Questions & Answers
Online Course Library Catalogs

1. How do I find a specific course(s)?
To find a specific course, open the linked PDF file for the library you think is most likely to contain the course you want, and then follow the instructions in the catalog for conducting your course search (CTRL + F). You also can browse the catalog. If you do not find the specific course you are looking for, try one or more of the other catalogs, or check the current Francis Tuttle on-campus course schedule to determine whether an on-campus option is available.

2. How do these courses/libraries work?
Courses are sold in collections called libraries. You can see the courses are contained in a library by reviewing its associated catalog. When you purchase a library, you get access to all of the courses it contains, as well as to associated resources and Brainbench exams. All courses are designed for you to work through them at your own pace, so there is no instructor. Once you purchase a library, you have 90 days from the date we process your payment to complete any of the courses, resources, or Brainbench exams that are part of the library. You may take as many of those courses as you can during that period of time. If you want to renew your access, you can do so by purchasing another 90-day access to the library. You may purchase a 90-day renewal as many times as you choose. All work you did from a previous 90-day purchase is still there for you along with your grades, which you’ll be able to access even after courses are no longer available.
3. Can I see an outline or get details on courses/libraries before I buy?
   You can see a catalog description for each course, but the course outline and other details are only available once you have logged into a specific course. (Francis Tuttle employees do not have access to this information either.) Keep in mind, however, that you can receive a refund or be given credit for the purchase of a different catalog, if the catalog you bought is not the one you needed. Apply for credit or a refund within the guidelines specified in the Online Campus Refund Policy.

4. What if I decide the library isn’t really what I wanted?
   You can receive a refund or choose to enroll in a different library/course as long as you do so within the Online Campus Refund Policy guidelines.

5. Do I need to own the application or any special software to run these courses?
   You can run any of these courses with no special software. Each course is self-contained. All you need is Internet access and a Web browser.

6. Do these courses have instructors?
   Courses are self-paced and guide the student through the content. They do not have instructors.

7. Can I get a certificate and transcript for each course I take?
   Yes. Once you meet the completion requirements for a course, you will be given the option to print a certificate from within that course. The system tracks your progress and records it against your Username. Therefore, only you can print your certificates and transcripts for these courses.

8. How many courses must I take to get a FT Career Tech certificate?
   These self-paced courses do not qualify for a FT Career Certificate, regardless of which library courses or how many you take. FT Certificates are available for several online programs.

9. When will I have course/library access?
   You will receive your login information and have access to your course within two full business days of payment receipt. (Business days are defined as days during which Francis Tuttle is open.)

10. How do I get my Username and Password?
    If you have not received by email your username and password within two business days from the date of your enrollment, go to the Forgot your Username or Password link found on the Login page and provide the requested information.

11. Where do I go to access my courses?
    You can access your courses at http://www.francistuttle.com/oc/allCatalog.htm. Just choose the Login button, and then enter your Username and Password in the fields provided within the Current Students box, and then click the Login button.

12. What if I can’t log in?
    If the system does not recognize the Username and/or Password you put into the appropriate fields of the Current Students box, click the link labeled: Forgot your Username or Password? Follow the
prompts and provided instructions. If you receive the following message: “The e-mail address you supplied was not found,” send an email requesting assistance to: id3@francistuttle.edu. Please allow two business days for a reply.

13. What if I forget my Password?
Go to the Francis Tuttle Online Course Library Catalogs Web page, choose the Login button to access your library course(s), and then click the link labeled: Forgot your Username or Password? Follow the prompts and provided instructions. If you receive the following message: “The e-mail address you supplied was not found,” send an email requesting assistance to: id3@francistuttle.edu. Please allow two business days for a reply.

14. What if I can log in and access a course, but the page is blank or will not load?
This most often is an issue with your computer’s configuration. You can verify that your computer is running all of the needed software and that it meets the minimum specifications by visiting http://blackboard.francistuttle.com/pcrequirement.htm Web page, and then choosing to “Check Your Computer.” After your computer is checked and you have updated it as needed, close your Web browser, open it again, and then try again to access your course. If you still have a blank or unloaded page, please call the student help line at (800) 250-5013, or send an email to: supportservices@elementk.com.

15. What if I can log in but have other types of technical problems?
Please call the student help line at (800) 250-5013 or send an email to request assistance to: supportservices@elementk.com.

16. What if I have problems with or questions about the course content?
Because this is a self-paced course without an assigned instructor, if you have course content questions, you may wish to search the Internet for additional information. No subject matter expert or instructor is available to answer content questions. However, if you find course content issues, such as a content error or content that won’t open once you are inside the course, or you would like to suggest a change or update to the course curriculum, please send an email to: supportservices@elementk.com, or call (800)250-5013. Your input is welcome and appreciated.

17. What if I still have an unanswered question?
If you have read through this document and still cannot find the answer to your specific question, you can send an email to id3@francistuttle.edu. Please allow two business days for a response.