

Student Questions and Replies: Source File

Original D2L Email Records | Ricardo S. Vargas, MS

This file contains the original D2L email records for the eleven samples in *Student Questions and Replies* (SSI24), in the same order. Each thread is printed as recorded, most recent message first.

Privacy note: To comply with FERPA, student names, email addresses, and practice-test activation codes have been covered with gray redaction bars. No other content has been altered.

Sample 1: Practice exam instructions (Nov. 8, 2022)

Received

Nov 8, 2022 1:58 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: Cyber Vista Exam Simulation

Hi,

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

At 11:08 AM on Tuesday, November 8, 2022, [REDACTED]

[REDACTED] wrote

Good morning, Mr. Ricardo Vargas. Please see attachment. 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.
Thank you.

Sample 2: Grade not appearing (Nov. 30, 2022)

Received

Nov 30, 2022 3:38 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: Final Days

Hi,

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

At 12:23 PM on Wednesday, November 30, 2022, [REDACTED]

[REDACTED] wrote

CyberVista You graded isn't showing in my final grade calculation as well

At 11:20 AM on Wednesday, November 30, 2022, "Ricardo Vargas" <rvargas@bconline.broward.edu> wrote

Hi all,

I hope you are all doing well. As we approach the final days of the

Sample 2: Grade not appearing (Nov. 30, 2022) (continued)

semester, please make sure your uCertify assignment grades are synced with D2L. Please do not wait until the last day to tell me that you did all the work, and your grades are zeros. If you have been doing your work in uCertify, your grades should be synced in D2L. If your uCertify grades are not showing in D2L, please go to the content in D2L and click on any assignment(s) that are not synced.

Please remember to complete your exam by 12/12. Prior to venturing into the exam, please complete the CyberVista practice and remember to upload your score(s).

For those student completing the uCertify exam, remember your grades will not sync with D2L. Please upload a screenshot of your score. Students completing the CompTIA exam, please upload your scoresheet as well.

Rick

Sample 3: One-on-one Zoom help (Nov. 29, 2023)

Received

Nov 29, 2023 4:03 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: Zoom

Let me setup a new meeting - standby

At 4:01 PM on Wednesday, November 29, 2023, [REDACTED]

[REDACTED] wrote

Not letting me in

At 3:49 PM on Wednesday, November 29, 2023, "Ricardo Vargas"

<rvargas@bconline.broward.edu> wrote

[REDACTED] - Net + 722192 - [REDACTED]

Ricardo Vargas is inviting you to a scheduled Zoom meeting.

Topic: [REDACTED]

Time: Nov 29, 2023 04:00 PM Eastern Time (US and Canada)

Sample 3: One-on-one Zoom help (Nov. 29, 2023) (continued)

Join Zoom Meeting

<https://broward-edu.zoom.us/j/94687404778>

Meeting ID: 946 8740 4778

One tap mobile

+13052241968,,94687404778# US

+13126266799,,94687404778# US (Chicago)

Dial by your location

- +1 305 224 1968 US
- +1 312 626 6799 US (Chicago)
- +1 646 558 8656 US (New York)
- +1 646 931 3860 US
- +1 301 715 8592 US (Washington DC)
- +1 309 205 3325 US
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 360 209 5623 US
- +1 386 347 5053 US
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 669 444 9171 US
- +1 669 900 9128 US (San Jose)
- +1 689 278 1000 US
- +1 719 359 4580 US
- +1 253 205 0468 US

Meeting ID: 946 8740 4778

Sample 3: One-on-one Zoom help (Nov. 29, 2023) (continued)

Find your local number: <https://broward-edu.zoom.us/j/acVizWNEFF>

Join by SIP

- 94687404778@zoomcrc.com

Join by H.323

- 162.255.37.11 (US West)
- 162.255.36.11 (US East)

- 115.114.131.7 (India Mumbai)
- 115.114.115.7 (India Hyderabad)
- 213.19.144.110 (Amsterdam Netherlands)
- 213.244.140.110 (Germany)
- 103.122.166.55 (Australia Sydney)
- 103.122.167.55 (Australia Melbourne)
- 149.137.40.110 (Singapore)
- 64.211.144.160 (Brazil)
- 149.137.68.253 (Mexico)
- 69.174.57.160 (Canada Toronto)
- 65.39.152.160 (Canada Vancouver)
- 207.226.132.110 (Japan Tokyo)
- 149.137.24.110 (Japan Osaka)

Meeting ID: 946 8740 4778

At 3:36 PM on Wednesday, November 29, 2023, [REDACTED] [REDACTED]

[REDACTED] wrote

Sample 3: One-on-one Zoom help (Nov. 29, 2023) (continued)

Where should I expect the sign in link?

Sample 4: Completing missed work before the deadline (Nov. 30, 2023)

Received

Dec 4, 2023 4:11 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: Final Exam Option - Sec + - READ ME

Try now.

At 10:34 AM on Monday, December 4, 2023, [REDACTED]

[REDACTED] wrote

it says access restricted after availability ends for all of the remaining assignments

At 9:54 AM on Monday, December 4, 2023, "Ricardo Vargas"

<rvargas@bconline.broward.edu> wrote

You should be able to access it through the content. Let me know if it doesn't let you and I'll open them.

At 4:56 PM on Sunday, December 3, 2023, [REDACTED]

Sample 4: Completing missed work before the deadline (Nov. 30, 2023) (continued)

[REDACTED] wrote

ok thank you. but i cant access assignments 3-6. it wont let me click them

At 7:27 AM on Friday, December 1, 2023, "Ricardo Vargas"
<rvargas@bconline.broward.edu> wrote

Yes - you ca email it to me.

At 10:30 PM on Thursday, November 30, 2023, [REDACTED] [REDACTED]

[REDACTED] wrote

hello,

if all work is due on 12/10, is there someway i can unlock assignments 3-6 that i am missing so that i can complete them?
thanks so much

At 2:18 PM on Thursday, November 30, 2023, "Ricardo Vargas"
<rvargas@bconline.broward.edu> wrote

I hope you are all doing well. I want to take a few minutes to clarify some concerns I've received from some of you.

You DO NOT have to pay for CyberVista or the PearsonVUE exam. The college WILL provide the voucher for the CompTIA exam.

CyberVista (I sent you a code), you must complete the practice exam. You can take it as many times as you want. Once you feel comfortable, screenshot your highest score and upload it to the

Sample 4: Completing missed work before the deadline (Nov. 30, 2023) (continued)

assignment dropbox.

Final exam. You have two options. You can take the CompTIA exam at the central campus testing center, or if you don't feel ready for the CompTIA exam, you can take the uCertify Post Assessment exam. If you take the CompTIA exam, the testing center will give you your scoresheet. Upload a picture of the complete page to the CompTIA scoresheet Assignment (DO NOT leave the testing center without your scoresheet). Please see the attachment with the registration instructions.

Please consider that if your CyberVista scores are not above 90%, I would not recommend the CompTIA exam at this time.

All work is due on 12/10 @ 11PM.

Sample 5: Locked practice tests; grades not syncing (Mar. 10, 2024)

Received

Mar 11, 2024 4:02 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: issue with Ucertify

Hi,

You need to go back to the content each time to complete the assignments. If you keep hitting next in uCertify, your grades will never sync. Example - Complete lab 1.1(submit), when you are done, come back to d2l and click 1.2 and so on.

At 11:10 AM on Monday, March 11, 2024, [REDACTED]

[REDACTED] wrote

Hi Professor,

I still haven't heard back from the support specialist at uCertify I do see they are on the West Coast so I'm sure they are not open yet. I was trying to figure this out and I went to the Contact tab on D2L and was able to access my lab. But now this has opened another

Sample 5: Locked practice tests; grades not syncing (Mar. 10, 2024) (continued)

question. I completed 6.1 and noticed it uploaded the grade right away. I worked on lessons, quizzed and labs for 1-5 directly from the uCertify portal and not through the D2L so these grades are not showing in D2L. Is there a way you see that I completed it and can

grade it? Going forward I will do all assignments straight from the contact tab. My apologies D2L has been really confusing for me since starting Broward College. In FIU we used Canvas and the layout was straightforward never having to use the syllabus. I attached another screenshot to show the checkmarks on the labs. I leave to work shortly I'm hoping to have this all resolved so I will be able to take my midterm when I get off this evening.

At 7:00 AM on Monday, March 11, 2024, "Ricardo Vargas"
<rvargas@bconline.broward.edu> wrote

Hi,

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. You have to complete the uCertify midterm, not a practice exam.

At 9:25 PM on Sunday, March 10, 2024, [REDACTED]
[REDACTED] wrote

Good evening professor,

My uCertify has locked on me. I attached a screenshot. I'm able to login but when I click on an assignment or practice test it has a lock symbol. It was working fine earlier this afternoon. Can you help me get this unlocked?

Sample 5: Locked practice tests; grades not syncing (Mar. 10, 2024) (continued)

Also can I get clarification on the practice Test. I went into Practice Test A mines shows 100 questions. On the email it states it should be 75 questions which makes me think something is not right.

Thank you,

████████████████████

Sample 6: Practice exam question; grade entry error (Mar. 18, 2024)

Received

Mar 18, 2024 4:33 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: CyberVista Test

Hi,

Sorry about that - Good catch. Entry error.

At 4:24 PM on Monday, March 18, 2024, [REDACTED]

[REDACTED] wrote

Hi 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?

At 8:01 AM on Monday, March 18, 2024, "Ricardo Vargas"

<rvargas@bconline.broward.edu> wrote

Hi,

That's fine.

Sample 6: Practice exam question; grade entry error (Mar. 18, 2024) (continued)

At 12:48 AM on Monday, March 18, 2024, [REDACTED] [REDACTED]
[REDACTED] wrote

Hello Professor,

I did a 90 question on cybervista instead of a 75 because I got
confused on how it worked, is that fine or will I have to retake the
test?

Sincerely me,

[REDACTED] [REDACTED]

Sample 7: Uploading a practice score (Mar. 20, 2024)

Received

Mar 20, 2024 1:51 PM

From

"Ricardo Vargas" <rvargas@bconline.broward.edu>

To

[REDACTED]

Subject

RE: CyberVista _ READ ME FIRST

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

At 1:10 PM on Wednesday, March 20, 2024, [REDACTED] wrote

Hi Professor Vargas,

How do you get the name to show on the scores to upload? this is just a sample test i took to see how it works. if i click on the little guy on the top right it takes me back to dashboard. 📎test2

📎test picture

Sample 7: Uploading a practice score (Mar. 20, 2024) (continued)

At 11:29 AM on Wednesday, March 20, 2024, "Ricardo Vargas"
<rvargas@bconline.broward.edu> wrote

Hi all,

I hope you are all doing well. My next email will have a weird-looking subject line. The code in the subject is your CyberVista activation code (sample: BorwardKITTXXXXX). Please redeem the code for the CompTIA Net+ N10-008 Practice exam, not the course training.

CyberVista is a prep tool for your CompTIA certification exam. You can take the practice exam as many times as you need to. Please submit a screenshot of your highest score to the CyberVista assignment.

If you encounter any issues with your code (invalid code), please contact CyberVista. I don't have access to fix codes in their system.

START PRACTICING ASAP - This is not a quick quiz the night before it is due type of quiz. This is a tool to help you pass the exam.

Attached are the instructions on how to redeem your codes.

Rick

Sample 8: Redeeming a practice-test code; resolved on Zoom (Nov. 6, 2025)

Received

Nov 10, 2025 4:34 PM

From

"Ricardo Vargas" <rvargas@d2l.broward.edu>

To

[REDACTED]

Subject

RE: Question About Accessing CyberVista Practice Test

Use the link <https://broward-edu.zoom.us/j/94435311938> to join. I'm there already.

At 4:28 PM on Monday, November 10, 2025, [REDACTED]
[REDACTED] wrote

yes

At 4:24 PM on Monday, November 10, 2025, "Ricardo Vargas"
<rvargas@d2l.broward.edu> wrote

Can you do a zoom call now? <https://broward-edu.zoom.us/j/94435311938>

Sample 8: Redeeming a practice-test code; resolved on Zoom (Nov. 6, 2025) (continued)

At 4:23 PM on Monday, November 10, 2025, [REDACTED]

[REDACTED] wrote

I'm getting an error code "The promo code [REDACTED]
could not be applied to your order."

At 4:10 PM on Monday, November 10, 2025, "Ricardo Vargas"

<rvargas@d2l.broward.edu> wrote

That is the correct exam. When you redeem the code, the exam
practice is free.

At 12:09 PM on Sunday, November 9, 2025, [REDACTED]

[REDACTED] wrote

When I click on the link in the (YOUR GUIDE TO Redeeming Your
CyberVista Code and Accessing), it takes me to that Cybersecurity &
IT Certificates screen. I'm going to attach the A+ class that I found. I
would also like to know if it is supposed to be free or if there is a charge.

At 9:44 AM on Sunday, November 9, 2025, "Ricardo Vargas"

<rvargas@d2l.broward.edu> wrote

Your class is not Cybersecurity - Please search for your class A+.

At 11:06 AM on Saturday, November 8, 2025, [REDACTED]

[REDACTED] wrote

This is what I see when I click the link from the flyer. I then click on

Sample 8: Redeeming a practice-test code; resolved on Zoom (Nov. 6, 2025) (continued)

Cybersecurity & IT Certificates, Then it says "select a vendor" I click on CompTIA, then I add 220-1201 A+ Core Exam 1|Practice test to the cart for \$89.95.

At 10:45 AM on Saturday, November 8, 2025, [REDACTED]
[REDACTED] wrote

At 10:13 AM on Friday, November 7, 2025, "Ricardo Vargas"
<rvargas@d2l.broward.edu> wrote

Hi,

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.

Rick

At 7:25 PM on Thursday, November 6, 2025, [REDACTED]
[REDACTED] wrote

Dear Professor Vargas,

I am trying to access the CyberVista practice test using the link you provided to redeem the activation code. However, when I click the

link, it takes me to a page called N2K Certify, and I am having trouble finding where to enter the activation code on that site, as it looks different from the screenshot you shared.

Additionally, I noticed that the website shows a price of \$89.95, and I

Sample 8: Redeeming a practice-test code; resolved on Zoom (Nov. 6, 2025) (continued)

wanted to confirm whether the practice tests are free for students or if this is a fee that I need to pay.

Could you please clarify how I should access the practice tests and redeem the code?

Thank you very much for your help!

Best regards,

[REDACTED]

Course: CTS1133C A+

Sample 9: Activation code already used (Nov. 12, 2025)

Received

Nov 12, 2025 7:06 PM

From

"Ricardo Vargas" <rvargas@d2l.broward.edu>

To

[REDACTED]

Subject

RE: The Code is alreadyActivated

Hi,

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

At 6:08 PM on Wednesday, November 12, 2025, [REDACTED]

[REDACTED] wrote

Hi Professor,

I tried using the promo code, but it didn't work. I contacted CyberVista, and they told me the code has already been used. Could you please provide me with a new one?

Thank you for your help.

Best,

[REDACTED]

Sample 9: Activation code already used (Nov. 12, 2025) (continued)

At 10:50 AM on Tuesday, October 21, 2025, "Ricardo Vargas"
<rvargas@d2l.broward.edu> wrote

Sample 10: Linking the course software (Aug. 8, 2026)

Received

Aug 9, 2026 4:59 AM

From

"Ricardo Vargas" <rvargas@d2l.broward.edu>

To

[REDACTED]

Subject

RE: uCertify Section Key

Hi,

Do not go directly to uCertify. From D2L, go to the first lesson and it should allow you to link to the class. You do not need a key.

At 9:42 PM on Saturday, August 8, 2026, [REDACTED]

[REDACTED] wrote

Good evening, Mr. Vargas,

I was going through the setup of the uCertify course a bit too quickly, and selected self-paced instead of instructor led. I have the option to link it, but I can't find the section key when searching through the D2L content. Can you please send me the section key? Or would you suggest I used the instructor e-mail path instead?

I attached a snippet of how it appears for me, and I did create it using

Sample 10: Linking the course software (Aug. 8, 2026) (continued)

my broward edu email.

Thank you in advance!

Best,

[REDACTED]

Sample 11: Certification exam and final grade (Oct. 8, 2026)

Received

Oct 9, 2026 8:08 AM

From

"Ricardo Vargas" <rvargas@d2l.broward.edu>

To

[REDACTED]

Subject

RE: Sec+ cert question

Hi,

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.

Rick

At 9:35 PM on Thursday, October 8, 2026, [REDACTED]

[REDACTED] wrote

Good evening, Professor,

I remember you mentioning in your lecture video that many students choose not to obtain the certificate. I would like to do the same and wanted to confirm whether opting out of the certificate would affect

Sample 11: Certification exam and final grade (Oct. 8, 2026) (continued)

my final grade.

Thank you for your time and clarification.

Best regards,



At 11:05 AM on Saturday, September 26, 2026, "Ricardo Vargas"
<rvargas@d2l.broward.edu> wrote

Hello everyone,

I hope you are all having a great week! I want to share a few important reminders to help everyone finish the term strong:

- **Catch Up on Coursework:** If you have fallen a bit behind, please take time this week to catch up before it becomes too difficult to make up the points.
- **uCertify Material & Discount:** Many of you still need to purchase the required uCertify materials. If you are concerned about the full price, please check the syllabus—there is a **discount link** included there that significantly reduces the cost. *(Note: If you are already fully up to date with your coursework and materials, you can disregard this specific reminder!)*
- **Grade Alignment:** Please double-check your grades in D2L to ensure they match your progress and scores in uCertify.
- **Discussion Boards:** A reminder that once a discussion board closes, it remains closed. However, at the end of the term, if you are just a few points away from a higher letter grade, I will look back at the quality of your discussion participation to

Sample 11: Certification exam and final grade (Oct. 8, 2026) (continued)

consider a bump.

- **N2K Practice:** As we get closer to the end of the course, I will be sending out a code for the N2K practice exercises. Keep an eye out for that announcement!

Please reach out if you have any questions or need help getting back on track.

Best regards,

Rick