

Taskstream Reviewer FAQs



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General

Q: What is a DRF?

A: A DRF is a Directed Response Folio. DRFs allow Authors (usually students) to assemble program-related work and submit it to an Evaluator for evaluation. Authors enrolled into a DRF can also request feedback on their work from Reviewers, publish work to the web, and email it to other TaskStream users or external email addresses.


DRF Templates establish work requirements and associated methods of evaluation. These templates are designed by TaskStream coordinators in your learning community.

DRF Programs are created to distribute these templates, defining who participates and in what role, and how work is performed. A DRF program might be equivalent to a full academic program, a course, or any other division of study at your organization.

Q: How can I get more help with TaskStream?

A: As a Subscriber, there are several ways that you can access information about TaskStream and get help with using the website.

Online Help: While working in TaskStream, you can access our complete online resource at any time from the

Help link at the top of your screen. [My Account](#) • [Logout](#) | [AMS](#) |  [IM](#) |  [Help](#)

You are navigated to the **Help Home** page, where you can choose to:

- Browse Help by topic area. When Help has been opened (in a separate pop-up window), you can continue to browse the table of contents or search for other areas of interest.
- Click the **Downloadable Guides** link to access PDF versions of the help documentation.
- View a schedule of **Mentoring Services WebCasts** and register for valuable demonstrations and feature discussions.

Help for a specific tool: Many work pages and even specific features in TaskStream display a **Help on this Topic** or **Help and Preferences** link. This context-sensitive help opens special FAQs or navigates you directly to an online Help page related to that area.

Some elements of a page may display a  icon. Click this icon for quick help related to that element.

TaskStream Glossary: TaskStream uses a special vocabulary to describe tasks and artifacts. Online Help includes a Glossary to familiarize you with these terms.

Q: How do I find the Glossary?

A: When you are reading any page (like this one!) in TaskStream online Help, notice the *Table of Contents* panel that displays on the left side of the window.

1. Click the **Glossary** bar below the Table of Contents.
2. The alphabetically-ordered Glossary REPLACES the Table of Contents in the left pane of the Help window.
 - Notice that the main reading pane of Help does NOT CHANGE -- you can reference the phrase while reading the text where it appeared.
3. Click the phrase you want defined. The definition displays *immediately* below the phrase.
 - (*Optional*) Click the phrase again to collapse the definition.

4. To restore the Table of Contents display, click the **Table of Contents** bar.

Personal Support: If you need additional assistance, please do not hesitate to contact TaskStream's Mentoring Services department by calling 1-800-311-5656 and Press 1 for Support or [emailto:help@taskstream.com](mailto:help@taskstream.com).

Q: Do I need to make any changes to my computer or Internet browser to use TaskStream?

A: TaskStream is accessed online, using your standard Internet browser. In most cases, the default Internet browser settings are compatible with TaskStream features. Some users of Internet Explorer (IE) may experience features as "missing" due to IE security settings and will need to add TaskStream as a trusted site.

In some cases, you may need to make adjustments to other browser settings (such as "cookies"). For more information, please refer to the TaskStream Technical FAQs.

Q: What is a TaskStream WebCast, and how can I register to attend one?

A: TaskStream offers a wide variety of online demonstrations and presentations. WebCasts are available to all TaskStream subscribers and range from introductions to areas of the application and walk-throughs of specific tasks, to timely discussions of new challenges facing educators and institutions, and how TaskStream can help you prepare to meet them. You can access these events over the web while listening to audio content over your telephone. A moderator will be available to answer questions.

To register for a WebCast, log into your TaskStream account and click the [Attend A Webcast](#) link that displays in the yellow **Mentoring Services** box in the right-hand panel of your home page. A list of upcoming events will display, with dates and times. Click the **Register Now!** Button next to the specific WebCast (event/date/time) you want to attend.

You will need a telephone and an Internet connection to participate in the WebCasts. For optimal viewing, we recommend a high-speed Internet connection. Please note that you will be prompted to download a small program at the beginning of the WebCast.

If you have any questions about the WebCast offerings, please [contact the Mentoring Services](#) department at 800-311-5656.

Reviewing Work

Q: I do not see a Reviewer tab on my home page. How can I access work that has been submitted to me?

A: You will only see separate tabs on your home page if you have multiple roles in TaskStream (Author, Reviewer, Evaluator and/or Evaluation Manager). If you do not see a Reviewer tab on your home page, you are not currently enrolled as a reviewer in any programs. Please contact the Program Manager at your school and request that you be enrolled as a reviewer in the correct programs.

Q: How do I review work that has been sent to me?

A: You can access review work from the Reviewer tab on your home page.

1. Click on the name link of the program for which you would like to review work.
2. Select the type of requests and the people for whom you would like to review work. Click the **Continue** button.
3. You are navigated to a page of feedback requests that match your search criteria. Requests are organized by author.
4. Click on the work that you would like to review. You are navigated to the author's work for this program.
5. To provide feedback to the author:
 - a. Click the requirement link in the structure tree (displayed in the left frame).
 - b. Review the work. *Note that you can also view work in a pop-up **Web View** window, but you cannot enter feedback in that window.*
 - c. **Add your Comments** in the box provided and click the **Submit** button.

Q: My authors/students have sent work to me for review instead of submitting it for evaluation. What can I do?

A: The reviewer role allows TaskStream users to request feedback on their work without being evaluated. If your students have requested feedback on their work instead of submitting it for evaluation, they will need to submit their work for evaluation. Students who are having problems submitting their work for evaluation, can access the FAQ for Authors or contact Mentoring Services for additional assistance.