

BUSA FAQ



I've downloaded the Suitable app on my phone, do I need to do anything else?

Great! The mobile app is perfect for attending in-person events and provides a quick reference when you're away from your computer. However, while BUSA courses are offered remotely, using the web app will be most efficient. Bookmark app.suitable.co and start completing activities.

Do I need to complete the "Coles 101(Optional)" badge for my BUSA course?

No, as the title suggests this badge is a completely optional opportunity to get to know more about Coles College while practicing using the app.

How do I pass BUSA?

Students receive either an "S" for satisfactory or "U" for unsatisfactory at the conclusion of the term. Each BUSA course has five (5) experience sets with one (1) required and two (2) options activities. Those receiving an "S," completed all fifteen (15) activities correctly before the deadlines outlined in their syllabus on D2L.

I have a full load this semester. Is it ok if I just knock out my BUSA activities in the last weeks of the term?

Absolutely not. While most of your course is self-paced, there are deadlines prior to the final deadline at the end of the term. Missing deadlines for these crucial activities may warrant an "unsatisfactory"/failing grade which would require a reattempt of the course in the future.

Can I submit to my portfolio from the mobile app?

You can submit to the portfolio from the mobile app, however, to see the contents of your portfolio you must use the web app.

Why can't my coach see my portfolio submission? I know I uploaded it.

It's likely marked private. Leave your submissions in the setting allowing public viewing.

I attended an event yesterday but I haven't received credit. What happened?

Please allow 7 days for event (in-person or online) attendance and activity approval credit to post. If you are viewing activities through experience sets in your badge, select the "Completed" tab. Any activities highlighted yellow are pending.

I submitted an activity over 7 days ago, yet have no credit. Why?

It was possibly denied. If so, you should have an email from Suitable (check your spam, too).

When searching for activities, I can see activities that are not for my course/badge. Am I supposed to do those, too?

Only complete activities with your BUSA course number and avoid using the "Activities" tab. It's less confusing to search for activities that satisfy your badge through the "Achievements" tab.

Who can help me with technical issues on the Flight Academy platform?

Always email support@suitable.co (not .com) for technical support. For specific questions about Flight Academy activities, join one of the weekly Flight Academy office hours held on Microsoft Teams (ask your instructor/coach for the link). If you have questions about your progress in the course, connect with your instructor/coach.

Can I edit activities after I have submitted them?

Portfolio submissions may be edited, but you must "undo completion" for reflection activities.

How can I check my completion progress?

Completion percentages are displayed on the "Achievements" tab (web app) or by selecting the star icon (mobile app). If you just completed an activity, be sure to refresh your app.