Frequently Asked Questions by Students regarding TaskStream

- Where can I find information and resources about TaskStream?

GCU Students can access a list of available resources and tutorials at the Student Success Center as well as the TaskStream page on the College of Education Website: **http://www.gcu.edu/College-of-Education/Program-Essentials/Taskstream.php**

- What do I do if I can not view my course in my portfolio in TaskStream?
    It is highly recommended students do the following:
    1. Log into TaskStream at Module 1 and confirm that you can view the course in your portfolio.
    2. If you are unable to view your course in the portfolio, please contact your Academic Counselor.

- When should I expect instructors to evaluate my TaskStream submissions?
    Faculty will evaluate the TaskStream submissions first, and *then* post the grade for that particular assignment.

    Students should have an email identified in their TaskStream account used frequently and is up to date. An email is sent to students when evaluations are completed. If an email confirmation is not received the student should contact the instructors before the final day of class.

    Students should contact their Academic Counselor if their assignment is not evaluated in TaskStream and the Academic Counselor will forward the request to Faculty Specialists.

- What do I do when my instructor's name is not on the instructor list for submission in TaskStream?
    Students are to inform the instructor immediately who will then contact the TaskStream Coordinator to correct this.

- Students can email taskstream@gcu.edu or call 800.311.5656 and ask for Mentoring Services (Dial "1") at any time they need assistance.

- What do I do if I have to retake a COE course for not passing?
    o Students are to make sure their GCU Advisor has the TaskStream submission cleared if it was evaluated by their instructor at the time the course is rescheduled.
    o If the submission was not evaluated then the student is to cancel the submission; delete the first document and resubmit the new assignment to submit to the new instructor when retaking.