Requesting CRN-based courses

How do I request a D2L shell for a standard course, one related to one or more CRNs in Banner?

Note
You must be the primary instructor of a course section in order to request a D2L course space for that section.

CRNs are Course Reference Numbers. Millersville University's student information system, Banner, assigns each course section its own, unique CRN. And when Banner communicates with D2L about courses and enrollments, it uses CRNs.

To request one D2L course shell for one or more course sections (CRNs):

1. Log in to MAX.
2. Click on the Faculty Services link.
3. Click on the D2L Course link.
4. Check the Selected Term. If Selected Term isn't correct for the D2L course you want to request, use the Change button to switch terms.

MAX's main D2L course request does not list all your courses. The page lists only courses for which you have previously requested D2L course shells.

5. Click the appropriate button:
   - Create a Desire2Learn Course - This button creates a single D2L course shell from a single course section.
   - Create a Combined Course - This button creates a a single D2L course shell from two or more course sections.
6. Select the course section(s) that will be part of your D2L course shell.
   To select two or more course sections for a combined course:
   - on macOS: Hold the Command () keyboard key while clicking sections.
   - on Windows: Hold the Ctrl keyboard key while clicking sections.
7. Click the button to continue.
8. (optional)† Adjust the course name that will appear in D2L. Please keep the course subject code (e.g. UNIV) and course number (e.g. 103) in your D2L course name.
9. Click through the remaining steps to confirm your D2L course shell request.

† You can also rename your courses from within D2L after they are created.

Note
Once a course is requested in MAX, it may take up to 36 hours for that course to appear within D2L.

Frequently Asked Questions

I'm in MAX, but I don't see the course(s) I want to request. What can I do?

- Make sure you're looking at the correct semester. The D2L course request application in MAX defaults to showing you a term from several years ago, probably not what you want for requesting new courses. Use the "Change" button to switch the selected term.
- Make sure you're looking in the correct place. The home screen of MAX's D2L course request application shows the D2L course shells you have already requested, if any. To see the course sections for which you can still request D2L course shells, click one of the "Create..." buttons in the upper right, either "Create a Desire2Learn Course" or "Create a Combined Course".
- Make sure you have been assigned the course. Your department chair may notify you, you will be teaching a course section before he or she works with the Registrar's office to make that official. Confirm with your department chair, or the Registrar's office, that you are the primary instructor of the course section for which you wish to request a D2L course shell.
- Contact the IT Help Desk.

I used MAX to request a D2L course shell, but that shell hasn't show up in D2L. What can I do?

- Make sure you have waited 32 hours. Banner only sends updated information to D2L only once each day, and there is a delay after Banner sends its information before D2L processes the updates. This means that while D2L creates most requested course shells in less than 24 hours, some requests will wait up to 32 hours, depending upon when they were submitted.
• Use the View All Courses link or the waffle menu to make sure your new course shell isn’t just hiding from you. D2L doesn’t always place new course shells among the course tiles in your My Courses widget. The View All Courses link and the waffle menu get you to where you can see, and search through, all your D2L course shells.

• Make sure your request is in MAX. Return to MAX and confirm that your request appears there under the appropriate term. You may have missed clicking the final confirmation button when you used the course shell request application in MAX before. It happens.

• Contact the IT Help Desk.