MyLab and Mastering Release Notes

Last modified: January 2, 2019

Note: For FAQs and workarounds for issues, search Pearson Support.

Contents

December 2018

What's new

Read Pearson system announcements within a course

Pearson general system announcements are now available from the banner (top navigation) within MyLab and Mastering courses. Pearson announcements may include alerts for planned or unplanned system maintenance, short descriptions of new product or software releases, or other important product information. *Note*: This doesn't include course announcements that instructors send to students. (Released December 17, 2018.)

Improved accessibility and updated design for My Courses

The enhanced design of the My Courses page and MyLab and Mastering courses is now more accessible to all customers. (Released December 17, 2018.)

June 2018

What's new

New sign in page experience for MyLab and Mastering

The new sign in page provides faster account access, easier username and password retrieval, as well as better assistance for new account registration. (Released June 18, 2018.)

Chat & ClassLive retirement

The Chat & ClassLive tool was retired and removed from courses. (Released June 2017.)

December 2017

What's new

Assignment date options for Mastering course copy

Instructors copying an existing Mastering course can now specify how assignments dates in the original course copy over course copies. They can choose to copy exact dates, adjust dates based on a new first assignment date, or not copy assignment dates at all. Due dates can always be adjusted within the new course. (Released December 19, 2017.)

New Pearson product names in My Courses list

The Pearson My Courses list, the catalog, and the course menu now show the new Pearson product (series) names, such as MyLab Math, MyLab IT, Mastering Biology, and so on. (Released December 18, 2017.)

ClassLive tool is retired

The ClassLive tool is now retired from courses. ClassLive may still appear in the course menu with a message shows the ClassLive retirement date. (Released December 18, 2017.)

November 2017

What's new

Updated notification emails and registration instructions

Course creation confirmation emails and student registration instructions now include not only the course name and unique course ID, they also show your specific Pearson product (series) name. For most student courses, the student registration instructions includes a convenient link to a downloadable PDF that instructors can share with students to help them enroll.] (Released November 30, 2017.)

July 2017

What's new

Enhanced course search

Students and instructors can use the comprehensive keyword search tool to find their courses regardless of location within My Courses. Customers can search by course name, course ID, or other course details, such as the course dates. Search results are filtered by active or inactive status, and course type (for instructors). (Released July 17, 2017.)

June 2017

What's new

Personal categories

Students and instructors can personalize the appearance of their My Courses pages by creating categories to organize courses and products. Customers can create categories to organize courses by semester, discipline, or any other structure that works for them. (Released June 17, 2017.)

Operating system and browser compatibility check

A browser check message appears upon course launch to notify customers of potential performance issues that may occur with outdated browser settings. The operating system (OS) and browser compatibility check also ensures that customers' technology is configured appropriately to allow pop-ups and cookies. (Released June 15, 2017.)

April 2017

What's new

Create shortcuts to member sections and student courses

Instructors can use the pin feature to add shortcuts for easy access to active student courses and member sections on the My Courses home page. Customers can work with a pinned course in the same way that they would from the student course or member sections list, but without the need to open that list. (Released April 26, 2017.)

December 2016

What's new

Enhanced My Courses experience

The My Courses home page was designed to improve efficiency when working with courses. New enhancements build upon the previous design.

Instructors can now directly open a Coordinator Course or Instructor Course from the My Courses page, and open a list of copied courses made from a Coordinator or Instructor Course by selecting **Active Member Sections** or **Active Student Courses**. A new gear icon for ⚙ **Details** clearly indicates where to click to access course actions and information.

All customers can now conveniently copy the course ID from the tile or list views, quickly open courses by clicking anywhere in the area around the course name, and easily rearrange courses with the new move icon ⠿. (Released December 19, 2016.)

Improved course creation and copy workflow for instructors

In the previous design, customers did not clearly understand how to select the various actions on the course creation page. The new design now delineates the action buttons for searching the catalog, copying by course ID, and copying one of their own existing courses. Instructors can choose **Select from My Existing Course List** to show all of their own courses available to copy. (Released December 19, 2016.)

New edition workflow improvement

When a new edition is available for existing course material, the option to select the current edition is now more intuitively positioned at the top of the page above the new edition option. (Released December 19, 2016.)

New edition courses for Modified Mastering

Modified Mastering instructors can now copy to new edition courses and retain custom content from the prior edition course. Instructors see a **New edition available** alert for

applicable courses on the My Courses page. The **Copy Items from Prior Edition** tool allows instructors to copy their custom *menu items* to the new edition course. Menu items tagged as **My Content** in the prior course, as well as the uploaded school logo, are automatically selected to copy over. All Mastering *assignment* content is automatically updated with changes for the new edition, except for any assigned Dynamic Study Modules and customer My Items. (Released December 19, 2016.)

July 2016

What's new

Enhanced course experience for instructors

The redesigned My Courses from Pearson page for instructors is faster and more stable, is fully accessible and secure, and provides improved workflows for catalog searches, and creating, copying, and managing courses. The new Active tab allows instructors to easily access all of their courses with active enrollments, products with active subscriptions, and coordinator and instructor courses. The Inactive tab lists student courses that have ended, and the Announcements tab shows all Pearson system announcements. (Released July 20, 2016.)

Student registration instructions for LMS integrations

Student registration instructions are now automatically generated as a PDF for most MyLab & Modified Mastering courses, including those linked to another learning management system (LMS). The PDF is attached to the course creation confirmation email, and is also available from the course details. LMS instructions provide specific steps for each LMS: Blackboard, Britespace, Canvas, and Moodle. (Released July 20, 2016.)

Time-based course access for students

Students now have the option to purchase limited time-based access to some courses, rather than for the full duration of the course. Students can renew access as needed to complete course materials. (Released July 8, 2016.)

April 2016

What's new

Email tool enhancements

Students and instructors can now use the math symbols icon to add equations in the MyLab & Mastering Email tool. A new message notifies instructors that they automatically receive a copy of every email sent from the Email tool. (Released April 26, 2016.)

March 2016

What's new

Sign In and password security enhancements

This release provides better protection for sensitive customer information and an improved experience for users who select **Forgot your username or password?** when signing in. When users enter an email address that is associated with a Pearson account, they now receive an email to reset their password. Users with multiple Pearson accounts will receive one Pearson Username/Password Request email message that includes every username associated with their email address, with a separate Reset Password link for each username. For better security, new Pearson passwords are case sensitive, and must contain at least one capital letter. (Released March 19, 2016.)

Section instructor email notification

An email notification is now sent to the primary course owner when a section instructor enrolls in a MyLab & Mastering course. (Released March 10, 2016.)

December 2015

What's new

Account enhancements

Customers can now access their purchase history from their accounts. A new Purchase History tab lists all purchase information, including product name, order ID, ISBN (if applicable), order date, and purchase price. Instructors can now also edit the first name, last name, and title fields in their accounts. (Released December 2015.)

Manage section instructors

A new section instructor tool allows the course owner to see a list of all section instructors within a course and remove a section instructor, if necessary. (Released December 19, 2015.)

MyLab & Modified Mastering course list enhancements

The MyLab & Mastering course list is renamed to **MyLab & Modified Mastering** to help customers distinguish between Modified Mastering courses and the standalone Mastering courses that are listed under Courses and Products. Also, the course list now shows the total number of students, teaching assistants, and section instructors for each course. (Released December 19, 2015.)

Faster course creation time

The expected maximum time it takes to create a MyLab & Mastering courses has been reduced from one business day to three hours. (Released December 19, 2015.)

Upload your school's logo

Instructors can upload a school logo above the course menu to help students visually identify a particular course associated with their school. An appropriate school image might include the school name, initials, or mascot. Later, instructors can replace the image with a different school logo or delete it. If a new edition becomes available for a course, the instructor can copy the school logo (along with other custom items) from the prior course to the new edition course. (Released December 1, 2015.)

August 2015

What's new

Teaching Staff information on student course details

Students can now clearly identify additional Teaching Staff (including teaching assistants) for their courses by selecting **Details** on each course tile. The Details view also shows Instructors (including section instructors), the course duration dates, role and enrollment date, and the last date the student signed in to the course. (Released August 10 2015.)

July 2015

What's new

Course redesign and enhancements for instructors

MyLab & Mastering is now faster, more stable, and even more powerful, with an intuitive, streamlined design and enhanced capabilities on mobile. Instructors can now more easily manage course settings and customize course menu items and content on the Edit Course Menu page. To learn more, open **What's New** from **Help** ❓.
(Released July 15, 2015.)

Enhanced course experience for students

Students can now use a smartphone or tablet to easily manage their accounts, enroll in and open courses, and read announcements. The redesigned interface is faster and more stable, is fully accessible, and provides an exceptional user experience through its updated visual and interaction design. The new Active tab allows students to easily access all of their courses with active enrollments and products with active subscriptions. The Inactive tab lists courses with inactive enrollments, and the Announcements tab shows all system announcements. To learn more, open **What's New** from **Help** ❓. (Released July 15, 2015.)

Maximum course duration set from Course Start Date

The maximum course duration for a student-enrollable course is now 24 months* from the Course Start Dates, rather than the course creation date. This allows instructors to more logically set the maximum time students can access courses. The Course Start Date and Enrollment Start Date for student-enrollable courses now must be within 90 days of the course creation date. *Note: Publishers can define a shorter maximum duration for specific course material. (Released July 14, 2015.)

Student Registration Handout updates

This release includes updates and corrected workflow steps in the Student Registration Handout, which instructors can distribute to students to help them enroll easily in their course. The updated handout emphasizes signing in with an existing Pearson account, and provides additional temporary access payment instructions. (Released July 14, 2015.)

June 2015

What's new

My Account page enhancements

The enhanced My Account page provides an updated, simpler experience, improved mobile capability, and improved accessibility. Customers can edit their personal account information, including email address, username, password, and the security question needed for password retrieval. (Released June 18, 2015.)

March 2015

What's new

Block inappropriate discussion responses

This release allows instructors to block an individual topic response and any replies that build on it from showing to other students, due to inappropriate content. The release also includes better visual grouping of topic responses and replies, and other style and text improvements. (Released March 19, 2015.)

December 2014

What's new

CourseCompass retirement complete — Effective December 2014

All Earlier Edition MyLab (CourseCompass) courses have been permanently deleted as of December 2014. These courses no longer appear in the course list. (Released December 5, 2014.)

Discussion enhancements

This release includes user experience enhancements, including improved sorting and search tools for topic responses, new Question and Recommendation features, and a streamlined, intuitive design. The Question option allows an instructor to pose a question to the students, or allows students to flag a question for the instructor or classmates. The Recommendation option allows instructors to positively rate a particular post. (Released December 18, 2014.)

Secure Sign-in (SSL)

MyLab & Mastering users now see "https" in the URL for the sign-in page (https://portal.mypearson.com/portal) indicating secure processes for collecting their usernames and passwords. (Released December 22, 2014.)

Sign In with YUZU

A new **Sign In with YUZU** option allows students who have already enrolled in a Pearson course through YUZU to sign in directly through MyLab & Mastering. (Released December 22, 2014.)

Improved MyLab & Mastering messages and design

The MyLab & Mastering welcome message for new users now provides better getting-started information. A Modified Mastering label allows users to quickly locate their Modified Mastering courses. The New Design label was removed from the course list, following the retirement of Earlier Edition (CourseCompass) courses. (Released December 22, 2014.)

November 2014

What's new

Additional course types available when copying a coordinator or member section course in a third-party LMS

Additional course types are now available for some products when copying coordinator or member section courses in anther learning management system, such as Blackboard, Moodle, Desire2Learn, or Canvas. Selecting an instructor-only course type always prevents student enrollment. (Released November 10, 2014.)

August 2014

What's new

Math equation editor accessibility and enhancements

This math equation editor release includes improved screen layout, addition of accessibility for users with screen readers, and an increased selection of equations. (Released August 05, 2014.)

Direct links to Document Sharing files

Instructors can now create links from assignments and other content items to uploaded files in the Document Sharing tool. Students click the link to directly access the Document Sharing file, without needing to navigate through the course menu. (Released August 1, 2014.)

July 2014

What's new

Section instructor access for MyITLab 2013

Users of MyITLab 2013 may register directly as a Section Instructor, rather than enrolling first as a student and then being promoted in the roster. (Released July 29, 2014.)

Additional course types available when copying a coordinator or member section course

Additional course types are now available for some products when copying coordinator or member section courses, simplifying the process of creating other coordinator or member section courses. Instructors are given new options of the type of course to be created: Coordinator Course For Instructor Use Only, and Member Section Course For Student Enrollment. Selecting an instructor-only course type will always prevent student enrollment. (Released July 29, 2014.)

Expanded country list for the Middle East region

The Middle East region definition has been expanded to include the following countries: Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Syria, Turkey, United Arab Emirates, and Yemen. (Released July 29, 2014.)

June 2014

What's new

CourseCompass course retirement — Effective June 23, 2014

All Earlier Edition MyLab (CourseCompass) courses have been retired as of June 23, 2014. This means all access to these courses is unavailable, including grades and customized materials. The courses will remain in the courses list until December, 2014 for reference. After that time they will be removed. (Released June 23, 2014.)

New My Content tag for custom content

Instructors can now tag their custom content items with the new My Content tag to automatically select them when copying to a new edition of the course. This eliminates the need to recreate custom items in the new course. By default, all items created by the instructor are automatically tagged as My Content. (Released June 18, 2014.)

Resolved issues

Accessibility updates for Syllabus

The Syllabus tool is now accessible and compatible with the JAWS screen reader. (Released June 16, 2014.)

May 2014

What's new

New edition (course copy) enhancements

When available, users can click **New Edition Available** to update their MyLab & Mastering new design courses to a new edition. Users can now select which custom content items to copy into the new edition course menu, and any linked files from those items copy to the File Manager in the new course. Previously, new edition updates were only available for Earlier Edition (CourseCompass) MyLab courses. (Released May 23, 2014.)

CourseCompass course retirement

The last day instructors can access their Earlier Edition MyLab (CourseCompass) courses is June 22, 2013. All CourseCompass courses will be disabled as of June 23, 2014. Course Details will remain available for reference only, and course-specific Announcements will no longer be available on the MyLab & Mastering Courses page. (Released May 23, 2014.)

New insert media icon in Discussions editor

The new media icon in the visual editor toolbar allows instructors and students to embed media directly within threaded discussion posts alongside text, without the extra step of adding an attachment. Options include adding a URL for a photo or video, or embed code for any type of media that can be viewed directly in the post. This eliminates the need for attachments or leaving the discussion to view media. (Released May 21, 2014.)

Automatic saves (autosave) for responses in Discussions

Autosave for discussion responses prevents students and instructors from losing unsaved discussion responses due to browser crashes, system timeouts, or any unexpected or accidental closure of the browser. To resume writing, users open the course with the same browser, then navigate to the same discussion topic and click **Respond**. (Released May 12, 2014.)

April 2014

What's new

New region-specific catalogs

MyLab & Mastering now includes region-specific course catalogs for customers in the Middle East and Australia regions. (Released April 2, 2014.)

CourseCompass course retirement

Earlier Edition MyLab (CourseCompass) course listings will show course retirement and deletion messages to support the overall CourseCompass retirement effort. In addition, the ability to create new CourseCompass courses, including by copying Personal Edition courses, will be disabled after April 15, 2014. Please check the Announcements on the courses page for important retirement dates (Released April 2, 2014.)

March 2014

What's new

New Update Gradebook tool aligns assessment points

The new Update Gradebook tool in assessments allows instructors to align total points possible in the gradebook with new points assigned to questions within the assessment. This tool prevents point conflicts between the gradebook and assessments, ensuring that points for student work and grade to date information are recorded accurately. *Note: Not all courses use the same assessment types or gradebook.* (Released March 24, 2014.)

Resolved issues

Gradebook points updated automatically when manually grading answers

An issue in which the total points for an assignment were not updating automatically in the gradebook summary when manually grading student answers (until the instructor manually refreshed) has been resolved. Total points for an assignment now update automatically in the gradebook as the instructors saves new points for student answers. *Note: Not all courses use the same gradebook.* (Released March 03, 2014.)

January 2014

What's new

Performance Reporting message: No Grade to Report

The message NO GRADE TO REPORT appears in Performance Reporting for a specific gradable assignment if either the student has not yet taken it (if it is an auto-graded assignment) or the instructor has not yet graded student work (if it is a manually-graded assignment). *Note: Not all courses use the same gradebook.* (Released January 3, 2013.)

Resolved issues

Gradebook Export includes all enrolled students in the course

An issue in which only students with grade data were included in the gradebook export file has been resolved. Now all enrolled students in a course are listed in gradebook export csv files. Also, if an instructor has taken a preview assessment, his name is no longer listed in the export file. *Note: Not all courses use the same gradebook*. (Released January 10, 2014.)

December 2013

What's new

External links now copy to new edition courses

When copying from an earlier edition course to a new edition (by clicking either **New Edition Available** or **Update to New Design** in the Courses list), external link items are now copied into the new edition course copy. The items appear in the new course menu in a folder **External Links-1** within the **Copied from [old course ID]** folder. All attachments from the prior edition course are copied into the File Manager. (Released December 5, 2013.)

Threaded Discussion enhancements

Instructors can now hide specific topics from the student view when adding or editing topics. The new **Post first** option allows instructors to hide other responses for a topic until a student first responds to that topic. The new course-level Discussions Settings give instructors the ability to hide or show discussion topics throughout the course, allow students to edit their own responses, display a first line "Preview" of each response, and show a total and unread response count in the Topics list. (Released December 18, 2013.)

Temporary access enhancements

Temporary access duration is now 14 days from registration date. Also, usability was improved for students with expired temporary access. (Released December 19, 2013.)

Registration enhancements

This release brings numerous improvements to MyLab & Mastering registration including updated branding, accessibility, user assistance, and better learning management system (LMS) integration for returning Blackboard, Canvas, or Desire2Learn users. (Released December 19, 2013.)

Course roster export option

Instructors can export the roster to a comma separated value (CSV) file. The exported roster includes the student Name, User ID, Email, whether the student has access to the

roster, and the most recently saved Role and Status information. If temporary access was used by the student that information is also provided including whether the access has expired and the expiration date. (Released December 23, 2013.)

MyLab & Mastering courses list and course creation enhancements

This release features course creation workflow improvements and brand updates to the MyLab & Mastering courses list. For example, the main areas were renamed as **MyLab & Mastering** and **Courses and Products**. Mastering products are identified with a **Modified** label, while MyLab courses retain a **New Design!** label. A new **Enroll in a Course** button provides easy course registration access for non-course-based (subscription only) users. Course creation workflow enhancements include more helpful tool tips for instructors, as well as clear on-screen instructions for creating coordinator courses and integrated learning management system (LMS) courses. (Released December 23, 2013.)

Submissions Grading

This release enables instructors to grade submission assignments directly from the Submissions tool, without having to navigate to with the Gradebook. *Note: Not all courses use the same gradebook.* (Released December 27, 2013.)

Writing Space enhancements

Links to the Pearson Writer's Guide and to Pathbrite are now available from the student Tools. Instructors can enable or disable the links for individual assignments. (Released December 28, 2013.)

Known issues

No more than 300 custom items are copied to a new edition from the original, earlier edition course

When copying from an earlier edition course to a new edition (by clicking either **New Edition Available** or **Update to New Design** in the Courses list), no more than 300 custom items from the original course will copy into the new edition course copy. A custom item includes any item in the original course that was added, edited or reordered by the instructor. Most courses won't reach the limit, but highly customized courses may, especially courses with many reordered content items. Assessments are given priority over other content items when copied to a new edition, and can be viewed by clicking **Imported Assessments** in the menu. A menu item **Error Log** is created in the new edition course to report when the item limit was reached during the copy process. (Released December 5, 2013.)

November 2013

What's new

Students submit answers only on final page of assessments

Students can now only submit their answers for multiple-page assessments when they reach the final page of the assessment, ensuring that they see all questions before submitting. Instructors can set up multiple-page assessments to show either one section per page or one question per page. *Note: Not all courses use the same assessments.* (Released November 19, 2013.)

October 2013

What's new

New name for Blackboard gradebook export option

The Export Gradebook option for Blackboard is now **Blackboard-MyLabMastering .csv**. (Released October 30, 2013.)

Resolved issues

Students cannot submit the same assessment twice in the same session

An issue in which a student could sometimes submit the same assessment more than once in the same session has been resolved. (Released October 2, 2013.)

Students can view long comments in the gradebook

An issue in which students could not view the complete text of long gradebook comments has been resolved. Students can now view long comments by hovering over the comment in the gradebook. (Released October 30, 2013.)

Assignment calendar time now matches assessment time

An issue in which assessment availability dates differed from the instructor setting by one hour has been resolved. An adjustment for Daylight Saving Time was released. All assessments scheduled after this release will now convert to the correct time zone setting, and match the availability times that appear in the assignment calendar. (Released October 31, 2013.)

September 2013

What's new

Outcome Summary now shows menu paths for tests

The Outcomes Summary tab in Performance Reporting now shows the full course menu path when hovering over the pre-test and post-test associated with a particular learning outcome. (Released September 22, 2013.)

Resolved issues

Unable to see all students in large gradebooks

An issue in which not all enrolled students were visible in the Gradebook Overview for large classes (over 125 students) has been resolved. All students now show in in large gradebooks. (Released September 16, 2013.)

Assessments issues in Chrome browser

Several issues in which assessment questions could not be added or edited, and assessment sections could not be reordered in Chrome 29 have been resolved. *Note: Not all courses use the same assessments.* (Released September 25, 2013.)

August 2013

What's new

For Review enhancements

For Review on the Course Home now correctly lists only students' Submission items and manually-graded assessments (that is, those assessments set in Configuration to **Hide score from student and I will manually share the grade**). Instructors dismiss items from For Review by returning assignments in the Submissions tool, and grading manually-graded assessments in the gradebook. Automatically-graded assessments do not appear in For Review. (Released August 14, 2013.)

MyLab & Mastering website enhancements

The Pearson MyLab & Mastering website (www.pearsonmylab.com; www.pearsonmylabandmasting.com) is redesigned to more effectively convey MyLab & Mastering brand value, improve usability and access to discipline-specific content, and provide better support for international customers. (Released August 17, 2013.)

Simulations easier to save for students

A new Save & Exit button and improved messages in simulation (SCORM) assignments ensures that students save their results before closing the browser window, so scores correctly post to the gradebook. (Released August 15, 2013.)

Writing Space peer review assignments

With new peer review assignments, students write an initial draft, and Writing Space routes it to instructor-defined peer group members for review. A student then receives and incorporates the reviews and submits a final draft. Instructors review and comment on the final drafts, grading students based on both their writing and peer reviews. (Released August 29, 2013.)

Writing Space posts scores to gradebook

Grades returned by the instructor from within the Writing Space tool now post to the course gradebook. When an instructor changes a score for a writing assignment in the writing assignment then clicks Save Grade, the new score posts to the course gradebook. *Note: Not all courses use the same gradebook.* (Released August 29, 2013.)

Percentage and Points to Date available in student gradebooks

Students now see grade to date information in their gradebooks, which includes cumulative **Points to Date** and **Percentage** achieved. (Released August 30, 2013.)

Resolved issues

Instructors see blank assignment details after refreshing Writing Space assignment page

After refreshing the browser, instructors now correctly see the content on writing assignment pages. *This is a limited feature, and not available in all courses.* (Released August 1, 2013.)

Submissions settings do not carry forward to course copies

An issue in which submissions settings did not carry forward to course (child) copies has been resolved. All submissions settings now carried forward to all course copies. (Released August 14, 2013.)

Instructors can view question-level comments

An issue in which instructor could not later view their own question-level comments in a student's gradebook Details View has been resolved. Instructors can now view question-level comments at any time, regardless of the assessment's Review Date settings. (Released August 15, 2013.)

July 2013

What's new

Calendar links open assignment items

Students and instructors can now directly open assignments items from Assignment Calendar due date and availability links. Scheduled study plan pre-test and post-test links in the calendar open the associated study plan item. *Note: Not all courses use this calendar.* (Released July 24, 2013.)

Gradebook stability and performance enhancements

This upgrade improves performance, stability, browser support, and accessibility of the gradebook. *Note: Not all courses use this gradebook.* (Released July 29, 2013.)

Gradebook warning for unsubmitted student assessments

A new warning message in the gradebook Details View alerts instructors if a student has not yet submitted an assessment: "This student is in the process of taking this exam and the score displayed in the summary below may not match the current grade in the gradebook." Instructors can see this warning until the student submits the assessment, or the instructor resets the assessment. *Note: Not all courses use this gradebook.* (Released July 1, 2013.)

Resolved issues

Resolved Blackboard Learn gradebook issue

Instructors can now make edits to gradebook column information to more easily transfer grades from MyLab & Mastering into Blackboard Learn. Instructors can change the name, category, and display (for example, show as percentage). (Released July 27, 2013.)

June 2013

What's new

Writing Space two-draft assignments

Instructors can now set up two-draft writing assignments where each draft has its own due date, and the instructor can provide feedback on both drafts. (Released June 26, 2013.)

Writing Space assignment originality check

Student submissions can be sent to Turnitin® for an originality check. The check searches the Internet and a repository of student submissions for similar or copied text, and returns a similarity score and report. (Released June 26, 2013.)

Resolved issues

Default settings for assessment import packages

Imported assessment packages, such as TestGen, now default to the assessment Configuration option **Display score to student and share grade automatically**. This release also fixes an issue where imported assessment questions defaulted to 10 points in the assessment. This has been resolved so that the imported questions now default to 1 point per question. (Released June 27, 2013.)

May 2013

What's new

Full Credit Only grading option for multiple answer questions

The assessment Configuration page now provides a default **Full Credit Only** setting for all multiple answer question types within the selected assessment. When this setting is selected a student must select all correct answer options (and not select any incorrect answer options) in order to receive credit for each multiple answer question. (Released May 28, 2013.)

Back to Study Plan links from pre-test and post-test

Students can click Back to Study Plan after taking a pre-test and post-test to return to the study plan item. *This is a limited feature, and not available in all courses.* (Released May 8, 2013.)

Study plan progress reports for instructors

Instructors view class-level and individual student progress on a study plan by clicking the **Student Progress** tab. The default **Class Overview** shows all students' progress within the selected study plan. Instructors can also view an individual student's progress the pre-test, post-test, and if the student completed review of study materials (remediation content) for the learning outcomes. *This is a limited feature, and not available in all courses.* (Released May 8, 2013.)

Dynamic Study Modules

New Dynamic Study Modules help students check and improve their knowledge of the material they must master to do well in the course. As a student progresses through sets of questions, these modules provide practice and feedback in areas where the student needs more review. *This is a limited feature, and not available in all courses*. (Released May 20, 2013.)

Resolved issues

Unicode support for Multiple Choice and Multiple Answer

Unicode is now supported for answer choices in Multiple Choice and Multiple Answer question types. (Released May 29, 2013.)

April 2013

What's new

Study plan links to pre-test and post-test results

Students can view their pre-test and post-test results at any time by clicking Pretest or Posttest in the new Results area of the study plan item. *This is a limited feature, and not available in all courses.* (Released April 8, 2013.)

Resolved issues

Assessment Configuration options updated for Results Features

The Results Features options on the assessment Configuration tab better describe the interaction with the gradebook. The options are: **Display score to student and share grade automatically** and **Hide score from student and I will manually share the grade**. (Released April 2, 2013.)

March 2013

What's new

Performance reporting progress bar, configuration tab, and grade band customization options

The progress bar shows instructors a visual representation of class performance on assessments. The new Configuration tab allows instructors to customize the progress bar to show only assignment calendar assignments (the default) or all gradable assignments in the course. Instructors can also configure the grade band percentage ranges. (Released March 19, 2013.)

Resolved issues

Printing large rosters

An issue in which it was impossible to print large course rosters has been resolved. Instructors can now print complete course rosters. (Released March 29, 2013.)

January 2013

What's new

MyLab / Mastering Mobile Dashboard

For some courses, this app provides a mobile dashboard for announcements, assignment due dates, grades and progress to help students stay on track and up to date. Students see a link to the app in their courses list next to each supported course: **Get the Mobile App for this Course**. *This is a limited feature, and not available in all courses.* (Released January 2013.)

Assessment default configuration and messaging enhancements

Students who navigate away from an assessment before submitting it now receive a warning message. Instructors receive a related message in the gradebook details when a student has not submitted an assessment. Also, the default configuration setting for assessments is now **Save answers and end exam when time limit is reached**. This default is not retroactive to existing assessments. (Released January 8, 2013.)

Edit course settings within a new design course

Streamlines instructor access to view, edit, and print the course settings and roster from within the open course. (Released December 12, 2012.)

Math editor in student discussions

The math equation editor is now available to students within discussions. Students can add equations within their discussion responses. (Released November 26, 2012.)

Validator tool added to Visual Editor

The code validator tool is available to instructors in the toolbar of the Visual Editor. Instructors and producers use the tool to check html coding when creating custom content. (Released November 26, 2012.)

Gradebook updates

The gradebook has a new look and feel and added functionality to select all students for grade sharing. (Released December 2012.)

Graded Writing Space writing assignments

Instructors can use prebuilt Writing Space writing assignments and a rich set of tools to evaluate students' writing using preset rubrics and automatic or manual grading. *This is a limited feature, and not available in all courses.* (Released December 2012.)

Update to New Design

Instructors can update from an earlier edition course to a new design version if **Update to New Design** appears under the course's name in the courses list on the MyLab / Mastering courses page. (Released December 12, 2012.)

Resolved issues

Course title change now updated in Student Registration Handout/PDF

The auto-generated Student Registration Handout/PDF updates when the instructor edits the course name in course settings. (Released December 12, 2012.)

Students can pay for temporary access after enrollment end date

Students can now pay for temporary access after the course's enrollment end date. Students can pay for access either by clicking the payment link provided in the temporary access email, or by signing in to pearsonmylabandmastering.com and entering the course ID on the payment page. (Released December 15, 2012.)

Blackboard Learn course reset

From within the Blackboard Learn Support Tools, instructors can now use the **Reset MyLab / Mastering Course Association** tool to unmap a Pearson MyLab and Mastering course without assistance from Support. Resetting the course association between a Blackboard Learn course and a MyLab / Mastering course deletes the MyLab / Mastering course and student results. (Released December 2012.)

Known issues

Internet Explorer 8 is not a supported browser

IE8 is no longer a supported browser for MyLab and Mastering new design courses. For the best course experience, see the system requirements for a list of supported browsers. (Released December 2012.)

October 2012

What's new

Student reporting and standards enhancements

The performance reporting Outcomes Summary tab can now include standards bodies headings within the standard lists associated with learning outcomes, as identified by course producers. Performance reporting now includes the last time each student signed in, as well as a pie chart distribution of student results ranges. *This is a limited feature, and not available in all courses.* (Released October 17, 2012.)

Blackboard 9.1 gradebook export

The gradebook now includes an option to export grades for Blackboard 9.1 .csv. This includes a new BB Student ID data field in the output file. (Released October 8, 2012.)

Assignment calendar

Assignment calendar allows instructors to set due dates for assignments, and provides both students and instructors several calendar views to keep track of assignment availability and due dates. *This is a limited feature, and not available in all courses.* (Released June 28, 2012.)

Performance reporting

Instructors can use performance reporting to monitor class and student progress. *This is a limited feature, and not available in all courses.* (Released July 25, 2012.)

Study plan

Instructors use prebuilt study plans to monitor student mastery of learning outcomes. Students click the study plan menu item to guide them through the pre-test, study materials, and post-test. *This is a limited feature, and not available in all courses.* (Released August 2012.)

Linked Content menu item type

When building customized content, instructors can associate a website URL with a menu item and add it to the course menu. When a student clicks the menu item, the website displays in a new browser window. *This is a limited feature, and not available in all courses.* (Released August 2012.)

Resolved issues

Sign out in Internet Explorer 8

Users who now click Sign Out within a new design course using IE 8 are signed out successfully. (Released October 17, 2012.)

August 2012

What's new

New customized student registration handout

The confirmation email now provides a Student Registration Handout PDF file, which includes the course ID required for student registration and other important course information. Instructors can give the handout to students to enroll in courses. Instructors

can access the handout at any time by clicking **Details** in the courses list to open Course Details. (Released August 25, 2012**.**)

Course lifecycle changes

Students cannot access a course beyond the course end date, a maximum of 24 months after the course creation date. Instructors can access to the course until it is deleted. When the course reaches its maximum end date, it enters a 3-month course retirement phase. During this phase, several email alerts remind instructors that the course is flagged for deletion. (Released August 25, 2012.)

Default course dates removed

There are no longer default course end dates, or course enrollment start and end dates. Instructors must specify these dates when creating courses. The default course start date is still the same as the course creation date. (Released August 25, 2012.)

Blackboard Learn integration

Pearson's MyLab and Mastering online courses are now available with Blackboard Learn. Students only need to sign in once to access courses, and instructors can access a MyLab and Mastering course from Blackboard, link to the course content, and import grades from the Pearson gradebook into Blackboard Learn. (Released August 25, 2012.)

Known issues

Enhanced Course Home Not Supported in IE 8

The enhanced Course Home features do not work in Internet Explorer 8. When attempting to access the Course Home, an error appears, "Stop running this script?..." This may occur when you first open your course, or if you click Course Home in the course menu. To access your enhanced Course Home features, including Activity, People, Articles, Announcements, Upcoming, and For Review (for instructors), use another supported browser. For best performance, use the most current version of Chrome or Firefox. Please see the [system requirements](#) page for a list of supported browsers. A fix is not planned for this issue.

July 2012

What's new

Articles feed in Course Home

Instructors can use **Articles** to share RSS (Really Simple Syndication) feeds, such as news websites, blogs, and podcasts, with students on the Course Home. The Articles feed appears on the instructor's Course Home by default. Students also see Articles in the

Course Home after the instructor add the first feed, and can view each article in a new window by clicking **Read More**. (Released July 6, 2012.)

Assessment reset and additional time options

From the gradebook, instructors can reset a student's assessment, as well as extend assessment time limits for students. (Released July 6, 2012.)

Assessment views enhancements

A new interface allows instructors to more easily review and configure assessments by clicking **Preview Assessment** or **Manage Assessment**. Assessment performance information is viewed by clicking **View Statistics** from the assessment menu item. (Released July 6, 2012.)

Course roster enhancements

The course roster allows section instructors to edit, change student enrollment status, search for students and promote students to the role of section instructors, if the **Roster Access** option is selected. A search tool allows instructors to more easily locate a student in a large roster list, and a new print roster option is available. Instructors also view students' temporary access status within the course roster. (Released July 6, 2012.)

Course customization enhancements

Improvements to the **modify** course menu options allow instructors to more easily and quickly add, arrange, and configure course menu items, especially for a large number of menu items. (Released July 6, 2012.)

Gradebook export

By clicking **Export Gradebook** in the gradebook, instructors save the course's grade data to a Microsoft Office Excel Comma Separated Value (.csv) file. The exported data includes the First Name, Last Name, and Email Address for each student; Points earned by students for each assessment taken; and, a column for each gradebook item, which includes the item name, a system-generated reference ID number, and the total possible points for the item set by the instructor. (Released July 6, 2012.)

June 2012

Resolved issues

Course scheduler displays menu items list

An issue preventing menu items from displaying correctly in the left-side navigation of the course scheduler has been resolved. (Released June 28, 2012.)

April 2012

What's new

Multiple file upload for submissions

Instructors and students have the option to upload multiple files to a submission. A numerical count for all student submissions waiting for review, **All Submitted for Review**, is now displayed for instructors in the submissions tool. (Released April 4, 2012.)

March 2012

What's new

Assessment availability settings

Instructors can set the availability of an assessment by clicking **Schedule** within an assessment, then setting dates for **Availability from:** and **to:** by clicking the calendar icons. (Released March 28, 2012.)

Enhanced hide/show course menu and expand/collapse to full screen features

A new feature allows both instructors and students to hide the course menu (navigation) to display content better without hiding the course banner. Users still have the option to expand the content pane to full screen, which hides both the course menu and the banner. These features toggle to again display the course menu and the banner links. (Released March 27, 2012.)

New hidden icon in course menu

A new icon indicates that a menu item in the course menu is hidden from students: . (Released March 27, 2012.)

Renamed course settings menu

The **modify settings** menu was renamed to **course settings** in this release. (Released March 27, 2012.)

More colors options for Style

Additional color choices are available in the **Style** menu to allow instructors to color code multiple sections of a course, for example. (Released March 27, 2012.)

Scrollbars added to course menu

A scrollbar now appears in the course menu to assist navigation with long or expanded course menus. (Released March 27, 2012.)

Resolved Issues

Dual scrollbars

An issue where dual scrollbars appeared if the content extended beyond the content pane has been resolved.

February 2012

What's new

Extended session timer

The course session timer was increased from a limit of 90 minutes to 120 minutes. User input, such as pressing a key, mouse click or mouse movement, resets the session timer back to 120 minutes keeping the session live. Some products, such as MyMathLab, allow the session to extend an additional 120 minutes, for a total of 240 minutes. Also, students taking an exam in another window in the course will no longer see the a session expiration message while actively taking a test. After the session timer expires, the message "Your session will expire soon" appears. Users then have 10 minutes to extend the session by clicking **Continue my session**. (Released February 23, 2012.)

Improved Modify Course Menu performance

Users will now experience improved loading time and stability when accessing the Modify Course Menu to customize their courses. Click **modify** above the course menu to open the Modify Course Menu. (Released February 23, 2012.)

Resolved issues

Default assessment review date prevents students from viewing results

An issue in which assessment review dates were set to 12/28/2030 by default, thus preventing students from viewing results, has been resolved. The default review date for assessments is now set to 12/28/10.

Return to Gradebook overview from Grade by Assignment

When viewing a student's assignment in Grade by Assignment, an instructor can now click **Back to Overview** to return to the Gradebook.

Numbers display with correct comma format

An issue where numbers were not formatted correctly has been resolved. Numbers now correctly display with commas.

January 2012

What's new

New Design course timeout is now extended to 120 minutes

Users now remain signed in to a new design course during 120 minutes of inactivity. After 120 minutes, users should click **OK** to stay signed in to the course when the "Your session is about to expire" message appears. (Released January 17, 2012.)

Copy to New Edition (CTNE) enhancements

Content Items. Users can now import all menu items and content pages from an older edition MyLab course to new design course. After the CTNE process is complete, the imported contents appear as **Copied from [old course ID]** in the course menu of the new design course. All uploaded content from the original course is available in the new design course. Click **modify settings** > **Manage Files**, and expand the **My Files from Prior Editions** folder to view the files imported from your prior edition. You can link to these files from content menu items by using the content editor.

Assessments. Users can now import assessments created in older edition MyLab courses, including the following assessment types: TestGen, fill in the blank, multiple choice, essay, matching, true/false, and multiple response. Click **Imported Assessments** in the new design course menu to view imported assessments. (Released January 24, 2012.)

Answer level feedback for Assessments

Instructors can now add answer-level feedback for multiple choice, multiple answer, and true/false. (Released January 30, 2012.)

Reset Student Assessments

Instructors can now reset a particular student's assessment. To do this, click **Gradebook**, then click the score for a particular student and assessment. In the next menu, click View Details, then click **Reset Student Assessments** under **Details**. (Released January 30, 2012.)

Resolved issues

Undefined assessments in Schedule tab display correctly

An issue displaying "NaN" for undefined dates for assessments on the Schedule tab has been resolved. This issue only affected Chrome and Safari users.

Assessment time limit can now be set to zero

Assessments can now be saved and submitted if the time limit is disabled or set to 0. The clock appears, displaying 00:00:00.

Known issues

Course scheduler does not display menu items list

Issue: In some newly-created MyLab and Mastering new design courses, the menu items list does not appear on the left side of the calendar when using the course scheduler. It is not possible to view or schedule the items using course scheduler. This issue occurs in any browser.

Workaround: This issue appears in new courses only, and only on the same day they are created. The issue is self-correcting: The course scheduler with the menu items list will display correctly the day after the new course is created. A fix is planned for a future release.

Note: You typically set due dates for assessments by clicking the assessment in the course menu, clicking **modify > Manage**, then **Schedule**. Assessment due dates default to the course duration. However, due dates set within an assessment do not appear on the course scheduler or its associated **Upcoming** list.

Copy to New Edition (CTNE) cannot copy more than 450 modified menu items from the original course

Copy to New Edition (CTNE) cannot copy more than 450 modified items from the original course into the new design course. A "modified item" includes any item in the original course that was added, edited or reordered by the instructor. Most courses won't reach the limit, but highly customized courses may, especially courses with many reordered content items.

A menu item **Error Log** is now created in the new design course to report when the item limit was reached during CTNE. The Error Log item displays: "Currently, there is a limitation on the number of items that can be carried forward from a previous course during the Copy to New Edition process. The first 450 items from your previous course will have copied successfully, but all others have been omitted and will need to be manually re-added. We apologize for the inconvenience and plan to address this in a future release." Assessments are given priority over other content items when copied to a new edition, and can be viewed by clicking **Imported Assessments** in the menu.

Math Equation Editor limitation for Copy to New Edition (CTNE)

Items that contain equations created with Math Equation Editor in older edition MyLab courses cannot be copied to the new design course using Copy to New Edition. This is due to a limitation in the CTNE process and new design courses, which cannot resolve the external image references created by Math Equation Editor in the original course.

Default assessment review date prevents students from viewing results

When you create your course, assessment review dates are set to 12/28/2030, by default. The review date is the date when students can see the results of an assessment—the

correct answers, as well as their own answers. A review date set in the future prevents students from sharing answers. The concept checks and review questions in your course, however, are designed to help remediate student misconceptions. The goal is for students to learn from their mistakes by seeing their results immediately.

You can resolve this issue so that your students can see their answers immediately. To do so, follow the steps below.

To replace default review dates:

1. In the course menu, click an assessment, such as a **Concept Check** or a set of **Review Questions**.

    Be sure to expand the course menu to perform this procedure on each assessment.

2. On the assessment page, click **modify > Manage** in the upper-right.

3. Click **Schedule** at the top of the page.

4. Click in the **Review Date** field on the right where the date of 12/28/2030 displays.

    A calendar appears.

5. Beneath the calendar, click **2029**, to the left of the highlighted year, 2030.

    The year 2028 displays beneath your cursor.

6. Click **2028**, and continue clicking the decreasing years that display: **2027**, **2026**, **2025**, until you reach **2012**.

    The year 2012 is highlighted below the calendar.

7. Now, click the month menu above the calendar and select the current month.

8. Select today's date or any preceding date.

    Today's date is underlined in the calendar.

9. Click **Save**.

    Now the **Review Date** for the assessment is set so that your students can see each question's answers immediately, as well as their own answers.

10. Repeat this procedure for each assessment in your course.

Note: In an upcoming software release, this issue will be resolved; assessment review dates for your course will be set in the past, so that your students will see their answers immediately. Students will also be able to view detailed discussions of each question in an upcoming software release.

December 2011

What's new

Mastering New Design course pages now appear in frame

Some pages in Mastering New Design courses now appear within the course frame. For example, Item Library, Assignments, Roster, and Grade Book pages now appear in frame instead of in pop-up windows. (Released December 22, 2011.)

Resolved issues

Email Subject text includes course title

Email Subject text now automatically includes the course title. **Note**: This applies only to new courses, and is not retroactive to courses created before this release date.

Error pages link to the sign in page

Error pages now provide a link to direct users back to the sign in page.

User creation and enrollment time out

A timeout issue that interrupted user creation causing enrollment to fail has been resolved.

Users' course titles are shown in People view

A list of course titles now appear under each user's name in the enhanced Announcements People view. The course title list includes all courses in which the user is enrolled.
Note: This applies only to new courses, and is not retroactive to courses created before this release date.

Known issues

Can't create link in assessment Introduction; ampersand character (&) not accepted

Issue: An error occurs when adding a URL to a link an assessment's Introduction if the URL contains an ampersand (&) character. For example, after entering the following URL in the URL box, the error "The value entered is not valid" appears:

http://media.pearsoncmg.com/ph/bp/bp_mylabs/akamai/template/video640x480.php?title=azTeen_Magazine&clip=pandc/bp/2010/management/azteen.mov&caption=bp/bp_mylabs/akamai/2010/management/xml/azteen.adb.xml

Workaround:

1. Click an assessment menu item in the course menu.
2. Click **modify > Manage**.

3. Click **Introduction**.

4. Click the **Create Link** icon to open the **Link Propertie**s window.

5. In a separate text editor (not within the course), replace every ampersand character (&) in the URL with this escape character string: &#038

   Example (with escape strings):

   http://media.pearsoncmg.com/ph/bp/bp_mylabs/akamai/template/video640x480.php?title=azTeen_Magazine&#038clip=pandc/bp/2010/management/azteen.mov&#038caption=bp/bp_mylabs/akamai/2010/management/xml/azteen.adb.xml

6. Copy the new URL and paste it in the **URL** box in the **Link Properties** window.

7. Enter a **Description** and click **Set**.

8. Click **Save**.

October 2011

What's new

Course Roster displays students' temporary access expiration dates

Instructors can view their students' temporary access expiration information in the Course Roster. The temporary access expiration date appears in red text below the student's name; for example: "Temporary course access expires on: Nov 10, 2011." If a student's temporary access is active, the student's Role cannot be changed during the temporary course access period. If a student's temporary access is inactive and has expired, the student's entire row is disabled, preventing the instructor from changing student's Role or Status. The expired date appears in red below the student's name; for example: "Temporary access expired: Sept 17, 2011." Students now have the ability to view and access their course on the last day of the subscription end date. (Released October 23, 2011.)

Submissions

The Submissions tool provides a central location for instructors and students to submit and retrieve documents with comments. *Note: Publishers can customize courses. The Submissions tool might not be available in your course*. (Released October 12, 2011.)

Course Scheduler

The Course Scheduler allows instructors to set, change, and remove due dates for course items. Instructors can view all due dates for scheduled items by switching to "view all." This feature shows the Course start date and Course end date as reference for scheduling items. The due dates instructors set using the Course Scheduler display in the Upcoming

section of the enhanced Course Home. *Note: Publishers can customize courses. The Course Scheduler might not be available in your course.* (Released October 12, 2011.)

Resolved issues

Temporary access payment is possible after Enrollment End Date has passed

An issue preventing temporary access payment after the course enrollment end date has passed has been resolved.

Content upload now works Firefox 7

An issue preventing file upload in Firefox 7 has been resolved.

Known issues

Content upload fails in Firefox 7, error occurs

Issue: It is not possible to upload files in Firefox 7 in the following MyLab / Mastering new design areas:

- **modify settings > Manage Files**
- Uploaded Content: **modify > Upload Content (PDF, HTML, etc.)**
- Uploaded Content: **modify > Upload MS Office File**
- Syllabus: **modify > Manage > Upload Microsoft Word Syllabus (.doc)**
- **Document Sharing > Upload Document**
- **Email > Add Attachments**

Any attempt to upload files results in the following error: "The file which you are trying to upload is empty or cannot be found. Please select a valid file to upload."

Workaround: Until the issue is resolved, you can upload files to your MyLab / Mastering new design course using a different browser: Internet Explorer 8 or 9, Chrome 14, or Safari 5. You may also use Firefox 6. We are actively working to resolve this issue.

Some users cannot sign in with Internet Explorer, and receive the error message "We are sorry. Your course did not load properly."

Issue: When attempting to sign in to the MyLab / Mastering site, the error message "We are sorry. Your course did not load properly" appears for some users in Internet Explorer. This can occur in IE7 and IE8.

Workaround: Change the following IE option:

1. Click on **Tools > Internet Options**.

2. Click the **Advanced** tab.

3. Under the Security heading, check "Enable native XMLHTTP support."

4. Click **Apply**.

5. Click **OK**.

September 2011

What's new

Social Course Home features enabled

Social Course Home provides a set of features for students and instructors to interact with one another through personal and activity feeds, discussion posts, and remarks. Other features provide course updates, including announcements, upcoming events, and course submissions awaiting review. *Note: Publishers can customize courses. Social Course Home features might not be available in your course*. (Released September 28, 2011.)

August 2011

Known issues

Temporary access payment fails if Enrollment End Date has passed

Issue: If the Enrollment End Date that the instructor set for a course has passed, temporary access payments will fail.

Workaround: Instructor's should extend the Enrollment End Date for the course for 17 more days to allow temporary access payments to go through. (Released August 31, 2011.)

July 2011

What's new

Gradebook and assessments

MyLab and Mastering new designs now provide a gradebook and assessments. Not all courses will use these features, as some course disciplines provide their own gradebook and assessment tools. (Released July 14, 2011.)

Resolved issues

Course creation failures for XL instructors

The issue with XL course creation course failures for some existing XL users has been resolved.

Course Roster in IE7

For Internet Explorer 7.0, a course roster launching issue has been resolved.

The redesigned Courses page (myPearson page) now loads correctly in IE without clearing the cache

Users no longer need to clear the cache in Internet Explorer to correctly view the new design of the Courses page (myPearson page).

Security warning

An Internet Explorer security warning issue has been resolved. Users signing in through Internet Explorer should no longer see a security warning message.

Archive menu item feature now archives and restores nested menu items

Users can now archive nested menu items along with a "parent" menu item to the **Restore** tab in one step. If the parent menu item is then restored, the nested menu items are also restored with it automatically to the bottom of the course menu.

Known issues

Content page does not load after clicking a menu item

Issue: After clicking a menu item in the course menu, the content pane may not load and appear blank.

Workaround: Click the menu item again to display that specific menu item's content, or clear the temporary files from your browser's cache to ensure that all content throughout your course displays correctly.

Course banner may not load correctly (text string $fullName may appear in place of the user's name)

Issue: In some courses, the course banner loads the ${fullName} string instead of the user's full name. Some user's may also see a 404 error after clicking the Courses link or Sign Out in the banner.

Workaround: To fix this issue, clear the temporary files from your browser's cache. This issue may be prevented by using a supported browser. See System Requirements for a list of currently supported browsers.

June 2011

What's new

Updated design for MyLab and Mastering sign in and course list pages

The MyLab and Mastering sign in and course list pages were updated to incorporate the new Pearson design. (Released June 26, 2011.)

Resolved issues

Course delete is supported

The course delete feature is now available for instructors.

Known issues

The myPearson Page and Courses list do not load correctly in IE

Issue: The myPearson page, including the Courses list, were redesigned. In Internet Explorer, pages load incorrectly at first sign in due to a caching issue. (This is not an issue for other browsers.)

Workaround: To fix this issue, you must clear the temporary files from your Internet Explorer cache. To do this, refer to the following Pearson Technical Support article: [Delete Browser Cached Files and Cookies](#).

Time zone shown does not match instructor setting (default system time zone is displayed)

The default system time zone is automatically displayed for most tools in a course, including Announcements and Discussions. *The default system time zone cannot be modified by users*. However, some courses are designed to allow users to set the time zone for particular settings, such as course availability. In these cases, the time zone for this setting is inconsistent default system time zone. This cannot be reconciled in the software, so *instructors should be aware of this inconsistency, and calculate availability times with time zone differences of students in various locations in mind*.

Note: The default system time zone is (GMT-05:00) Eastern Time (US & Canada).

May 2011

Resolved issues

Monitoring console in IE7

An issue with Internet Explorer 7.0 in which a monitoring console sometime appeared at the bottom of the page has been resolved. (Released May 4, 2011.)

March 2011

What's new

New Uploaded Content menu item type and enhanced Microsoft Office® document and web content upload

The new **Uploaded Content** menu item type is available on the **Add** tab. This menu item type associates web content (PDF, HTML, and other file types) and Microsoft Office® documents (.doc, .xls, .ppt) with a menu item. To add an Uploaded Content menu item, click **modify** above the course menu and click **Add**, then select the **Uploaded Content** menu item type. To upload content, navigate to the new menu item, then click **modify > Upload Content (PDF, HTML, etc.)** or **modify > Upload MS Office File** to upload content to the page. To view the content, click **modify > View**. (Released March 15, 2011.)

Full screen control

A new full screen control was added. Click the expand icon to the left of the content pane heading to expand the content pane to fill the browser window and hide the course menu and banner. To display the hidden course menu and banner, click the collapse icon next to the content pane heading. (Released March 15, 2011.)

Expand menu items

Clicking a menu item name expands the course menu to display nested menu items. (Released March 15, 2011.)

Expansion state preserved

The course menu displays the expansion state of menu items on the **Arrange** tab after closing **Modify Course Menu**. (Released March 15, 2011.)

Resolved issues

Saved edits might not appear immediately in IE

A caching issue in IE in which saved changes in the content editor (visual editor) did not appear immediately when selecting **modify > View** has been fixed.

Nested menu items do not inherit instructor icons

An issue where nested items did not inherit a parent item's instructor (hide from students) icon has been fixed. Menu items moved into hidden menu items now inherit the instructor icon and display correctly.

Ampersand character code appears in browser headings

An issue causing the ampersand (&) character code to appear at the top of the browser window or browser tab when "&" is used in item name has been resolved.

Dashes in content item titles cut off text

An issue with dashes in content item titles causing any text after the dashes to be cut off has been resolved.

Long menu item names do not wrap correctly

A wrapping text issue for long menu item names has been resolved. Long menu item names now display at full left justification.

Known issues

Collapsed visual editor frame hides the Save Changes button

Issue: When a user works in the visual editor in expanded, full screen mode then reverts to the collapsed screen (showing the course menu), the **Save Changes** button is hidden under the edge of the editor frame. It is not possible to save changes. This issue occurs with any browser.

Workaround: Click the full screen icon to expand the screen (hiding the course menu). The **Save Changes** button becomes visible and accessible.

Long menu item names are shortened in headings and followed by an ellipsis (…)

Issue: When a long menu item is selected in the course menu, the menu item's name is truncated and followed by an ellipsis in the content pane.

Workaround: There is no workaround for this issue.

Long menu items overlap instructor icon

Issue: For hidden menu items with long names, the menu item text overlaps the instructor icon in the course menu.

Workaround: There is no workaround for this issue.

Video uploads add extra blank space

Issue: Extra blank space is added after the page heading in the content pane of Uploaded Content menu items when a video file is uploaded.

Workaround: There is no workaround for this issue. A fix is planned for a future release.

February 2011

Resolved issues

Incomplete logout

An issue with incomplete logout has been resolved. (Released February 2, 2011.)

Known issues

Course name change delay

Issue: There may be a delay updating the course title in the Courses list after you change the name of the course.

Workaround: There is no workaround for this issue.

January 2011

What's new

Style tab

The Style tab is implemented. Click **modify** above the course menu and click **Style** to set a menu color scheme. (Released January 12, 2011.)

Resolved issues

Move menu item in IE7

An issue with moving menu items in Internet Explorer® 7.0 has been resolved.

Rename menu item in IE7

An issue with renaming menu items in Internet Explorer 7.0 has been resolved.

Add page in IE7

An issue with adding a page in Internet Explorer 7.0 has been resolved.

Clicking Enter on the Add tab displays a blank screen

While adding a menu item using the Modify Course Menu **Add** tab, you can now click Enter in the **Menu Item Name** text box to enter the new name.

Hiding parent menu item doesn't hide nested menu items

If you hide a (parent) menu item that contains other menu items by clearing its **Show to Students** checkmark, the nested menu items are now hidden automatically.

Known issues

Course Roster in IE7

Issue: In Internet Explorer 7.0, the course roster in new design courses may not launch reliably the first time you attempt to click on it within a given session. If this occurs, close the roster window and try again.

Workaround: If possible, upgrade Internet Explorer to version 8.0 or use a different browser. See the System Requirements for a list of supported browsers.

Monitoring console in IE7

Issue: In Internet Explorer 7.0, a monitoring console can sometimes appear at the bottom of the page.

Workaround: If possible, upgrade Internet Explorer to version 8.0 or use a different browser. See the System Requirements for a list of supported browsers.

Saved edits might not appear immediately in IE

Issue: In IE, saved changes in the content editor might not appear immediately. In this case, the changes are actually saved, but you need to refresh your cache.

Workaround: To refresh, right-click and select **Refresh** in the content pane.

Incomplete logout

Issue: Logging in to a new design course after another user logs out on the same machine can lead to an error message. The error message, displayed in three languages, refers to a problem with the page you are accessing.

Workaround: Clear the cache by following your browser's instructions, then log in again.

Quick Reference display issues on Mac

Issue: In some Mac browser versions, the Quick Reference PDF appears grayed out.

Workaround: To view the document, save the PDF locally and load it directly into your PDF reader. You can also print the document from your browser, and the printout appears in the correct hues. See the System Requirements for a list of supported browsers.

December 2010

What's new

New Designs

Courses with 2012 copyright titles reflect the new CourseCompass course design. The new, intuitive design provides enhanced functionality for customizing courses and communicating with students.

Supported tools include Discussions, Course Roster, Email, File Upload, Syllabus, Document Sharing, and Elluminate® Chat and ClassLive. (Released December 27, 2010.)

Known issues

Move menu item in IE7

Issue: If you use Internet Explorer® 7.0 to access your "New Design" course, the command to move a menu item does not work.

Workaround: If possible, upgrade Internet Explorer to version 8.0 or use a different browser. See the System Requirements for a list of supported browsers.

Rename menu item in IE7

Issue: If you use Internet Explorer® 7.0 to access your "New Design" course, the command to rename a menu item does not work.

Workaround: If possible, upgrade Internet Explorer to version 8.0 or use a different browser. See the System Requirements for a list of supported browsers.

Add page in IE7

Issue: If you use Internet Explorer® 7.0 to access your "New Design" course, adding a page does not work.

Workaround: If possible, upgrade Internet Explorer to version 8.0 or use a different browser. See the System Requirements for a list of supported browsers.

Security warning

Issue: If you use Internet Explorer to access your "New Design" courses, you might see a security warning dialog. The warning appears because some "New Design" resources are delivered using the HTTP protocol rather than the HTTPS protocol.

Workaround:

Internet Explorer 7. If you are using IE 7, click **Yes** in the security warning dialog to proceed to your course. Clicking **No** will result in the error message: "Navigation to the webpage was canceled."

Internet Explorer 8. If you are using IE 8, click **No** in the security warning dialog to proceed to your course. Clicking **Yes** will result in the error message: "Navigation to the webpage was canceled."

In Internet Explorer 7 and 8, you can avoid these messages by updating your security settings as follows:

1. Click **Tools > Internet Options > Security**.
2. Click **Custom level**.
3. Under **Miscellaneous**, for **Display mixed content**, click **Enable**, then **OK**.

Course delete not supported

Issue: At this time, you cannot delete a "New Design" course.

Workaround: No workaround exists at this time. This feature will be available in an upcoming release.

Course upgrade not supported

Issue: At this time, you cannot upgrade a "New Design" course.

Workaround: No workaround exists at this time. This feature will be available in an upcoming release.

Clicking Enter on the Add tab displays a blank screen

Issue: While adding a menu item using the Modify Course Menu **Add** tab, if you click Enter in the **Menu Item Name** text box, a blank screen results.

Workaround: Click the Back button on your browser and return to the **Add** tab to add your menu item.

Archive menu item feature does not archive nested menu items, but moves them into previous menu item

Issue: When archiving a "parent" menu item, nested menu items move into the menu item above it in the course menu, rather than into the **Restore** tab.

Workaround: To avoid this issue, be sure to first archive nested menu items by clicking **modify > Arrange** before archiving the "parent" menu item. Use the **Restore** tab to restore menu items as needed.

Hiding parent menu item doesn't hide nested menu items.

Issue: You hide menu items from students by clearing the **Show to Students** checkmark on the Modify Course Menu **Arrange** tab. If you hide a (parent) menu item that contains other menu items, the nested menu items are not hidden automatically.

Workaround: You have to clear the **Show to Students** checkmark for each of the menu items below the parent menu item. This issue will be resolved in an upcoming release.