

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

These eleven email threads, from 2022 through 2026, show how quickly and specifically I answer students' questions. Each sample is formatted from the original D2L email record, with student names and identifying information removed. The redacted originals are in the companion source file.

Summary: All eleven first replies came within 15 hours, and ten of the eleven within 12 hours. The median first reply was about 7 hours, and the longer times were for messages sent late in the evening or overnight. Several students received a follow-up within minutes, including two who were helped on a live Zoom call.

#	Date	Question	Student wrote	First reply	Reply time
1	Nov. 8, 2022	Practice exam instructions	Tue 11:08 AM	Tue 1:58 PM	2 hr 50 min
2	Nov. 30, 2022	Grade not appearing	Wed 12:23 PM	Wed 3:38 PM	3 hr 15 min
3	Nov. 29, 2023	One-on-one Zoom help	Wed 3:36 PM	Wed 3:49 PM	13 min
4	Nov. 30, 2023	Completing missed work before the deadline	Thu 10:30 PM	Fri 7:27 AM	9 hr (overnight)
5	Mar. 10, 2024	Locked practice tests; grades not syncing	Sun 9:25 PM	Mon 7:00 AM	9 hr 35 min (overnight)
6	Mar. 18, 2024	Practice exam question; grade entry error	Mon 12:48 AM	Mon 8:01 AM	7 hr 13 min (overnight)
7	Mar. 20, 2024	Uploading a practice score	Wed 1:10 PM	Wed 1:51 PM	41 min
8	Nov. 6, 2025	Redeeming a practice-test code; resolved on Zoom	Thu 7:25 PM	Fri 10:13 AM	14 hr 48 min (overnight)
9	Nov. 12, 2025	Activation code already used	Wed 6:08 PM	Wed 7:06 PM	58 min
10	Aug. 8, 2026	Linking the course software	Sat 9:42 PM	Sun 4:59 AM	7 hr 17 min (overnight)
11	Oct. 8, 2026	Certification exam and final grade	Thu 9:35 PM	Fri 8:08 AM	10 hr 33 min (overnight)

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

Sample 1: Practice exam instructions

Nov. 8, 2022 | First reply time: **2 hr 50 min**

Student Tue, Nov. 8, 2022, 11:08 AM

"I have a question. I have to pass and complete 3 quiz exam or do I have to complete three custom exams and change the amount of questions."

Professor Vargas Tue, Nov. 8, 2022, 1:58 PM

"Correct – Complete one with 50, then 60 and 75 questions."

Sample 2: Grade not appearing

Nov. 30, 2022 | First reply time: **3 hr 15 min**

Student Wed, Nov. 30, 2022, 12:23 PM

"CyberVista you graded isn't showing in my final grade calculation as well."

Professor Vargas Wed, Nov. 30, 2022, 3:38 PM

"I see it on my end. I may need to make a change for you to see it."

Sample 3: One-on-one Zoom help

Nov. 29, 2023 | First reply time: **13 min**

Student Wed, Nov. 29, 2023, 3:36 PM

"Where should I expect the sign in link?"

Professor Vargas Wed, Nov. 29, 2023, 3:49 PM

Sends a Zoom invitation for a one-on-one meeting at 4:00 PM.

Student 4:01 PM

"Not letting me in."

Professor Vargas 4:03 PM

"Let me setup a new meeting – standby."

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

Sample 4: Completing missed work before the deadline

Nov. 30, 2023 | First reply time: **9 hr (overnight)**

Student Thu, Nov. 30, 2023, 10:30 PM

"If all work is due on 12/10, is there some way I can unlock assignments 3–6 that I am missing so that I can complete them?"

Professor Vargas Fri, Dec. 1, 2023, 7:27 AM

"Yes – you can email it to me."

Professor Vargas Mon, Dec. 4, 2023, 9:54 AM

"You should be able to access it through the content. Let me know if it doesn't let you and I'll open them." After the student replied at 10:34 AM that the assignments were still restricted, I reopened them: "Try now."

Sample 5: Locked practice tests; grades not syncing

Mar. 10, 2024 | First reply time: **9 hr 35 min (overnight)**

Student Sun, Mar. 10, 2024, 9:25 PM

"My uCertify has locked on me... Can you help me get this unlocked? Also can I get clarification on the practice test."

Professor Vargas Mon, Mar. 11, 2024, 7:00 AM

"It looks like you are accessing the assignments directly. You need to access the material through the content. The 75-question exam is CyberVista, not uCertify."

Professor Vargas Mon, Mar. 11, 2024, 4:02 PM

Follow-up with step-by-step directions: "Complete lab 1.1 (submit), when you are done, come back to D2L and click 1.2 and so on."

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

Sample 6: Practice exam question; grade entry error

Mar. 18, 2024 | First reply time: **7 hr 13 min (overnight)**

Student Mon, Mar. 18, 2024, 12:48 AM

"I did a 90 question on CyberVista instead of a 75... is that fine or will I have to retake the test?"

Professor Vargas 8:01 AM

"That's fine."

Student 4:24 PM

"I just saw that I got a 62 in D2L for part one but I got a 84 in the test. Did I miss something?"

Professor Vargas 4:33 PM

"Sorry about that – Good catch. Entry error."

Sample 7: Uploading a practice score

Mar. 20, 2024 | First reply time: **41 min**

Student Wed, Mar. 20, 2024, 1:10 PM

"How do you get the name to show on the scores to upload?"

Professor Vargas 1:51 PM

"Click the little person on the top. Don't worry about it. I'll take your word for it."

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

Sample 8: Redeeming a practice-test code; resolved on Zoom

Nov. 6, 2025 | First reply time: **14 hr 48 min (overnight)**

Student Thu, Nov. 6, 2025, 7:25 PM

Could not find where to enter the practice-test activation code and asked whether the practice tests are free.

Professor Vargas Fri, Nov. 7, 2025, 10:13 AM

"The N2K is the new name for CyberVista. However, the instructions should work the same. Please send me a screenshot of what you are seeing." I continued to guide the student over the following days.

Student Mon, Nov. 10, 4:23 PM

Reported that the code "could not be applied to your order."

Professor Vargas 4:24 PM

"Can you do a Zoom call now?" At 4:34 PM: "Use the link... I'm there already."

Sample 9: Activation code already used

Nov. 12, 2025 | First reply time: **58 min**

Student Wed, Nov. 12, 2025, 6:08 PM

"I tried using the promo code, but it didn't work... Could you please provide me with a new one?"

Professor Vargas 7:06 PM

"Please send me the URL you used to get to CyberVista."

Sample 10: Linking the course software

Aug. 8, 2026 | First reply time: **7 hr 17 min (overnight)**

Student Sat, Aug. 8, 2026, 9:42 PM

Selected the wrong uCertify setup option and asked for a section key.

Professor Vargas Sun, Aug. 9, 2026, 4:59 AM

"Do not go directly to uCertify. From D2L, go to the fi[r]st lesson and it should allow you to link to the class. You do not need a key."

Student Questions and Replies

Responsiveness Samples | Ricardo S. Vargas, MS | 2022–2026

Sample 11: Certification exam and final grade

Oct. 8, 2026 | First reply time: **10 hr 33 min (overnight)**

Student Thu, Oct. 8, 2026, 9:35 PM

Asked whether opting out of the certification exam would affect the final grade.

Professor Vargas Fri, Oct. 9, 2026, 8:08 AM

“As I mentioned in the orientation video, this term we are not providing vouchers; therefore, the entire class will complete a uCertify final exam instead.”

Formatted from the original D2L email records, with student names, email addresses, and activation codes removed to protect student privacy. Bracketed letters correct typing errors in the originals. The redacted originals appear in the Student Questions and Replies Source File.