



Incomplete Student Access

Students who receive an "Incomplete" grade can be given the role of "incomplete" in D2L for continued access to a course shell beyond the official end date. The student will have access to the original course shell where they received the incomplete. If you have more than one course, please submit a separate ticket for each course. The primary instructor or the department head can request incomplete access for a student.

Note: Unless specified, the student has until the end of the next major term (fall, spring) to complete the course work.

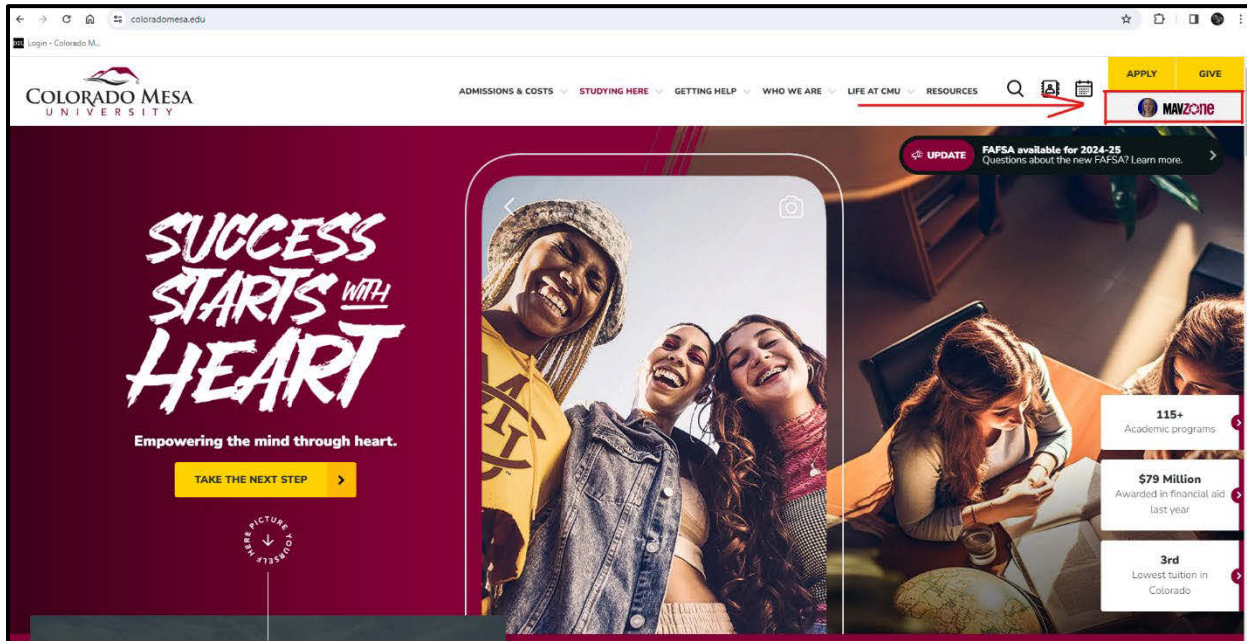
For questions on this policy please email distanceed@coloradomesa.edu

Contents

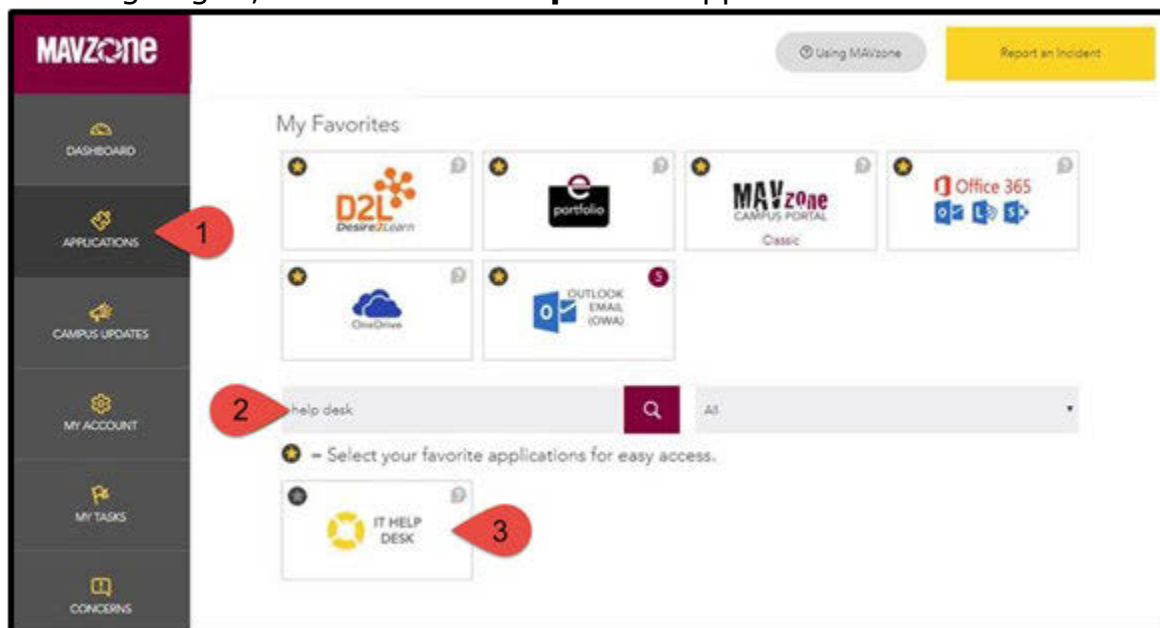
Incomplete Student Access	1
Contents	1
D2L Help Request: Incomplete Student Access.....	2

D2L Help Request: Incomplete Student Access

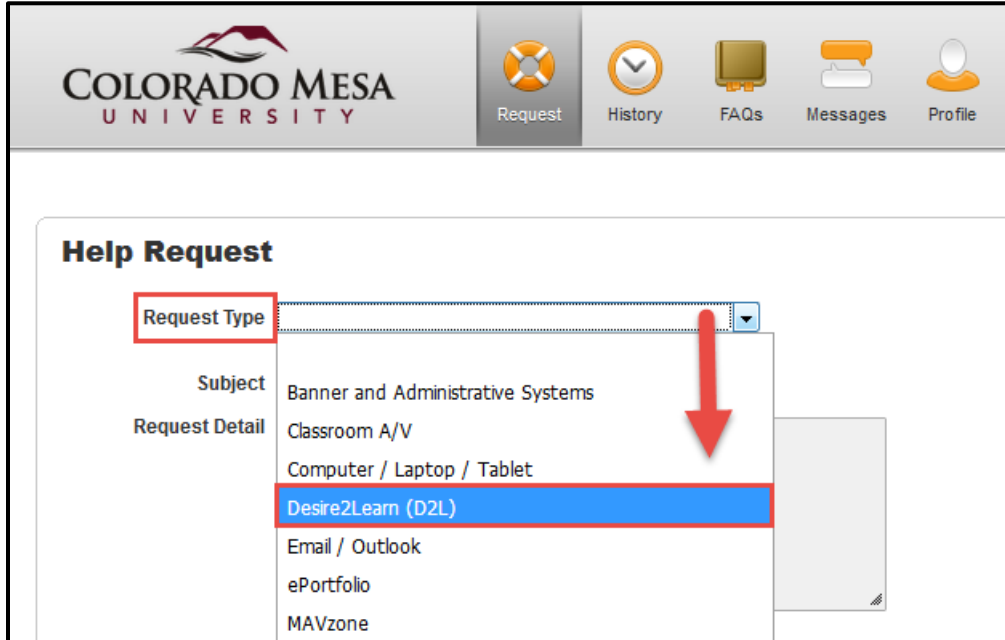
1. From the Colorado Mesa University website, www.coloradomesa.edu, click on **Log in to MAVzone**.



2. After signing in, select the **IT Help Desk** app to create a ticket.



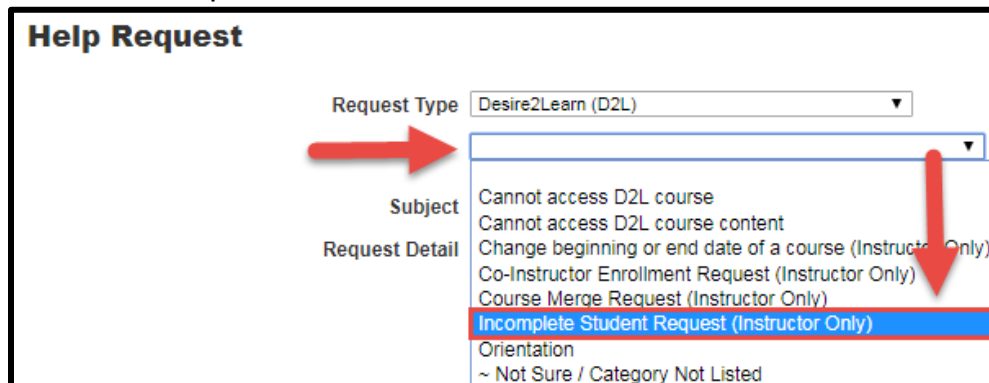
3. From the **Help Request** page, choose your **Request Type** as **Desire2Learn (D2L)** from the dropdown menu.



The screenshot shows the 'Help Request' form. The 'Request Type' dropdown menu is open, and 'Desire2Learn (D2L)' is selected. A red arrow points to the selected option. The form also includes fields for 'Subject' and 'Request Detail'.

Request Type	Subject	Request Detail
Desire2Learn (D2L)	Banner and Administrative Systems	Classroom A/V
		Computer / Laptop / Tablet
		Email / Outlook
		ePortfolio
		MAVzone

4. Choose the sub-request as **Incomplete Student Request (Instructor Only)** from the dropdown menu.



The screenshot shows the 'Help Request' form with 'Request Type' set to 'Desire2Learn (D2L)'. The 'Subject' dropdown menu is open, and 'Incomplete Student Request (Instructor Only)' is selected. A red arrow points to the selected option. The form also includes a 'Request Detail' field.

Request Type	Subject	Request Detail
Desire2Learn (D2L)	Cannot access D2L course	
	Cannot access D2L course content	
	Change beginning or end date of a course (Instructor Only)	
	Co-Instructor Enrollment Request (Instructor Only)	
	Course Merge Request (Instructor Only)	
	Incomplete Student Request (Instructor Only)	
	Orientation	
	~ Not Sure / Category Not Listed	

5. Complete the rest of the form (make sure to fill the required fields indicated by *****) and **Save** the form to submit your request.

Help Request

Request Type:

Instructions: Students who receive an "Incomplete" can be given an incomplete role in D2L for continued access to a course shell beyond the official end date. The student will have access to the original course shell where they received the incomplete in. If you have more than one course, please submit a separate ticket for each course.

Class, section number, and CRN (e.g. ENGL112-001 20156)*

Student full names and 700#s (e.g. John Smith (7004444444), Jane Doe (7005555555), etc.)*

What is the instructor's full name? *

Incomplete Access Until (e.g. 12/14/2017)*

Carbon Copy (Cc:) ☐ Enabled

Attachments

Location Room