homework session without submitting your work, simply close the browser window. **Do NOT hit submit**!

  - Once you do hit submit, the sample answers will be visible and your instructor may suspect you are not being honest.

  - *Quia* retains a full record of when, how long, and how many times you enter homework. **Make sure that you hit 'submit' just once.**

- For upper level classes, your instructor ***may*** set your homework assignment so that you may enter it once and continue working on it. This practice is not done with lower level classes.

- *After you have correctly submitted your homework, you may view the sample translations for each part of your homework.* **Honorably take advantage of this feature to check your work immediately after hitting 'submit.'**

- *Quia* is not complex enough to know the difference between a quiz and "homework." In your student zone, it will simply average everything together equally. In your instructor's grade book, homework is typically credit /no credit (or at least not averaged with exams/quizzes). Quia homework may appear as '100' (for example) and be averaged as such with quizzes. *This Quia average is not your actual course grade because it averages EVERYTHING together and will artificially inflate scores for that reason.*

5. Why does *Quia* want my Username and Password when I play practice games?
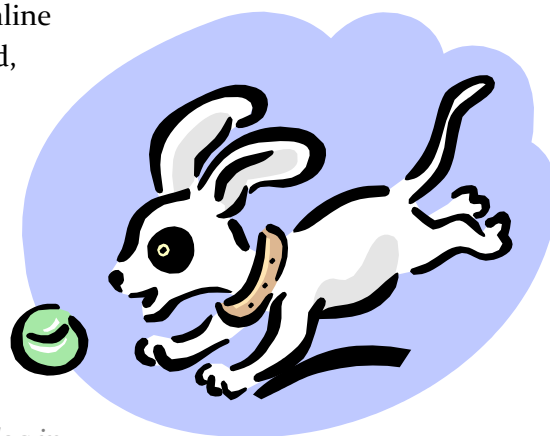
Want credit for all your hours reviewing facts with the online activities? If you log in with your username and password, *Quia* keeps track of exactly how much time you spend doing these activities. This can factor in positively or negatively in your final 'participation' grade for your semester course.

You will be given 'credit' for your meaningful hours of play recorded in *Quia*.

Sorry, you won't be given any credit for playtime if you do not log in. Don't try to tell your instructor *'I forgot to log in before I started the games but I played for hours and hours this semester.'* This excuse will not work on your instructor. Credit is given for time recorded during play sessions, only, period.

This feature in *Quia* will also help your parent and your instructor evaluate how much you actually study each week and offer strategic advice about improving your study habits.

In short: log in and start playing!

6. Remind me again: what should I do if Quia *eats* my work?

Quia will open and close exactly as your instructor programs it to do so. Your instructor will program quizzes to open for you *once and only once*. If your connection to the internet is broken at any time during your exam session, Quia thinks you've given up and gone home. Nevertheless, it counts your time in Quia as your ONE attempt at the exam and carefully records your visit. If this type of tragedy happens to you, it is very important to notify your instructor immediately. Explain what happened and your instructor may be willing to open the exam for you a second time at his or her discretion.

You MUST notify your instructor immediately after the disaster strikes and BEFORE the scheduled time for the quiz lapses. People who casually send a note next day will not likely get a re-set because you've had a second chance to study and/or the deadline for the quiz has likely lapsed.

7. What should I do if I need to arrange for work to appear early on Quia for me so that it is available ahead of a scheduled absence?

Quia is a fairly elaborate computer program. Computers like cold hard facts like specific dates and times. IF you are planning for an upcoming absence you should contact your instructor in advance to prepare Quia to have links available early (please provide a bare minimum of 24 hours advance warning and be willing to send a reminder if you make long advance preparations).

Provide the following information using the following guidelines:

- Your name and class
- The exact ___assignment(s)___ you plan to do early using your syllabus as guide:
    - BAD: *"I need stuff from chapter 14 comin' up"*
    - GOOD: *"I need the Latin 1b week 13 homework and week 13 quiz early."*
- The exact ___dates and times___ you wish to have the material open and available:
    - BAD: *"sometime this week" or "today" or "right now"*
    - GOOD: "Monday, April 9 from 7 am to noon"
- Hints:
    - I will always assume you mean ET because that is the only way I can set Quia (you'll need to adjust *your requested* time for ET for me).
    - Notice how above there is a **beginning time and an ending time** for when the material will be open (and close). Quia wants us to program a **window** for assignments to "open" and to "close." We appreciate it when you give us the start and ending time to help program Quia to be available early for you.
    - IF you have made all the arrangements to have something early and I still don't make the link available, *send a gentle reminder*. Sometimes duties get piled up and we forget important things. We appreciate the note and certainly won't get grumpy.
    - Don't miss your appointment. While scheduling Quia may sound easy, it actually can use up quite a chunk of the instructor's day. When you write a note after the requested appointment saying, *"oops! I missed it,"* you may find your instructor feels a bit grumpy about using up another chunk of the day reprogramming Quia. *Please be courteous: do your work on the schedule you've provided when possible.*
    - Finally: *PLEASE check your email!* You __will__ have a grumpy instructor if the situation works like this:
        - Student email: "Quia just ate my exam because the power went out"
        - Instructor email: "Fine, I've just reset it for you: hop in right now before the deadline lapses!"
        - Student email 2 days later: "I just got your note that you reset my exam but now it won't open. Why can't I get in again?"
        - Instructor: "The deadline has now lapsed" [duh]

A Few Final Words

Most issues that you will encounter with Quia have to do with the *seventeen dozen* settings that your instructor must remember to set for each and every assignment and quiz and student. Please keep the following in mind:

- **Problem in Quia? Contact your instructor**, *not Quia help or support*. Quia only *hosts* our quizzes and assignments. They have nothing to do with turning them on, off nor do they have anything to do with their content. *If you contact Quia with questions about your quizzes and homework they will just giggle and hang up.* Your Lukeion instructor painstakingly creates all of those many files on Quia so most of the time things go well while sometimes things go wrong: send us a note to help out when you see something funny.

- **Be Polite**. Your classes and quizzes are presented ON a computer, not BY a computer. If you think that something has gone awry, please politely ask your instructor to look into the issue. We have a lot on our plate and we appreciate your help letting us know when there is an issue.

- **Be as specific as possible**. Telling your instructor there is a *"problem with a quiz"* without any further data (like course name, quiz #, problem #, description of the actual issue) may waste lots and LOTS of time for all involved since your instructor now feels compelled to solve an unspecified problem somewhere on some unknown quiz. *Tell us your class, quiz/homework title, and important information like the question # and the specific issue.* We want our quizzes and homework to be as correct as possible so thanks in advance your help in this area. We are always trying to make our materials better but errors are inevitable.