


TECHNICAL QUESTIONS AND ANSWERS REGARDING THE SMART ATTENDANCE SYSTEM

<ul style="list-style-type: none"> – I receive an invalid user error message. – I can login but I cannot see my timetable. – I can login and see my timetable but I cannot see the class list. – I can see my timetable but the class start and finish times do not match with my current course periods. – I can see my timetable but it does not match with my current timetable. – Although I activated the 'mobile attendance' function, some students received the following error message: "Hata-Hatalı giriş" – Although I activated the 'mobile attendance' function, some students received the following error message: "Yoklama alınacak ders bulunamadı." (course cannot be found) 	<p>The error(s) about "usernames, passwords and course IDs" should be checked by the student/lecturer on OASIS.</p> <ul style="list-style-type: none"> • If the information on OASIS is also incorrect, the student/lecturer should contact Management Information Systems Directorate (ybs@ieu.edu.tr). • If the information on OASIS is accurate, the student/lecturer should check the system once again the following day after 01:00 a.m. when the system update is scheduled to take place regularly. • If the problem persists, the student/lecturer should contact Management Information Systems Directorate (ybs@ieu.edu.tr).
<p>Although I activated the 'mobile attendance' function, some students received the following error message: "Yoklamanız alınamadı, lütfen tekrar deneyiniz." (your attendance was not taken, please try again.)</p>	<p>As stated in the message, the student should try again. If the problem persists,</p> <ul style="list-style-type: none"> • and if only one student receives the error message, the student should contact the IT Directorate as it might be related to the mobile phone s/he has. • and if more than one student receive the same error message, the lecturer should contact IT Directorate.
<p>When I activate the 'mobile attendance' function, students receive the following error message: "ağ hatası" (network failure).</p>	<p>Network failure message is received when there is a problem in the system infrastructure. The IT Directorate should be consulted in such cases.</p>
<p>Bluetooth range may exceed beyond some of the classrooms' boundaries.</p>	<p>In some cases it is possible that students may take their attendance outside classroom. It is not technically possible to limit the electromagnetic signals within physical spaces. However, to eliminate the problem, photos of the students are added to the attendance panel so that the lecturer could monitor their students' attendance. If the lecturer recognizes any misuse and or abuse, s/he can cancel that student's attendance on the system.</p>
<p>When I download the attendance records as an excel worksheet, I see the following tags: Not enrolled / OK / Absent What does "Not enrolled" mean?</p>	<p>The student is automatically marked as "Not enrolled" on the dates prior to the date s/he was enrolled in that course.</p>

QUESTIONS AND ANSWERS REGARDING THE ADMINISTRATION OF THE SMART ATTENDANCE SYSTEM

Some of my students' mobile phones are not compatible with the system.	<p>The attendance of the students who have mobile phones which are not compatible with the application (such as iPhone 3, Samsung S3 mini) will be taken by the lecturer manually on smart.izmirekonomi.edu.tr.</p> <p>The software company will also ensure that the students will receive an incompatibility message on their phones so that the lecturer will be able to take their attendance on the system without hesitation.</p>
One of my courses is a Graduation Project course and it is scheduled on Saturdays. This course is conducted by individual appointment and therefore, it is impossible to use the Smart Attendance System with this class.	Graduation Project courses are excluded from the Smart Attendance System. The lecturers will input the attendance records on OASIS.
The courses which take place in studios are applied courses and the class sizes are very large, and therefore it is very difficult to use the Smart Attendance system in these courses.	In these courses the lecturer could take attendance manually on smart.izmirekonomi.edu.tr
At the beginning of the semester there were technical problems and some mistakes were made as both the students and lecturers were new to the system. In order to correct the mistakes, could we access the previous weeks' attendance records?	<p>The OASIS attendance entry panel (Schedule tab) will be accessible throughout the semester and lecturers will be able to make any necessary changes.</p> <p>The OASIS attendance entry panel will also be accessible at the end of the semester (during the NA period).</p>
What can we do if a student has a valid excuse with an official document (e.g. a medical report) for not attending the course?	<p>The OASIS attendance entry panel (Schedule tab) will be accessible throughout the semester and lecturers will be able to make any necessary changes.</p> <p>The OASIS attendance entry panel will also be accessible at the end of the semester (during the NA period).</p>
There are teaching assistants enrolled to my Lab course on OASIS and they cannot access the smart attendance system using their OASIS usernames and passwords.	The lecturer could remote access the computers in the classrooms and activate the smart attendance. Please contact the IT Directorate for assistance. Or, the lecturer could activate the smart attendance in each classroom themselves.
One of the courses I am currently teaching is normally offered in the spring semester. It was offered this semester due to a change in the curriculum. I have 3 students in that class. The students will complete the assigned projects and assignments and we will gather once in every 2-3 weeks to conduct feedback. I cannot use the smart attendance system in this course. What can I do?	The classes should be held regularly as scheduled on OASIS or the lecturer will input the attendance records on OASIS manually.

Some students attend another section of the same course when they miss their classes in their sections. How can I take these students' attendance?	Students should follow their own course schedules.
We have a course with three sections and in each section there is small group of students. That's why we conduct the lessons of these three sections together on a specified day and time although each section has a different lecturer.	These three sections could be combined on OASIS, and the three lecturers could be assigned to this combined course.
In classes that last several hours, students must submit every hour, or only once? Is that up to the instructor?	<p>If the absenteeism records in the first period are the same in the following periods, the lecturer could use the copy-paste feature available on the system. Please see the manual available on smart.ieu.edu.tr, which is prepared by the software company.</p> 
The attendance can be submitted at any time during the course time, or at certain periods, controlled by the instructor -say only at the beginning or just before the end?	This is at the lecturer's discretion. The lecturer can activate Smart Attendance at any time during the class – before the end of the class period.
The course with the XXX ID is given by three different lecturers. This course is modular in nature and the lecturer changes in every 5 weeks. Currently it is assigned to one of these three lecturers. How can we use the system?	If one course is assigned to more than one lecturer on OASIS, then it will automatically be transferred to the Smart Attendance system. The system does not have a specification based on five-week periods.
If the students exceed the absenteeism limit, will the system automatically display NA and fail them?	No. The lecturer will check the absenteeism on OASIS at the end of the semester and input information about the NA students.