

Frequently Asked Questions about eCornell Courses

What is the time commitment?

You can expect to spend 4-6 hours per week of self-directed study time to complete your course.

What does course length of 2-3 weeks mean?

Most courses at eCornell are 2 weeks in length and will require 8-12 hours of self-directed study time over the two-week period. Some courses are 3 weeks in length and will require 12-18 hours of self-directed study time.

Why do the courses have start dates?

Each course will open at 9am EST on the start date you selected which is always on a Wednesday. Courses end at 11:59pm EST on Tuesday – either 2 or three weeks after the start date. All course work - readings, videos and assignments - must be complete before the end date of your course.

Why are there assignments in this course?

eCornell and Cornell University's goal is that you can apply your learning and we have found through years of experience that required and graded assignments assure that you have not only gained the knowledge presented in the course but can apply what you learned.

Are my assignments graded?

Yes, assignments are graded by the course facilitator. Each assignment has a grading rubric which will help you understand how you earn a passing grade.

Why do assignments have due dates?

Assignment due dates help you to stay on track and participate fully in the collaborative aspect of the course. In addition, meeting assignment due dates assures that the facilitator has ample time to provide thorough feedback and you ample time to resubmit your assignment if necessary. If you are late submitting assignments, they will still be graded if they are received before the end of the course, but the facilitator feedback and your ability to resubmit the assignment will be limited.

How do I know that I passed the course?

Submission of assignments does not automatically equal a passing grade. Be sure to check your grade page after the submission of each assignment allowing your facilitator 24-48 hours to post your grade. Before the end of the course, check your course grade and confirm that you see **100% Complete** for the course. If not, contact the facilitator for clarification.

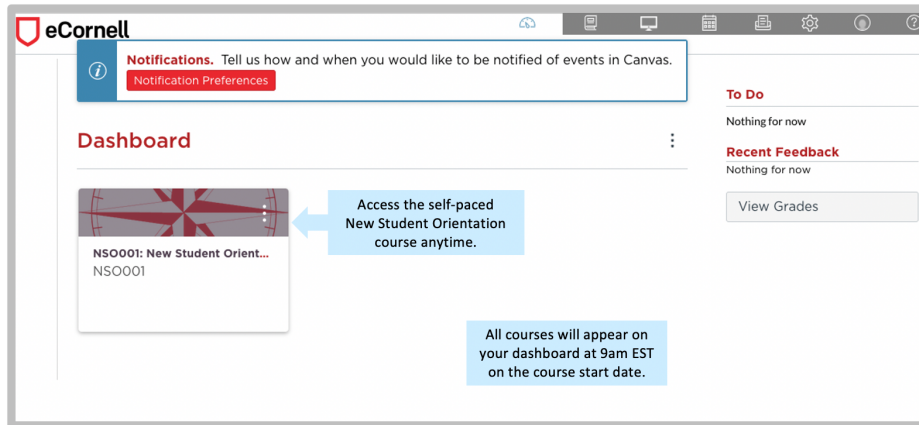
What do I do if I am having trouble completing the course?

Contact your facilitator from your eCornell student dashboard (*Help > Ask Your Facilitator a Question*). If your circumstances warrant and you have been working diligently but are struggling to complete the course, your facilitator can arrange for a brief extension (24-48 hours).

Do you have any tips for success?

- **Before your course begins**

- Take the self-paced New Student Orientation course (approximately 45 minutes). This can be found on your student dashboard. While you only need to complete it once, it is a great resource throughout the student journey at eCornell.



- **On the FIRST DAY of class:**

- Log in to the course
- Review the table of contents
- Look at assignment due dates and add them to your calendar
- Download resources, tools, assignment documents & project file

- **Throughout the course:**

- Meet your assignment due dates
- Check your grades after every assignment is submitted
- Plan to spend 3-6 hours a week on your course
- Contact your facilitator if you need help or are getting off track
- Do not procrastinate.

- **Last day of class:**

- Confirm that you have the grade of COMPLETE (100%) before the course ends.
- Contact your facilitator with any final questions or concerns.

Where do I get help if I need it?

- **During your course** the course facilitator is your primary point of contact. All communications with your facilitator happen from your eCornell student platform.
- **eCornell Knowledge Base** is a great place to get answers to many of your questions. You can navigate to the Knowledge Base from the Help icons on the student platform
- **Before and after your course** your primary point of contact is the eCornell Help Desk. Even during your course, the Help Desk is your best resource for technical assistance.
 - helpdesk@ecornell.com
 - 1-800-801-0287 (inside the US)
 - 1-607-330-3200 (outside US)