



## Frequently Asked Questions for Students

### **What is Tk20? Will I need to use Vista and Tk20?**

Tk20 is an online assessment system that allows you to organize and upload relevant professional documents. In Tk20 you will upload representative assignments, professional documents, and other materials. Faculty members will be able to score your assignments, evaluate your progress in accordance with state regulations, and document your readiness for certification. Unlike *Vista* and other course management programs, Tk20 provides a comprehensive view of your academic progress throughout your coursework and years in your program. Tk20 will only be used for certain key assignments that have been chosen by your program. For all other coursework, you will be asked to use Vista in conjunction with Tk20.

### **Do I need to buy Tk20?**

All students enrolled in a certification program and/or a social work program must purchase a Tk20 account. You only purchase a Tk20 account once. Tk20 accounts are active for 10 years. If you are a **non-certification** student, please see the chair of your program if you have any questions regarding whether you need to purchase an account.

### **How do I purchase Tk20?**

You can purchase an account at the SCSU bookstore or go to: <https://southernct.tk20.com/> and click on "*Click here to purchase or register your student account*" at the bottom left of the screen. If you purchase your account at the bookstore, you can use your financial aid.

### **Where can I get additional help?**

Tk20 login page: <https://southernct.tk20.com/>

Please email any of your questions to [tk20support@southernct.edu](mailto:tk20support@southernct.edu)

Tk20 resource page (with Quick Guides): <http://www.southernct.edu/education/tk20/>

### **I forgot my password.**

If you forget your password, please email Tk20 technical support at [tk20support@southernct.edu](mailto:tk20support@southernct.edu). A representative from the Office of Assessment and Planning will reset your password and send you an email with instructions.

### **I have an assignment due tomorrow and I don't have a Tk20 account, what should I do?**

It takes between 2-3 business days to activate your Tk20 account. If you have an assignment due the next day and you haven't purchased Tk20, contact your professor.

### **I have an assignment due tomorrow, but I'm having problems, what should I do?**

If you have purchased Tk20 and need to submit an assignment but cannot because of technical problems, please contact technical support at: [tk20support@southernct.edu](mailto:tk20support@southernct.edu).

**What is an artifact?**

An artifact is what Tk20 calls the files you submit for assessment. This material could include, documents, pictures, sound and video files, lesson plans, student work, and any other files required to complete an assignment. Uploading an artifact is as easy as attaching a file to an email.

**I am attempting to upload a file, but received an error message that Tk20 does not support the file type.**

Please email technical support at: [tk20support@southernct.edu](mailto:tk20support@southernct.edu) with the details of the file type you want to upload. A request will be made to Tk20 to include the file type.

**My professor wants me to upload a video, but the file is too large.**

If the file is too large to be submitted into Tk20, contact technical support and they will increase the upload capacity for your account. This process takes time.

**I emailed technical support and haven't gotten a response.**

The technical support staff checks their email frequently, but they do not check during nights or weekends. Please allow 2-3 days for a response.

**I do not have an electronic copy of my work to be submitted. What should I do?**

You can scan, save, and then upload your students' work into Tk20. In computer labs throughout the campus, you have access to a number of scanners that you may use to scan and save your students' materials into a file format Tk20 readily accepts.

**How will I receive my comments and grades?**

Once your professor has received your work, he or she will grade the material according to the course rubric. You will receive a scored rubric in your Tk20 account once your professor has graded the assignment.

**Can I use the browser *Back* button to navigate within Tk20?**

If you click *Back* on your browser's navigation page, you are at risk for losing any unsaved work. Please use the controls in the Tk20 menus to navigate through the website.

**I hit the submit button before I was finished and now I can't access by assignment. What can I do?**

To recall an assignment go to the *Courses* tab, and under *Coursework* open *Assignments*. Click the box next to the assignment to be recalled, and then click the *recall* button above the list of assignments. **You can only recall an assignment if your instructor has not already graded it yet.**