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Case Detail

Case Number 03748646

Status ⓘ

New

Description

I am history instructor Joe Escobar at Lane Community College in Oregon.

MindTap course - HST203 at LCC Spring 2020 - United States History

<https://www.cengage.com/dashboard/#/course-confirmation/MTPQ9D3NBG3J/initial-course-confirmation>
(<https://www.cengage.com/dashboard/#/course-confirmation/MTPQ9D3NBG3J/initial-course-confirmation>)

I have a student who has had the free (Covid19) Cengage/MindTap access to the course for the past 3.5 weeks. However, he is no longer able to access the course because Cengage servers think he is accessing the course from outside of the United States.

I had another student, early in the term, who did return home to Canada, and her situation was quickly resolved by Cengage. Unfortunately, the following student situation has not been resolved.

Hershey, John

hersheyj@my.lanecc.edu (<mailto:hersheyj@my.lanecc.edu>)

Average: 95.5%

Student ID:L00620439

Enrollment:Active

Unfortunately, without access, his MindTap Engagement score is suffering for a situation beyond his control.

As his instructor, I ask that you help resolve this situation as soon as possible, especially since we are approaching midterm exams next week.

Primary Issue

Access Codes & Registration

Date/Time Opened

5/1/2020 9:56 PM

Platform/Service

MindTap

Course Key

MTPQ9D3NBG3J

Issue Type

Invalid Access Code

ISBN

9780357020708

Contact Name

[Joe Escobar \(/s/detail/0032M00002gusqwQAA\)](/s/detail/0032M00002gusqwQAA)

Contact Email

escobarj@lanecc.edu (<mailto:escobarj@lanecc.edu>)

Note: If you have your answer, add a comment and close this case.

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Review and add comments.

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Submit

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