

FREQUENTLY ASKED QUESTIONS

What is MSL?

MSL is MySpanishLab. Since summer 2009 Pearson company redirected this website to MyLanguageLab. If you see any section on your syllabus as MSL it is the same website that you are using. You can either go to www.myspanishlab.com or www.mylanguagelab.com

What is SAM?

SAM is Student Activities Manual. These are the activities that you have assigned in the MySpanishLab.

My computer is having problems with the websites, what should I do?

First, make sure you have performed a browser tune-up. (Go to www.myspanishlab.com and follow all directives after clicking the bright red button.) This tune-up may even be necessary to be periodically performed on the same computer throughout the course. If the browser tune-up does not resolve your issue, you need to contact tech support. Make sure that you obtain a “case number” for MySpanishLab.

Can I use any browser with MyLanguageLab?

No, if you do NOT use a browser listed below, you will NOT be able to login to your MySpanishLab and/or your MySpanishLab assignments may not function properly for you.

Operating Systems		Browsers
PC	Windows XP	Internet Explorer 7.0 and 8.0
	Windows Vista	Internet Explorer 7.0 and 8.0
	Windows 7	Internet Explorer 7.0 and 8.0
Macintosh	OSX 10.6 (Snow Leopard)	Safari 5.0+

Can I use the MySpanishLab email?

Please do not use the MySpanishLab email. Email your instructor to his/her USA email account. Be sure to include in the subject line the USA course ID, your name, and your class time. (Ex: LG 131 John Smith 8:00 MWF) Your instructor's email is listed at the top of your course syllabus as well as on the department's webpage at <http://www.southalabama.edu/languages/faculty.html>

I was able to get the MySpanishLab access code, do I still need the physical textbook from the bookstore?

Yes, you do need to purchase a physical textbook. The text is custom to the University of South Alabama's Department of Foreign Languages and Literatures.

I was wondering if the custom USA edition of the text was the correct text to purchase from the bookstore?

Yes, you do need to purchase a physical textbook. The text is custom to the University of South Alabama's Department of Foreign Languages and Literatures.

Can I purchase the textbook from an online source or another store besides the USA Bookstore or Anders on Old Shell Road?

No, the text is custom to the University of South Alabama's Department of Foreign Languages and Literatures and is only available for purchase from the USA Bookstore and Anders on Old Shell Road.

Does anyone know how to complete/find the assignments on MySpanishLab?

You can locate the assignments by clicking on the calendar in Today's View.

Can the assignments posted in the calendar be done at anytime?

No, you have to do the activities by the due date. You can do all of them before but not after they are late. The program will mark the activities late for no credit. You don't have to do the homework everyday. For example you can do on Tuesday the homework for Wednesday and Thursday. There are a lot of activities but most of them are 2 to 3 questions.

When doing the assignments, I have done them over until I get them right, will numerous attempts count against me?

You can do the activities as many times as you want by the due date. The program will count the best score as your grade.

Why is my grade for composition showing as 0?

If it is an instructor gradable section you need to wait until the instructor grades it. Allow a week after the due date before you contact your instructor.

I'm just curious what we will be using the microphone for and when we will need it. Will we be using it for the quizzes and tests?

You need the microphone for some activities that you have to record your voice including activities in quizzes and tests. Make sure that you always listen to yourself before you send in the oral activities.

Where can I buy a microphone?

If your computer does not already have a built-in microphone, you can purchase a microphone at any retail store such as Target, WalMart, Best Buy etc.

How do I know my grade in the class? Will you calculate it for me?

You are responsible for knowing how you are doing in the class. Instructors do not calculate grades until the end of the course. You will have all your grades handed back to you in class. Follow the grading scheme in your syllabus to calculate your grade. In MySpanishLab you will see the average grade for its activities only.

Where is the Course ID/Section ID that I need to enroll in MySpanishLab?

You can find the Course/Section ID by contacting your instructor via his/her email. (See above for how to communicate with your instructor.)

When filling in answers to the questions in the eBook does it save our answers when we click "check answers"? Or are these just to answer and use for our own knowledge?

No, the website only checks if the answers are right or wrong and your instructor does not receive any grades from the eBook and also you cannot save the answers. Try to complete all the eBook activities as a practice.

I am getting the message "In Progress" on an activity (or activities) that I *know* I completed. Should I re-do it/them?

No, if you clicked submit and received a score when you did, then that grade has been entered you're your instructor's gradebook. This is just an annoying glitch of some sort that shows up for some students.

May I re-do the Readiness Check?

No, once you click on the readiness check you may not re-attempt it. The readiness check is an effort grade, not a numeric grade. You should complete it so that you will receive credit for attempting it. You have 100 attempts to do every other assignment in MySpanishLab.

Which grade from an assignment is taken into the gradebook?

The best grade from all of your attempts is automatically taken into the gradebook.

****If you have a question that is not here or that is not answered in the syllabus please email Kristy Britt, MySpanishLab Administrator at kbritt@usouthal.edu. Be sure to include in the subject line the USA course ID and your name as well as your instructor's name and your class time. (Ex: LG 131 John Smith- Pineda 8:00 MWF)**