

QUESTIONS STUDENTS MAY ASK

Below are some frequently asked questions that your students may ask you about ulearn.

Frequently Asked Questions

What is ulearn?

ulearn is the University's course management system. Each class has its own course website. Within ulearn, students can access course content and announcements, submit assignments, collaborate with classmates, and view grades.

How do students access ulearn?

Log in to link.jwu.edu using a Johnson & Wales username and password and click on the ulearn icon on the top right of the screen. Additionally, ulearn can be directly accessed at ulearn.jwu.edu.

Where do students find the course syllabus?

Each course syllabus is linked from the left-hand navigation via the link entitled, **Syllabus**. Click on the file attachment to open the syllabus.

- Click on the user guide for detailed information on how to [open a file attachment](#) in ulearn.

How can students get help with ulearn?

Support specialists can be reached by phone or email during the following hours:

Phone: 1.866.598.4357

Email: it@jwu.edu

Monday – Friday 8 :00 a.m. – 7:30 p.m. ET

Saturday & Sunday: Closed

- Students can also click on the "[Student Help](#)" link within a ulearn course for step by step instructions for many common tasks.

What is the recommended web browser to access ulearn?

Mozilla Firefox is the recommended browser for accessing ulearn. All campus computers have Mozilla Firefox installed on them. For personal use, [Mozilla Firefox](#) is a free download. Click on the [browser support page](#) for more information.

QUESTIONS STUDENTS MAY ASK

A student says they cannot see my course in ulearn.

Each course site is accessible to the students on your roster. By default, courses are made "unavailable" to students until the instructor makes the course available to their students.

- Click on the user guide to learn how to [make your course available to students.](#)

How do students view their grades in ulearn?

To view grades, student will click on the "My Grades" link on the left navigation menu of your course. Here they can view the grades you have posted in your grade center. This feature is provided to give students a sense of where they stand in a course throughout the term.

- Click on the user guide to learn more about [student grades viewing.](#)

How often should students visit my ulearn course site

Each instructor will determine and communicate how ulearn will be integrated into his or her class, and how often you will be required to visit the course site.