

FAQs – ePortfolio

Q. How do I get to the ePortfolio?

A. There are two paths to your ePortfolio. The first path is through a course activity your professor has set up in eLearnUC. Clicking on that activity will create a portfolio for you and take you directly into the portfolio page to which you will upload work.

The second path is to click on the “ePortfolio” link that can be found on the “Current Students” or “Faculty and Staff” page on the UC website. You will be taken to the ePortfolio login page. If your portfolio is not listed, you may create a new portfolio. Instructions for doing this are here: http://chalkandwire.mindtouch.us/1Completing_Work/My_Portfolios_Overview/Create_New_Portfolio

Q. When I click on “ePortfolio” from the UC web page, I go to a login screen that says, Chalk & Wire. What is Chalk & Wire?

A. Chalk & Wire is the name of the software company that developed the ePortfolio platform used at the University of Charleston. If you choose to continue your ePortfolio account after you graduate from UC, you will renew your account annually with Chalk & Wire.

Q. What is my User ID and password?

A. Your ePortfolio User ID is your official University of Charleston email address. If this is the first time you have logged into the ePortfolio directly (i.e. not from an eLearnUC course) click on the “Forgot your password?” link and a password will be sent to your UC email account. Login with that password, then click on your name in the upper right hand corner of the screen, select “Change Password” and create your own password.

Q. What if I forget my password?

A. click on the “Forgot your password?” link and a password will be sent to your UC email account. Login with that password, then click on your name in the upper right hand corner of the screen, select “Change Password” and create your own password.

Q. Who can see items I upload to the ePortfolio?

A. You own your ePortfolio. No one can see anything you put in your portfolio unless you

- submit that item for assessment – the Assessor can view and comment on the item
- “Share” your portfolio or one of its pages using a secure URL
- Put the portfolio into a “Collaboration,” and invite others to your workspace. You, as the portfolio owner, can define the privileges you allow other to have in a collaboration.

Q. Can’t the system administrator see my portfolios and their contents?

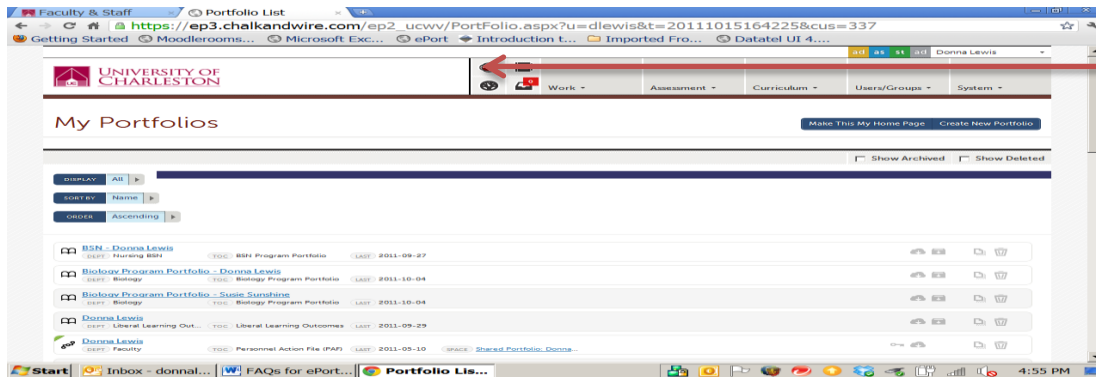
A. No. The system administrator can see that you own portfolios, but cannot see their contents unless you allow him/her to do so.

Q. Can other people “Google” my portfolio contents?

A. No. Portfolios are housed on secure servers at a secure site behind firewalls that protect against web crawlers and bots. Full information on account security can be found at this website: <http://chalkandwire.com/index.php/privacy>

Q. Can I make my own portfolios?

A. Yes—and you should. Collect examples of your best work, including images and other files, to show potential employers or to share with family and friends. See the help pages for more information about creating portfolios and sharing them.



Help

Q. I want to change the email address in my profile to go to a different email account. Is this okay?

A. **NO!** Your official UC email address is the link among the ePortfolio, your eLearnUC courses, and the eLearn gradebook. If you change your email in either the ePortfolio or in eLearnUC you will not be able to login.

Q. Some of the buttons I need to submit my assignments aren't showing up on the screen. What should I do?

A. This is a known bug in the ePortfolio software associated with Mozilla Firefox versions 5 and earlier. Upgrade your Firefox to the newest version.

Q. I've clicked on a page in one of my portfolios, but the "Submit" button has a line through it. What should I do?

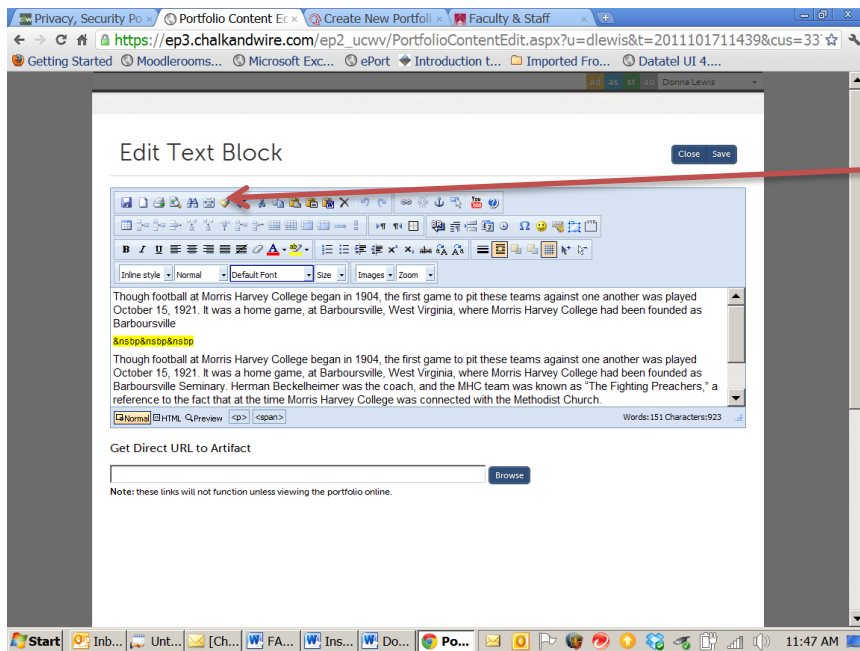
- A. The "Submit" button will have a line through it if:
- a) You have not added any content to the portfolio page. Upload an artifact, choose one from your artifact library, or enter text.
 - b) No assessment instrument (such as a rubric) has been attached to the page. Contact your faculty member.

Q. I'm trying to submit an item for assessment, but the rubric I need isn't on the list I see. What should I do?

A. Contact your faculty member. Either your rubric hasn't been entered into the system or the name of the rubric you should use has been miscommunicated.

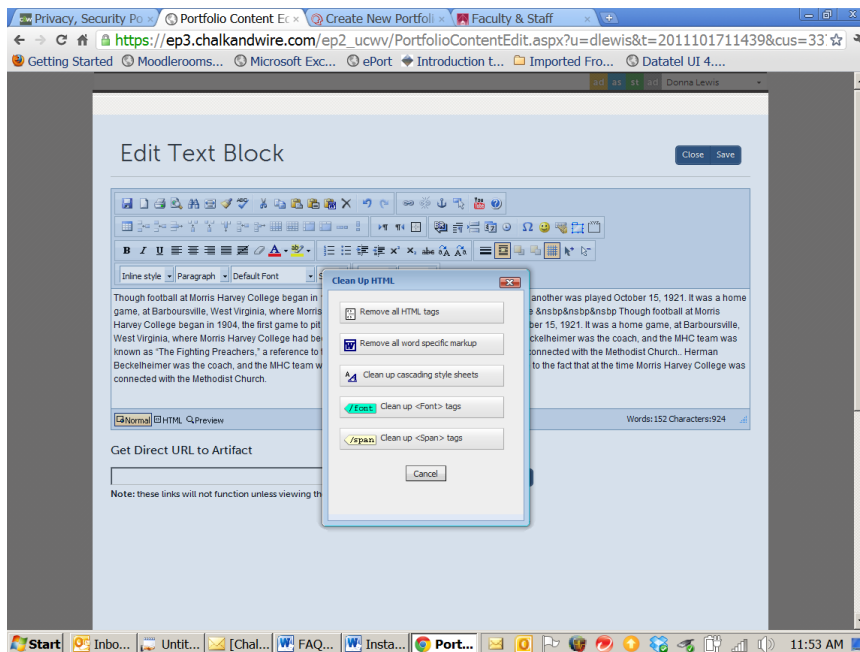
Q. I tried to upload a file and got the message that I can't upload a file of this type.

A. Send an email to eporthelp@ucwv.edu with the file format extension name (e.g. ".docx" ".ppt," ".txt," etc.) and the size of the file (e.g. 30 mb). The campus administrator may need to add this file type to the list of allowed file uploads. If the file is very large you may be asked to compress it or change it to another format.



HTML Cleaner

A box will appear asking what you want to clean up. Click on each of the bars. When you are finished, click on the red “X.”



Click “Save” and then “Close.”

Q. I want to add a picture to my portfolio, but the picture is appearing in a white box that makes it look like the upload is incomplete. What should I do?

A. The white space that you see is due to the aspect ratio difference between your file and the space provided for the picture. When you upload an image as a file, the image is scaled to fit into

the square space provided for uploaded images, and the left over space is what you are seeing. If you would like to avoid this, click the Add Text option and use the Images drop down menu to add your image into the text editor. If you then double click on the image in the text editor content box, you can format it as desired.

Q. I am assessing student work, and though I keep saving the assessment I keep getting the message that the assessment is “Incomplete.” Why?

A. Check to be certain you have scored all rows in the rubric. You may have missed entering a score or failed to click on the N/A box. For the assessment to be complete, all rows in a rubric need to be scored.

Q. I assessed a student’s work a couple of weeks ago. Now, I want to look at that assessment, but it isn’t in my list of completed assessments. What happened to it?

A. By default, the ePortfolio displays in “Completed Assessments” lists only the items that were assessed in the last 7 days. This time limit is called the “horizon,” and can be changed. At the top of your screen, click on the gray box called “Assessment,” then click on “Assess.” On the right hand side of the screen you will see a blue box that says, “Options.” Click on that box and select the time period you want as your time horizon.

Q. I invited other people to collaborate on a portfolio. They accepted the invitation, but still can’t see the portfolio or its pages. What gives?

A. You need to give each member of the collaboration specific permissions. To do this, from your collaborative workspace click on “Members” and then the name of the member for whom you want to set permissions. A grid will come up for you to allow members to “View,” “Edit,” or no permissions for each page of the portfolio.

Q. My portfolio name has “Bb” in it. Why?

A. This means that the portfolio was automatically generated when you clicked on an ePortfolio Activity in an eLearnUC course. Portfolios you create on your own will not have the Bb. [Originally, this stood for “Blackboard,” as Chalk & Wire’s first integration was with that learning platform.]