THINK ABOUT IT FAQs

1. Who is required to complete Think About It?

   New undergraduate students who enrolled at the Columbia campus. This includes transfer, change-of-campus, Gamecock Gateway and international students. Also, each spring semester, every student on the Columbia campus will be offered the opportunity to take the course.

2. I have already completed Haven and Alcohol Edu. Do I still have to complete Think About It?

   Beginning in the fall 2018 semester, the required content contained in Think About It will be presented to new students as part of Haven. However, new students who enrolled at the Columbia campus in the 2017-2018 school year, are required to take the Think About It course.

3. What is Think About It?

   Think About It is an online anti-discrimination and anti-harassment education module that presents interactive skill-building scenarios.

4. Do I need to complete the Think About It course all at once, or can I take breaks?

   No, you don’t have to complete the course in one session. You may save your work throughout the course and return to finish at another time.

5. I took the course and didn’t receive a passing score. Am I required to receive a passing grade, and if so, what do I need to do?

6. You are not required to receive a “passing” grade.

7. I’m having trouble with the Think About It website. What should I do?

   For 24/7 online technical support, click on the HELP button located on the screen of the Think About It course.

8. I have a question that was not listed here. What should I do?

   Please email the Office of Equal Opportunity Programs at EOP@mailbox.sc.edu or call EOP at (803) 777-3854.

   You may also find answers to your questions by reviewing the attached Campus Clarity Quick Troubleshooting Guide.
LawRoom & CampusClarity
Troubleshooting

The following may be helpful should your participants encounter technical issues while taking our courses.

Minimum System Requirements:
LawRoom & CampusClarity support any major web browser released within the previous year. Some browsers may require Adobe Flash for multimedia content.
- Browsers: Chrome (latest version), Firefox (latest version), Safari (latest version), Internet Explorer 11+
- Tablets: iOS version 9.3 or later running on iPad 2 or later
- Smartphones: not supported
- Screen Readers: Firefox/NVDA Mac/VoiceOver

Resolve Most Issues With These Four Suggestions:
- Update your browser: whatismybrowser.com
- Switch browsers: use Chrome or Firefox when you can instead of Internet Explorer
- Clear your cache: wikihow.com/Clear-Your-Browser's-Cache
- If you seem stuck, your screen may be zoomed in too much causing you to miss a prompt or navigation button. To zoom out on a PC or Chromebook, hit "control 0 (zero)", and on a Mac hit "command 0 (zero)".

Additional Troubleshooting Options:
- Close all other applications and tabs (i.e. iTunes, Facebook, YouTube, etc.)
- Disable all popup blockers and 3rd party toolbars
- Enable 3rd party cookies
- Ensure pops ups are allowed for our websites (www.lawroom.com and www.campusclarity.com)
- Reboot the computer
- If on a wireless connection, try a wired connection
- Try accessing the course from a different internet connection (computer lab, library, home etc.)
- Try accessing at a different time of day (i.e. morning)

Still Need Help?
Visit our 24/7 technical support center to speak or chat with a live agent or to submit a ticket. Click the Help link in our course to access this site or go directly there via the following links:
- support.lawroom.com
- support.campusclarity.com