

Frequently Asked Questions FOR Business Office Specialist



You are a Boss: A **B**usiness **O**ffice **S**pecialist **S**tudent! And you are Gonna Rock this Class...

#LIKEABOSS

1) My computer is being slow. Things are not loading very fast.

A. There are a few things you can try. Go to the troubleshooting section on the Home Page in Canvas. It will suggest most of these things:

- Google Chrome is the preferred browser. If you are using a different browser, I would suggest you try Chrome.
- **If you are already using Chrome and run into loading or glitching issues**, I would try clearing your cache. [How to clear your browser's cache](#)
- You might also want to update the Chrome Browser using [this tutorial page](#)
- If you are using a **Chromebook** or laptop, plug it in and exit out of any unused tabs.
- You may also want to check to see if it needs updates. [Tutorial with images on how to update a Chromebook](#)

2) Q: What program do I need to have access to?

A: You will want to have access to the Google Suite (Docs, Sheets, Slides). If that is not an option, then you will want Microsoft Office installed.

3) Q: Can I use my phone or a tablet for this class?

A: Generally, no. You can fill out some of the basic things like the syllabus, but you will want to do the majority of your work on a computer/laptop or a Chromebook.

4) Q: When does the Semester End/i.e., how long do I have to finish this class?

A: Check out [Utah Online's Calendar](#) to see specific dates. You have until the last day of the semester to submit your work. But that is the last day to submit work.

- ★ **Fall Semester** usually runs approximately from mid-August to the 2nd week in December.
- ★ **Spring Semester** generally runs from the first week in January to the first or 2nd week of May
- ★ **Summer Semester** is usually most of June and July.

To stay on track, I suggest you follow the due dates posted in Canvas. You can complete the class as early as you want.

5) Q: How do I submit my assignments?

All assignments are submitted in Canvas. Some are completed directly in Canvas, while Challenges are completed in Google (or Microsoft) and then uploaded to Canvas. Challenges and Extra Credit are manually graded and may take up to 7 days for scores to appear.

6) I am trying to click on “Launch” from my dashboard, but it just keeps cycling back to my dashboard; it won’t load Canvas.

A: Make sure you are logged into your student account, not a parent/guardian account.

7) Q: How do I contact my teacher if I need help?

A: For sure! You have questions... I have answers! Please contact the teacher listed on your dashboard.

Mrs. Sjogren	Mrs. Wamsley
Email- lsjogren@utahonline.org	Email- bwamsley@utahonline.org
Text/Call- 435-767-7554	Text/Call- 435-574-9361

8) Q: How do I know what my grade is?

A: You should be able to see your grade on your Dashboard, but it does take a few hours to sync over from Canvas. The most accurate grade will be in CANVAS. This feature in Canvas is pretty helpful. Check it out: [What If feature](#)

9) Q: Where can I find answers to most of my questions about this class?

A: Determine who your teacher is on your dashboard, then go to the website to look for helpful links.

Mrs. Sjogren’s Class Website	Ms. Wamsley’s Class Website
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10) Q: What can I do to get a better grade?

A: This is totally up to you! To improve your grade, first make sure you're caught up and have completed any missing assignments. Next, check your **Grades** in Canvas and redo any low-scoring assignments for a better score. You may also retake quizzes and tests up to **3 times**. If you need an additional attempt, earn **100%** on all assignments in that module first, then contact your teacher.

[Check out this link](#) as well

11) Q: Do I have to take a proctored final?

A: Currently, there is no proctored final exam. There are quizzes and tests throughout the course.

Optional Certification: Fall of 2026 is the last time I will offer the free and optional Microsoft Office Certification exams. I will offer at least one session the last week of August and one the first week of September. I hope you will consider taking it. It will be valuable to you; even if you don't plan to go into anything related to business, it helps show your well-roundedness. [Info about Certification Testing](#)

12) Can I get additional time to work beyond the semester end date?

A. Generally, the answer is "No". Please refer to the course syllabus on the left menu in Canvas. The last day to work on online courses is set by UOS, not by students or parents, so do not procrastinate. The deadline arrives quickly, ACT NOW!

Additional time will only be considered after a serious conversation with your teacher. We will review your prior effort and discuss any extreme extenuating circumstances (such as a death in the family, serious illness, or physical injury) that might justify an extension. Together, we will determine the best next steps for your success.

Procrastination is NOT an extreme extenuating circumstance.

Wanting to improve your grade is NOT an extenuating circumstance.

Plan ahead! Life happens. People get sick, accidents occur, plans change, and sometimes motivation is low. Getting ahead of pace now will help you handle unexpected challenges later.

I'm here to help! Please reach out anytime for guidance, support, tutoring, or assistance.