

# Announcements

Last Modified on 05/15/2024 3:06 pm CDT

Below are the latest news and announcements from LSC-Online, as seen in the D2L Announcements widget. This page will be regularly updated, with the newest information at the top.

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## **RESOLVED: Turnitin Service Outage Posted in D2L on May 15, 2024 10:24 AM (Edited)**

**UPDATE: This issue has been RESOLVED.**

**Turnitin, Similarity Check, Originality, and SimCheck** are currently experiencing an unexpected service outage. During this time, users may experience slowness when uploading submissions as well as delayed report generation.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

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## **ALERT: MAY MINI-MESTER PAYMENT EXTENDED Posted in D2L on May 3, 2024 2:52 PM**

Due to the recent weather events, Lone Star College will be extending the Summer mini-mester payment deadline to May 10th. All students enrolled in mini-mester courses will have **until 11:00 PM on May 10th** to pay off their mini-mester balance to avoid being dropped for non-payment. You may ignore this message if you have paid your balance in full or have anticipated financial aid which will cover your balance. Stay safe and thank you for choosing Lone Star College.

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## **LSC 2023-2024 Safety & Security Climate Survey Posted in D2L on Apr 22, 2024 7:00 AM**

The LSC Safety & Security Committee is conducting a study on the effectiveness of providing safe learning and working environments. Your participation will help us address any concerns the Lone Star College community may have.

Please take a moment to complete the survey to make sure your voice is heard. Learn more at [LoneStar.edu/SafetySurvey](https://LoneStar.edu/SafetySurvey) (<https://LoneStar.edu/SafetySurvey>).

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**The Honors College - Apply Today!**

## **Posted in D2L on Apr 16, 2024 12:01 AM**

The Honors College - apply today! (<http://LoneStar.edu/HonorsCollege>)

Scholarship opportunities, travel opportunities, community opportunities, and more!

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## **Global Scholars Program - Apply Today! Posted in D2L on**

Global Scholars Program: A Pathway to Distinction (<https://www.lonestar.edu/college-departments/globalscholars/>)

Scholarships Available! Now Accepting Applications for Fall 2024.

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## **Turnitin Scheduled Maintenance Posted in D2L on Apr 12, 2024 7:00 AM**

Turnitin will be conducting necessary maintenance on **Saturday, April 20th, from 9:00 AM-2:00 PM CST.**

During this time, services (including the D2L Turnitin integration) will be **unavailable**. Assignments should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this timeframe.

We apologize for any inconvenience this may cause.

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## **Fall 2024 Registration is now open! Posted in D2L on Apr 10, 2024 10:09 AM**

Registration for the Fall 2024 semester is now up and running. [Register here!](#)

(<https://www.lonestar.edu/registration.htm>)

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## **Request for Feedback Posted in D2L on Apr 8, 2024 7:30 AM**

LSC Libraries want to hear from you!

Please share your thoughts on the [LSC Libraries Spring 2024 Survey](#)

([https://forms.office.com/Pages/ResponsePage.aspx?id=NWXzMa\\_R-](https://forms.office.com/Pages/ResponsePage.aspx?id=NWXzMa_R-UeZDzjcBND6R4v_Dn7bPq9Pgp3fTJmvOBZUQ0sxNUY3UEZPMjdTS0g2RUxKUjdJN1BFQS4u)

[UeZDzjcBND6R4v\\_Dn7bPq9Pgp3fTJmvOBZUQ0sxNUY3UEZPMjdTS0g2RUxKUjdJN1BFQS4u](https://forms.office.com/Pages/ResponsePage.aspx?id=NWXzMa_R-UeZDzjcBND6R4v_Dn7bPq9Pgp3fTJmvOBZUQ0sxNUY3UEZPMjdTS0g2RUxKUjdJN1BFQS4u)).

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## **RESOLVED: Respondus Monitor LiveChat Outage Posted in D2L on Apr 2, 2024 4:13 PM (Edited)**

**UPDATE: This issue has been resolved.**

At this time, the **Respondus Monitor LiveChat** service is experiencing an outage.

Both **Respondus Lockdown Browser** and **Respondus Monitor** are **unaffected**, only the LiveChat help system built into Respondus Monitor is affected.

Students who have issues with Respondus Monitor can reach **Respondus Support** here: <https://web.respondus.com/support/>, as well as reaching out to the [Contact the IT Service Desk](https://vlac.lonestar.edu/help/contact-it-service-desk) (<https://vlac.lonestar.edu/help/contact-it-service-desk>) for assistance.

The underlying LiveChat technology is managed by a third party other than Respondus; status and updates on this issue can be followed here: <https://status.livechat.com/>.

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## **Plan Your Full Year Schedule Posted in D2L on Apr 1, 2024 8:34 AM**

Plan for your full year course schedule, coming soon! [Learn more here](https://www.lonestar.edu/fullyearschedule) (<https://www.lonestar.edu/fullyearschedule>).

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## **Spring Holiday Posted in D2L on Mar 19, 2024 3:46 PM**

Reminder: Spring Holiday is March 29-31. All LSC campuses will be closed.

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## **Turnitin Scheduled Maintenance Posted in D2L on Mar 11, 2024 12:01 AM**

Turnitin will be conducting necessary maintenance on **Saturday, March 16th, from 9:00 AM-1:00 PM CST.**

During this time, Similarity Report and Turnitin Feedback Studio will be **unavailable**. Assignments should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this timeframe.

We apologize for any inconvenience this may cause.

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## **Spring Break: March 11-17**

### **Posted in D2L on Mar 5, 2024 2:01 PM**

**Spring Break** ([https://events.lonestar.edu/event/spring\\_breakoffices\\_closed](https://events.lonestar.edu/event/spring_breakoffices_closed)) will be from March 11th through March 17th. Campuses will be closed during this time.

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## **Pick up an extra class!**

### **Posted in D2L on Mar 4, 2024 1:39 PM**

**Pick up an extra class** (<https://www.lonestar.edu/mini-mester-and-summer-registration>) **for the upcoming May Mini-mester and Summer sessions!** Registration for the May and Summer sessions are available beginning **March 4th**.

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## **Spring 2024 Open House**

### **Posted in D2L on Mar 4, 2024 1:02 PM**

**RSVP for the Open House event** (<https://www.lonestar.edu/Openhouse>) **on Tuesday, April 9 from 4-7 p.m. at any of our campuses** to learn about all the great opportunities LSC has to offer!

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## **The Honors College - Apply Today!**

### **Posted in D2L on Feb 3, 2024 6:53 PM**

**The Honors College - apply today!** (<http://LoneStar.edu/HonorsCollege>) Scholarship opportunities, travel opportunities, community opportunities, and more!

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## **Next Start Classes**

### **Posted in D2L on Jan 22, 2024 2:23 PM**

**Next Start Classes: 8-14 Week Courses Available. Enroll Anytime!** (<https://www.lonestar.edu/next-start>)

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## **Turnitin Scheduled Maintenance**

### **Posted in D2L on Jan 22, 2024 12:01 AM**

Turnitin will be conducting necessary maintenance on **Saturday, Jan. 27th, from 10:30 AM-2:30 PM CDT**.

During this time, services (including the D2L Turnitin integration) will be **unavailable**. Papers

should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this time.

We apologize for any inconvenience this may cause.

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## **Spring 2024 Semester Start Posted in D2L on Jan 8, 2024 12:01 AM**

Welcome to the Spring 2024 Semester at Lone Star College!

Before you jump into your courses, we want to remind you of a few things:

**Training:** Students taking a fully online, online synchronous, or hybrid course for the first time are required to complete the D2L Student Training before gaining access to their courses. It is available for all students under My Courses.

**Access:** While you may be able to see your course listed on your D2L Homepage, you will NOT be able to access your course on D2L until the first day of class. Please refer to your course's scheduled start date to determine if you should be able to access your course.

**Support:** Check out the [Virtual Learning Assistance Center \(VLAC\)](https://vlac.lonestar.edu/help) (<https://vlac.lonestar.edu/help>) by clicking **Support** on the navbar above. VLAC contains articles about D2L as well as the contact info for the IT Service Desk.

### **Getting Started:**

- Find your instructor's syllabus. This is often located under the Content tab in your course.
- Contact your instructor with course-related questions.
- Refer to the [Good Start Checklist](https://vlac.lonestar.edu/help/good-start-checklist) (<https://vlac.lonestar.edu/help/good-start-checklist>).

Thank you for choosing Lone Star College. We wish you the greatest success in your educational journey.

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## **IntelliWriter Scheduled Maintenance Posted in D2L on Dec 19, 2023 12:01 AM**

IntelliWriter will be conducting necessary maintenance on **Thursday, Dec. 21st, from 10:00 AM-4:00 PM CDT.**

During this time, IntelliWriter will be **intermittently unavailable.**

We apologize for any inconvenience this may cause.

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## **RESOLVED: McGraw-Hill Connect & SIMnet Issue**

## Posted in D2L on Dec 13, 2023 2:15 PM (Edited)

**UPDATE: This issue has been RESOLVED.**

**McGraw-Hill Connect & SIMnet** are currently experiencing an unexpected service incident. Currently both Connect and SIMnet are **NOT able to be set up in new courses**, while existing integrations remain unaffected.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

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## The Honors College - Apply Today Posted in D2L on Nov 3, 2023 2:34 PM

The Honors College - apply today! (<http://LoneStar.edu/HonorsCollege>) Scholarship opportunities, travel opportunities, community opportunities, and more!

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## Turnitin Service Issue Posted in D2L on Oct 31, 2023 1:18 PM (Edited)

**UPDATE: This issue has been RESOLVED.**

**Turnitin Feedback Studio** is currently experiencing an unexpected service incident.

During this time, users may have trouble logging in, or using Turnitin Feedback Studio. Users accessing Turnitin via an integration may also experience issues also.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

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## Turnitin Scheduled Maintenance Posted in D2L on Oct 25, 2023 12:01 AM

Turnitin will be conducting necessary maintenance on **Saturday, Oct. 28, from 3:00-3:30 AM CDT.**

During this time, services will be **unavailable**. Papers should not be submitted to Turnitin or Turnitin-enabled assignment folders in D2L during this time.

We apologize for any inconvenience this may cause.

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## **Study Abroad**

### **Posted in D2L on Oct 19, 2023 2:05 PM**

Study Abroad - Summer 2024. (<https://www.lonestar.edu/study-abroad>) For more info, email [LSC-StudyAbroad@LoneStar.edu](mailto:LSC-StudyAbroad@LoneStar.edu) ().

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## **New Virtual Bookstore - NOW OPEN!**

### **Posted in D2L on Oct 1, 2023 12:00 PM**

New Lone Star College Virtual Bookstore (<https://www.lonestar.edu/books>) - Now Open!

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## **Virtual Bookstore**

### **Posted in D2L on Sep 25, 2023 12:01 AM**

New Lone Star College Virtual Bookstore - Coming in October!

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## **RESOLVED: Turnitin API Issue**

### **Posted in D2L on Sep 3, 2023 8:30 AM (Edited)**

**UPDATE: This issue has been resolved.**

We are currently experiencing intermittent issues, and internal errors with Turnitin; We are working closely with Turnitin to resolve these issues quickly.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

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## **RESOLVED: D2L Slowness - Fall 2023**

### **Posted in D2L on Aug 28, 2023 10:13 AM (Edited)**

**UPDATE: This issue has been resolved.**

We are currently experiencing intermittent issues with D2L experiencing slowness and throwing internal errors. We are working closely with D2L to resolve these issues quickly.

We sincerely apologize for the impact this disruption may be causing. We will follow up with more updates as soon as we can.

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## Fall 2023 Semester Start Posted in D2L on Aug 23, 2023 12:01 AM

Welcome to the Fall 2023 Semester at Lone Star College!

Before you jump into your courses, we want to remind you of a few things:

**Training:** Students taking a fully online, online synchronous, or hybrid course for the first time are required to complete the D2L Student Training before gaining access to their courses. It is available for all students under My Courses.

**Access:** While you may be able to see your course listed on your D2L Homepage, you will NOT be able to access your course on D2L until the first day of class. Please refer to your course's scheduled start date to determine if you should be able to access your course.

**Support:** Check out this knowledge base, called the Virtual Learning Assistance Center (VLAC). VLAC contains articles about D2L as well as the contact info for the IT Service Desk.

### Getting Started:

- Find your instructor's syllabus. This is often located under the Content tab in your course.
- Contact your instructor with course-related questions.

Thank you for choosing Lone Star College. We wish you the greatest success in your educational journey.

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## ALERT: Immediate Action Required If Using Old Browser Posted in D2L on Aug 12, 2023 4:13 PM

Dear students,

We are writing to inform you that if you received a message when logging in to D2L that "Your browser is looking a little retro" there is a critical security update for your browser. Failure to update your browser will result in your quizzes not being saved.

We understand that updating your browser can be inconvenient, but it is important for your security and the security of our campus. Newer versions of browsers often have better security measures in place to protect against online threats and vulnerabilities.

### To update your browser, please follow these steps:

- Open your browser.
  - Click on the "Help" menu.
  - Select "About".
  - Your browser will check for updates and automatically install them if they are available.
- Once your browser has been updated, please close it and reopen it. Then, you should be able to access our quizzes without any problems.

If you have any questions, please do not hesitate to contact the IT Service Desk.



Thank you for your cooperation.

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## **Turnitin Maintenance Posted in D2L on Aug 10, 2023 3:00 PM**

On **August 12** (Saturday), Turnitin will be undergoing scheduled maintenance from **9:00 AM ~ 5:00 PM**.

All Turnitin services and integrations will be unavailable during this time frame.

We apologize for any inconvenience this may cause.

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## **Fall Payment Due Aug 5th Posted in D2L on July 25, 2023 12:01 AM**

Fall 2023 payment is due on August 5th. Learn more at [LoneStar.edu/Payment](https://www.lonestar.edu/payment.htm) (<https://www.lonestar.edu/payment.htm>). Need a Payment Plan? Visit [Lonestar.edu/Payment-plan](https://www.lonestar.edu/payment-plan.htm) (<https://www.lonestar.edu/payment-plan.htm>) for more info.

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## **RESOLVED: D2L Student Training Issue Posted in D2L on July 13, 2023 11:48 AM (Edited)**

**UPDATE: This issue has been resolved.**

Original Message: Currently there is an issue that is impacting the 'D2L Student Training'. Students are unable to access their online courses in spite of passing the 'D2L Student Training'. We are working actively on resolving it. We appreciate your patience.

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## **Registration Festival - Start Close, Go Far! Posted in D2L on July 12, 2023 11:59 PM**

### **August 5 - 12**

Calling all future students! Don't miss out on the exciting week starting August 5, dedicated to registration. Get ready for a series of events aimed at ensuring a seamless transition into classes on August 28.

**View your campus events:**

LSC-CyFair ( <a href="https://www.lonestar.edu/cyfair-festival.htm">https://www.lonestar.edu/cyfair-festival.htm</a> )	LSC-Montgomery ( <a href="https://www.lonestar.edu/montgomery-festival.htm">https://www.lonestar.edu/montgomery-festival.htm</a> )
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LSC-Tomball ( <a href="https://www.lonestar.edu/tomballfestival.htm">https://www.lonestar.edu/tomballfestival.htm</a> )	LSC-Houston North ( <a href="https://www.lonestar.edu/houston-north-festival.htm">https://www.lonestar.edu/houston-north-festival.htm</a> )
LSC-North Harris ( <a href="https://www.lonestar.edu/northharris-festival.htm">https://www.lonestar.edu/northharris-festival.htm</a> )	LSC-University Park ( <a href="https://www.lonestar.edu/university-park-festival.htm">https://www.lonestar.edu/university-park-festival.htm</a> )
LSC-Kingwood ( <a href="https://www.lonestar.edu/kingwood-festival.htm">https://www.lonestar.edu/kingwood-festival.htm</a> )	LSC-Online ( <a href="https://www.lonestar.edu/online-festival.htm">https://www.lonestar.edu/online-festival.htm</a> )

## Reminder: Set Up MFA Posted in D2L on June 13, 2023 3:35 PM

### Students,

This is a friendly reminder to set up the new Multi-Factor Authentication (MFA) two-step verification process to access LSC email or other services when away from campus or not on the LSC network. This additional verification step is to increase the security of your account and will *soon be required* for all students.

**Please take 5 minutes and set up your account now. Go to [LoneStar.edu/MFA-Setup](http://lonestar.edu/MFA-Setup) (<http://lonestar.edu/MFA-Setup>) to set up your verification options.**

### When is MFA required?

- June 20 for all students

### Once MFA is required and I have not set it up, what happens?

- If you access email via a browser (<https://portal.office.com>), you will be prompted to set up MFA and will not be able to access email when not on the network or away from campus until you set it up.
- If you access email via a client app (e.g. Outlook for android/iOS, Mail for iPhone, etc.), you will not receive a prompt to set it up. Instead, **you will stop receiving email while not connected to the network or off-site until you register for MFA.** Based on our pilot group findings, you will also need to log out and log back into the client app once you register.
- **NOTE:** You should continue to receive email normally when on-site and connected to the LSC network.

**For the full job aid and step-by-step instructions, go to [Setting Up Multi-Factor Authentication on Your Lone Star College Account](https://lonestar.service-now.com/sp?id=kb_article_view&sysparm_article=KB000201303) ([https://lonestar.service-now.com/sp?id=kb\\_article\\_view&sysparm\\_article=KB000201303](https://lonestar.service-now.com/sp?id=kb_article_view&sysparm_article=KB000201303))**

### Need IT assistance?

The OTS Service Desk never closes. We're available 24/7/365 (366 days during leap years!), and we're happy to help. Go to [LoneStar.edu/ServiceCenter](https://lonestar.service-now.com/sp) (<https://lonestar.service-now.com/sp>) or call 832.813.6600 (toll-free 866.614.5014).

## **RESOLVED: D2L Issue Impacting Portfolio, Video Note, and SCORM Content**

**Posted in D2L on June 13, 2023 3:12 PM**

**The following issue is now RESOLVED:**

Currently D2L is advising that there is an issue that is impacting the ability to access the Portfolio, the ability to record or upload Video Notes, as well as SCORM Content (including importing publisher's course cartridges into the LMS).

Services impacted are:

- Portfolio - Unavailable
  - Video Note - Unavailable
  - SCORM Content - Unavailable (Faculty only)

We are monitoring the situation and will provide an update once this issue has been resolved. We apologize for the inconvenience this has caused.

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## **Students Ride METRO for FREE**

**Posted in D2L on May 25, 2023 2:00 PM**

Students ride METRO free all Summer 2023 (June 1 - Aug 31). (<https://www.lonestar.edu/metro-summer-program2023>)

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## **Financial Aid Info Sessions**

**Posted in D2L on May 12, 2023 1:30 PM**

Join one of the Financial Aid 101 May Info Sessions! Every Tuesday and Wednesday at 12 p.m. and 4 p.m. Learn more at [LoneStar.edu/FA-Info](https://www.lonestar.edu/FA-Info) (<https://www.lonestar.edu/FA-Info>).

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## **Summer Payment Due May 26**

**Posted in D2L on May 10, 2023 9:30 AM**

Summer 2023 payment is due on May 26. Learn more at [LoneStar.edu/Payment](https://www.lonestar.edu/payment.htm) (<https://www.lonestar.edu/payment.htm>).

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## **Mini-mester Payment Due May 5**

**Posted in D2L on Apr 28, 2023 3:00 PM**

May Mini-mester payment is due on May 5. Need a payment plan? Learn more at [LoneStar.edu/Payment](https://www.lonestar.edu/payment.htm) (<https://www.lonestar.edu/payment.htm>).

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## Setup MFA for Student Accounts Posted in D2L on Apr 27, 2023 2:15 PM

### To: Students, Faculty, and Staff

This is a friendly reminder to set up the new Multi-Factor Authentication (MFA) two-step verification process to access LSC email or other services when away from campus or not on the LSC network. MFA is now required for all employees and will soon be required for all students. This additional verification step is to increase the security of your account.

**Please take 5 minutes and set up your account now. Go to [LoneStar.edu/MFA-Setup](http://lonestar.edu/MFA-Setup) (<http://lonestar.edu/MFA-Setup>) to set up your verification options.**

### When is MFA required?

- April 28 for all faculty and staff
- June 20 for all students

### Once MFA is required and I have not set it up, what happens?

- If you access email via a browser (<https://portal.office.com>), you will be prompted to set up MFA and will not be able to access email when not on the network or away from campus until you set it up.
- If you access email via a client app (e.g. Outlook for android/iOS, Mail for iPhone, etc.), you will not receive a prompt to set it up. Instead, **you will stop receiving email while not connected to the network or off-site until you register for MFA.** Based on our pilot group findings, you will also need to log out and log back into the client app once you register.
- **NOTE:** You should continue to receive email normally when on-site and connected to the LSC network.

**For the full job aid and step-by-step instructions, go to [Setting Up Multi-Factor Authentication on Your Lone Star College Account](https://lonestar.service-now.com/sp?id=kb_article_view&sysparm_article=KB000201303) ([https://lonestar.service-now.com/sp?id=kb\\_article\\_view&sysparm\\_article=KB000201303](https://lonestar.service-now.com/sp?id=kb_article_view&sysparm_article=KB000201303))**

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**Announcements are only saved for one year before they are**

**removed from this list.**

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