

FAQ's and Common Issues

When I cut and paste text from Word while creating my InterLearn materials I sometimes receive a Mason error and can no longer access InterLearn. Why is this?

Most frequently this is caused by cutting and pasting text from a Word document that contains special characters (eg. 'smart quotes'). The special characters are often included in the document with no input from the user, for example when Word applies auto formatting.

To prevent this, you should create a text only file rather than a document file (ie. a file that ends in .txt rather than in .doc). Alternatively, if you have already created the file as a document, you can reopen the file as a text only version that is safe to paste into the *InterLearn* text boxes. A macro that will do this is available.

When I cut and paste text from a PDF file while creating my InterLearn materials I sometimes receive a Mason error and can no longer access InterLearn. Why is this?

As with copying from Word, PDF often include special characters that are not standard and thus cause an error. The special characters are usually not visible to you so you won't know if they are there or not.

To prevent an error occurring copy from the PDF into a plain text file (ie. a file that ends in .txt) save it, then copy into the *InterLearn* textboxes, rather than go directly from the PDF to the textboxes.

When I saved my module/section/activity and returned to the [management home] screen there were two of my module/section/activity in the hierarchy.

If when creating a module, section, or activity you do not wait after clicking the "save changes" button for the screen to reload with the text "SUCCESS: the changes have been made " appearing at the top, a duplicate of the module, section, or activity will be created. You will need to delete one of them.

I saved my module/section/activity after changing the description and received the reloaded screen saying it had been saved, but the changes do not appear in the Student View. When I return to the module/section/activity management screen, the changes to the description are gone.

The most likely cause of this problem is that you have exceeded the 4000 character limit in the description field. Unfortunately, there is currently no error message to indicate this problem, however

this is being looked into. You will need to reword your description to fit within the 4000 character limit (keeping in mind that your html tags will also contribute to your character limit).

After I have created a group in the Tutorial Management interface, I go to the [interlearn contacts] page and get a message that says "there are no students in your group or you are not a member of a group for this subject".

There are two possible reasons for this problem. Firstly, you must wait until the following day before any changes to groups, including creating new ones, take effect in the MDS. Secondly, if you have not added yourself as a tutorial contact for any groups you will not be a member of a group and therefore there will be no "other" group members to display.

I have been editing the students in the tutorial groups but when I look at the [interlearn contacts] page none of the changes have been made.

You must wait until the following day in order for changes to groups to take effect, as changes to the MDS are only made overnight.

How do I view the response of a student to an individual, non-assessable activity?

You cannot. Only responses to shared activities can be searched using the [search responses] screen, and only responses to assessable activities can be viewed within the assessment tool. Therefore, responses to individual activities are just that - individual to the author of the response.

I want to have a copy of all my InterLearn content, student responses and student feedback for my units. How do I get this?

If you would like to receive an archive of your *InterLearn* content, the students' responses to activities, and the feedback/marks recorded you need to send a request to the *InterLearn* Service Manager after all students have completed the unit.