Missing courses

How can I find a course that doesn't appear in my *My Courses* widget?

Please look for your course using either:

- the advanced course search feature
- your all courses page

Using the Advanced Course Search Feature

1. Click or tap the waffle menu (ASHBOARD).
2. Follow the *Advanced Search* link.

3. Use the available controls, particularly the *Select Semester* button, to filter your list of D2L courses.

Using Your All Courses Page

1. Follow the *View All Courses* link at the bottom of your *My Courses* widget.

2. Use the filter and sort controls to assist you in looking for your course.
What if I still cannot find my course?

Please check the following:

- **If you are a student:**
  - Have you officially registered for, or added, the course?
  - Does the course use D2L?
  - Have thirty-two hours passed since you registered for, or added, the course?
  - Are you a Masters or Doctoral student from Kutztown University or Shippensburg University?

- **If you are faculty or staff:**
  - Have you requested your course?
  - Have thirty-two hours passed since you requested your course?

**If you are a student:**

**Have you officially registered for, or added, the course?**

If you have not yet officially registered for the course, or if you've received permission from the course instructor to add the course but not yet submitted that addition, then you will not be enrolled in the D2L course. Please submit your registration or addition.

**Does the course use D2L?**

Not all courses at Millersville use D2L. Your course instructor may have decided not to use D2L for your course or may be waiting until later in the semester to begin using D2L. Please contact your course instructor to confirm D2L is being used for your course.

**Have thirty-two hours passed since you registered for, or added, the course?**

Millersville's student information system, Banner, sends updated course registration data to D2L once a day. Due to data processing delays, it may take up to 32 hours from the time you register for, or add, a course for you to be enrolled into the course in D2L.

**Are you a Masters or Doctoral student from Kutztown University or Shippensburg University?**

Enrollment information for Kutztown and Shippensburg students comes from Kutztown's or Shippensburg's student information systems, not from Millersville's. This can create an additional delay. Please contact Millersville's IT Help Desk if you have questions or need assistance.

**If you are faculty or staff:**

**Have you requested your course?**

D2L course shells are not automatically created for every course. You must request D2L course shells for your courses before they will be created in D2L.

**Have thirty-two hours passed since you requested your course?**

Millersville's student information system, Banner, sends updated course data to D2L only once each day. Due to data processing delays, it may take up to 32 hours from the time you request a course in MAX for the shell to be created inside D2L.

Requests for special D2L course shells, ones that cannot be made through MAX, must be processed manually. The time it takes the Instructional & Technology Support team to complete these requests varies, but in most cases special request D2L shells will be created by the end of the next business day.

This information is also available in the MU IT Help Desk FAQ: https://millersvilleuniversity.sysaidit.com/FAQTree.jsp#31