



Jayke Tee &lt;jthompsonprofessional0376@gmail.com&gt;

**Broken Site , preventing turning in material.**

5 messages

**Jayke Tee** <jthompsonprofessional0376@gmail.com>

Fri, Sep 27, 2024 at 7:05 PM

To: "Jones, Lakiesha" &lt;lakiesha.jones@louisville.edu&gt;, tim.dill@louisville.edu, Digital Transformation Center &lt;digtrans@louisville.edu&gt;

See attatched .gif of the broken site.

<https://dtctraining.louisville.edu/>

-I have already been to OLT twice to do software testing.

-I have been asking for assistance for weeks

- I have talked to HR and Main I.T. 3 times each for assistance on the issue ,

-----  
---- and I am getting tired of this place stealing my tax money and producing broken fucking shit sites. ----  
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- If i dont hear back from any of you soon , I will be speaking to the city and state about defunding this institution ,  
and I will be talking to my lawyer too so ,

I suggest someone at the Digital Transformation Center starts to have some sense about them , and respond to me on this issue ,

As I have 15+ years as an experienced web developer , you and your subjects are in my world here , as it would seem that people at the DTC obviously cannot maintain a simple website , they release as material.

Because I have also already have 17 hours of logged support service on this site that I WILL BE coming for my money on as well.

-----  
- Moving forward ,

I have been asking Ms Jones for help around this subject for weeks ,  
and Human Resources on Central (Belknap ) Knows nothing about this place ,

and neither does main I.T.

So I am only going to ask once ,

- Who maintains the site

<https://dtctraining.louisville.edu/>

and why I am I having so many issues with basic communication around this ?

????????????????????????????

Hmmmmm ????

I am on a quest for real answers only. Thx.

and again , I will be working this until the site is resolved ,  
- Period.

Thank you .

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**2 attachments**

**Site-Breaking-on-Chrome-Brave-Firefox.gif**  
7871K

**Site-Breaking-on-Chrome-Brave-Firefox (1).gif**  
7871K

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**Duffy, Sherry** <sherry.duffy@louisville.edu>  
To: jthompsonprofessional0376 <jthompsonprofessional0376@gmail.com>  
Cc: "Kubash, Robert" <robert.kubash@louisville.edu>

Mon, Sep 30, 2024 at 6:52 AM

Good Morning Mr. Thompson,

I'm so sorry to hear you are having a difficult time with the Digital Literacy Train the Trainer Learning Management System. I see on your short video loops where the submit assignment tab is missing. I have tested the site on my mac and my work PC and I am seeing the upload feature. It is puzzling for sure! Could you send me the exact steps you went through to try and remediate the problem? Like clearing your cache, attempting to log in with a different computer, etc. This would help us with future participants. We understand you are very frustrated and wish to no longer complete the program.

We are more than happy to withdraw you from the program and apologize for any inconvenience this may have caused.

Please include any comments on the form below and we will make sure it reaches the highest level of our organization. We appreciate any and all feedback.

[DLT3 Withdrawal Form](#)

This form needs to be completed within 48 hours. The Executive Director of the Digital Transformation Center, Mr. Robert Kubash is cc'd on this email and is aware of your frustrations.

Kind Regards,  
Sherry

**Sherry Duffy** *she/her/hers*  
Director of Learning  
Digital Transformation Center (DTC)  
University of Louisville  
(O) 502.852.3648

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**From:** Jayke Tee <[jthompsonprofessional0376@gmail.com](mailto:jthompsonprofessional0376@gmail.com)>

**Sent:** Friday, September 27, 2024 10:06 PM

**To:** Jones, Lakiesha <[lakiesha.jones@louisville.edu](mailto:lakiesha.jones@louisville.edu)>; Dill, Timothy <[tim.dill@louisville.edu](mailto:tim.dill@louisville.edu)>; Digital Transformation Center <[digtrans@louisville.edu](mailto:digtrans@louisville.edu)>

**Subject:** Broken Site , preventing turning in material.

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Kind Regards,

Sherry

**Sherry Duffy** *she/her/hers*  
Director of Learning

Digital Transformation Center (DTC)  
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**Jayke Tee** <jthompsonprofessional0376@gmail.com>  
To: "Duffy, Sherry" <sherry.duffy@louisville.edu>

Tue, Oct 1, 2024 at 4:05 PM

Hello and good morning Ms. Sherry.

Sorry for that long and drawn out email before , there was some extra stuff there from me trying to contact my teacher through the DTC , after I wasn't getting any responses.

- I was still trying to finish the class and the curriculum actually , I think I may have said what I was saying in the wrong fashion. I was saying that I was not able to complete the classes due to a technical failure within the website , not because of anything else , and I would like to move forward when the issue is resolved if possible.

I have all of my work done and my community presentation ready to introduce forms to people to collect data for business's , so I am ready to move forward there. I know and I understand that the timeline given for the curriculum is over , however , I feel as after the repair of the site , I wouldn't have as much issues.

So I was thinking that I could possibly ,  
- Fix the site breaking bug , and then ,  
- Continue from that point in time in the curriculum and finish the class normally ,

That's all in all , all I am really trying to do , nothing complicated.

-----  
Now , moving forward , onto this pesky bug , yes please ,  
let us move forward , and work together and remediate this issue together , for our future students ,  
for our education , and for UofL !

Yes yes absolutely , Well , lets see.

In the .GIF I had sent you , here is the specs of my hardware when testing the site ,

<https://dtctraining.louisville.edu/> , ( This is just the log-in page , not the full URL of the site. )

- Windows 10 OS ,
- AMD64 , processor with x86 Architecture ,
- 16gb ram , 1tb SSD.

Yes , well , I had tested the site on Brave browser , Firefox Browser , and Chrome Browser as well.  
I had tested the site both on portable versions of chrome browser and the installed versions with the same result.

I would have tried clearing my cache , yes , except I was choosing a completely different browser that uses completely different caching for the site , with the same result. I had indeed tested the site with a complete fresh install of both Firefox and Chrome browsers , and then tested them to find the same results.

The issue that you can see in the .gif provided is the best explanation I can give you as I detail the accounts of it.  
The site was being stuck on some type of timeout loop , that was causing an alert box to appear , nearly instantly on each page load.

Upon clicking , Okay , on the alert box , the site would refresh , in a loop with the same alert box displayed again , preventing the page from loading.

Upon canceling the alert box , the page is displayed , and the submit your work box , is not displayed.

Interestingly enough , I had been trying my absolute best to give some quality testing results too UofL over the site , and to find support ,  
I originally traveled to H.R. to ask if I could test the site on one of their computers ,  
They then referred me to call Main I.T.

I have called Main IT Twice , who knows nothing of the site and told me some interesting facts about the site in question ,  
Main I.T. had some major concerns that , Main I.T. Has over the site

Main I.T. - Does not have a provisioned Active Directory Account ,  
Main I.T. - Told me that the program does not fall under the umbrella of UofL services in their systems ,  
Main I.T. - told me that they should have Admin Access on the site ,  
Main I.T. - Told me that my credentials were also generated , out of the UofL norm , which is Ulink.

, and HR ( Belknap Campus on Central by 3rd ) had referred me to the MITC building for support. ( Miller Technology Information Center ) and they had then referred me to the OLT ,  
Office of Libraries Technology.

I went to OLT myself on this matter, located in the basement of the Ekstrom Library , and was promptly met with 3 technicians around the issue.

At the time 09/22/2024 , OLT had listened to my needs surrounding the site , and then had requested me to do some software testing , on behalf of UofL for the site.

The three technicians there listened to my needs , and one of them offered to pull the site up on their mobile device.  
There I tested the response of the site and , IT WAS GOOD.

After that , I had followed their instructions to attempt to upload the material using various browsers ,

I had came back at my home on that day , and to my expectations , the site failed yet again ,  
On multiple browsers , using multiple cache storage locations , most of which ( 2/3 ( Firefox and Chrome ) ) were clean installs ,  
with no cache loading indicating the cause of bug , at that time. ( See previous attached GIF for details. )

Ms Jones however told me something contrary to that , that she had no issues.

So , in following , past what you can see in the .gif provided , that was the original issue , and I cannot actively test it anymore,  
as I do not have my log - in credentials active there at this time.

--- I had indeed tested the site , the week 1 upload submission page , at multiple times and on multiple browsers ,  
when I did have credentials , and In the beginning I was trying to further test the site when I traveled to HR and OLT on their computers , or at least  
just use them to turn in the work , but they told me to go to the MITC building for assistance on it instead.

MITC told me to go to OLT about the subject

Again , when I traveled too OLT , ( @ Basement of Ekstrom Library ) , we hade only tested the site on a mobile device with my credentials ,  
and it appeared without the bug on the mobile site ,

They asked me to go and test the site on multiple browsers and it was still having the bugs which it was ,

I had then , traveled back to OLT on the 29th , and a gentlemen there told me that he had no information regarding the site , and did not know

anything about it , that he does desktop support only.

The next step I was trying to do was test the site on school computers. I had tested the site on a Linux OS as well with the same results ,  
But I wanted to see if the same thing was occurring there , on the school computers , to try and better find the root cause of the issue.

I don't have credentials anymore to go onto the site and repeat the issue , but I would be happy to fix the bug if I could take a  
look at the software repository of the site. I am fairly well versed in web development , and I would be more than happy to look through  
some of the code , for at least a root cause / break fix , analysis.

Let me know how I can help in fixing the issue further ,

Thank you ,

Sincerely , Jacob T.

[Quoted text hidden]

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**Duffy, Sherry** <sherry.duffy@louisville.edu>  
To: jthompsonprofessional0376 <jthompsonprofessional0376@gmail.com>  
Cc: "Kubash, Robert" <robert.kubash@louisville.edu>

Wed, Oct 2, 2024 at 2:09 PM

Good Afternoon Jacob,



Thank you for your detailed email and for bringing these technical issues to our attention. We understand the challenges you've experienced with the website and appreciate your efforts in attempting to resolve the issue.

However, as you noted, the timeline for completing the curriculum has passed. Unfortunately, we are unable to grant additional extensions at this time. As a result, we must proceed with withdrawing you from the program.

We value your input and hope you will complete the withdrawal form:

<https://app.smartsheet.com/b/form/c61fab54dc7a408db5773de3b5f82612>

Kind Regards,

Sherry

**Sherry Duffy** *she/her/hers*

Director of Learning

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[Error! Filename not specified.](#)[Error! Filename not specified.](#)

Kind Regards,

Sherry

**Sherry Duffy** *she/her/hers*  
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**Dill, Timothy** <tim.dill@louisville.edu>

Thu, Oct 3, 2024 at 1:06 PM

To: jthompsonprofessional0376 <jthompsonprofessional0376@gmail.com>, "Jones, Lakiesha" <lakiesha.jones@louisville.edu>, Digital Transformation Center <digtrans@louisville.edu>

Yet, another one

---

**From:** Jayke Tee <[jthompsonprofessional0376@gmail.com](mailto:jthompsonprofessional0376@gmail.com)>

**Sent:** Friday, September 27, 2024 10:05 PM

**To:** Jones, Lakiesha <[lakiesha.jones@louisville.edu](mailto:lakiesha.jones@louisville.edu)>; Dill, Timothy <[tim.dill@louisville.edu](mailto:tim.dill@louisville.edu)>; Digital Transformation Center <[digtrans@louisville.edu](mailto:digtrans@louisville.edu)>

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