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WESTLAW™

ADMINISTRATOR'S GUIDE TO TWEN

AUGUST 2013

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About This Guide

Thomson Reuters continues to develop new features and improve existing features for its products. Because of these improvements and the evolving nature of Internet technology, there may be recent changes to the product interface and functionality that are not reflected in this documentation.

Information in this guide is current through August 2013.

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1 Getting Started

Welcome to lawschool.westlaw.com and TWEN. The lawschool.westlaw.com site is Thomson Reuters' virtual law school community, where law students and faculty can access a variety of legal resources. With lawschool.westlaw.com, you can do the following and more:

- Perform legal research using WestlawNext—Thomson Reuter's newest online legal research tool. You can find and print a document, check a case or statute in KeyCite, or brief a case to retrieve the synopsis, headnotes, and KeyCite history.
- Access WestlawNext tutorials and certification programs.
- Register for WestlawNext training.
- Access career services and resources, including information from FindLaw, and WestlawNext.
- Access teaching tools and services designed especially for faculty, such as current news, digital pictures, and TWEN tutorials.
- Request West print materials for review, such as Hornbooks and casebooks.

TWEN, an online extension of the law school classroom, is available at **lawschool.westlaw.com**. With TWEN, you can do the following and more:

- Create and manage online courses.
- Post course materials, class announcements, and course calendars.
- Host threaded discussion forums.
- Create online polls and quizzes for your students.
- Create and grade course assignments that your students receive and submit online.
- Link to WestlawNext content and features.
- Communicate easily with students and other professors using course wiki pages.
- Participate in faculty discussion forums and casebook author forums.
- Upload and share documents to Law School Exchange, a collaboration community for law school faculty.

System Requirements

To use lawschool.westlaw.com or TWEN, you need the following:

- A OnePass username and password and access to the Web
- Microsoft Internet Explorer 8 or later, Apple Safari 4.0 or later, Google Chrome 2.0 or later, or Mozilla Firefox 3.0 or later is required.
- Your browser must have JavaScript enabled.

To participate in live discussions, your Internet browser must support frames and you must have the Java RunTime Environment enabled. For more information, click **System Test** on the Live Discussion page.

For assistance with your Internet connection, contact your school's computer center or your Internet service provider. For assistance with your browser, contact the publisher of the browser software.

What’s New in TWEN

The August 2013 release of TWEN includes exciting new features and enhancements:

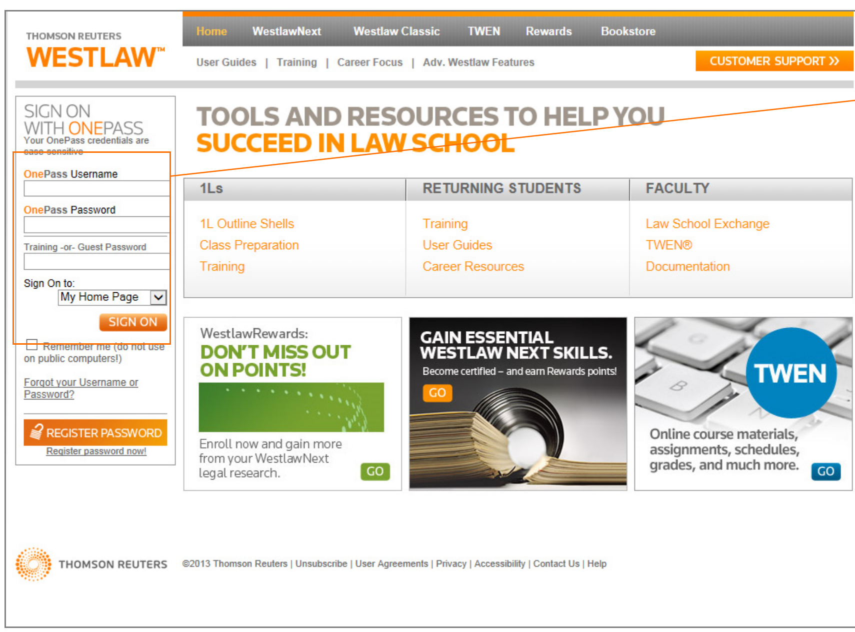
Feature	Description
Adding Multimedia to Document Pages	You can now post videos and audio files, and play YouTube and iFrame videos within TWEN.
Multimedia Usage Tracking	Detailed tracking for multimedia usage information allows you to see detailed activity (e.g., play, seek, pause), to help you track user participation.
Multimedia Acknowledgement Option	You can choose to have participants acknowledge that they have viewed or listened to the media file. You can then check this against the detailed usage tracking.

Signing On to TWEN

TWEN is available at **lawschool.westlaw.com**. To sign on to TWEN, you need a OnePass username and password.

To access TWEN, complete these steps:

1. Open your Internet browser and type **lawschool.westlaw.com**. The lawschool.westlaw.com sign-on page is displayed (Figure 1-1).



Enter your OnePass username and password, then click **Sign On**.

Figure 1-1. lawschool.westlaw.com and TWEN sign-on page

Note OnePass sends a registration confirmation message to the e-mail address you provided during registration.

Modifying Your User Information

To change your user information (such as display name or-email address), complete these steps:

1. After signing on, click **Update** in the Welcome box in the upper-left corner of the TWEN home page.
2. Edit the information by typing new information in the text boxes or choosing information from the lists.
3. Click **Update Registration** to save your changes.
4. Sign in again.

2 Creating a TWEN Course

After you sign on to lawschool.westlaw.com, click **TWEN** at the top of the page to display the My Courses page (Figure 2-1).

- This page is the entry point to the TWEN courses you create or in which you participate.
- You can perform a variety of tasks from the My Courses page, such as adding faculty programs, storing files in an online file directory, and posting announcements.

For more information, see "Using the My Courses Page" on page 7.

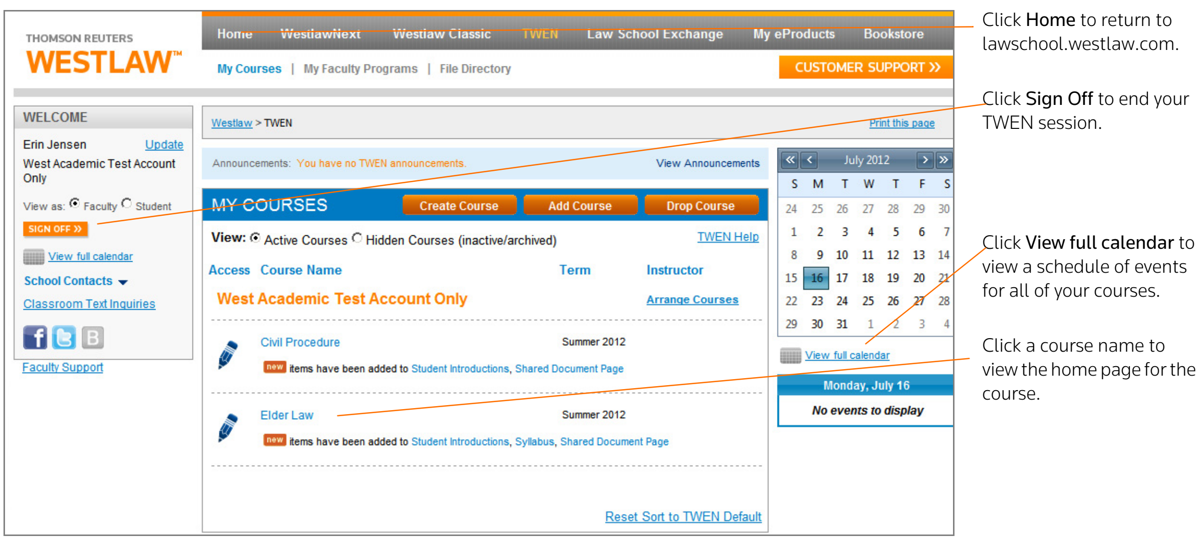


Figure 2-1. My Courses page

Creating a Course

TWEN courses are online extensions of your law school classroom. TWEN courses can also be used by student organizations. For each course, you can set up:

- document pages to distribute information to your students, including links to text files and Westlaw and WestlawNext content.
- forums and wiki pages to conduct in-depth online discussions.
- course assignments that your students can receive and submit online.
- links to CALI (Computer-Assisted Legal Instruction) lessons that are available to your students
- polls and live discussion sessions.
- practice quizzes.
- grade books, which let you distribute, grade, and manage course assignments.
- sign-up sheets for appointments, paper topics, and other entries.

COURSE CREATION WIZARD

The Course Creation Wizard makes it simple to set up courses.

- The wizard guides you through each step needed to create your course.
- A status bar is displayed on the wizard dialog box so you always know your progress during the course creation process.
- By default, the wizard creates a course home page, which is the entry page for your class. This page includes a course title, space for a graphic, a course schedule, and a listing of e-mail addresses. You can modify the course home page after it has been created.

  Note After you set up your new course, you can update and expand your course offerings at any time. See "Understanding Course Elements" on page 13. for more information.

To create a course, complete these steps:

1. Click **Create Course** on the My Courses page. The Introduction page of the Course Creation Wizard is displayed (Figure 2-2).

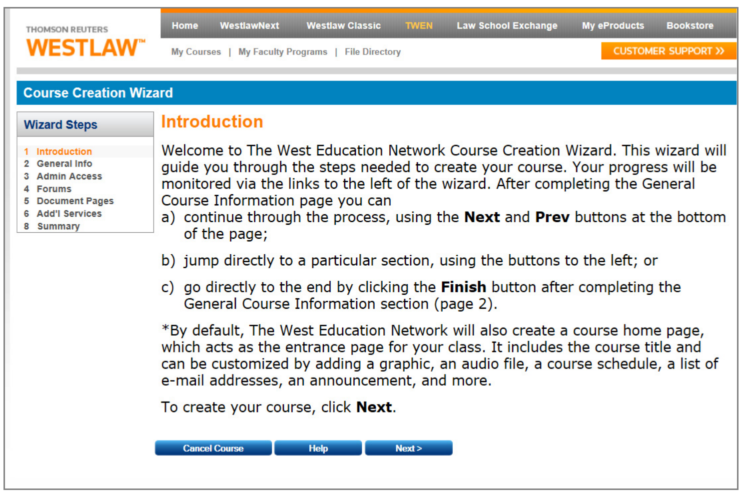


Figure 2-2. Course Creation Wizard

2. Click **Next** to display the General Course Information page.
3. Type the name of your course in the **Enter the name of your course** box.
4. If you do not want to display your last name next to the course name on your school's list of courses, clear the box below your course name.
5. Choose the course term, (e.g., **Fall 2013**).
   - This term is used to determine the time frame during which someone at your school can register for your course and when your course appears as an active course.
   - The default term dates are Spring (December 15 to June 15), Summer (May 15 to September 1), Fall (July 15 to January 15), and Full Year (August 1 to June 15).
   - You can modify term registration dates on the Course Administration Information page.
   - Click a course topic from the list. For some topics, you can choose a subtopic to filter your topic list (see Figure 2-3). For example, you might choose **First Year Courses** as the topic and **Constitutional Law** as the subtopic.

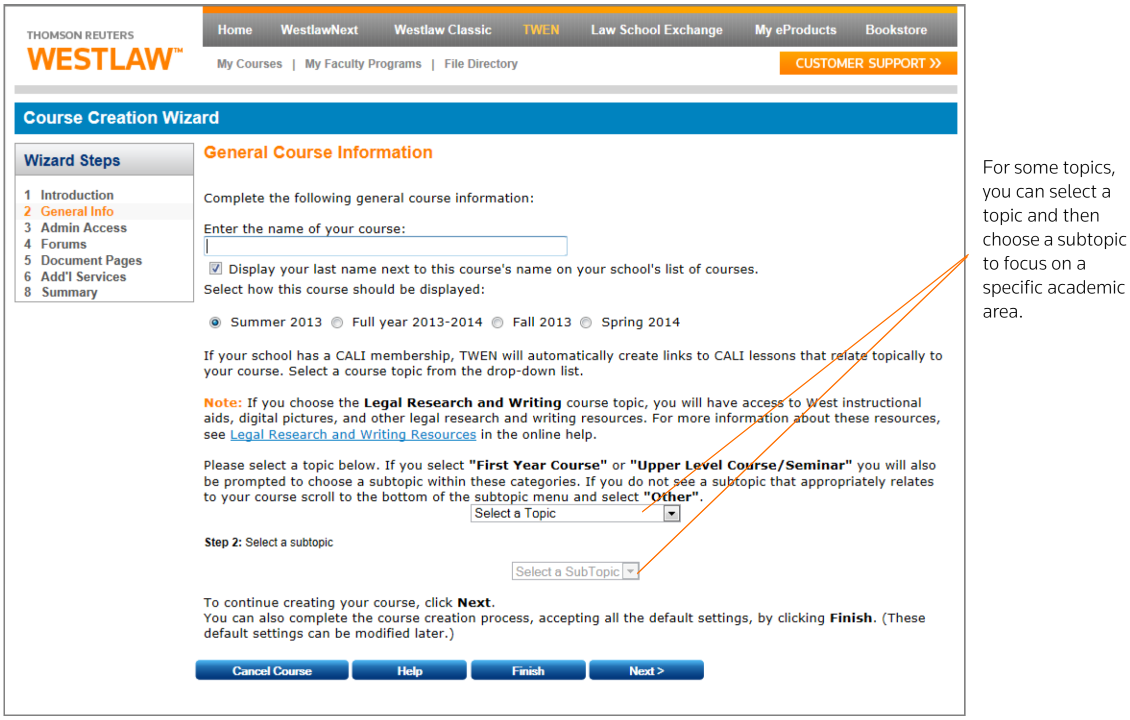


Figure 2-3. Course Creation page

Notes

- If you choose the **Legal Research/Writing** course topic, you will have access to West instructional aids, digital pictures, and other legal research and writing resources. For more information about these resources, see the TWEN online Help.
- If your school has a CALI membership, TWEN automatically adds links to CALI sessions that relate to your course.
- If you do not see a subtopic that relates to your course, click **Other**. You can manually add the appropriate information after you create the course, including CALI lessons. (See "CALI Lessons" on page 36.)

6. You can now complete one of these options:
   - Click **Finish** to complete your course using the default course settings. You can modify these settings at any time.
   - Continue through the course creation process to customize other course elements using the **Next** and **Previous** buttons at the bottom of the page.
   - Jump directly to a particular section of the wizard by clicking the steps (e.g., **Forums**) on the left side of the wizard.

Using the My Courses Page

The My Courses page is the entry point to the TWEN courses you create. From the My Courses page, you can also perform these tasks:

- View and customize a master calendar for all your courses. See "Using the Master Calendar" on page 8.
- Use an announcement box to post announcements. See "Using the Announcement Box" on page 9.

- Add a course created by another professor at your school. See "Adding Courses Created by Other Professors" on page 10.
- Arrange courses and faculty programs on the My Courses page. See "Arranging Courses or School Names on the My Courses Page" on page 10.
- Access a course to view the course home page (see "Accessing a Course" on page 10) or modify course elements (see "Understanding Course Elements" on page 13).
- Add faculty programs. See "Adding Courses Created by Other Professors" on page 10.

  Note Some TWEN application pages refer to the My Courses page as your TWEN home page.

USING THE MASTER CALENDAR

The master calendar displays events for all of your active courses in the current academic year. Each course is assigned a color to make it easy to identify events.

To view the master calendar, click **View full calendar** on the left side of the My Courses page (Figure 2-4).

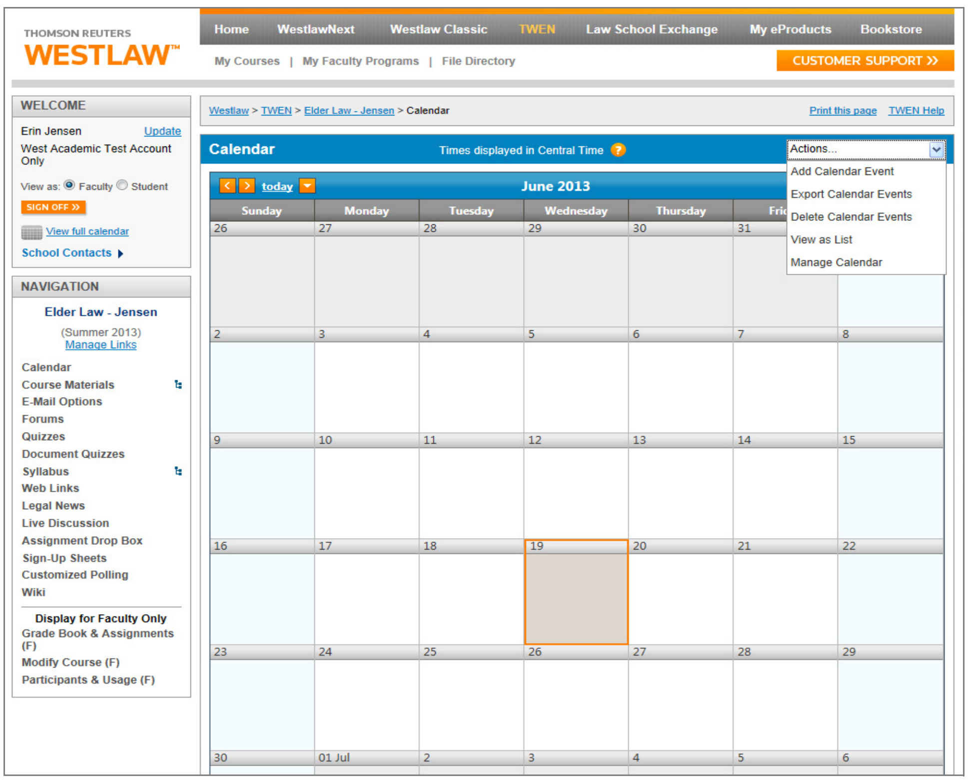


Figure 2-4. Master calendar monthly view

To add an event to the master calendar, complete these steps:

1. Click **View full calendar**. Your courses are listed on the left side of the calendar.
2. Click the corresponding **Add Event** link to add the event to the calendar. When you add an event to the master calendar, it is automatically added to the course calendar as well.
3. To update or customize your master calendar, click **Modify Page**. You have these options:
   - To change the calendar view, click **Month**, **Week**, or **Day** as the default view.
   - To change the color assigned to a course or training calendar and list, choose a color from the list for the course. All events for the course are displayed in the color.

- To remove a course and its events from the master calendar, clear the box in front of the course name. (Removing the course from the master calendar does not affect the course calendar.)

4. Click **Update** to save your changes.

USING THE ANNOUNCEMENT BOX

The Announcement box allows you to post a course-related announcement on your My Courses page. These announcements are displayed in the Announcement box on the My Courses page (if your student has added the course to the My Courses page). For example, you could display an announcement stating that your courses are canceled due to poor weather.

Creating Announcements

1. Click **View Announcements** and then click **Create and Manage Announcements** in the announcement box. The Manage System Announcements page is displayed.
2. Click **Create Announcement**. A form for creating your announcement is displayed (Figure 2-5).

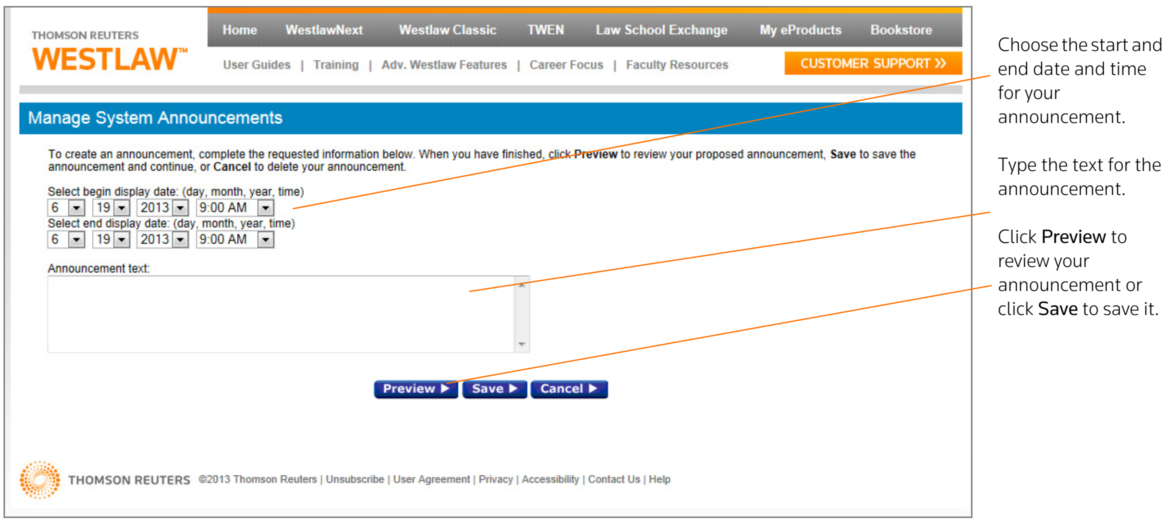


Figure 2-5. Manage System Announcements page

3. Choose the date and time you want to display the announcement from the lists.
4. Type the announcement in the **Announcement** box and then click **Preview** to review your announcement.
5. Click **Save** to create your announcement and continue.
6. Choose the courses for which you want to display the announcement from the **Users by Course** list. To choose more than one course, press the **Ctrl** key.
7. Click **Submit**. A confirmation message is displayed.
8. Verify that the displayed text and the availability options are correct, then click **Submit** to post the announcement.
9. Students can view the announcement on their My Courses page if they have added the courses (that you chose in step 6) to their My Courses page.

Editing and Deleting Announcements

To edit or delete an announcement, click **Create and Manage Announcements** in the announcement box, then complete one of these steps:

- Click **Edit Announcement** to change the announcement or add or remove course participants. The Active and New Announcements page is displayed. Choose the announcement you want to revise, then click **Edit Announcement** to edit the text of the announcement or the date and time the announcement is scheduled to display. For more information, see "Creating Announcements" on page 9. Click **Add Course Recipients** or **Remove Course Recipients** to edit the courses for which the announcement is displayed.

- Click **Delete Announcement to** remove an announcement. The Active and New Announcements page is displayed. Select the check box next to each announcement you want to delete, then click **Delete Announcement**. Click **Yes, Remove Announcements** to confirm the deletion. View expired announcements by clicking **Go to expired announcements**.

Hiding Announcements

You can hide announcements by clicking **Hide Announcements** next to the Announcements heading. To hide announcements from specific recipients or courses, complete the following steps:

- Click **Create and Manage Announcements** and then click **Edit Announcement**. Click the participants or course for which that you do not want to display the announcement and click **Submit**.

  Note To add courses that can view the announcement click **Add Course Recipients** and click the course you want to add. Click **Submit** to finalize the change.

ADDING COURSES CREATED BY OTHER PROFESSORS

As a faculty member, you can add and participate in courses created by other professors at your law school. To add a course, complete these steps:

1. Click **Add Course** on the My Courses page.

   Note The ability to add a course is determined by the professor who created the course.

2. Select the check box next to each course you want to add. If a password is required to add the course, type the password in the **Passwords** box. (You need to obtain the password from the professor who created the course.)
3. Click **Submit** to return to the My Courses page. The courses you added are now displayed on the My Courses page.
4. Click the course name to access the course home page, where you can participate in course forums, view document pages, or access other course materials. For more information, see "Accessing a Course" below.

   Note To remove courses from the My Courses page, click **Drop Course** on the My Courses page, clear the check box next to the course you want to remove, and click **Confirm Drop**.

ARRANGING COURSES OR SCHOOL NAMES ON THE MY COURSES PAGE

You can sort your courses based on parameters such as course name, term, and faculty name on the My Courses page. You can also change your view from Active courses to Hidden Courses. To sort your entries, complete these steps:

- Click the column heading (e.g., **Access**) to sort by that parameter.
- To view any hidden or archived courses, click **Hidden Courses (inactive/archived)**.

Accessing a Course

To access a course, click the name of the course on the My Courses page.

- The course home page provides access to the materials associated with the course.
- Click **Manage Links** to arrange your course links to better suit your needs.
- Click **Customized Polling** to create and save surveys.
- Click **CiteStation** to access online exercises designed to make teaching legal citation more

effective.

- Click Grade Book & Assignments to create course assignments that your students can receive and submit online.
- Click Participants & Usage to view your course participant list, view course usage statistics, and more.
- The course home page may also include announcements, graphics, or an audio or text message.
- Using the links on the course page, course participants can enter document pages to view the posted materials; access interactive forums to post and read messages; access the course calendar, CALI lessons, and online assignments; and more.
- If you are the course instructor, you can personalize the course elements. For more information, see "Understanding Course Elements" on page 13.

3 Understanding Course Elements

The Modify This Course page is the starting point for personalizing your course. You can perform the following tasks from the Modify This Course page:

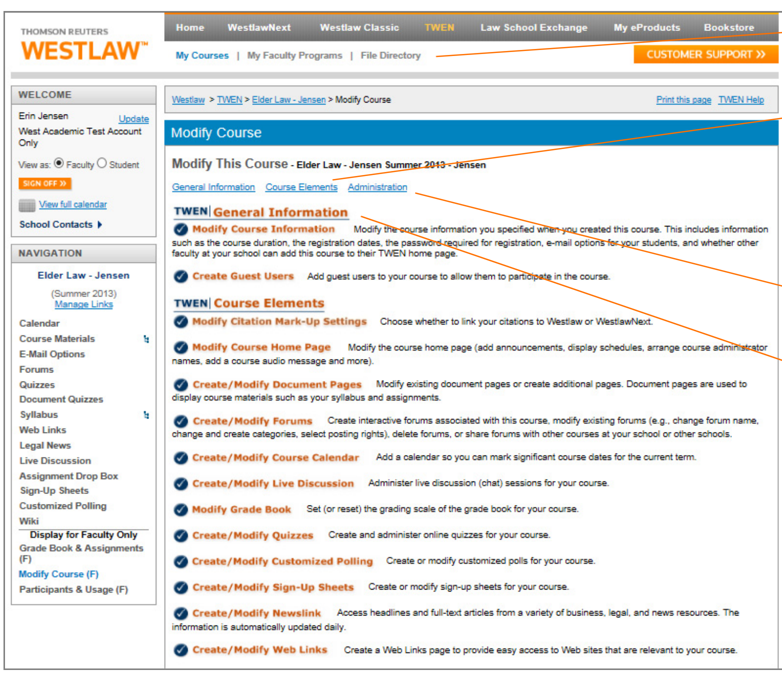
- Modify the course information (such as course name and duration) that you specified when you created the course.
- Establish guest user passwords and register groups of students for your course.
- Add and modify course elements, such as the course home page, quizzes, document pages, or calendar.

Chapter Three includes information on modifying course elements. Some features are discussed in greater detail in subsequent chapters. For more information, see these chapters:

- Chapter 4, “Adding Content to Your TWEN Course,” on page 43
- Chapter 5, “Incorporating TWEN Into Your Classroom Lectures,” on page 55
- Chapter 7, “Using the TWEN Grade Book and Assignments,” on page 93
- Chapter 9, “Managing Your TWEN Course,” on page 107

Complete the following steps to personalize or modify your course:

1. Click the course name of the course you want to modify on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only**. The Modify This Course page is displayed (Figure 3-1). Links to the various options for personalizing or modifying your course are displayed on the right side of the page and are discussed in greater detail in the subsequent sections.



Click **My Courses** to return to the My Courses page.

Click **Course Elements** to personalize the information included on your course home page; create calendars, live discussion sessions, and quizzes; associate other content with your course; and more.

Click **Administration** to easily update, copy, archive, or delete a course.

Click **General Information** to revise the information (such as course name, course duration, or faculty access rights) that you chose when you created the course.

Figure 3-1. Modify This Course page

Course Information

You can modify the information you specified when you created the course, such as course name, course duration, or e-mail options. To modify course information, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. On the Modify This Course page, click **Modify Course Information**. The Modify Course Information page is displayed.
4. Modify the information by typing new information in the boxes or by choosing new options. See the following sections for more information.
5. Click **Submit Course Changes**.

COURSE NAME, DATE, AND PASSWORD

You can modify or add these options:

- **Course name**—You can change the name of the course that you entered when you created the course.
- **Course Duration**—You can change when the course is held.

  These are the default dates when a course will go inactive unless you manually change the registration end date for your course to a date later than the default dates:

Course	Default Date
Summer 2013	September 1, 2013
Fall 2013	January 15, 2014
Spring 2014	June 15, 2014
Full Year 2013-2014	June 15, 2014

- **Registration password**—By default, access to your course is limited to students at your school. You can further limit access by requiring that students enter a password to register. (You need to give this password to your students so they can enter it when they add your course to TWEN.) Type a password in the **Registration password** box.
- **Registration start and end dates**—The registration start and end dates establish the time period when your course is considered an active TWEN course. During this period, students and other participants are allowed to add this course to their My Courses page.

  Note If your course is not displayed for students at your school, your registration start and end dates may be outside the appropriate date range. Edit the registration dates in the boxes.

E-MAIL OPTIONS

You can specify how to use these e-mail options:

- E-mail all course participants.
- Create e-mail groups.
- Send attachments in e-mail messages.
- Show student e-mail addresses.
- Receive a daily course report.
- Send instantaneous e-mail notifications of forum postings.

In addition, you can choose whether you want to receive e-mail notifications for new forum postings.

CITESTATION AND LEGAL RESEARCH AND WRITING TOOLS

You can choose whether to display the CiteStation and Legal Research and Writing Tools features on your course home page.

- Legal Research and Writing Tools provide quick access to Thomson Reuters' instructional aids, digital pictures, and other resources. For more information about Legal Research and Writing Tools, see the TWEN online Help.
- CiteStation is a series of online exercises designed to help make teaching legal citation more meaningful and effective. For more information, see "CiteStation" on page 37.

  Note CiteStation and Legal Research and Writing Tools are available for your course if you chose Legal Research & Writing *as* the topic when you created the course. You can add these features to any other course.

ACCESS GROUPS

Use the Access Groups section of the Course Information page to set up course participants and co-teachers. You have these options:

- Add course participants as observers or full participants. See"Adding Course Participants" below.
- Add co-teachers for your course. See "Adding Co-Teachers" on page 16.
- Specify faculty access to your course. See "Limiting Faculty Access" on page 16.

Adding Course Participants

You can register students or other TWEN users for your course. Users can be full participants or observers.

- **Full participant**—The participant can use all of the student features you set up for your course and can respond to postings in forums. You will usually register your students as full participants.
- **Observer**—The user can read postings in forums but cannot respond. The observer can also view other course features, such as document pages and CALI lessons.

You have two options for registering course participants (Figure 3-2).

- Click **Lookup** to register a group of participants at your school. For more information, see "Using the Lookup Feature to Register Course Participants" on page 17.
- Enter the numeric portion of each user's Westlaw password in the **Observer** or **Full Participant** box. Separate passwords with commas. (You need to obtain the passwords from each participant.)

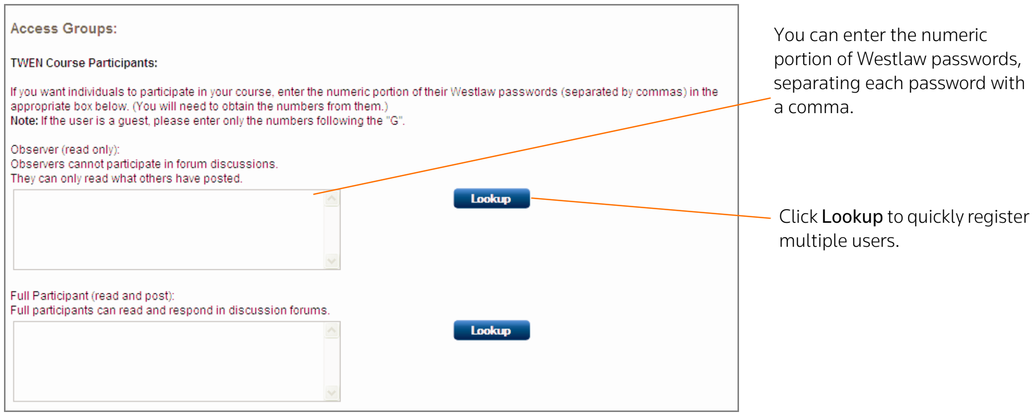


Figure 3-2. Access groups section

Adding Co-Teachers

TWEN allows you to add a co-teacher, who is a full partner in the administration of your course. In addition to forum participation, co-teachers can create and modify forums, quizzes, and other course features.

You have two options for registering a co-teacher (Figure 3-3).

- Enter the numeric portion of each professor's WestlawNext password in the box. Separate passwords with commas. (You need to obtain the passwords from each professor.)
- Click **Lookup** to easily register co-teachers from your school. For more information, see "Using the Lookup Feature to Register Course Participants" on page 17.

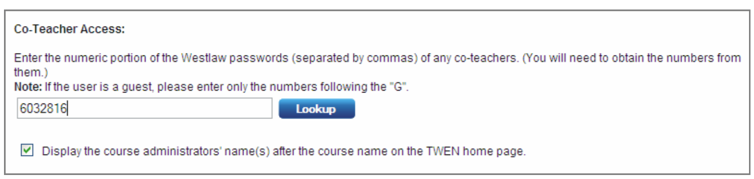


Figure 3-3. Co-Teacher access section

Note Your co-teacher can teach at your law school or any other law school. If the professor teaches at a different school, you must manually enter his or her password in the co-teacher box.

Limiting Faculty Access

Choose the level of access to your course for your school's faculty. You have the following options (Figure 3-4):

- Allow faculty at your school to fully participate in your course.
- Allow faculty at your school to observe (but not participate) in your course. This is the default setting.
- Prevent faculty from accessing the course.

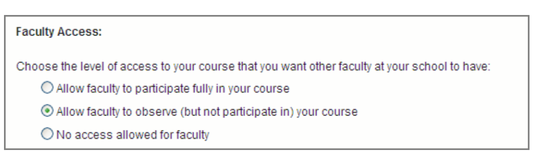


Figure 3-4. Faculty access section

Using the Lookup Feature to Register Course Participants

You can use the Lookup feature to quickly register multiple TWEN users from your school for a course. You can register full course participants, observers, or co-teachers. To use the Lookup feature, complete these steps:

1. On the Course Information page, scroll down to the **Access Groups** section.
2. Click **Lookup** next to the **Full Participant, Observer,** or **Co-Teacher** box. TWEN displays a list of all registered TWEN users at your school (Figure 3-5).

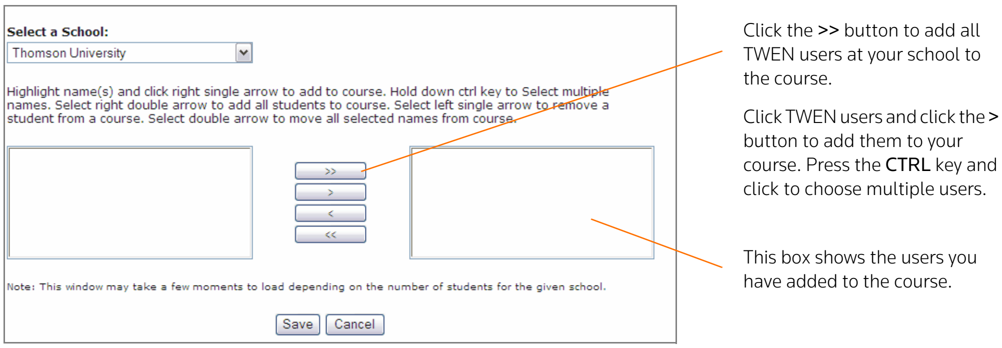
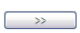
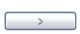
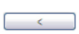


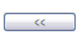
Figure 3-5. Lookup feature

3. Use these buttons to choose users and move them to the registration box on the right side of the page:

 Add all TWEN users at your school to your course.

 Add the selected TWEN users to your course.

 Remove the selected TWEN users from your course.

 Remove all TWEN users from your course.

4. Click **Save** to register the users for your course and return to the Course Information page. Access Groups section displays the numeric portion of each user's Westlaw password mid-sentence.

Guest Users

You can set up a guest user password that allows a person who is not a law student or professor to participate in your TWEN course or forum. For example, you might provide guest user access to a judge or attorney.

Note Guest user passwords do not allow access to content from Westlaw, WestlawNext, AttorneyJobsOnline, Law School Exchange, or the Legal Career Center.

To set up a guest user for your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Create Guest Users**. The Create Guest User Password Request page is displayed.
4. Choose how long you want the password to be active (from one to five years).

   Note You can remove any guest participant from your course at any time
5. Choose the access level for your guest user from these options:

- **Observer**—Allows the guest user to access and read forums. Observers are not allowed to respond in forums or add new information. This access level is recommended for guests that use teacher manuals or the career services at lawschool.westlaw.com.
- **Active participant**—Allows the same access rights as students in your class. For example, the participant may be able to post topics or responses in forums.
- **Administrator/co-teacher**—Allows the highest level of access rights. In addition to having full posting rights, this guest user can access your course administration tools.

6. Type the guest name and e-mail address.
7. If you want to add more than one guest user to the course, you can upload a spreadsheet by clicking **Browse** and choosing the spreadsheet. Click **Open**.
8. Click **Submit Guest**.
9. After you request a guest user password, the password is sent via e-mail to the guest participant, and the participant is automatically added to your course and any associated forums. You will receive a copy of the e-mail message as a confirmation that the guest user password has been created and sent.

   Note All guest user passwords associated with a course become inactive when the course is removed from TWEN.

Course Home Page

A course home page is the entry point to a course and allows faculty, students, and other interested parties to access general information about the course. As a professor or student administrator, you can include course-related items on the home pages of your courses, such as the class schedule, graphics, audio messages, and other course materials. Each course home page can display three different types of content: course information, text and image uploads, and uploaded documents.

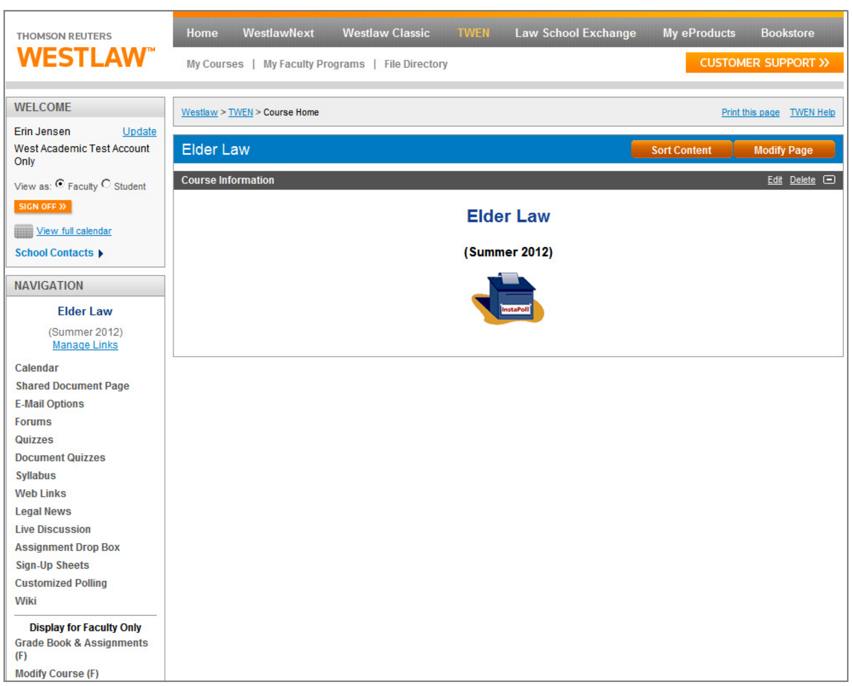


Figure 3-6. Course home page

PERSONALIZING THE COURSE HOME PAGE

The Modify Course Home Page allows you to add specific content to your modules. To personalize your course home page, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. You have two options for opening the Modify This Course Home Page.
   - Click **Modify Page** at the top of the course home page to display the Modify Course Home Page.
   - Click **Modify Course** to display the Modify This Course page. Then click **Course Elements** and click **Modify Course Home Page**.

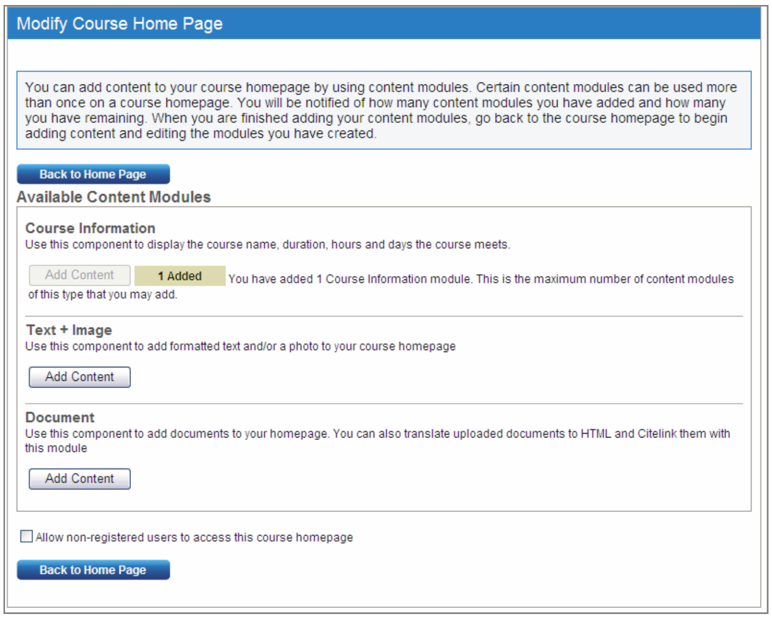


Figure 3-7. Modify Course Home Page

3. Personalize or modify the information by adding one or all of the following content modules by clicking the **Add Content** buttons. After you add a content module, go back to the Course Home Page and click **Edit** to edit the contents.
   - **Course Information**—This content module is already created for you when you create the course. You can edit the information by clicking **Edit** on the Course Home Page. You can type the name and e-mail address of any additional professor or contact person you want to include on your course home page. Also, you can choose whether or not to display the Insta-poll icon by clicking **Include Insta-Poll within this module**. The Insta-poll feature allows professors to orally ask questions in class, which students can respond to anonymously. You can poll the class with yes/no, true/false, or multiple choice questions. You and your students can view responses as a bar graph or pie chart. For more information about InstaPolls, see "Incorporating TWEN Into Your Classroom Lectures" on page 55.

   Note If you made changes to your course information and want to revert back to the default information, click **Reset to default course information** above the text editor.

   - **Text+Image**—You can add this content module to include images on your course home page. You can also add customized text to your home page. For example, you can add a brief description of your course. To attach a graphic (.jpg or .gif file) to your course home page, click the **Browse** button in the **Add a Photo** area. Locate the file you want to attach and then click

Open. The path and file name (such as c:\picture.gif) are displayed in the box. Figure 3-8 shows an example of a graphic on a course home page.

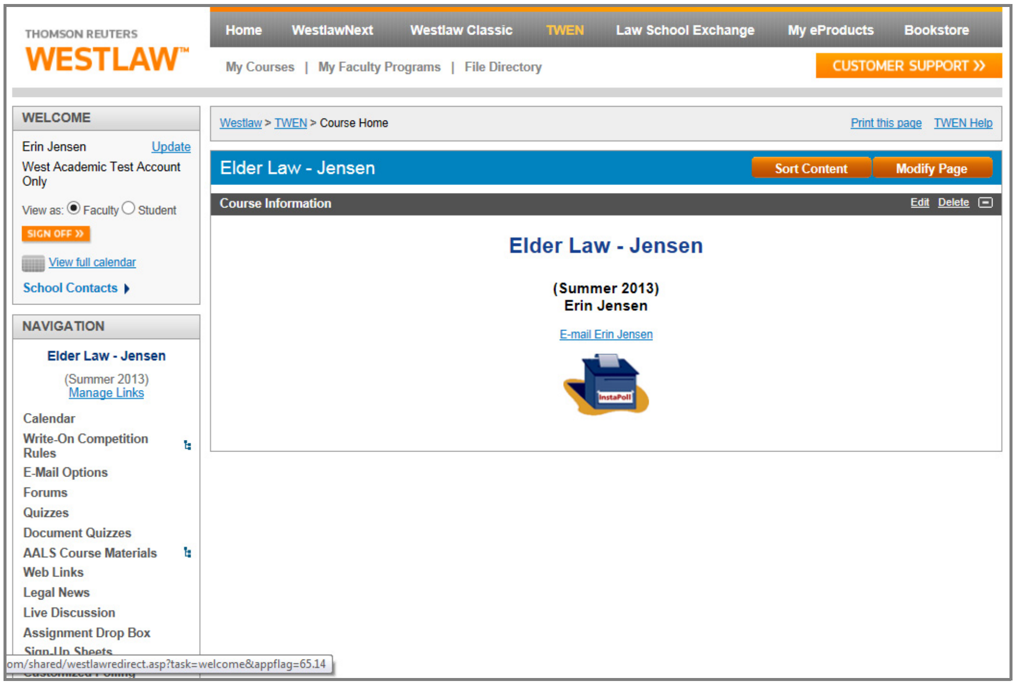


Figure 3-8. Image on a course home page

- **Document**—You can attach a file such as a welcome message, course description, or syllabus to your course home page.
- To allow non-registered users access to your course home page, select the **Allow non-registered users**... check box. Then copy and distribute the Internet address of the course to the non-registered users.

Note Non-registered users can only view the course home page. They cannot open additional course pages that are linked to the course home page.

- To attach a file from your computer, click **Browse**. Locate the file you want to attach and then click **Open**. The path and file name (such as **c:\syllabus.doc**) are displayed in the box.

4. Click **Save** to complete the setup of your course home page.

MANAGING COURSE LINKS

Course links appear in the left navigation area of your course home page.

To customize your course links, complete these steps:

1. Click **Manage Links** under **Navigation** in the left side of the course home page. The Manage Course Elements page is displayed (Figure 3-9).

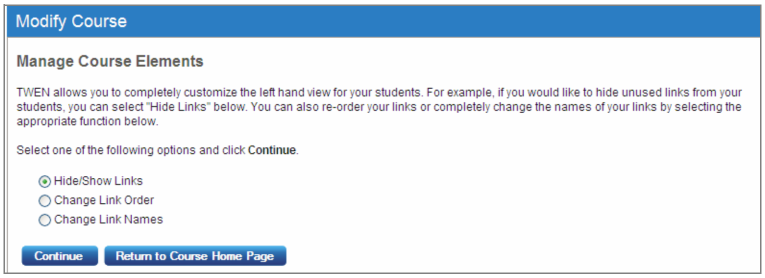


Figure 3-9. Manage Course Elements page

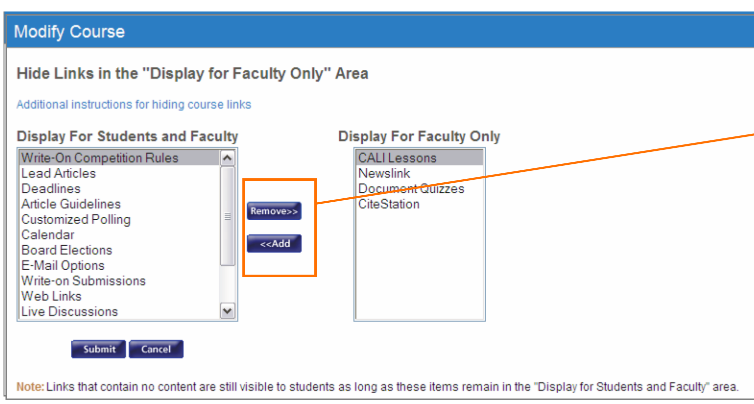
2. Choose one of these options and click **Continue**:
   - **Hide/Show Links**—see "Hiding/Showing Course Links" below.
   - **Change Link Order**—See "Changing the Order of Course Links" on page 22.
   - **Change Link Name**s—See "Renaming Course Links" on page 22.
3. When you are done customizing your course links, click **Submit**. The links are updated based on the changes you made.

Hiding/Showing Course Links

You can specify which course links your students see on your course home page. For example, you may want to hide a document page or forum link if there are no postings for that course element.

To show or hide course links, complete these steps.

1. Click **Manage Links** under **Navigation** on the left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-9.)
2. Click **Hide/Show Links** and then click **Continue**. The Hide Links in the "Display for Faculty Only" Area page is displayed (Figure 3-10).



Click the **Add** and **Remove** buttons to choose which course links are displayed to students.

Figure 3-10. Hide Links in the Display for Faculty Only Area page

3. To remove a link from student view, click the link in the **Display for Students and Faculty** box and click **Remove**.
   - The link is moved to the **Display for Faculty Only** box and is no longer visible to your students.
   - To reinstate a link so students can see it on the course home page, click the link in the **Display for Faculty Only** box and click **Add**.
4. When you are done adding or removing course links, click **Submit** to return to the Manage Course Elements page.

Note

- The **Modify Course**, **Participants & Usage**, and **Grade Book & Assignments** course links are for faculty use only; they are never visible to students.
- If a course element does not contain any content, the course link is still displayed on your course home page. You may want to manually hide these elements, such as forums or document pages, until you are ready to use them.

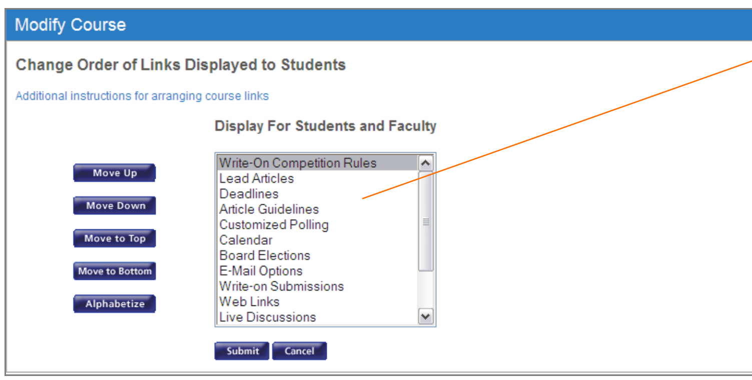
Changing the Order of Course Links

You can specify the order of the links on your course home page. For example:

- You may want to always list the course calendar or your syllabus at the top of the page.
- You may want to group related document pages or forums together.

To arrange the order of your course links, complete these steps:

1. Click **Manage Links** under **Navigation** on the left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-9 on page 21.)
2. Click **Change Link Order** and then click **Continue**. The Change Order of Links Displayed to Students page is displayed (Figure 3-11).



Choose entries and click the buttons to change the order of the links on your course home page.

Figure 3-11. Change Order of Links Displayed to Students page

3. Choose a course element and click a button (e.g., **Move Up** or **Move Down**) to arrange the links in the desired order.
4. When you are done arranging your course links, click **Submit** to return to the Manage Course Elements page.

Renaming Course Links

You can customize the names of many course links on your course home page. For example, you might want to rename "Customized Polling" to "Surveys" or rename "Sign-up Sheets" to "Appointments."

To rename course links, complete these steps:

1. Click **Manage Links** under **Navigation** on the left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-9 on page 21.)
2. Click **Change Link Names** and then click **Continue**. The Change Link Names page is displayed (Figure 3-12).

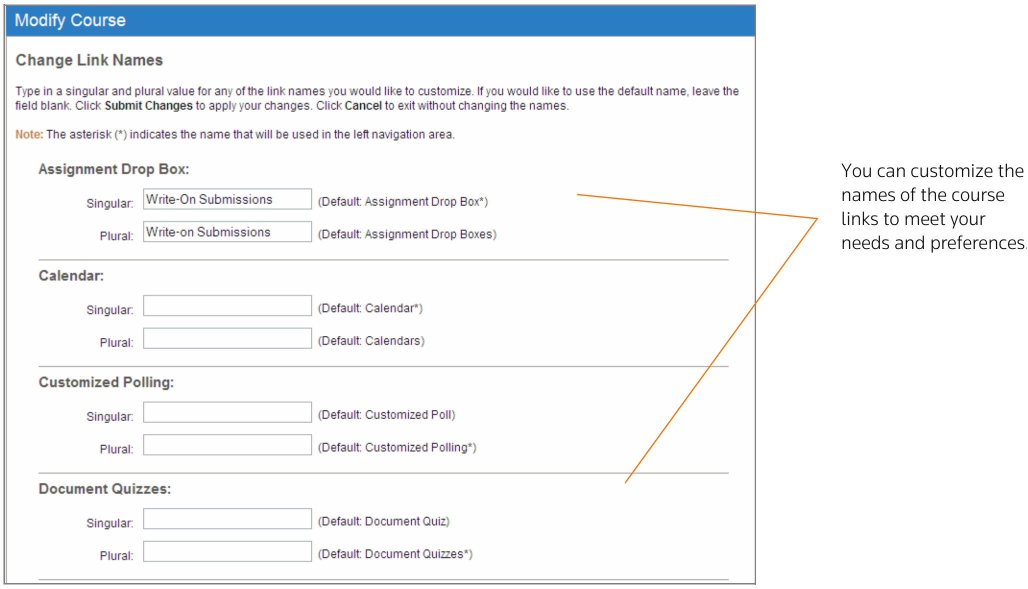


Figure 3-12. Change Link Names page

3. Type the singular and plural forms of any element name you want to customize in the boxes. If you want to use the default link name, leave both fields blank.

   Note An asterisk (*) indicates the name that TWEN displays in links on the course home page.

4. When you are done renaming course links, click **Submit** to return to the Manage Course Elements page.

Course Calendar

A course calendar allows you to communicate important course dates (such as exam dates or assignment deadlines) to your students for the current term.

Note You can also view a master calendar that shows the events for all your courses. For more information, see "Using the Master Calendar" on page 8.

CREATING AND ACCESSING YOUR COURSE CALENDAR

To set up your course calendar, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Course Calendar**. The Manage Calendar page is displayed.
   - Click **Archive Calendar** to archive your course calendar. All events are maintained and can be viewed by the participants at a later time by restoring the calendar.
   - Click **Delete Calendar** to delete your course. All events associated with the calendar will be deleted.
4. Click **View Calendar** to view the course calendar.

   Note After you have created a calendar, you can display it by clicking **Calendar** on any page in your course.

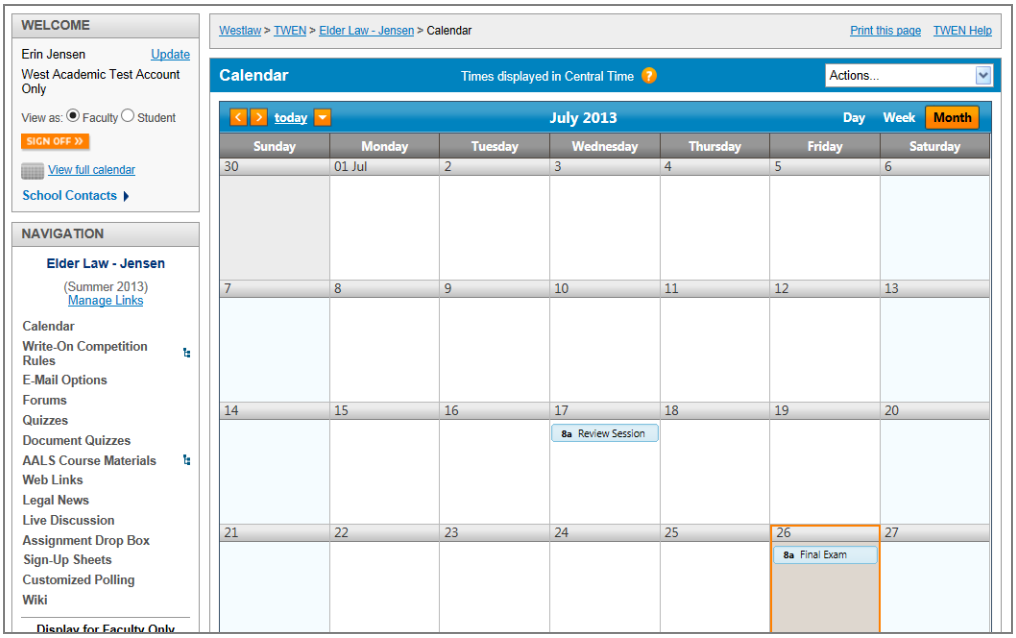


Figure 3-13. Course calendar

5. While viewing your course calendar, you have these options:

- Customize your calendar by clicking one of the calendar view options, such as **Day**, **Week,** or **Month.**
- Choose one of these options from the Actions menu:
  - Add Calendar Event
  - Export Calendar Events
  - Delete Calendar Events
  - View as a List
  - Manage Calendar

ADDING AN EVENT TO YOUR COURSE CALENDAR

To add events such as exams or meetings to your course calendar, click **Add Calendar Event** from the Actions menu.

The Add Event page is displayed, as shown below.

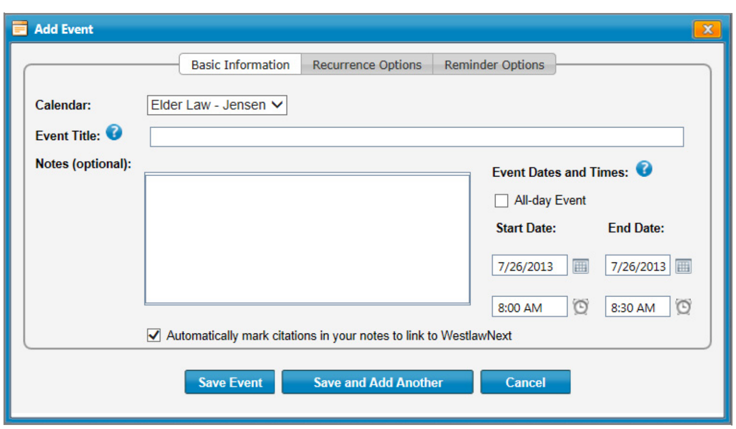


Figure 3-14. Add Event Basic Information page

Basic Information tab

Click the **Basic Information** tab on the Add Event page to:

- select the Course Calendar you want to view
- enter the **Event Title** in the box.
- add event Notes that might be helpful to you.
- choose the Event dates and times.

Recurrence Options tab

Click the **Recurrence Options** tab on the Add Event page to configure the event.

- Select the **Recurrence** check box if you want the event to recur.
- Click **Daily**, **Weekly**, or **Monthly** to indicate how often you want the event to recur.
- Choose how often to repeat the event from the **Repeat every** box and click the day of the week you want the event to recur.
- Choose the number of occurrences from the **End after** box.
- Choose the date when you want the event to end from the **End by** box.

Reminder Options tab

Click the **Reminder Options** tab to have an automatic e-mail reminder sent for this event. Reminders can be sent to all course participants or to groups that have been created on the e-mail options page. Reminders must be set up 24 hours prior to the start of the event.

Viewing Event Details

You can view information about an event by clicking the name of the event on your course calendar. From the dialog box that is displayed, you can also modify the event by clicking **Modify** or **Delete**.

Note (AR) is displayed next to the event title on your course calendar to indicate that an automatic e-mail reminder will be sent to the event participants.

You can also hover over an event for event information, as shown below.

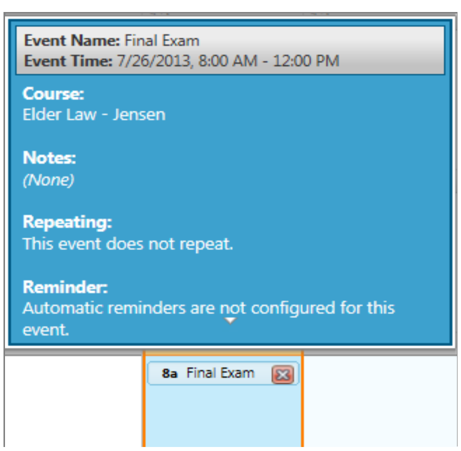


Figure 3-15. Event details page

EXPORTING CALENDAR EVENTS

To export calendar events to other programs like Microsoft Outlook, Apple iCal and others; click **Export Calendar Events** from the Actions menu.

Choose the calendar events you want to export and then click **Export**.

DELETING CALENDAR EVENTS

To delete calendar events from your calendar, click **Delete Calendar Events** from the Actions menu. Right-click the event and then click **Delete Event**.

VIEW AS LIST

To view your calendar as a list, click **View as List** from the Actions menu.

MODIFYING A CALENDAR EVENT

To modify your calendar, click **Modify Calendar** from the Actions menu. You can choose your default view by month, week or day. Choose a color for each calendar so all events in a calendar appear in the same color.

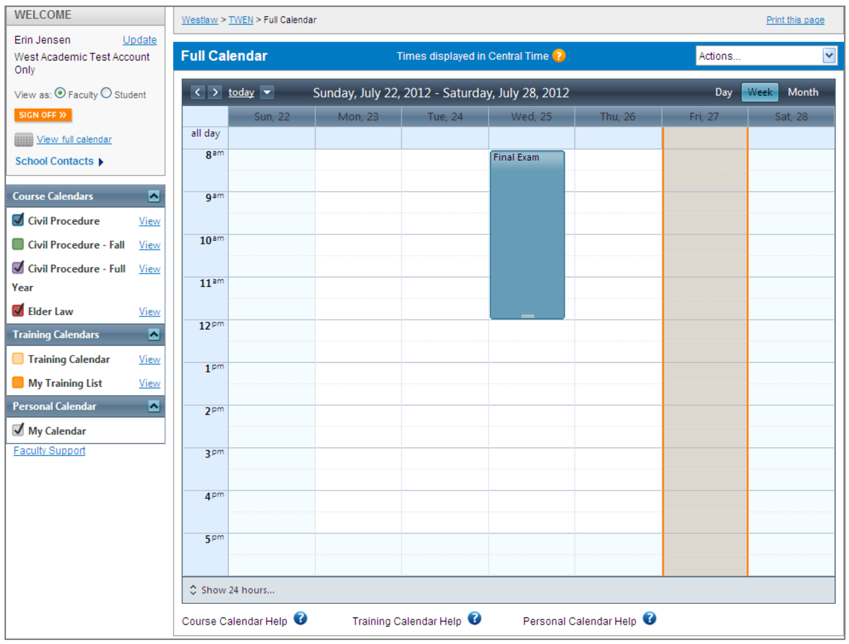


Figure 3-16. Course calendar showing weekly view

1. Navigate to the month and date (or time of day if using the **View by Day** display option) for which you want to add an event using the hypertext links. Add Calendar Event page
2. Type a heading in the **Event title** box. You can also type any notes for your event in the **Notes** box.
3. Citations in your calendar notes are automatically converted to hypertext links to Westlaw. Users can access the full text of documents on Westlaw by simply clicking these links. Clear the **Automatically mark citations**... check box if you do not want to display these links.
4. Choose a date and year for the event from the lists.
5. Click **All-day event** or **Time-specific event**. If you choose **Time-specific event**, click the start and end times from the lists.
6. To make this event a recurring event, click **Repeat in the following pattern** in the **Recurring event?** section. Click **Daily**, **Weekly**, or **Monthly**, then choose from the available options for event occurrences.
7. To send an automatic reminder e-mail, click **Send a reminder**... in the **Automatic reminders?** section and choose the appropriate option (e.g., **1 hour** or **1 day**) from the first list. You can choose to send reminders to all course participants or to any e-mail groups you have created. For more information on creating e-mail groups, see

8. Click **Save** if you are finished adding events or click **Save and Add Another Event** to add another event.

VIEWING EVENT DETAILS

You can view information about an event by clicking the name of the event on your course calendar. From the dialog box that is displayed, you can also modify the event by clicking **Modify** or **Delete**. (AR) is displayed next to the event title on your course calendar to indicate that an automatic e-mail reminder will be sent to the event participants.

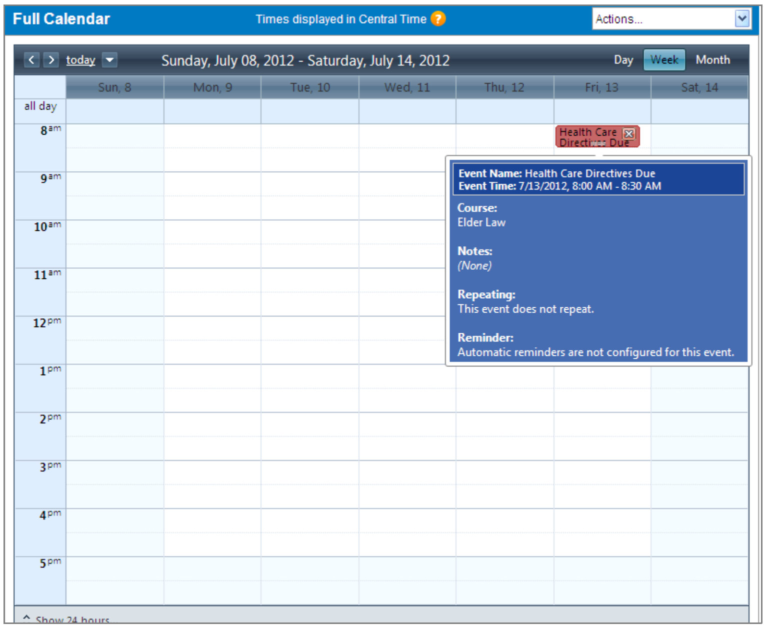


Figure 3-17. Calendar event details dialog box

MODIFYING OR DELETING A CALENDAR EVENT

You can modify or delete a calendar event. TWEN updates or removes the event for both your course calendar and your master calendar. To modify or delete an event, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Calendar** in the left navigation area to display the Course Calendar page.
3. Navigate to the month and date of your event (or time of day if using the View by Day calendar view). Then click the name of the event and complete one of these tasks:
   - To update the event, right-click on the event. Click Edit Event, make your changes, and then click **Save**.
   - To remove the event, click **Delete**. Right-click the event name and then click **Delete Event**.

ARCHIVING OR DELETING YOUR COURSE CALENDAR

You can archive your course calendar to store it for later use or delete it entirely. To archive or delete a course calendar, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Calendar** to display the Course Calendar page.
3. Click **Modify Page**. The Create/Modify Course Calendar page is displayed
   - To archive the calendar, click **Archive Calendar**. Click **Yes, Archive Calendar** to confirm the archive.

- To remove the calendar, click **Delete Calendar**. Click **Yes, Delete Calendar** to confirm the deletion.

Note

- You can also create, edit, or delete calendar events by clicking **Create/Modify Calendar Events**.
- If you archive or delete a course calendar, the calendar events are no longer available on your master calendar.

Sign-Up Sheets

Sign-up sheets allow your students to schedule appointments with you on the dates and times that you specify. You can also use sign-up sheets to let students sign up for assignments or other topics.

CREATING A SIGN-UP SHEET

To create a sign-up sheet, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Sign-Up Sheets**. The Create/Modify Sign-Up Sheets page is displayed.

   Note You can also click **Sign-Up Sheets** on the course home page and then click **Create Sign-Up Sheet**.
4. You have these options:
   - Create a sign-up sheet for appointments by defining a pattern. see "Creating a Sign-Up Sheet for Appointments by Defining a Pattern" below.
   - Copy another sign-up sheet. See "Creating a Sign-Up Sheet by Copying Another Sheet" on page 29.
   - Manually enter the appointment information for the sign-up sheet. See "Creating a Sign-Up Sheet for Appointments by Entering the Information" on page 29.
   - Manually create a sign-up sheet for assignments or other topics. See "Creating a Sign-Up Sheet for Assignments or Other Items" on page 30.

Creating a Sign-Up Sheet for Appointments by Defining a Pattern

To create a sign-up sheet by defining a pattern for appointments, complete these steps:

1. On the Create a Sign-Up Sheet page, click the **Create a sign-up sheet for appointments by defining a pattern for the appointment times** option.
2. Click **Continue**. The Create a Sign-Up Sheet For Appointments Using a Pattern page is displayed.
3. Specify the start date for your sign-up sheet by typing it in the box or clicking the calendar to choose it.
4. Choose a pattern to define how often you want the sign-up sheet to repeat (e.g., **Daily** or **Weekly**).
5. Choose the length of each appointment, from the **Frequency** list.
6. Specify the start time of the first appointment, and the end time of the last appointment.

   Note

   - If you want to allow only one appointment per day, click **One time only** from the **Frequency** list and click the start and end time for the appointment.
   - If you need to exclude specific appointment times, you will have that option in step 9.
7. Click **Continue**. The Sign-Up Sheet Information page is displayed.

8. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also choose these options:
   - Determine how many students can sign up for each time slot.
   - Allow students to view the sign-up sheet now or at a later time.
   - Receive an e-mail notification when a student signs up for an appointment.
   - Prevent students from canceling an appointment after they sign up.
   - Restrict students from seeing other students' names on the sign-up sheet. The sign-up sheet displays "Full" for appointments that other students reserved.
   - Add a box next to each student's name for additional comments.
9. If necessary, modify the dates and times that have been automatically generated. If you require additional dates or times for your sign-up sheet, click the appropriate button (e.g., **Add Rows**) and TWEN will add these boxes.
10. Click **Submit**.

    Note

    - TWEN displays the link to your sign-up sheet in the **Display for Faculty Only** section of your course page. If you have chosen to make this sign-up sheet available to your students, you need to move the **Sign-Up Sheets** link so it is available to all users. Click **Manage Links** under **Navigation** in the left side of the course home page. For more information, see "Managing Course Links" on page 20.
    - Pattern information is not retained after your sign-up sheet is created. If you want another sign-up sheet to use the same pattern as the sign-up sheet you just created, see "Creating a Sign-Up Sheet by Copying Another Sheet" below.

Creating a Sign-Up Sheet by Copying Another Sheet

To create a sign-up sheet by copying another sheet, complete these steps:

1. Click **Create a sign-up sheet by copying an existing sheet** on the Create a Sign-Up Sheet page.

   Note This option is available only after you have created at least one sign-up sheet.
2. Choose the sign-up sheet that you want to copy.
3. Click **Continue**.
   - TWEN creates a new sign-up sheet, modeled after the sign-up sheet you chose. The Sign-Up Sheet Information is displayed.
   - You can edit the new sign-up sheet if necessary.

Creating a Sign-Up Sheet for Appointments by Entering the Information

To create a sign-up sheet by manually entering appointments, complete these steps:

1. Click **Create a sign-up sheet for appointments by manually entering all information** on the Create a Sign-Up Sheet page.
2. Click **Continue**. The Sign-Up Sheet Information page is displayed.
3. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also chose these options:
   - Specify whether students can view the sign-up sheet.
   - Choose whether you want to receive an e-mail notification when a student signs up for an appointment.
   - Prevent students from canceling an appointment after they sign up.
   - Restrict students from seeing other students' names on the sign-up sheet. The sign-up sheet displays "Full" for appointments that were reserved by other students.

- Manually enter appointment times for your sign-up sheets.
- Click a date from the **Select date** list.
- Type the time for each appointment and click **a.m.** or **p.m.**
- If you require additional dates or times for your sign-up sheets, click the appropriate button (such as **Add More Times**).

4. Click **Submit**.

   Note TWEN displays the link to your sign-up sheet in the **Display for Faculty Only** section of your course page. If you have chosen to make this sign-up sheet available to your students, you need to move the **Sign-Up Sheets** link so it is available to all users. Click **Manage Links** under **Navigation** in the left side of the course home page. For more information, see "Managing Course Links" on page 20.

Creating a Sign-Up Sheet for Assignments or Other Items

You can create a sign-up sheet for items that are not appointments. For example, you might want each student to reserve a research paper topic. To create your sign-up sheet, complete these steps:

1. Click **Create a sign-up sheet for items by manually entering all information** on the Create a Sign-Up Sheet page.
2. Click **Continue**. The Sign-Up Sheet Information page is displayed.
3. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also choose these options:
   - Determine how many students can sign up for each time slot.
   - Allow students to view the sign-up sheet now or at a later time.
   - Receive an e-mail notification when a student signs up for an appointment.
   - Prevent students from canceling an appointment after they sign up.
   - Restrict students from seeing other students' names on the sign-up sheet. The sign-up sheet displays "Full" for appointments that other students reserved.
   - Add a box next to each student's name for additional comments.
4. Click **Submit**.

   Note TWEN displays the link to your sign-up sheet in the **Display for Faculty Only** section of your course page. If you have chosen to make this sign-up sheet available to your students, you need to move the Sign-Up Sheets link so it is available to all users. Click **Manage Links** under **Navigation** in the left side of the course home page. For more information, see "Managing Course Links" on page 20.

EDITING OR DELETING A SIGN-UP SHEET

On the Sign-Up Sheets page, select a sign-up sheet and then click **Edit** to make changes. For example, you can update the name of the sign-up sheet or add new time slots or dates. For more information about the sign-up sheet options, see "Creating a Sign-Up Sheet" on page 28.

Note An asterisk (*) after a date in the form indicates that a student has signed up for an appointment on that day. Two asterisks (**) after a time listing indicate that a student has signed up for an appointment at that time. To modify the date or time in these two instances, you must first delete the appointment.

Select a sign-up sheet and then click **Actions**, **Delete** if you want to remove the sign-up sheet from your course.

SCHEDULING AN APPOINTMENT FOR YOURSELF OR ANOTHER USER

To schedule a sign-up sheet appointment, complete these steps:

1. On the Sign-Up Sheets page, click the sign-up sheet for which you want to schedule an appointment.The sign-up sheet is displayed (Figure 3-18).

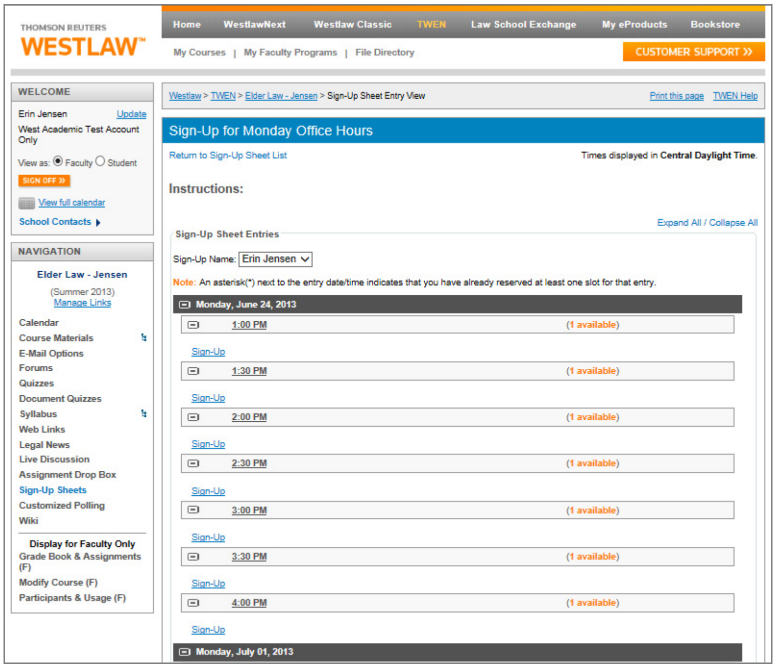


Figure 3-18. Sign-Up Sheet

2. Click the name of the user for which you want to schedule an appointment from the **Sign-Up Name** list.
3. Click **Sign Up** next to the meeting time you prefer. A confirmation message is displayed.

VIEWING OR SAVING A SIGN-UP SHEET AS AN EXCEL SPREADSHEET

To export a sign-up sheet into an Excel format that you can view or save, complete these steps:

1. On the Sign-Up Sheets page, select the check box next to the sign-up sheet that you want to export.
2. Click **Actions**.
3. Click **Export**.
4. Click **Open** to view the sign-up sheet in Excel. Click **Save** to save the sign-up sheet in Excel format.

HIDING A SIGN-UP SHEET FROM STUDENT VIEW

You can designate one or more sign-up sheets as hidden from students by completing these steps:

1. On the Sign-Up Sheets page, select the check box next to the sign-up sheet that you want to hide.
2. Click **Actions**.
3. Click **Hide Sign-Up Sheet**.

You can make the sign-up sheet available to students again by clicking **Actions** and then clicking **Show Sign-Up Sheet**.

SHARING A SIGN-UP SHEET WITH ANOTHER COURSE

To share a sign-up sheet with a different course, complete these steps:

1. On the Sign-Up Sheets page, select the check box preceding the sign-up sheet that you want to share.
2. Click **Share**.
3. Click the name of the course's school that you want to share the sign-up sheet with.
4. Click the names of the courses that you want to share the sign-up sheet with.
5. Click **Share with These Courses.**

Legal News

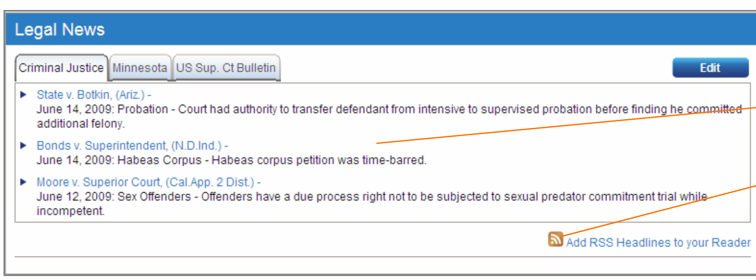
The Legal News feature allows you and your students to view the latest legal news. Legal News, which is powered by Westlaw Watch, replaces the Newslink service that was available in previous releases of TWEN.

You can choose from these Legal News resources:

- Legal News Today—You can choose from Westlaw bulletins or U.S. Supreme Court bulletins.
- Jurisdictional News—TWEN automatically provides the current legal news for the state in which your law school is located.
- Topical—You can choose from dozens of topics, such as bankruptcy law or family law.

To set up and view Legal News, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the **Legal News** link on the left side of the page. The Legal News page is displayed (Figure 3-19).



Click a title to view the topic on Westlaw.

Click **Add RSS Headlines to your Reader** to customize your legal news preferences.

Figure 3-19. Legal News Today page

3. Click a tab to view the topics for that area (e.g., **Minnesota**). You can view a summary of the pertinent topics or click a headline to view the topic in Westlaw.
4. To customize your Legal News display, click **Edit**. The Legal News setup page is displayed (Figure 3-20).

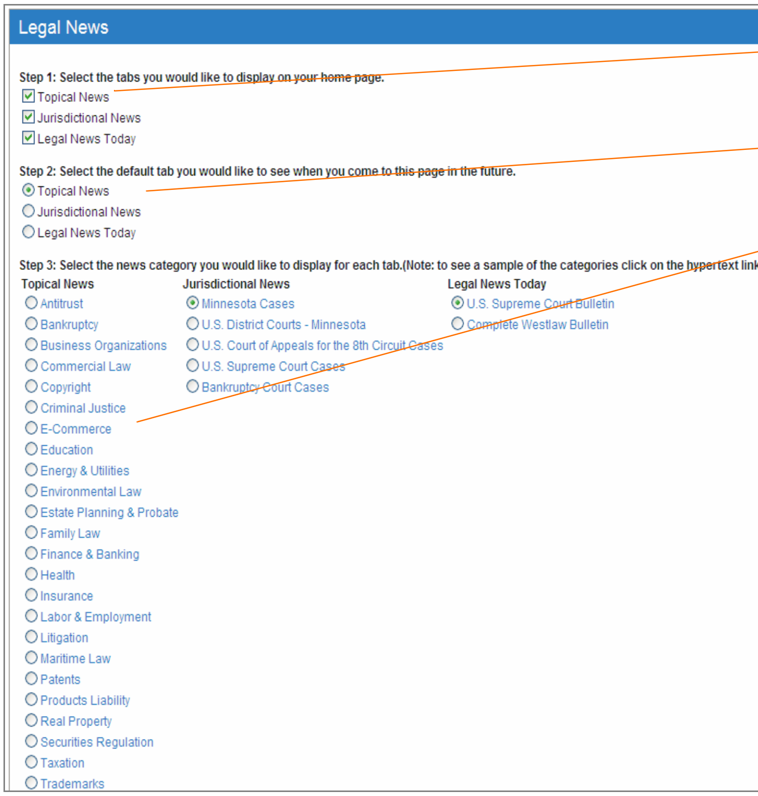


Figure 3-20. Legal News setup page

5. Choose the Legal News tabs you want to display in TWEN. You can choose up to three tabs.
6. Click the default tab, which is displayed first when you click the **Legal News** link in TWEN.
7. Click the news category you want to display on each tab. For example, on the topical tab, you might want to display Securities and Regulations news.
8. When you are done setting up your Legal News tabs, click **Submit**. The Legal News page is updated to reflect your preferences.
9. You can set up a Really Simple Syndication (RSS) feed to download legal news to an RSS reader. Click **Add RSS Headlines to your Reader**. Figure 3-21 on page 33 shows an example of the RSS setup page.

Figure 3-21. RSS setup page

10. Follow the on-screen instructions to set up your RSS news feed.

11. When you are done viewing news, click the **x** in the upper-right corner to close the browser window and return to your course home page.

Customizing the Course Home Page

You can customize enhancements to your My Courses page and your course home page.

Course Icons

You can add icons to the My Courses page to indicate what type of access you have to each course.

Icon	Description
	Indicates that you are the owner/administrator of the course.
	Indicates that you are an observer of the course.
	Indicates that you are a participant of the course.

SCHOOL HEADER

You can have your school graphic display as a header on your TWEN course pages.

Figure 3-22. Custom school header

Note The school header is different from the graphic that you can add to your course home page. For more information about adding a graphic to your course home page, see "Personalizing the Course Home Page" on page 19.

If you are interested in implementing this feature, contact your Academic Account Manager.

Web Links

You can create a course page that hosts links to Web sites of your choice. You can create your Web Links page for your own use or you can share it with course participants.

CREATING A WEB LINKS PAGE

To create a Web Links page for your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Web Links**. Figure 3-23 on page 35 shows the Modify Web Links page, which you use to enter your Web links information.

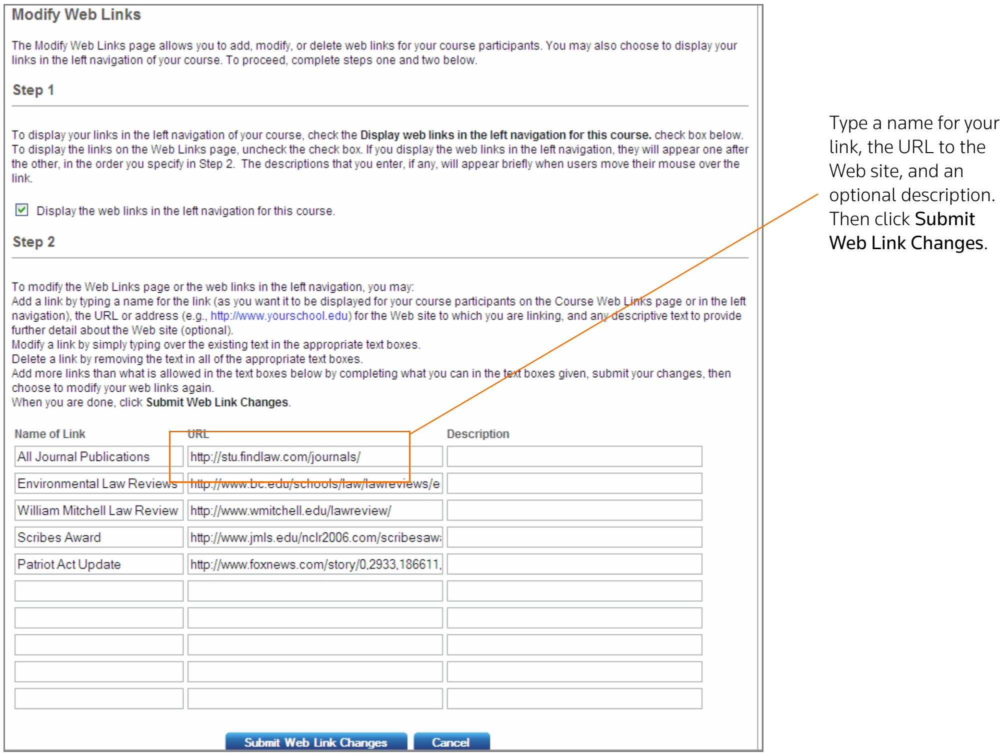


Figure 3-23. Modify Web Links page

4. Type the name of the link, e.g., (**Federal Reserve Board**) you want to display on your Web Links page. This is the name of the link that you click to access the given site.
5. Type the URL, e.g., **http://federalreserve.gov** for the Web site.
6. As an option, you can type a description for the site. This text lets you provide additional information about the site. (The description is not part of the active link that you click to access the site.)
7. Complete the above steps for each Web site you want to include on the Web Links page for the course. Then click **Submit Web Link Changes**.

ACCESSING YOUR WEB LINKS PAGE

Access the Web Links page by clicking **Web Links** on your course home page. Click a hypertext link to open the Web site. Figure 3-24 shows a sample Web Links page.

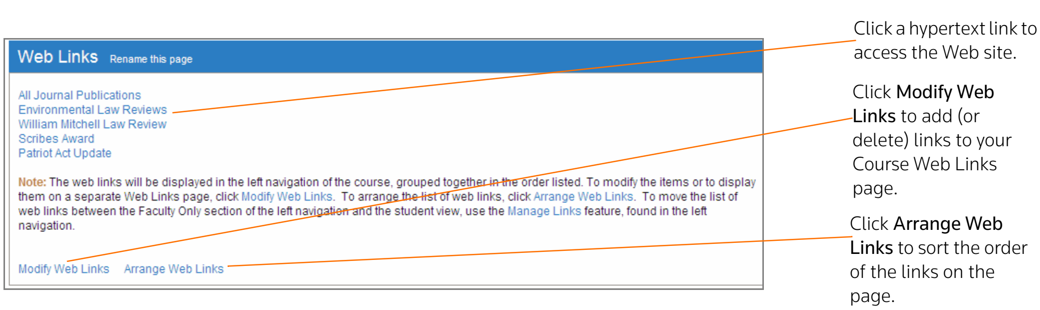


Figure 3-24. Sample Web Links page

Note You can add more links to the Web Links page by clicking **Modify Web Links**. For more information, see "Creating a Web Links Page" on page 34.

MODIFYING YOUR WEB LINKS PAGE

Open the Web Links page by clicking **Web Links** on your course home page. Click **Modify Web Links** to display the Modify Web Links page. Type new information, or delete or type over existing information, then click **Submit Web Link Changes**.

Note To arrange the order of the links on your Web Links page, click **Arrange Web Links**. Use the navigational buttons (such as **Move Up**) to change the order and then click **Submit**.

CALI Lessons

You can associate CALI lessons with your course if your law school has a CALI membership.

ADDING CALI LESSONS TO YOUR COURSE

To add CALI lessons to your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** to display the Modify This Course page.
3. Click **Course Elements** and then click **Add/Remove CALI Lessons**. The Add/Remove CALI Lessons page is displayed.
4. Click the boxes next to the CALI lessons you want to associate with the course.
5. Click **Submit** to save your changes.

ACCESSING CALI LESSONS

To access the CALI lessons associated with your course, open the course home page and then click **CALI Lessons** on the left side of the course home page. The CALI lessons related to your course are displayed as links on the CALI Lessons page (Figure 3-25.) Click a link to access a lesson and follow the online instructions to view it.

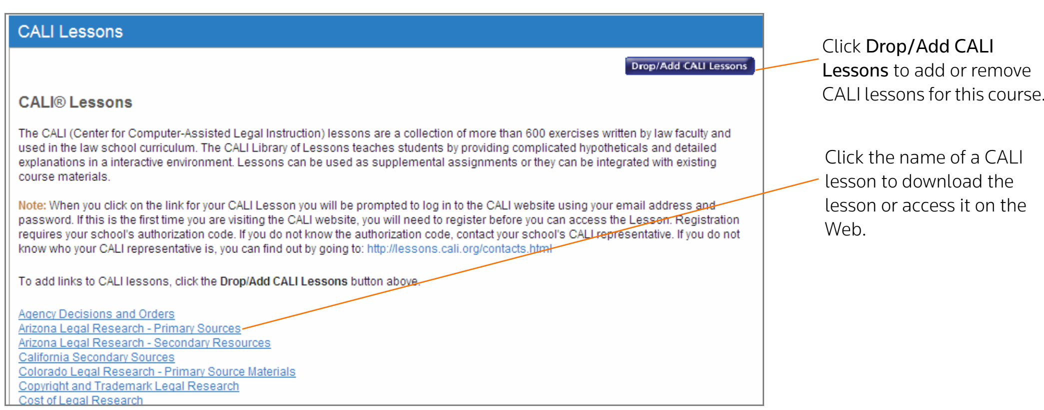


Figure 3-25. CALI Lessons page

MODIFYING YOUR CALI LESSONS PAGE

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CALI Lessons** to display the CALI Lessons page.
3. Click **Drop/Add CALI Lessons** to display the Add/Remove CALI Lessons page.

Note You can also click **Modify Course**, click **Course Elements** at the top of the Modify This Course page, and then click **Add/Remove CALI Lessons**.

4. Select or clear the check boxes next to each CALI lesson you want to add to or remove.
5. Click **Submit** to save your changes.

CiteStation

CiteStation, a series of online exercises designed to help make teaching legal citation more meaningful and effective, is available in TWEN.

- The exercises were developed by legal research and writing professors who have extensive experience with the challenges associated with teaching legal citation.
- Each exercise is presented in the context of practical legal documents (e.g., contracts, memoranda, or pleadings) and is presented in both Bluebook and Association of Legal Writing Directors (ALWD) format.
- Students read CiteStation exercises in TWEN and answer questions embedded in the text concerning how, what, and why to cite.
- Answers to the questions are scored and can be used for grading purposes or for informational purposes, such as an indication of which materials the students have mastered.
- Results can be sorted by student, class, or question.

SETTING UP CITESTATION

When you create your course, you specify whether to display the CiteStation link on your course home page.

Note If you click **Legal Research and Writing** as your topic when you create a course, TWEN automatically displays the CiteStation link for the course.

To add the CiteStation link and exercises to a course, complete these steps:

1. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
2. Click **Modify Course Information**. The Modify Course Information page is displayed.
3. Click the **Show the CiteStation and Legal Research and Writing Tools button** option under **CiteStation and Legal Research and Writing Tools.**
4. Click **Submit Course Changes**. TWEN adds CiteStation to the **Display for** *Display for Faculty Only* section of the page.
5. Click **CiteStation** to display the CiteStation page.
6. Click **Add/Update** to choose the exercises you want to make available to your students.
7. When you are done adding exercises, click **Return to Exercises** to return to the CiteStation page.
8. Click **Manage Links** under *Navigation* in the left side of the course home page to display the Modify This Course page to move the CiteStation link so students can view it on their TWEN course home page. For more information, see "Managing Course Links" on page 20.

USING A CITESTATION EXERCISE

To complete a CiteStation exercise, you or your students should complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CiteStation** under *Display for Faculty Only* to display the CiteStation page.

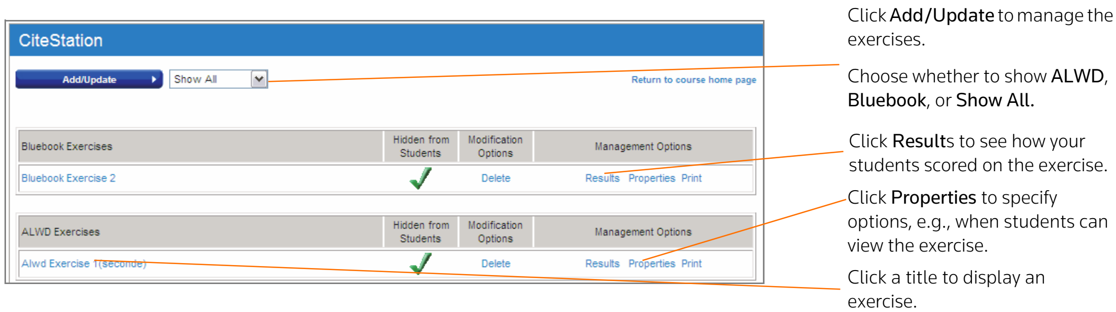


Figure 3-26. The CiteStation page

3. Click the title of the exercise you want to open. The first page contains the instructions and objectives for the exercise.
4. Click **Start** at the bottom of the page to open the document that contains the CiteStation questions. Figure 3-27 shows an example of an exercise with embedded questions.

Figure 3-27. CiteStation exercise with embedded questions

5. Click a question mark icon to view its question. Click a response and click **Submit Answer**. Depending on how the exercise was set up, TWEN may display the correct answer and an explanation.
6. After you answer the last question, click **View Results** and then click **Yes, submit the quiz**. If you do not want to submit the quiz, click **Return to the document**.
7. As the professor, you can view your students' exercise results in your online grade book in TWEN.

Managing Your CiteStation Exercises

On the CiteStation page, you can use these features to manage the exercises:

- Edit exercise properties, such as when students can view the exercise. For further information, see "Editing the Properties of a CiteStation Exercise" on page 39.
- View the results after your students take an exercise. See "Viewing the Results of a CiteStation Exercise" on page 39.

- Delete an exercise if you do not want your students to use it. See "Deleting a CiteStation Exercise" on page 40.
- Print an exercise. See "Printing a CiteStation Exercise" on page 40.

Editing the Properties of a CiteStation Exercise

To edit the properties of an exercise, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CiteStation** under **Display for Faculty Only** to display the CiteStation page.
3. Click **Properties** for the exercise you want to edit. The Properties page is displayed.
4. Click when you want the exercise to be available to students. You have these options:
   - **Show**—Students can access the exercise after you have finished setting it up. The students click **CiteStation** on their TWEN course home page. The exercise is displayed for students until you choose to hide or delete it.
   - **Hide**—Students cannot view the exercise. On your CiteStation page, TWEN displays a green check mark next to each hidden exercise.
   - **Timed Release**—If you click this option, you choose the start and end dates for displaying the exercise.
5. As an option, you can select the **Password protect this exercise** check box, and then enter a password for the exercise.
   - Your password can consist of any combination of letters and numbers.
   - You must remember this password and distribute it to all course participants so they can access your quiz.
6. Choose whether you want to display answers, explanations, and the exercise results for your students.
7. Choose whether students can retake the exercise and whether they can answer a question until they choose the correct answer. You can also choose whether to record the student's first or last answers.
8. Choose whether students can print this exercise. You can also choose whether they can print the answers and explanations with the exercise.
9. Choose whether students can do the exercise anonymously. Students are prompted at the beginning of the exercise to choose whether they want their names recorded with their results or whether they want to do the exercise anonymously.
10. When you have finished editing the exercise properties, click **Save Changes** to return to the CiteStation page.

Viewing the Results of a CiteStation Exercise

To view the results of an exercise, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CiteStation** under *Display for Faculty Only* to display the CiteStation page.
3. Click the **Results** link for the exercise. The Results page is displayed, which shows the names of the students who completed the exercise or questions from the exercise.

   Note If you have allowed anonymous quizzing, "Anonymous" or a student-assigned identifier may be displayed instead of the student's actual name.
4. Complete one of these tasks:

- Click a student's name to view his or her results. A table displays the number of the questions, the student's responses (incorrect responses are displayed in red text), and the correct responses. The exercise totals (the total number of questions and the total number of correct responses) appear below the table. Click **Return to Class List** to return to the exercise results.
- Click **Reset Results** to remove results for selected students. Select the check box next to the name of each student for whom you want to reset results. Then click **Reset Results**. You can remove all scores for all students at once by clicking **Remove all scores**.
- Click **Statistics** to view all of the questions and the corresponding responses. Click **Return to Class List** to return to the exercise results.
- Click **Download** to view, modify, save, or print a Microsoft Excel spreadsheet containing the exercise results.

Deleting a CiteStation Exercise

You can delete a CiteStation exercise for a single course.

Note

- If you delete an exercise for one course, the exercise is still available for your other courses.
- Deleting an exercise also deletes any associated student responses.

To delete an exercise, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CiteStation** to display the CiteStation page.
3. Click **Delete** under **Modification Options** for the exercise you want to remove.
4. Click **Yes** to confirm the deletion.

Printing a CiteStation Exercise

You can print an exercise, with or without the question answers and explanations.

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **CiteStation** under **Display for** *Display for Faculty Only* to display the CiteStation page.
3. Click **Print** under *Management Options* for the exercise you want to print.
4. On the Print Quiz Options page, choose whether you want your printed exercise to contain answers and explanations for the questions.
5. Click **Print Quiz**. Your exercise is displayed in a new browser window.
6. Print the exercise using your browser's Print command.

   Note You can allow students to print a copy of the exercise. Choose the exercise on the CiteStation page and click **Properties**. Choose the print option from the **Print Options** list, e.g., **Display a link for printing…**

Attaching Files to Your Course

You can attach files to many course elements, including course home pages, the online file directory, forums, document pages, assignments, and e-mail messages. To view, print, save, or edit an attached file, complete the steps below to download the file.

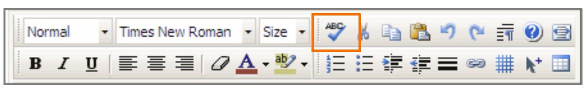
1. Click the file name or download icon. The file may open directly or the File Download dialog box may be displayed.
2. Complete one of these steps, depending on whether you want to open the file from its current location or save the file to your computer:

- To open the file from its current location, click **Open**. If the file does not automatically open, you may be prompted to choose the application you want to use. Click the application, e.g., **Microsoft Word,** and click **OK**.
- To save the document to your computer, click **Save**. The Save As dialog box is displayed. Navigate to the folder where you want to save the file (such as **c:\bnkrptcy**) and click **Save**. If you receive the Download complete status message, click **Open** to view the file or click **Close** to close the dialog box and view the file later.

Text Formatting Options

You can format text in many boxes that require content, such as document page descriptions and forum postings. The editing tools vary depending on your computer platform and the Internet browser you are using. In addition, not all features described in this section may be available for every box in TWEN.

Figure 3-28 shows an example of the formatting toolbar, which is available for Windows users with Internet Explorer.



Click **ABC** to check for possible spelling errors.

Format text using standard word-processing tools to format font type, size, and other attributes.

Figure 3-28. Text editing tools (Windows users with Internet Explorer)

4 Adding Content to Your TWEN Course

TWEN allows you to attach materials to your course in areas called document pages. Students with access to the materials can download them for editing. These pages allow you to post a variety of information and resources that users can access via links from your course.

Document pages can include these resources:

- a course syllabus
- text supplements
- class notes
- attached files (e.g., Microsoft Word, Microsoft PowerPoint, Corel WordPerfect, or PDF files)
- materials that you store in Law School Exchange but want to make available to your class
- any other materials that you want to make available to your students

In addition, you can make document pages secure using passwords. Only participants to whom you distribute the associated passwords can access these pages.

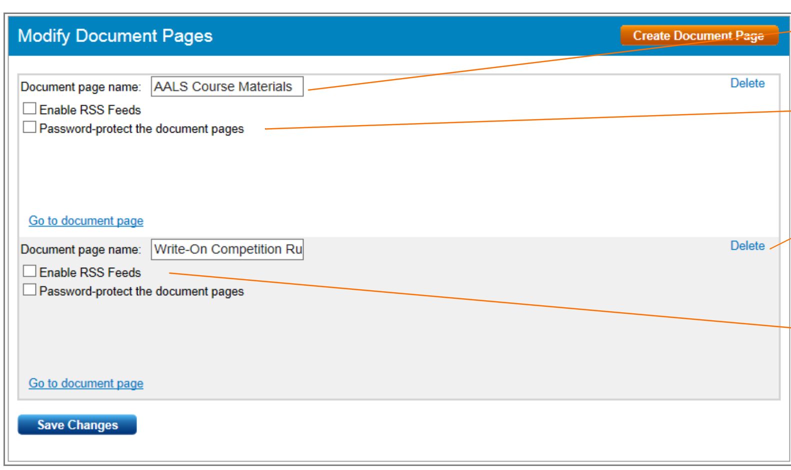
By default, TWEN creates two document pages when you create a course:

- The two pages are titled "Syllabus" and "Course Materials." You can use and modify these default document pages. See "Modifying Document Pages" on page 52.
- You can create additional document pages. See "Creating a Document Page" below.

Creating a Document Page

To create a document page, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Create/Modify Document Pages**. The Modify Document Pages page is displayed (Figure 4-1).



Create a document page by typing a name in the Document page name box.

Select the **Password-protect...** box and type a password to make the document page secure.

Click **Delete** to permanently remove the document page. The document page is also removed from any courses sharing the page.

Select the **Enable RSS Feeds** box to receive updates on TWEN postings in your feed reader.The RSS feed allows students to get RSS feeds when new materials have been added to the document page. Faculty can activate RSS feeds to allow their students to get more information on the course.

Figure 4-1. Modify Document Pages page

4. Type a name for your document page in the **Document page name** box.

5. Choose whether to be able to receive updates on TWEN postings in your RSS feed reader.
6. You can password-protect the document page so that access is limited to those students to whom you provide a password. Select the **Password-protect document pages** box and enter a password in the **Password** box.
7. Complete this process for each document page you want to add and then click **Save Changes**.

   Note If you want to add more document pages than the available boxes allow, enter information in all of the boxes and click **Save Changes**. Then click **Create/Modify Document Pages** on the Modify Course page to return to the Modify Document Pages page. The page will now contain additional blank text boxes.

8. You can access your new document page using a link that is displayed in the left frame of the course home page. (You may need to refresh your browser display by using your browser's Refresh command.)

Posting Items on Document Pages

You can post items (such as text files, slide show presentations, graphics, video or audio files) on your document page. Your students can view or download these files. To post an item, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., **Syllabus)**.
3. Click **Add...** at the top of the document page, then click **Add an Item** from the list (Figure 4 on page 45).

   Note You can add multiple items by choosing **Add multiple items** from the list. Drag a file directly from your computer into the course by clicking **Add via Drag and Drop**. You can also organize items in your document page using folders. To add a folder, click **Add a folder** from the list. To add a link to your document page, click **Add a Link**. To add materials from Law School Exchange, click **Add from LSE**.

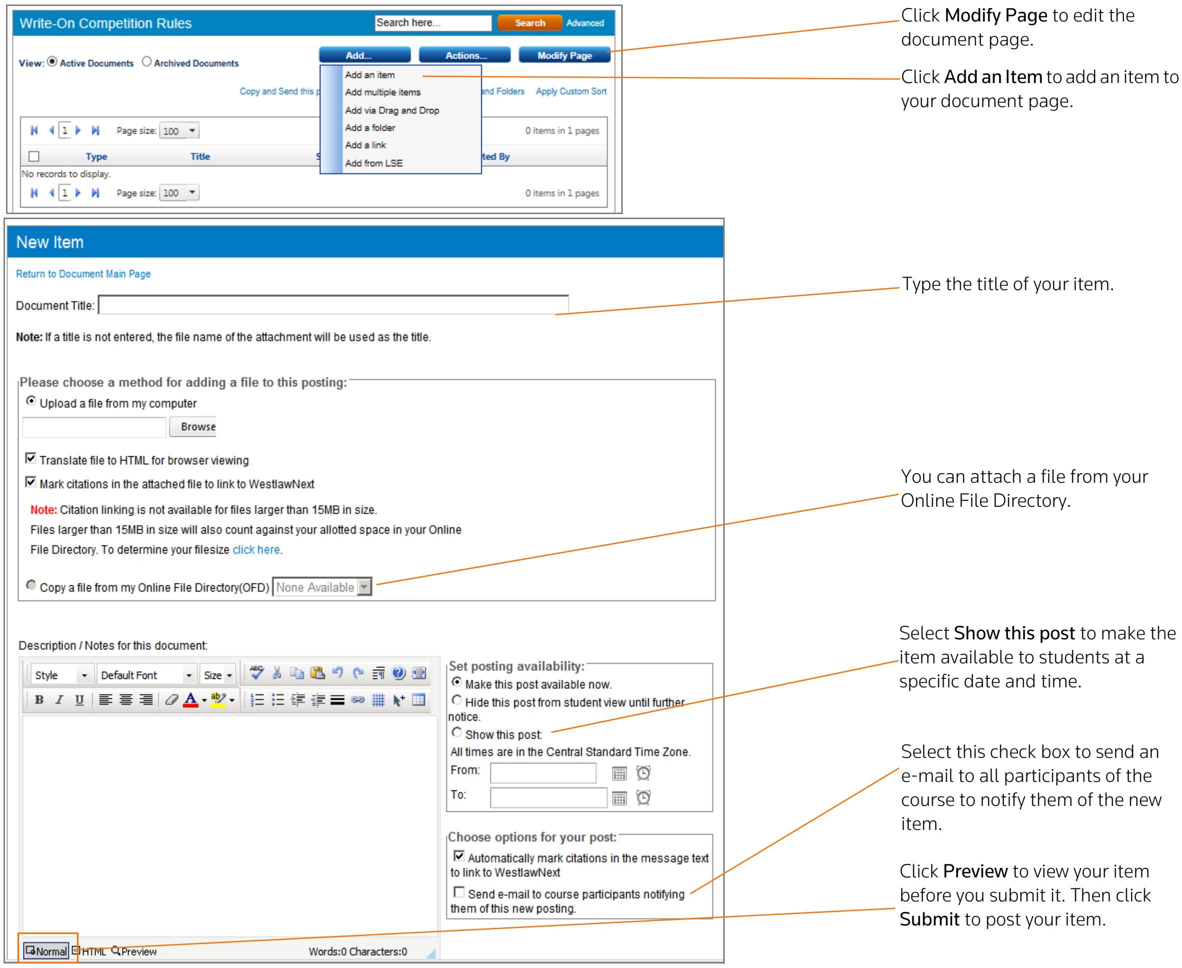


Figure 4-2. Posting New Items (other than video or audio files)

4. In the **Document Title** box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.
5. To upload a file from your computer, click **Browse**. Locate the file and then click **Open**. The path and file name are displayed in the **Attach a file...** box. Or, if you know the exact path of the file you want to attach, type the path and file name (e.g., **c:\bnkrptcy\article.doc**) in the **Upload a file from my computer** box.

The table below describes the rules that apply to uploading, based on the file type:

File Type	Notes
Word-processing documents, spreadsheets, graphics, slide show presentations	• Attach files up to 50 MB from your computer. You can add a file as an attachment or display it in HTML format within the document page item. • For files larger than 50 MB (up to 200 MB), you can use **Add from LSE** to load the files to Law School Exchange and then have them on your TWEN page as well. • If you update the HTML version of the document, the original document is not updated. • Files larger than 15 MB cannot be converted into HTML. • Citations in your message and in the attached file are automatically converted to hypertext links to WestlawNext. Users can access the full text of documents on WestlawNext by clicking these links. • Citation markup is not available for files larger than 15 MB in size.
Multimedia, Audio	• The maximum file size for multimedia and audio files is 1.25 GB. • File types that will play within the TWEN Multimedia Player are: MP4, WMV, MP3, MPG, AVI, MOV, 3GP, M4A, WAV, AAC • Use Add an Item to upload audio and video files. • Use Add a Link to insert YouTube or iFrame video links.

6. Select the **Translate file to HTML for browser viewing** box to translate the file to HTML for viewing in the Web browser. Many file formats can be converted and displayed in the body of your posting. For a complete list of file formats, consult the TWEN online Help. (Not available for multimedia files.)
7. Select the **Mark citations in the attached file to link to WestlawNext** box if you want the citations in your document to be linked to full text documents on WestlawNext. (Not available for multimedia files.)
8. Add descriptive text about your item, if desired. This text is displayed next to the item on the document page and also on the item page.
9. Specify when you want students to be able to view the document page. Select one of the availability options (e.g., **Show this post**) as well as options from the lists.
10. Select the **Send e-mail to course participants** check box if you want to send an e-mail message to all course participants to notify them that a new item has been added to the document page.

    Note If you have chosen to delay the display of this item and have selected the **Send an e-mail...** box, the notification e-mail message is not sent until the item is displayed for students.
11. Click **Preview** if you want to view your item before you submit it. On the Preview page, click **Edit** to return to the Add an Item page and edit your item.
12. When you are finished, click **Submit** to add your item to the document page.

UPLOADING MULTIMEDIA FILES FROM YOUR HARD DRIVE OR CLOUD STORAGE

Complete these steps to post audio and video files from your hard drive or cloud storage (not Law School Exchange or Online File Directory):

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., **Course Materials)**.
3. Click **Add...** at the top of the document page, then click **Add an Item** from the list.

   Note The Add Multiple Items and Add via Drag and Drop options are not available.
4. In the **Document Title** box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.
5. Click **Browse**, then locate the file you want to upload and click **Open**. The path and file name are displayed in the **Attach a file...** box.

   Note The file you upload will count against your school's storage pool. To save space in the school's storage pool, do not use TWEN as a storage repository for all multimedia files.

   Once you have selected a compatible multimedia file to upload, the options shown below are available.

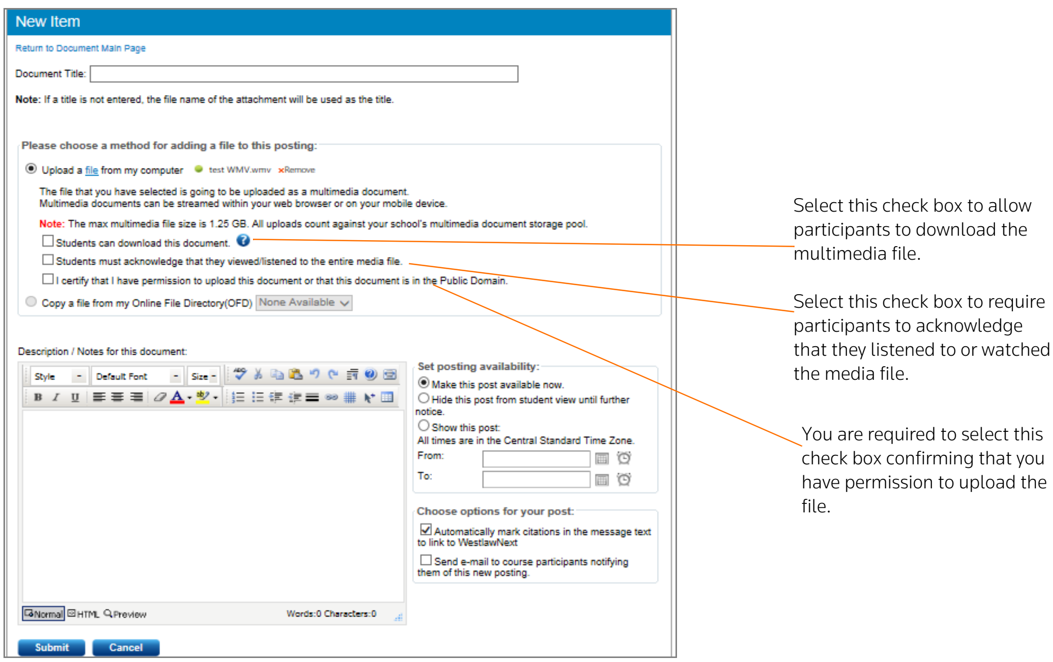


Figure 4-3. Posting New Multimedia Items

6. Select the **Students can download this document** check box if you want to allow participants to download the multimedia file.
7. You can require participants to acknowledge use of the multimedia file by selecting the **Students must acknowledge that they viewed/listened to the entire media file** check box.

   Note For detailed tracking of participants' usage, see "Managing Course Participants and Usage" on page 111.
8. Select the **I certify that I have permission to upload this document or that this document is in the Public Domain** check box to confirm that you have permission to upload the file. This check box is required.

9. Add descriptive text about the multimedia item, if desired. This text is displayed along the bottom of the TWEN Multimedia Player when the file is launched, after clicking Expand.
10. Specify when you want students to be able to view the document page.
11. Select the **Send e-mail to course participants** check box if you want to send an e-mail message to all course participants to notify them that a new item has been added to the document page.
12. When you are finished, click **Submit** to add your item to the document page.

ADDING YOUTUBE AND IFRAME LINKS

Complete these steps to post YouTube and iFrame links on your document page:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., **Course Materials)**.
3. Click **Add...** at the top of the document page, then click **Add a Link** from the list.

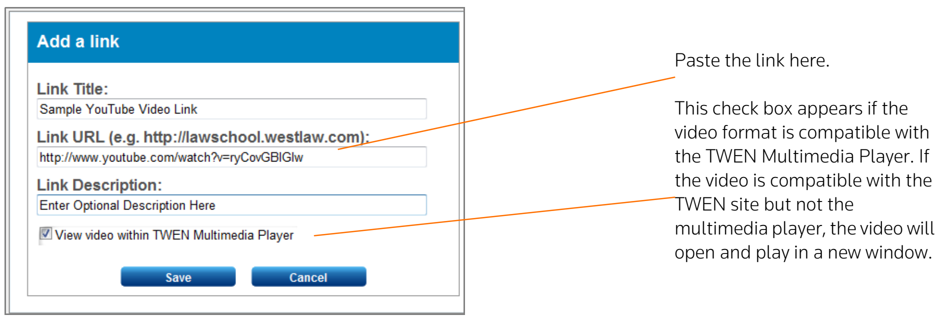


Figure 4-4. Posting YouTube and iFrame videos

4. Paste in the URL for the YouTube video or iFrame link.
5. If the linked video is compatible with the TWEN Multimedia Player, the **View video within TWEN Multimedia Player** check box is displayed.

   Note Links to other types of media can be added with these steps. However, you will only see the **View video within TWEN Multimedia Player** check box if the format is compatible with the TWEN Multimedia Player. If the video format is compatible with the TWEN site, but not the TWEN player, the video will open and play in another window.

6. When you are finished, click **Save** to add the link to the document page.

Adding Materials from Law School Exchange

You can add materials from Law School Exchange that you want to use in your class. These materials could be:

- materials that you uploaded to Law School Exchange
- materials uploaded and shared from other law faculty
- or electronic versions of many West and Foundation Press text books that your students can purchase and access from your TWEN course.

To add materials from Law School Exchange, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to add materials, e.g., **Syllabus**.
3. Click **Add...** at the top of the document page, then select **Add from LSE** from the list (Figure 4-5).

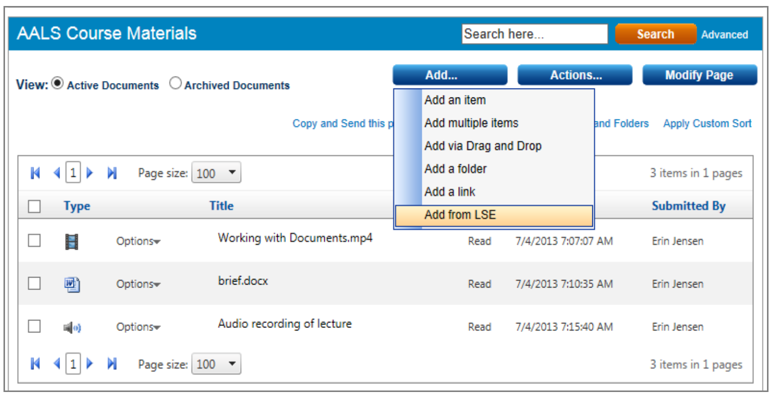


Figure 4-5. Course Materials page

If you want to load materials larger than 30 MB but smaller than 200 MB, complete these steps:

1. Click **Add** at the top of the document page,
2. Select **Add** from LSE from the list.
3. Click **Upload New Material**. The Law School Exchange Upload page is displayed (Figure 4-6).

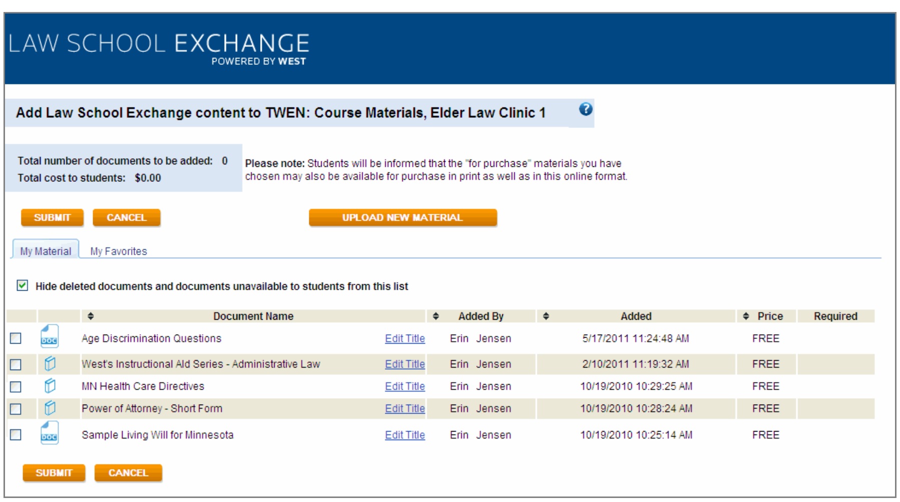
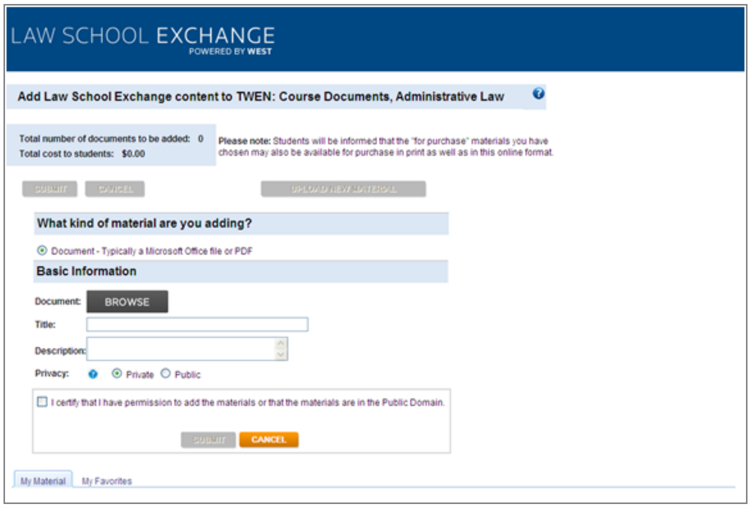


Figure 4-6. Law School Exchange upload page



Click **Upload New Material to** begin the uploading process.

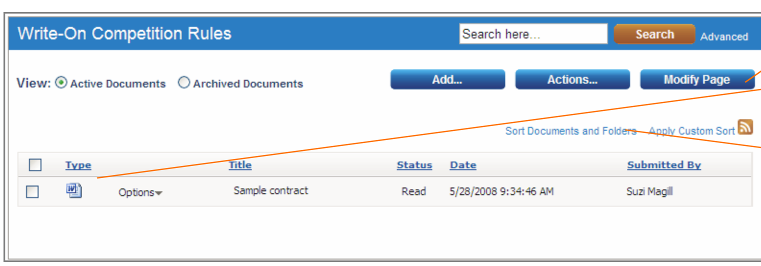
Figure 4-7. Add Law School Exchange content to TWEN page

4. Browse to locate the material you want to load.
5. Type a title and description in the boxes.
6. Select the check mark to verify you have permission to add the materials.
7. Click **Submit**.
8. Your list of materials is displayed again. Select the boxes next to the material you want to add to the TWEN course.
9. Click **Submit**.

Viewing Document Pages and Items

To view a document page and the items on that page, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click a document page name (e.g., **Write-On Competition Rules)** under **Navigation** on the left side of the course home page. The document page is displayed on the right side of the page with the items displayed in a table. An icon is displayed to identify what type of file it is. Figure 1-6 on page 7 shows an example of a document page that contains several items.



Click **Modify Page** to edit the document page attributes (e.g., page name or password).

An icon is displayed to identify the file (e.g., Microsoft Word).

Use the Sort feature to change the order of document page items.

Click the name of a document page item to display the item.

Figure 4-8. Sample document page showing a sample item

> **Note** The first document page item may be open if you (or the professor of the course) have chosen to display the content of the first document page item.

3. Click the name of an item in the **Title** column to view the full text of the item (Figure 4-9).

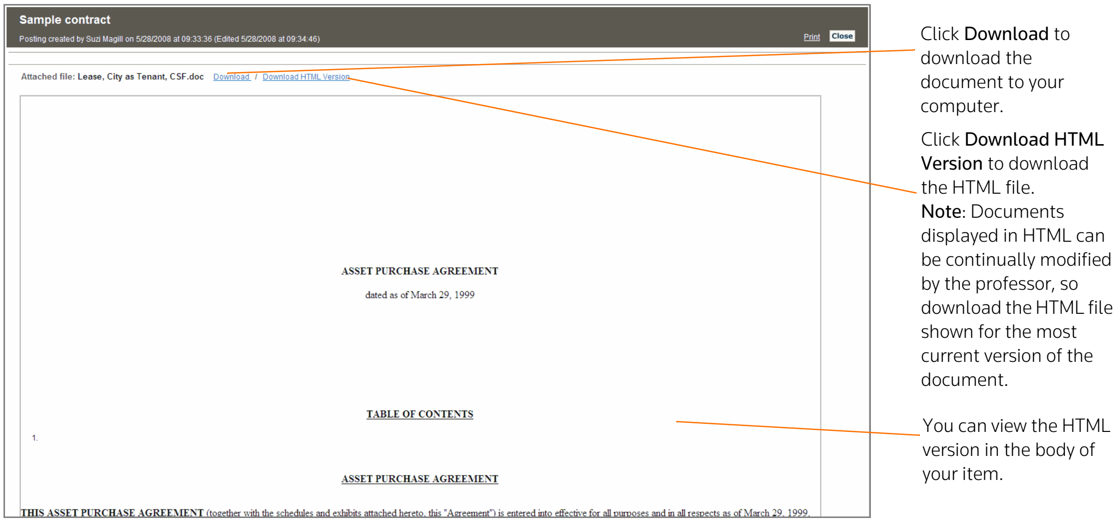


Figure 4-9. Sample document page showing an open item

Modifying Document Page Items

You can edit, delete, archive, and sort items on your document page.

EDITING A DOCUMENT PAGE ITEM

To change a document page item, complete these steps:

1. Click the course name on the My Courses page.
2. Click a document page name, e.g., **Syllabus,** on your course home page.
3. Click **Edit** next to the title of the item you want to edit. A template is displayed that is similar to the one used to add an item. For more information, see "Posting Items on Document Pages" on page 44.
4. Type over any information you want to update or browse to your hard drive to replace the attached file.

Note You can edit files attached in the body of your document page item that have been converted to HTML. However, these online edits only affect the HTML version of the document. To update the original file and the HTML version, download the attached file, edit and replace the attachment. Click **Edit Attached HTML**. The HTML Document Editor opens, allowing you to update the document text, formatting, and attributes in a WYSIWYG (What You See Is What You Get) environment. When you are finished, click **Save Changes**.

5. Click **Submit**.

DELETING OR ARCHIVING A DOCUMENT PAGE ITEM

To remove a document page item, select the check box next to the item you want to delete and click **Delete** from the **Actions...** menu at the top of the document page. Click **Delete** again to confirm the deletion.

Note Deleted document pages cannot be recovered.

To archive a document page item, click **Archive** from the **Actions...** menu at the top of the document page.

Note To view or restore an archived item, click **Archived Documents** view at the top of the page. Click the document page item you want to restore, and click **Restore** from the **Actions...** menu at the top of the document page.

SORTING DOCUMENT PAGE ITEMS

You can sort the items on your document page by clicking the **Sort Documents and Folders** link at the top of the page.

To sort items on your document page, click an item and drag it to the desired position. Click **Update** when finished.

Modifying Document Pages

You can modify document page properties (e.g., the page name or categories) as well as share this document page with another course, print document page items, upload multiple items to a single page, and more.

1. Click the course name on the My Courses page.
2. Click the name of the document page, e.g., **Syllabus**, you want to modify. The document page is displayed on the right side of the page.
3. Click **Modify Page**. The Modify Document Page page is displayed. You can modify the document page properties by selecting the check boxes on the left side of this page.

For information about the features on the Modify Document Pages, see these sections:

- "Sharing a Document Page with Another Course" on page 52
- "Printing Items" on page 52
- "Enabling or Disabling RSS Feeds" on page 53
- "Uploading Multiple Document Page Items" on page 53
- "Deleting Document Pages" on page 53

SHARING A DOCUMENT PAGE WITH ANOTHER COURSE

In TWEN, you can share a document page you have created with other courses at your school or with other courses at law schools across the nation.

Note Any changes to the original document page will be displayed on the shared page as well. If something is deleted from the original document page it will be deleted on the shared document page as well.

To share a document page, complete these steps:

1. Click **Share This Page with Another Course** on the Modify Document Page Information page.
2. Click the school that hosts the course with which you want to share this document page.
3. Select the box next to each course with which you want to share your document page.
4. Click **Share with These Courses**. The Modify Document Page Information page is displayed again, with a notation indicating that the sharing requests have been made.
5. The recipient (professor) of this request receives an e-mail message indicating that you have made a request to share the document page. The professor receiving the request can accept it, decline it, or send you an e-mail message requesting more information.

PRINTING ITEMS

To print items from a document page, complete these steps:

1. Click **Print Document Page Item(s)** on the Modify Document Page Information page. The Print Document Page Items page is displayed.
2. Select the box next to the items you want to print. (You can click the title of an item to view the full text of that item.)
3. Click **Submit**.

Note If you click more than one item to print, there will not be a page break between items.

DELETING ITEMS

To delete one or more items on a document page, complete these steps:

1. Click **Delete Document Page Item(s)** on the Modify Document Page Information page. The Delete Document Page Items page is displayed.
2. Select the box next to the items you want to delete. (You can click the title of an item to view the full text of that item.)
3. Click **Submit**. A confirmation message is displayed. Click **Submit** again to delete the item.

ENABLING OR DISABLING RSS FEEDS

You can choose whether your students can receive updates on TWEN postings in their feed reader.

1. Click **Enable/Disable RSS Feeds** on the Modify Document Page Information Page.
2. Click **Enable** or **Disable**.

UPLOADING MULTIPLE DOCUMENT PAGE ITEMS

You can post multiple items at one time to a single document page.

Note You can upload up to four files at a time. Files larger than 15 MB will count against your allotted space in the Online File Directory. Cumulative file sizes larger than 30 MB may experience upload delays or may time out during the upload.

To post multiple items, complete these steps:

1. Select **Add multiple items** from the **Add…** list at the top of the document page.
2. To attach a file from your computer, click **Browse**. Locate the file and then click **Open**. The path and file name are displayed in the **Uploaded file** box. Or, if you know the exact path of the file you want to attach, type the path and file name (such as **c:\bnkrptcy\article.doc**) in the **Uploaded file** box.
3. Select the **Translate to HTML** box if you want the item to be viewable in a browser without having to download it.
4. Select the **Link Citations** box if you want to convert citations to hypertext links to Westlaw.
5. Type a title for your document page item in the **Item Description** box. This title will also be the name of the hypertext link that users will click on the document page to view the item.

   Note If you do not type a title, the document file name (e.g., filename.doc) is used by default.
6. Click **Submit**.

HIDING DOCUMENT PAGES

You cannot archive a document page but you can hide it from the student view by relocating it to the **View for Faculty Only** section of the left navigation area on the course home page.

DELETING DOCUMENT PAGES

Note If you delete a document page, all items associated with the document page are also deleted. You will not be able to restore the document page and no one will be able to access the document page.

To remove a document page from your course, complete these steps:

1. Click the course name on the My Courses page.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Course Elements** on the Modify This Course page, then click **Create/Modify Document**

Pages. The Modify Document Pages page is displayed.

4. Click **Delete** next to the document page to permanently remove it from TWEN.
5. Click **Delete** again to confirm the deletion.

5 Incorporating TWEN Into Your Classroom Lectures

TWEN provides different ways to interact with your students within your classroom lectures including using quizzes, holding live discussions and polling your students for their opinions on different questions.

Quizzes

You can create online, interactive quizzes for your students. TWEN can record quiz scores for evaluation or grading purposes. Students access your course quizzes by clicking **Quizzes** on any course page in TWEN.

CREATING A QUIZ

To create a quiz, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Quizzes**. The Quizzes page is displayed.

   Note You can also create a quiz by clicking **Modify Course** under **Display for Faculty Only** on your course home page. Then click **Course Elements** and click **Create/Modify Quizzes**.

3. Click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed (Figure 5-1).

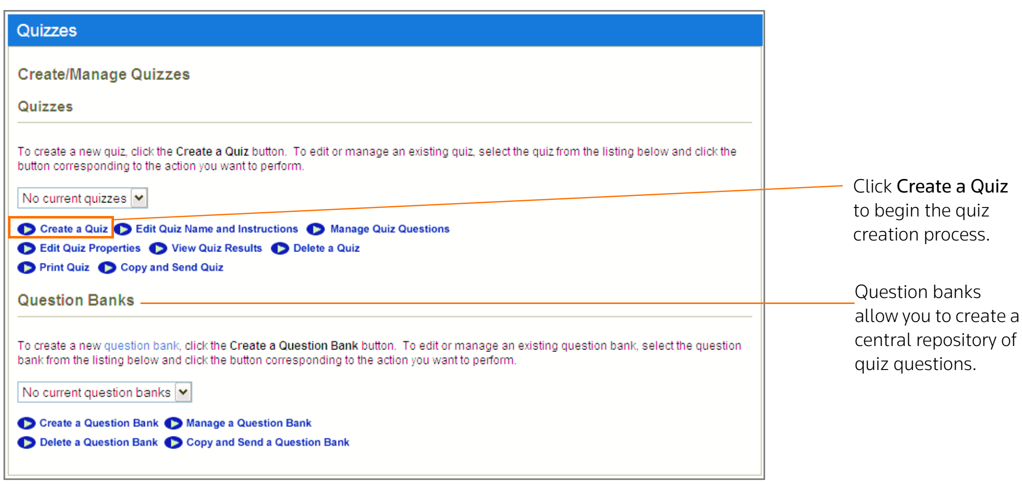


Figure 5-1. Create/Manage Quizzes page

4. Click **Create a Quiz**. The Manage Quiz Utility—Step 1 page is displayed, as shown in Figure 5-2 on page 56.

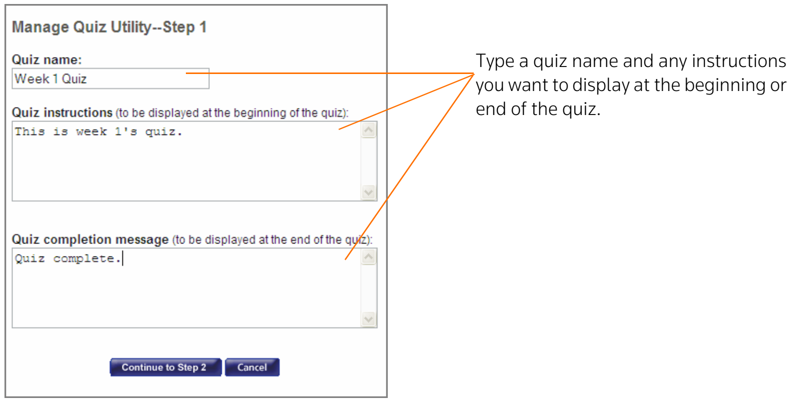


Figure 5-2. Manage Quiz Utility—Step 1

5. Type a name for your quiz, as well as any online instructions you want to display for your users. You can add instructions at the beginning or end of the quiz.
6. Click **Continue to Step 2**. The Manage Quiz Utility—Step 2 page is displayed (Figure 5-3). Use this page to create questions for your quiz or add questions from a quiz question bank. For more information about quiz question banks, see "Arranging Quiz Names on the Quizzes Page" on page 63.

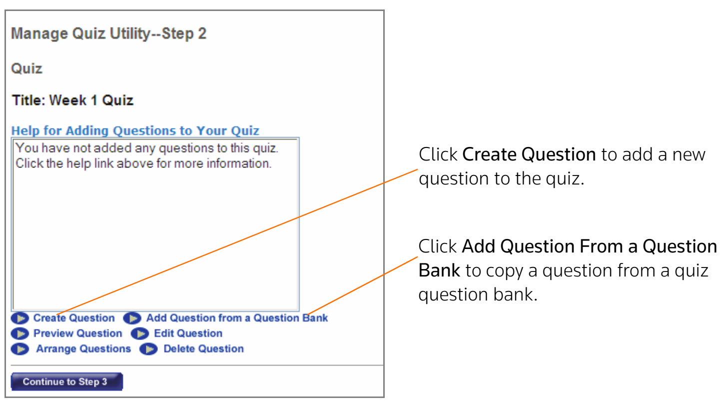


Figure 5-3. Manage Quiz Utility—Step 2

7. To add a question, click **Create Question**. The Create a Question page is displayed, as shown in Figure 5-4 on page 57.

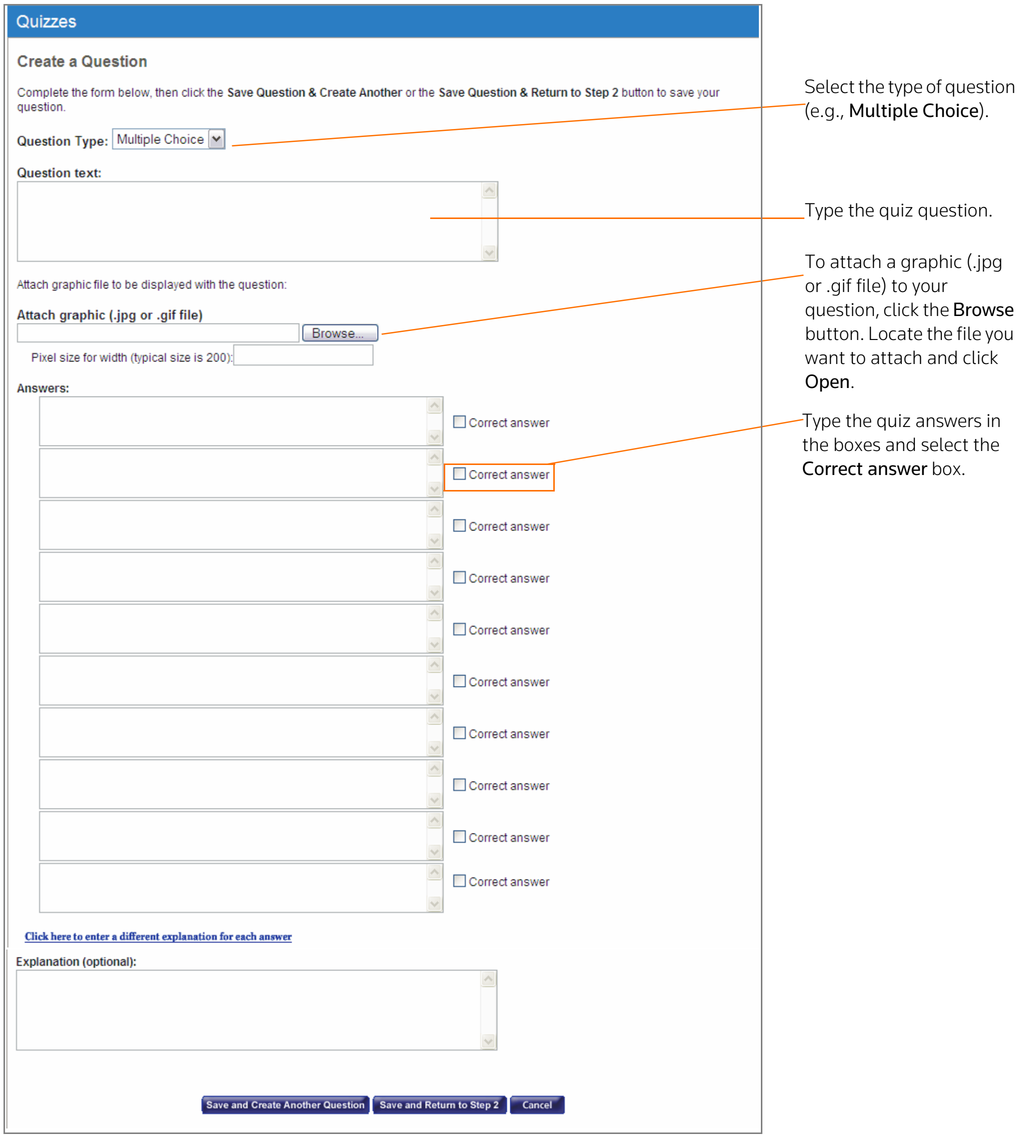


Figure 5-4. Create a Question page

8. From the **Question Type** list, click the type of question you want to create:
   - **Multiple Choice**—There is only one correct answer.
   - **Multiple Select**—There can be more than one correct answer.
   - **True/False**
   - **Fill in the Blank**—Use for essays or short written answers.

   The bottom portion of the Create a Question page may change, depending on the type of question you choose.
9. Type the question in the **Question** box.
10. You can attach a graphic (.jpg or .gif file) to display with your quiz question. Click **Browse** to locate the file and then click **Open**. The path and file name (such as **c:\picture.gif**) are displayed in the box. Type the pixel size in the **Pixel size for width** box (the recommended width is 200).
11. Complete the remainder of the form.

- The fields vary, depending on the type of question (such as Multiple Select) you chose in step 8.
- Any field that you leave blank is not displayed for the quiz question.

12. You can provide students with an explanation of each possible quiz response or an explanation of only the correct quiz response. TWEN displays this explanation after students submit their response.
    - To provide explanations for each response, click **Click here to enter a different explanation for each answer**.
    - To provide a single explanation, type the explanation in the **Explanation** box.
13. To create another question, click **Save and Create Another Question.** If you are finished creating questions, click **Save and Return to Step 2**. The Manage Quiz Utility—Step 2 page is displayed. The questions you have just created, along with any questions you added from a quiz question bank, are displayed. You have these options:
    - Preview a quiz question (and the possible responses, if applicable) by choosing a question and then clicking **Preview Question**. The full text of the question is displayed in the *Preview* area.
    - Edit a quiz question by choosing a question and clicking **Edit Question**. The Edit a Question page is displayed, allowing you to update the quiz question. For more information, see "Creating a Quiz" on page 55.
    - Delete a question from the quiz by choosing the question and clicking **Delete Question**. Click **Yes, Remove Question to confirm the deletion**.
    - Arrange the order of your quiz questions by clicking **Arrange Questions**. Click a quiz question from the **Arrange Questions** box and use the buttons (such as **Move Up**) to change the order.
    - Remove a question from the quiz without deleting it. Click the question name from the **Arrange Questions** box and click **Remove**. The question is moved to the **Inactive Questions** box and is no longer visible to your students. To add a removed question back to the list, click the question from the **Inactive Questions** box and click **Add**. Then click **Submit**.
14. Click **Continue to Step 3**. The Manage Quiz Utility—Step 3 page is displayed, as shown in Figure 5-5 on page 59.

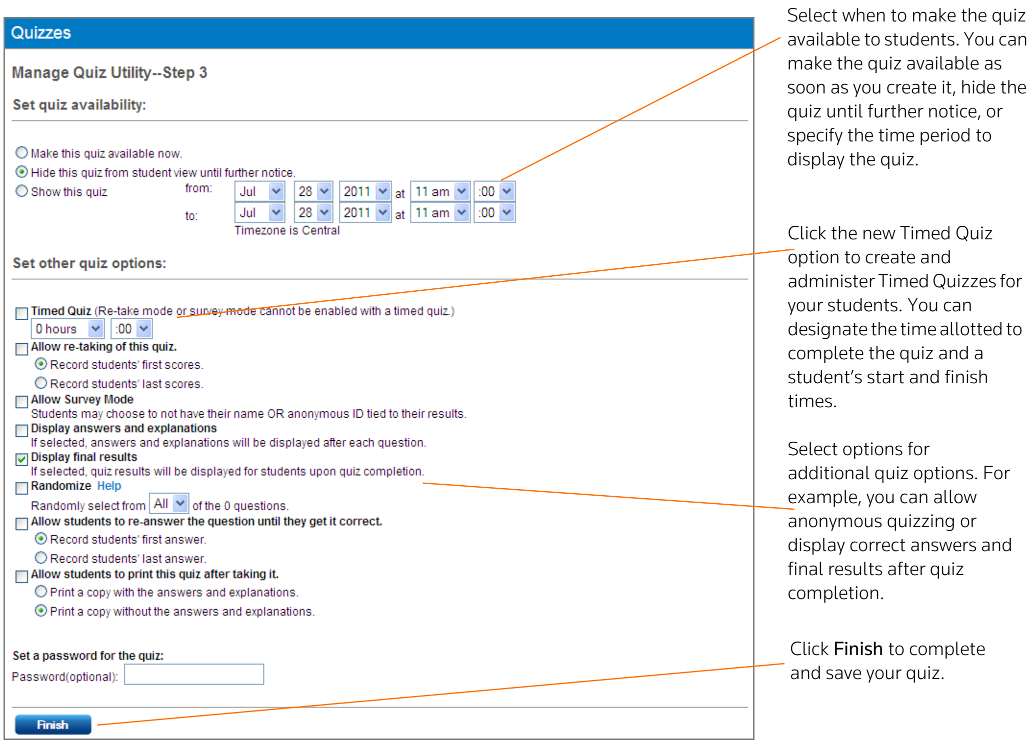


Figure 5-5. Manage Quiz Utility—Step 3

15. Click an availability option (e.g., **Make this quiz available now**) from the **Set quiz availability** section.

Notes

- If you click **Make this quiz available now**, students can access this quiz after you have finished creating it. The students click **Quizzes** on their TWEN course home page. The quiz is displayed for students until you choose to hide or delete it.
- If you click **Show this quiz**, select the time period in which to display this quiz.

16. Select other quiz options (e.g., **Display answers and explanations** or **Randomize**) from the **Set other quiz options** section. The options vary, depending on the type of quiz you are creating (such as a quiz that uses anonymous grading).

Note You can now create and administer Timed Quizzes for your students. If you click the **Timed Quiz** option, administrators can designate the time allotted to complete the quiz. A student's start and finish times will be noted upon completion. Students are not prevented from taking longer than the time allotted, but students who take too long to complete the quiz will be denoted in red text.

Note

- If you click **Allow Survey Mode**, students are prompted at the beginning of the quiz to choose whether they want their names recorded with their quiz results or whether they want to take the quiz anonymously. When students choose to take the quiz anonymously, their name is not recorded with their results.
- If you click **Randomize**, students receive quiz questions in a random order. You can choose to include some or all of the quiz questions by selecting an option from the **Randomly select from**... list.

- If you choose to include all of the quiz questions, students receive all of the questions, but they receive them in a random order (questions may be presented in a different order for each quiz participant).
- If you choose to include only some of the questions, the quiz tool randomly chooses questions (totaling the number you choose) from the complete list of questions. Each student may get a different selection of questions.

17. As an option, you can type a quiz password in the **Password** box.
    - Your password can consist of any combination of letters and numbers.
    - You must remember this password and distribute it to all course participants so they can access your quiz.
18. Click **Finish**. The new quiz is listed in the **Select a Quiz** list in the **Quizzes** section. For information on managing your quizzes, see "Managing a Quiz" below.

MANAGING A QUIZ

You can easily manage a quiz. For example, you can edit quiz properties or view quiz results. To manage a quiz, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Quizzes** to display the Quizzes page. For more information about the options available on this page, see the following sections:
   - "Editing a Quiz Name and Instructions" below
   - "Managing Quiz Questions" on page 61
   - "Editing Quiz Properties" on page 61
   - "Viewing Quiz Results" on page 61
   - "Deleting a Quiz" on page 62
   - "Printing a Quiz" on page 62
   - "Copying and Sending a Quiz" on page 62

   Note You can also modify a quiz by clicking **Modify Course** on your course home page, clicking **Course Elements**, and then clicking **Create/Modify Quizzes**.
3. Click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.
4. Choose a quiz from the **Select a Quiz** list, then click one of the following options:
   - To add a quiz, click **Create a Quiz**.
   - To edit quiz questions, click **Manage Quiz Questions**.
   - To make a copy of your quiz and send it to another TWEN course, click **Copy and Send Quiz**.
   - To change quiz properties, such as quiz availability, click **Edit Quiz Properties**.
   - To modify the name of the quiz or the online instructions displayed for students, click **Edit Quiz Name and Instructions**.

Editing a Quiz Name and Instructions

You can modify the name of the quiz and any online instructions that are displayed for students. To edit your quiz, complete these steps:

1. Click **Create/Manage Quizzes**.
2. Click the name of the quiz you want to modify from the **Select a Quiz** list.
3. Click **Edit Quiz Name and Instructions**. The Edit Quiz Name and Instructions page is displayed.
4. Edit the information on this page and then click **Save**.

MANAGING QUIZ QUESTIONS

To manage quiz questions, complete these steps:

1. Click the name of the quiz you want to modify from the **Select a Quiz** list.
2. Click **Manage Quiz Questions** to display the Manage Questions page. You have these options:
   - Add a quiz question by clicking **Create Question**. For more information, see "Creating a Quiz" on page 55.
   - Add a question from a question bank by clicking **Add Question from a Question Bank**. For more information, see "Arranging Quiz Names on the Quizzes Page" on page 63.
   - Preview a quiz question (and the possible responses, if applicable) by choosing a question from the box and clicking **Preview Question**. The full text of the question is displayed in the **Preview** area below the quiz question.
   - Change a quiz question by choosing a question and clicking **Edit Question**. For more information, see "Creating a Quiz" on page 55.
   - Arrange the order of your quiz questions to accommodate additions or changes to a quiz or specify your preferred order. Click **Arrange Questions**, then click a quiz question from the **Arrange Questions** box and click the appropriate navigational button (such as **Move Up** or **Move to Top**) to modify the order.
   - To remove a question from an active quiz, click the question name from the **Arrange Questions** box and click **Remove**. The question is moved to the **Inactive Questions** box and is no longer visible to your students. To add a removed question back to the quiz, click the question from the **Inactive Questions** box and click **Add**. Then click **Submit** to save your changes.
   - Delete a question from the quiz by choosing a question from the box and clicking **Delete Question**. Click **Yes, Remove Question** to confirm the deletion.

Editing Quiz Properties

To edit quiz properties, such as quiz availability, and to specify other quiz options (such as anonymous quizzing), choose the quiz you want to modify from the **Select a Quiz** list. Then click **Edit Quiz Properties**. On the Edit Quiz Properties page, update the options and then click **Save**. For more information about quiz properties, see "Creating a Quiz" on page 55.

Viewing Quiz Results

To view the results for your quiz, complete these steps:

1. Select the quiz from the **Select a Quiz** list.
2. Click **View Quiz Results**. The names of the students who completed this quiz or questions from this quiz are displayed.

   Note If you have allowed anonymous quizzing, "Anonymous" or a student-assigned identifier may be displayed instead of the student's name.
3. Complete one of these tasks:

- Click a student's name and click **Show Individual Student Quiz Responses** to view the quiz results for that student. A table displays the number of the quiz questions, the student's responses (incorrect responses are displayed in red text), and the correct responses. The quiz totals (the total number of questions and the total number of correct responses) appear below the table. Click **Done** to return to the quiz results.
   - Click **Reset Student Results** to remove quiz results for selected students. Select the check box next to the name of each student for whom you want to reset results. Then click **Reset Results**. You can remove all quiz scores for all students at once by clicking **Remove all scores**.

- Click **Breakdown of Combined Quiz Responses** to view all of the quiz questions and the corresponding responses. Click **Done** to return to the quiz results.
- Click **Download Spreadsheet of This Page** to view, modify, save, or print a Microsoft Excel spreadsheet containing the quiz results.

Note

- Automatic scoring is not available for essay, short-answer, or fill-in-the-blank questions. If your quiz contains these types of questions, you must grade it manually.

Deleting a Quiz

To delete a quiz, complete these steps:

1. Click the quiz you want to delete from the **Select a Quiz** list in the **Quizzes** section.
2. Click **Delete a Quiz**.
3. Click **Yes, Remove Quiz** to confirm the deletion.

Note

- Deleting a quiz also deletes any associated student responses.
- When you delete a quiz, TWEN does not delete questions from the quiz question bank.

Printing a Quiz

You can print your quiz, with or without the question answers and explanations. To print a quiz, complete these steps:

1. Click the quiz you want to print from the **Select a Quiz** list on the Create/Manage Quizzes page.
2. Click **Print Quiz** to display the Print Quiz Options page.
3. Click whether you want your printed quiz to contain answers and explanations for the quiz questions.
4. Click **Print Quiz**. Your quiz questions and answers are displayed in a new browser window.
5. Print the quiz using your browser's Print command.

   Note You can allow students to print a copy of your quiz after they take it. Select the quiz from the **Select a Quiz** list and click **Edit Quiz Properties**. Select the **Allow students to print this quiz**... check box, then specify whether the printed quiz should include answers and explanations.

Copying and Sending a Quiz

You can make a copy of a quiz and send it to another TWEN course. Your original quiz is not affected by changes made to the quiz you copy and send. To copy a quiz, complete these steps:

1. Select the quiz you want to copy from the **Select a Quiz** list.
2. Click **Copy and Send Quiz**.
3. Click the name of the school that hosts the TWEN course to which you want to copy and send your quiz.

   Note To copy and send a quiz to one of your courses, click the name of your school.
4. Click the courses to which you want to send a copy of your quiz.

5. Click **Share with These Courses**.
   - If you are copying a quiz to one of your courses, the quiz is copied automatically when you click **Share with These Courses**.
   - If you are copying a quiz to another professor's course, that professor receives a notification message on the My Courses page. The professor can accept or deny the request to copy the quiz.

ARRANGING QUIZ NAMES ON THE QUIZZES PAGE

1. On the Quizzes page, click **Arrange Items**. The Arrange page is displayed.
2. Click a quiz in the **Arrange** box and use the navigational buttons (e.g., **Move Up**) to change the order.
3. When you have finished arranging your quizzes, click **Submit**. The Quizzes page displays the quizzes in the new order.

CREATING A QUIZ QUESTION BANK

The quiz question bank provides a central repository for storing your quiz questions. Once you create questions for your quiz question bank, creating other quizzes is quick and easy—all you need to do is choose from your list of existing questions. Complete these steps to create your quiz question bank:

1. On the Quizzes page, click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.
2. Click **Create a Question Bank**. The Name Your Question Bank page is displayed.
3. Type a name for your quiz question bank in the **Topical Question Bank Name** box and then click **Continue**. The Manage Your Question Bank page is displayed(Figure 5-6).

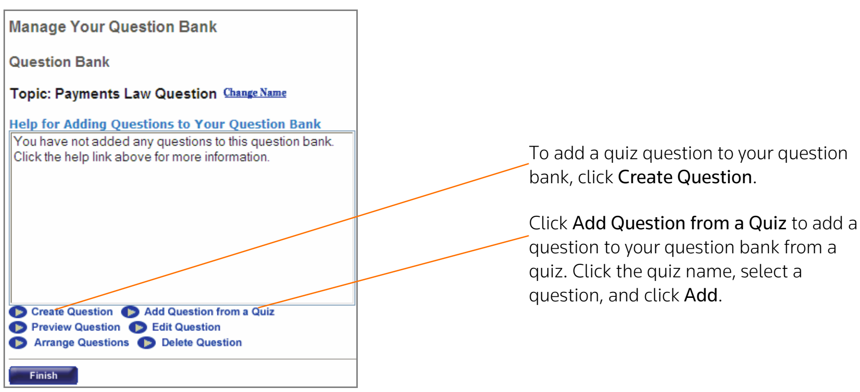


Figure 5-6. Manage Your Question Bank page

4. To add a question to this quiz question bank, click **Create Question** and complete the displayed form. For more information about creating questions, see "Creating a Quiz" on page 55.
5. You can import a question from a quiz by clicking **Add Question from a Quiz**.
   - Click the appropriate quiz from the **Select a Quiz** list. TWEN displays the questions from this quiz.
   - Click the question you want to add to the quiz question bank and click **Add**.
   - To add all of the quiz questions to the quiz question bank, click **Add all**.

6. Once you have created or imported quiz questions and added them to the question bank, you have these options:
   - Click a question and click **Preview Question** to view the quiz question (and the possible responses, if applicable). The full text of the question is displayed in the **Preview** area.
   - Click a question and click **Edit Question** to modify the quiz question. The Edit a Question page opens, allowing you to update the question. For more information about quiz question options, see "Creating a Quiz" on page 55.

   Note If you modify a question in a quiz question bank, and you imported the question from a quiz, the original quiz question is not changed.

   - Click **Arrange Questions** to reorder the questions in the quiz question bank. For example, you can change the question order. Click a quiz question from the **Arrange Questions** box, then click the appropriate navigational button (e.g., **Move Up** or **Move to Top**) to modify the order.
   - To make a question inactive, click the question from the **Arrange Questions** box, then click the appropriate navigational button (e.g., **Move Up** or **Move to Top**) to modify the box and click **Remove**. The question is moved to the Arrange **Questions** box, then click the appropriate navigational button (e.g., **Move Up** or **Move to Top**) to modify the **Inactive Questions** box, and you cannot assign it to your quizzes. To add a removed question back to the list, click the question from the **Inactive Questions** box and click **Add**. Then click **Submit** to save your changes.
   - Click **Delete Question** to remove the question from the quiz question bank. Click **Yes, Remove Question** to confirm the deletion.
7. Click **Finish** to save the quiz question bank and return to the Create/Manage Quizzes page.

MANAGING A QUIZ QUESTION BANK

To modify a quiz question bank (such as adding a question from a quiz), complete these steps:

1. On the Quizzes page, click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.
2. Click the quiz bank from the **Select a Question Bank** list.
3. Click **Manage a Question Bank** to display the Manage Your Question Bank page. For more information about the options you can modify, see "Arranging Quiz Names on the Quizzes Page" on page 63.

DELETING A QUIZ QUESTION BANK

To delete a quiz question bank, complete these steps:

1. On the Quizzes page, click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.
2. Click the quiz bank you want to delete from the **Select a Question Bank** list.
3. Click **Delete a Question Bank**.
4. Click **Yes, Remove Question Bank** to confirm the deletion.

COPYING AND SENDING A QUIZ QUESTION BANK

You can make a copy of a quiz question bank and send it to another TWEN course. Your original quiz question bank is not affected by changes made to the question bank that you copy and send.

To copy a quiz question bank, complete these steps:

1. On the Quizzes page, click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.

2. Select the quiz bank you want to copy from the **Select a Question Bank** list.
3. Click **Copy and Send a Question Bank**. The Copy and Send Quiz/Question Bank page is displayed:
   - If you are copying a question bank to one of your courses, the questions are copied automatically when you click **Share with These Courses**.
   - If you are copying a question bank to another professor's course, that professor receives a notification message on the My Courses page. The professor can accept or deny the request to copy the question bank.

Timed Quizzes

You can hold timed quizzes in your class using the Timed Quiz feature in TWEN.

A timed quiz includes these features:

- Time periods range from 15, 30, 45, and 60 minutes and extend to 2, 3, and up to 24 hours long.
- After the student begins the quiz, they will see a Time Remaining indicator on the quiz page.
- Participants will be allowed to finish the quiz even after the time period has expired. Administrators will see the duration summary upon completion.
- Administrators will see when a student started and finished and how long the students took while viewing the list of results.

Document Quizzes

Document quizzes allow you to embed quiz questions in the text of a document. Students answer questions by opening the document quiz and clicking the question mark icons in the text, which link to quiz questions.

Note

- This feature is available only to Windows users who use Internet Explorer 7.0 or later as their Internet browser.
- If you did not choose to have the Document Quizzes feature available when you created your course, the Document Quizzes link is displayed in the **Display for Faculty Only** section on the course page. To make document quizzes available to your students, you need to move the Document Quizzes link by clicking. For more information, see.

CREATING A DOCUMENT QUIZ AND ADDING LINKS TO QUESTIONS

To create a document quiz, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Document Quizzes** to display the Document Quizzes page.
3. Click **Create an Item** to display the Step 1 of 4 page.
4. Type a name for your document quiz, as well as any online instructions you want your students to see before and after they complete the document quiz in the appropriate boxes.

   Note If you include instructions, they can be viewed on the Document Quizzes page by clicking **Expand**.
5. Click **Continue to Step 2**. The Step 2 of 4 pages is displayed.
6. Click **Browse** to attach a document text file. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the **Attach a file...** box. Or, if you know the exact path of the file you want to attach, type the path and file name (such as **c:\bnkrptcy\article.doc**) in the **Attach a file...** box.

   Note If you do not see the Browse button, you need to update your browser version.

7. Citations in the attached file are automatically converted to hypertext links that link to WestlawNext. Users can access the full text of documents on WestlawNext by clicking these links. Clear the **Automatically mark citations**... check box if you do not want to display these links in your document quiz.
8. Click **Continue to Step 3**. The step 3 of 4 page is displayed.
9. Complete one of these steps, depending on whether you want to add question links now or later:
   - To add question links to your document now, click **Add Question Link Now**. Continue with step 10.
   - To add question links to your document later, click **Continue to Step 4**, then go to step 23.
10. To add a question link to your document, click inside the document text at the exact location where you want to place the question mark icon. TWEN inserts a question mark icon in your document and displays a dialog box, asking you to confirm the placement of the icon.
11. Click **OK**. The Link Creator dialog box is displayed.
12. You can use a question you previously created for a quiz or a quiz question bank. Click the quiz or quiz question bank and click **Go**. Click a quiz question, click **Save**, and then go to step 19 on page 66.

    Note The **Select a Quiz** or the **Select a Quiz** lists are populated only if you have already created quiz questions or a quiz question bank. For more information about creating quiz questions, see "Creating a Quiz" on page 55 or "Arranging Quiz Names on the Quizzes Page" on page 63.
13. To add your own question, click **Create a New Question**. The Create a Question page is displayed.
14. From the **Question Type** list, select the type of question you want to create:
    - **Multiple Choice**—There is only one correct answer.
    - **eMultiple Select**—There can be more than one correct answer.
    - **True/False**
    - **Fill in the Blank**—Use for essays or short written answers.

    The bottom portion of the Create a Question page may change, depending on the type of question you choose.
15. Type the question in the **Question** box.
16. You can attach a graphic (.jpg or .gif file) to display with your quiz question. Click **Browse** to locate the file and then click **Open**. The path and file name (such as **c:\picture.gif**) are displayed in the box. Type the pixel size in the **Pixel size for width** box (the recommended width is 200).
17. Complete the remainder of the form:
    - The fields vary, depending on the type of question (such as Multiple Select) you chose in step 14.
    - Any field that you leave blank is not displayed for the quiz question.
18. You can provide students with an explanation of each possible response or an explanation of only the correct response. TWEN displays this explanation after students submit their response.
    - To provide explanations for each possible response, click **Click here to enter a different explanation for each answer**.
    - To provide a single explanation for any response given by a student, type this explanation in the **Explanation** box.
19. Click **Save**.

20. To create another question for this same question link, click **Yes, add another question** and complete step 12 to step 18. If you are finished creating questions, click **No** to return to your document in the Link Creator window.

    Note Each question in a question link is numbered consecutively, beginning with Question 1. You may want to type the question number in the text of the document for additional clarification.

21. Click **Finish** or close the Link Creator window.
22. Click **Continue to Step 4**. On the Properties page is displayed, where you can specify when to display your document quiz, as well as other options.
23. Click an availability option (e.g., **Make this quiz available now**) in the **Set quiz availability** section.

    Note

    - If you click **Make this quiz available now**, students can access this document quiz after you create it by clicking **Document Quizzes** on their TWEN course home page. The document quiz is displayed until you choose to hide or delete it.
    - If you did not choose to make Document Quizzes available when you created your course, the Document Quizzes link is displayed in the **Display for Faculty Only** section of the page. To make this link available to your students, you need to move the Document Quizzes link by clicking on the course page.
    - If you choose **Show this quiz,** click the date on which to display the document quiz.

24. Select or clear the check boxes for additional document quiz options (such as **Display answers and explanations**) from the **Set other quiz options** section.

    Note If you click **Allow anonymous quizzing**, students are prompted at the beginning of the document quiz to choose whether they want their names recorded with their quiz results or whether they want to take the quiz anonymously.

25. As an option, you can type a quiz password in the **Password** box:
    - Your password can consist of any combination of letters and numbers.
    - You must remember this password and distribute it to all course participants so they can access your quiz.
26. Click **Finish**. The new document quiz is listed on the Document Quizzes page.

EDITING A DOCUMENT QUIZ

You can easily modify a document quiz (such as quiz name, instructions, or questions) by completing these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Document Quizzes** to display the Document Quizzes page.
3. Click **Edit** next to the document quiz you want to edit. The Edit an Item page is displayed. You have these options:
    - Modify a document quiz name or instructions. For more information, see "Editing a Document Quiz Name and Instructions" on page 68.
    - Edit the text of the document that contains the quiz questions. For more information, see "Editing Document Quiz Text" on page 68.
    - Modify or delete document quiz questions. For more information, see "Editing or Deleting Document Quiz Questions" on page 68.

Editing a Document Quiz Name and Instructions

To modify the name of a document quiz or any online instructions, click **Edit Quiz Name and Instructions** on the Edit an Item page. The Edit Name and Instructions page is displayed. Update the information on this page and then click **Save**.

Editing Document Quiz Text

You can modify the text of the document that contains the quiz questions. To modify the text, complete these steps:

1. Click **Edit Uploaded Document Text** on the Edit an Item page. A dialog box is displayed, containing the text of your uploaded document.
2. Edit the text using the appropriate text-editing tools.
3. When you have finished making changes, click **Save Changes**.

   Note When you modify this document, TWEN does not change the original document that you uploaded.

Editing or Deleting Document Quiz Questions

To edit the quiz questions embedded in your document text, click **Edit Questions** on the Edit an Item page. The Link Creator window is displayed.

- To add a question link, click inside the document text in the exact location where you want to display the question mark icon. For more information about adding question links, see step 10 in "Creating a Document Quiz and Adding Links to Questions" on page 65.
- To edit or delete a question link, use your mouse to highlight the question mark icon.

  Note Highlight the icon but do not click it.

  The Edit Link page is displayed. From this page you can add a question, edit a question, delete a question, delete a question link, or arrange questions. Click the appropriate button and follow the online instructions.

Arranging Document Quiz Names on the Document Quizzes Page

To change the order of your document quizzes, complete these steps:

1. On the Document Quizzes page, click **Arrange Items**. The Arrange page is displayed.
2. Click a document quiz name and use the navigational buttons (e.g., **Move Up**) to change the order.
3. When you have finished arranging your document quizzes, click **Submit**. TWEN displays your document quizzes on the Document Quizzes page in the new order.

Live Discussions

You can create and manage live discussions for your course. For example, you can have a live chat with your students to answer questions about an upcoming project. Live discussions are available only to registered course participants and administrators.

SYSTEM REQUIREMENTS

To participate in live discussions, your Internet browser must support frames and you must have the Java RunTime Environment enabled. For best performance, use Internet Explorer 7.0 or later, or Mozilla Firefox 1.5 or later. For more information, click **System Test** on the Live Discussion page.

CREATING A LIVE DISCUSSION SESSION

To add a live discussion session, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Live Discussion** to display the Live Discussion page (Figure 5-7).

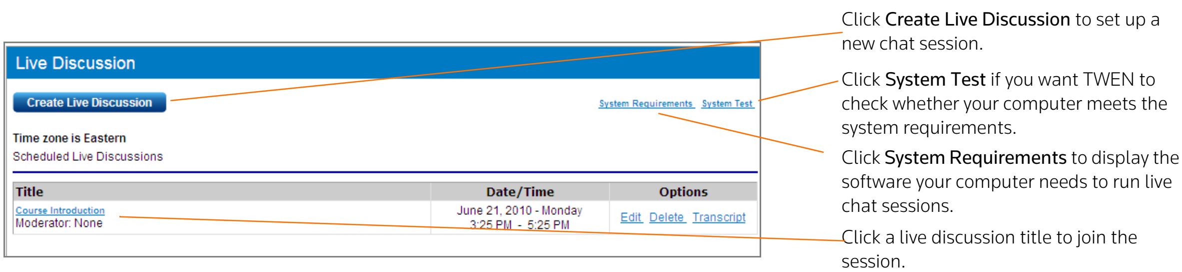


Figure 5-7. Live Discussion page

3. Click **Create Live Discussion**. The Create Live Discussion page is displayed (Figure 5-8).

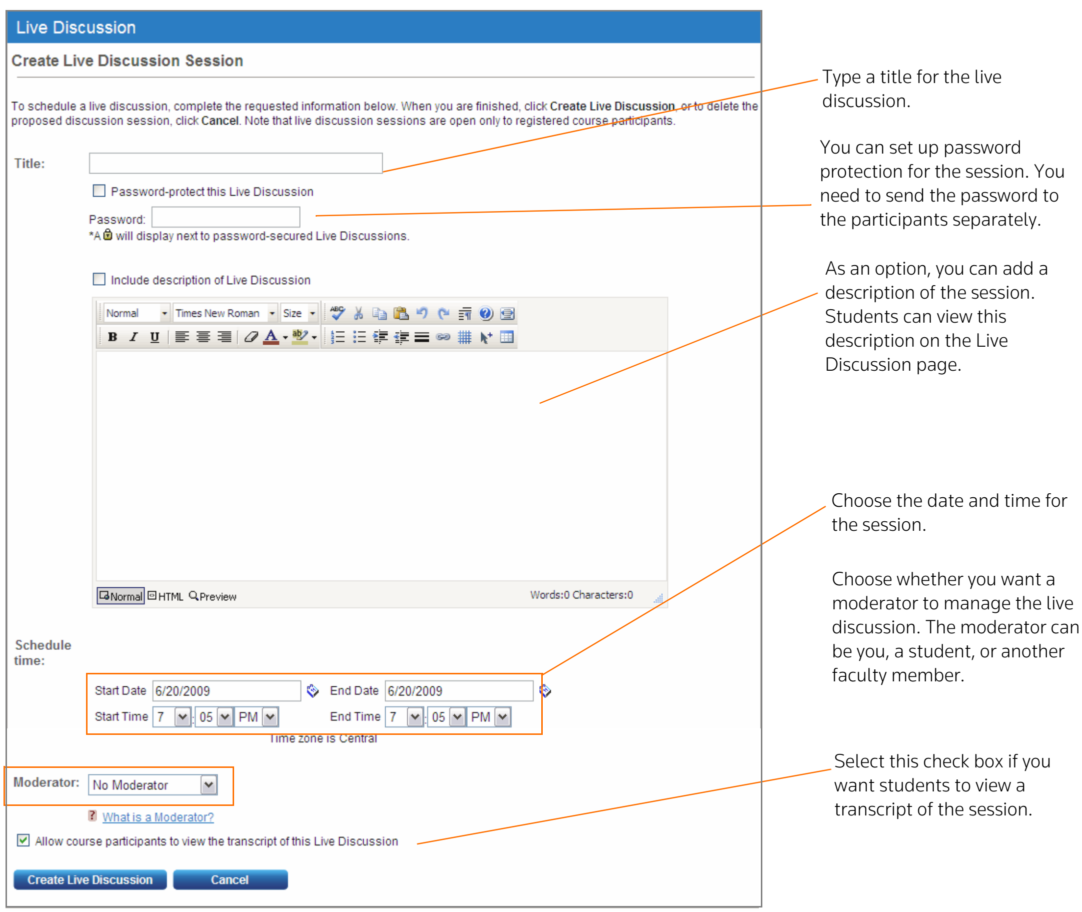


Figure 5-8. Create Live Discussion page

4. Enter the title of the live discussion.

5. You can choose to add a password for the live discussion.
   - Click the **Password-protect this Live Discussion** box.
   - Type the password in the **Password** box.

   Note You need to send your students the password separately.
6. You can choose to add a description.
   - Click the **Include description of Live Discussion** box.
   - Enter the text of the description in the text editor. You can use the toolbar to format the text.
   - To view the description, your students can point the mouse at the title of the session on the Live Discussion page. The description is displayed in a pop-up window.
7. Click the date and time to start and end the session.
   - You can type a date in the **Start Date** and **End Date** boxes or click the **Calendar** icon to choose a date.
   - Click the start and end time from the lists.
   - Students in your course can sign in to the session up to 15 minutes before the start time.
   - Students can sign in to the session up until the end time. After the end time, students will receive a message stating that the session has expired.
   - The live discussion can continue past the end time. The end time is only used to determine when students can sign in to the session.
   - A live discussion can be scheduled for up to six hours.
8. You can choose a moderator for the live discussion
   - By default, the **No Moderator** option is selected. Moderated discussions require the moderator to approve and release each comment before students will see it.
   - You can choose yourself, a student, or another course administrator as the moderator. For example, you might create a live discussion for a student group and appoint a student as the moderator.
   - If you choose a moderator, the description of the session will state that this is a moderated live discussion. The moderator's name is also listed on the Live Discussion page.

   For more information, see "Moderating a Live Discussion" on page 71.
9. Click whether you want your students to be able to view a transcript of the session.
10. Click **Create Live Discussion** to save your changes and return to the Live Discussion page. TWEN displays your new live discussion session at the bottom of the page.

For information on accessing a session, see "Entering a Live Discussion" on page 71.

EDITING A LIVE DISCUSSION SESSION

To edit a live discussion session, complete these steps:

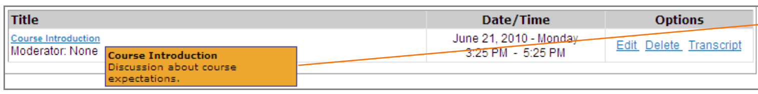
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Live Discussion**. The Live Discussion page is displayed.
3. Click **Edit** next to the session you want to modify.
4. Edit the information for the live discussion by typing over the existing information or choosing new options.
5. Click **Edit Live Discussion** to save your changes and return to the Live Discussion page.

   Note If the live discussion has already occurred, you can only edit the password and choose whether your students can view the transcript.

ENTERING A LIVE DISCUSSION

To access a live discussion session, you should complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Live Discussion**. The Live Discussion page is displayed, as shown in Figure 5-7 on page 69.
3. You can view a list of the scheduled live discussions. To view the description of a session, point your mouse at the title of the live discussion. If you entered a description, this information is displayed in a pop-up window (Figure 5-9).



You and your students can view a description of the live discussion by hovering the mouse over the session title.

Figure 5-9. Live discussion session description

4. Click the name of the session you want to enter.
   - You can enter a live discussion up to 15 minutes before the start time. (If the live discussion is moderated, the messages you submit do not appear in the chat window until they are approved by the moderator.)
   - You need to enter the live discussion before the end time. If you try to enter a live discussion after the end time, TWEN displays an error message.
   - The start and end times are based on the time zone in which the course is being offered. You need to account for time zone differences if you are participating in a live discussion for a course offered in a time zone different from your own.
5. When you enter a live discussion, the session opens in a separate chat window.
   - The left frame of the chat window shows the messages that participants have submitted.
   - The right frame of the chat window lists the live discussion participants.
6. To send a message to all participants, type the message in the box and click **Send**.

   Note If this is a moderated session, the moderator reviews the messages and decides which ones to post to the live discussion. The moderator can also send messages to a single participant. For more information, see "Moderating a Live Discussion" below.
7. You can view a Web page that was posted by the moderator. When the moderator submits the Web page, it automatically opens in a separate browser window on your computer.
8. To exit the session, close the chat window by clicking the **x** in the upper right corner of the window.

MODERATING A LIVE DISCUSSION

When you set up a live discussion, you have the option to appoint a moderator to manage the session. The moderator can be a professor, student, or other course participant.

As a live discussion moderator, you have these capabilities:

- You control which messages are posted to the live discussion.
- You can send a message to a single participant. This feature is known as *whispering*.
- You can remove a participant from the live discussion.
- You can prevent a participant from sending messages to the live discussion. The student can view the live discussion but cannot participate in it.
- You can open a Web page on each participant's computer. The page opens in a separate browser window.

MODERATING A SESSION

To moderate a live discussion, complete these steps:

1. On the Live Discussion page, click the title of a live discussion to sign in to the session.
2. You can use two windows to manage your session:

Window	Description
Moderator	The Moderator window lets you review and approve messages before they are posted to the live discussion. For more information, see "Using the Moderator Window" below.
Chat	The chat window is similar to the chat window that other participants see. However, you can remove participants from the session and perform other administrative tasks. For more information, see "Using the Chat Window to Manage a Session" below.

USING THE MODERATOR WINDOW

Use the Moderator window to review and approve the messages that participants submit to a live discussion. To manage the live discussion postings, complete these steps:

1. Review the messages that appear at the top of the Moderator window.
2. To approve a message so that other participants can view it, click the message and click **Pass and Send**.
3. To approve all future messages, select the **Pass All Messages** check box. When a participant submits a message, it is automatically displayed in the Chat window.
4. You can delete a message so that other participants never view it in the live discussion. Click the message and click **Delete**.

   Note The participant that submitted the message is not notified when you delete the message.
5. You can post a message to the live discussion. Type the message in the **Send Message** box and click **Send**.
6. When you have finished the live discussion, click **Close** to close the Moderator window and return to the Chat window.

USING THE CHAT WINDOW TO MANAGE A SESSION

As the moderator, you can use the chat window to remove or restrict users. You can also send messages and perform other tasks.

1. In the left frame of the chat window, you can view the messages that participants have posted during this session. In the right frame, you can see which students or faculty members have signed in to the live discussion.
2. To remove a participant from the live discussion, click the name in the right frame and click **Kick**.
3. You can prevent a participant from submitting messages to the live discussion.
   - Click the name in the right frame and click **Silence**.
   - The participant will be able to view the live discussion but will not be able to submit messages.
   - To reinstate the participant so he or she can submit messages, click the name and click **Talk**.

4. You can use the Push Page feature to open a Web page on each participant's computer. For example, you might want students to view a government agency Web site, such as **www.sec.gov** or **www.ftc.gov**.
   - Enter the full Web page address (URL), including **http://**, in the message box. Then click **Push Page**.
   - The Web page is displayed in a separate browser window on each participant's computer. (As the moderator, the Web page does not open on your computer.)
5. To post a message to the live discussion, type the message in the box and click **Send**.
6. As the moderator, you can send a message to a single participant.
   - This feature is known as **whispering**.
   - Type the message in the box, click the recipient's name in the right frame, and click **Send**.
   - Whispered messages do not appear in the live discussion transcript.
7. When you have completed the live discussion, close the chat window by clicking the **x** in the upper right corner of the window.

RETRIEVING LIVE DISCUSSION TRANSCRIPTS

Written transcripts of live discussion sessions are available beginning ten minutes after the end of the session. The transcript includes correspondence beginning with the start of the live discussion session and ending ten minutes after the session.

To retrieve a transcript of a completed live discussion session, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Live Discussion**. The Live Discussion page is displayed.
3. Click **Transcript** for the live discussion session. The transcript lists the start time, end time, and each message that was posted to the Chat window.

   Note The transcript does not include whispered messages that the moderator sent to a single participant. The transcript also does not contain messages that the moderator deleted.
4. You can easily print a transcript for a live discussion by clicking **Print** at the top of the Transcript page.

DELETING A LIVE DISCUSSION SESSION

You can delete a live discussion. However, deleting a live discussion also deletes the transcript for that session. You may want to copy and save the transcript before deleting the live discussion.

To remove a live discussion session, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Live Discussion**. The Live Discussion page is displayed.
3. Click **Delete** next to the discussion you want to remove. The Delete Live Discussion page opens.
4. Click **Yes, Please Delete** to remove the session and return to the Live Discussion page.

Polling

TWEN provides polling features you can use in your courses to survey students. You and your class can view poll results as a pie chart or a bar graph. You have these polling options:

- **InstaPolls**—You orally ask students a question in class and they respond using their computers. For more information, See "Polling" on page 73.
- **Customized polling**—You can create and save these polls. Students can take these polls from your course home page. For more information, see "Customized Polling" on page 76.

INSTAPOLLS

The InstaPoll feature allows you to orally ask questions in class that students can respond to anonymously using their computers.

- You can poll the class with a yes/no, true/false, or multiple choice question.
- You and the students can view the responses in class. The results are automatically summarized in a bar graph or pie chart.

  Note You cannot save InstaPoll results. Use customized polling to create and save polls.

Using InstaPolls As a Classroom Response System

Using an InstaPoll allows you to get immediate feedback from your students without the need for expensive classroom response systems or clickers. Have your students click **InstaPoll** on the course home page and then ask your question. Students can then choose their answer and you can get real-time, immediate feedback.

CONDUCTING AN INSTAPOLL

When you conduct an InstaPoll, you can let students view the results immediately or you can hide the results and release them after all the students have voted.

To conduct an InstaPoll, complete these steps:

1. Click the **InstaPoll** icon on the course home page, as shown in Figure 5-10. The InstaPoll question page is displayed, as shown in Figure 5-11.

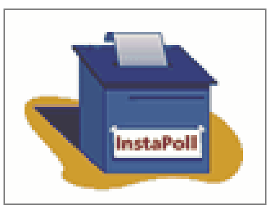


Figure 5-10. InstaPoll icon on the course home page

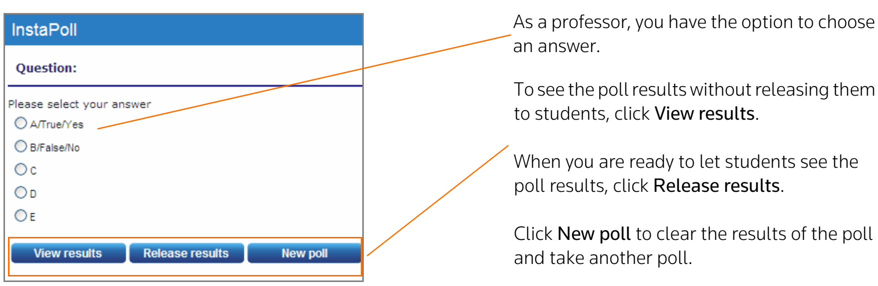


Figure 5-11. Professor view of an InstaPoll question

2. Click **New poll** to clear the results from your previous poll. Then click **Yes, Reset Poll** on the Reset Poll Results page.
3. Ask the students the question orally in class. (You do not use TWEN for this step.)
4. After you pose the question, students vote by clicking the **InstaPoll** icon on the course home page, (Figure 5-10.) The students click an answer to your question (Figure 5-12 on page 75).

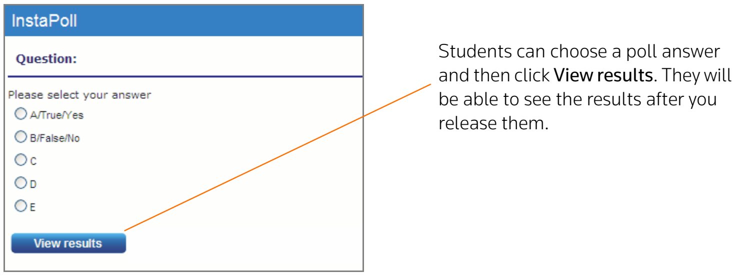


Figure 5-12. Student view of InstaPoll question

5. On your InstaPoll question page, click **Release results** so students can view the poll results in TWEN.

   Note If you do not want students to see the results at this time, you can release the results later. For example, you may want to hide the poll results until all of your students have voted. For more information, see Figure 10.

6. Click **View Results** to see the poll results as a bar graph.
7. When you are viewing the bar chart, you have these options:
   - Click **Refresh** to update the results as more students vote.
   - Click **Go to pie chart** to display the results as a pie chart.
8. On the bar graph or pie chart, click **Voting Status** to see which students have voted. The Voting Status page is displayed (Figure 5-13). You have these options:
   - Click **Refresh** to update the voting status based on the latest results.
   - Click **Return to results** to return to the bar graph or pie chart.

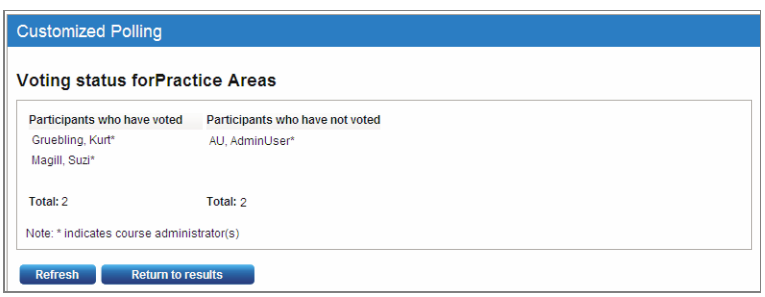


Figure 5-13. InstaPoll Voting Status page

   Note The Voting Status page shows you which students have voted and which have not voted. The votes are anonymous and you cannot see how each student voted.

9. If you did not release the poll results in step 5, click **Home** in the bar graph or pie chart window to return to the InstaPoll question page.
10. Click **Release results** when you are ready to let students view the poll results. TWEN displays a confirmation message indicating that the poll results have been released.
11. After you release the results, you have these options on the InstaPoll question page:
   - Click **View results** to display the poll as a bar graph.
   - Click **New Poll** if you want to ask another InstaPoll question.
   - Click the **x** in the upper right corner to close the InstaPoll window and return to the course home page.

HIDING THE INSTAPOLL FEATURE

If you do not want to display the InstaPoll icon on your course home page, complete these steps:

1. Click **Modify Page** on the course home page.
2. Under InstaPoll, select the **Hide from course home page** check box.
3. Click **Submit Home Page Changes** at the bottom of the page to save this change.

CUSTOMIZED POLLING

Customized polling allows you to create polls that students can respond to anonymously.

- You can poll the class with a yes/no, true/false, or multiple choice question.
- You can save customized polls and your students' responses.
- You can view the poll results as a bar graph or pie chart at any time.

CREATING A CUSTOMIZED POLL

To create a customized poll, complete these steps:

1. On your course home page, click **Customized Polling** in the left navigation area of the page. All polls you have created are displayed.
2. Click **Create a Poll**.
3. Type a poll title, your question, and at least two answers. Figure 5-14 on page 77 shows an example of a poll question.

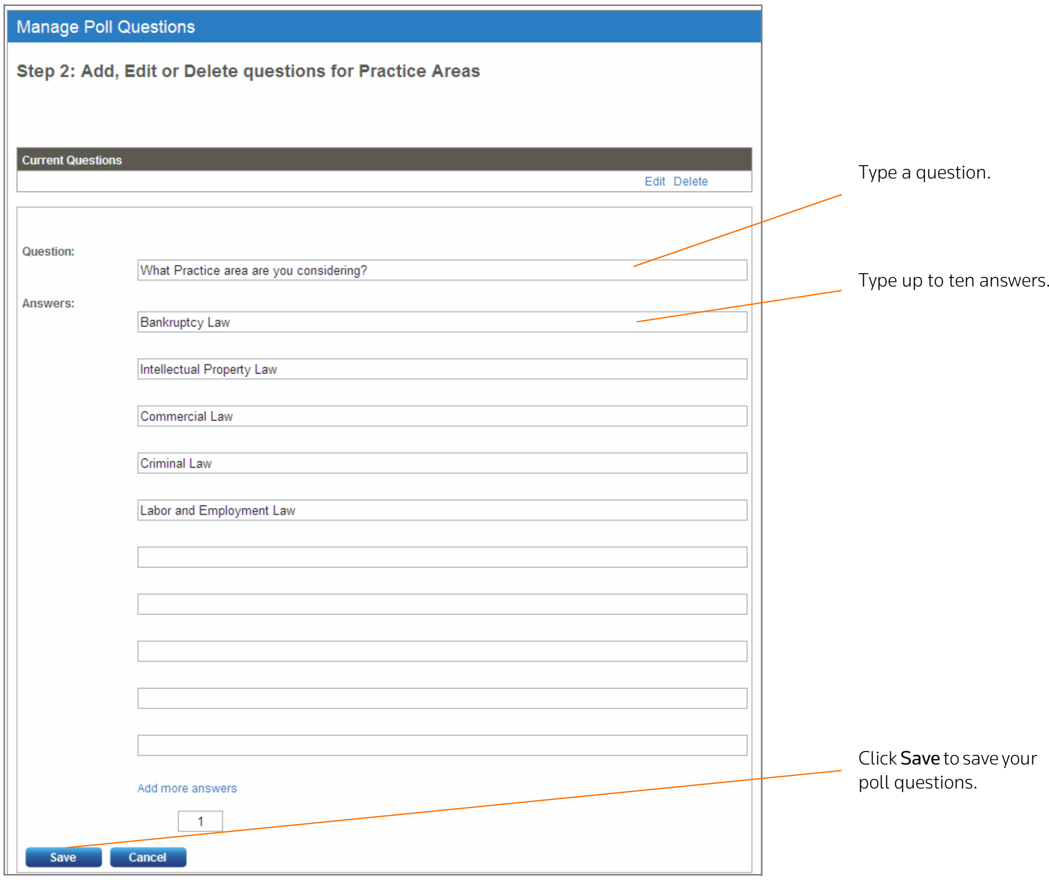


Figure 5-14. Create a Poll page

4. By default, students receive an error message if they try to vote more than once. If you want to let students vote multiple times for this poll, select the **Allow students to vote more than once** check box.
5. Select the **Hide poll results** check box if you want to hide the poll results when students take the poll. You can manually release the results to students after they take the poll.
6. Choose when to make the poll available to students.
   - Click **Make this poll available now** to display the poll with no expiration date.
   - Click **Hide this poll from student view until further notice** to save the poll without displaying it. When you are ready to have students take the poll, click **Edit** on the Customized Polling page and specify when you want the poll to be available.
   - Click **Show this poll** and type or choose a start and end date to display the poll for a specific period of time.
7. Click **Save and Add Questions** to add a question and answers to your poll. The Manage Poll Questions page is displayed.
8. Type your question in the **Question** box.
9. Type the possible answers in the **Answers** box. Click **Add More Answers** if you need to add more empty answer fields.
10. Decide how many answers a student can choose at one time. The default limit is one.
11. Click **Save**.

12. You can create more questions and answers in this poll by clicking **Add New Questions** and repeating steps step 8 through step 11.
13. To edit any of the questions and answers in the poll, click **Edit**.
14. To delete the poll question, click **Delete**.
15. To create the poll, click **Finish Poll**.

TAKING A POLL AND VIEWING THE RESULTS

To take a customized poll and view the results, complete these steps:

1. Have your students take a poll by clicking **Customized Polling** on the course home page.
2. On the Customized Polling page, students click the name of the poll to open it. Figure 5-15 shows an example of a poll question. These options are available to students:
   - They can choose an answer. TWEN immediately displays the poll results as a bar graph.
   - They can click **Home** to close the poll without voting.

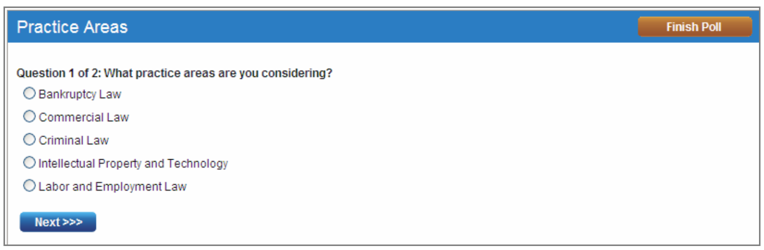


Figure 5-15. Custom poll question

3. The Poll Results page displays the responses as a bar chart (Figure 5-16). These options are available to you as a professor:
   - Click **Refresh** to update the results as more students vote.
   - Click **Go to pie chart** to view the responses as a pie chart.
   - Click **Voting Status** to see which students have voted and which have not.
   - Click **Home** to close the poll results and return to the Customized Polling page.

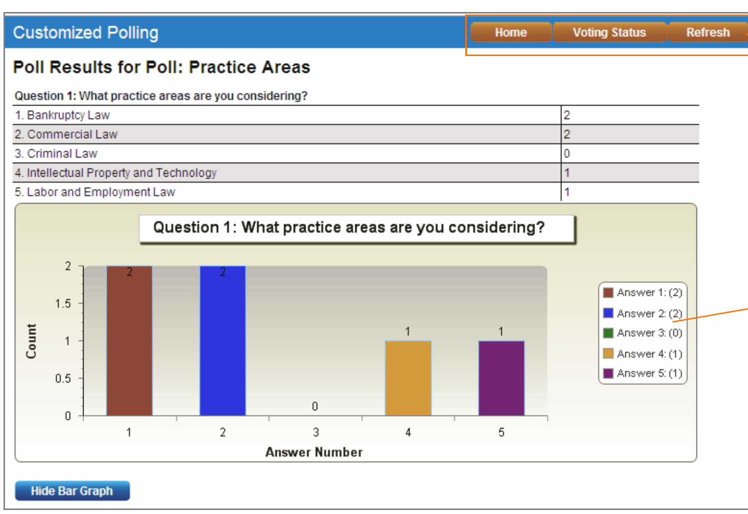


Figure 5-16. Custom Poll results displayed as a bar graph

CONTROLLING THE RELEASE OF POLL RESULTS

You can choose when you want to release the customized poll results to students. For example:

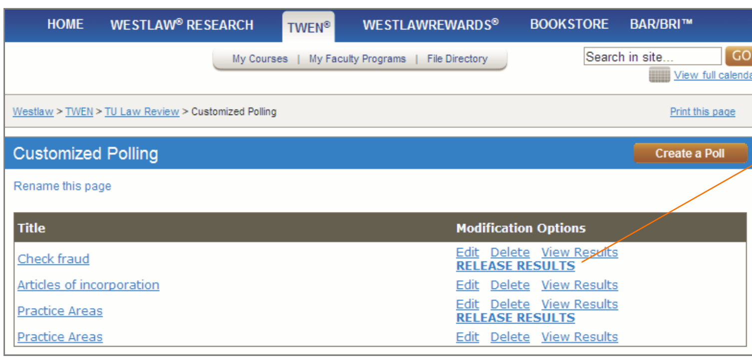
- You might not want students to view the results until all of the students have voted.
- You might not want students to wait to see how others voted before they cast their vote.

To conduct a customized poll and control the release of the results, complete these steps:

1. When you create the poll, select the **Hide Poll Results** check box.

   Note Hiding poll results is different from hiding the poll from student view. If you hide the poll from student view, they cannot take the poll. If you hide the poll results, the students can take the poll but cannot see the results until you release them.

2. The student takes the poll and chooses an answer for the question. TWEN displays a message stating that the poll results have not been released. The student can click **Home** to return to the Customized Polling page.
3. When you are ready to release the poll results, click **Customized Polling** on the course home page. The Customized Polling page is displayed (Figure 5-17).



Click **Release Results** when you are ready to let students view the poll results.

Figure 5-17. Releasing poll results option

4. Click **Release Results** to make the poll results available to students.

EDITING A CUSTOMIZED POLL

To edit a customized poll, complete these steps:

1. Click **Customized Polling** on the course home page. All polls you have created are displayed.
2. Click **Edit** next to the title of the poll you want to change.
3. If results already exist for the poll, you can delete them and start over the next time you conduct the poll. Click **Yes** next to **Would you like to rest the results of this poll?**

DELETING A CUSTOMIZED POLL

To permanently delete a customized poll and its results, complete these steps:

1. Click **Customized Polling** on the course home page. All polls you have created are displayed.
2. Click **Delete** next to the title of the poll you want to delete.
3. Click **OK** to confirm the deletion.

6 Communicating within Your TWEN Course

With TWEN, you can communicate with your students in multiple ways including using forums, wiki pages, and through e-mail.

Using Forums In Your Course

A forum is a virtual environment you can use to conduct in-depth online discussions, elicit responses to a topic or idea, or distribute course information. The threaded posting areas in forums are designed for interactive communication.

- You can set up forums for interactive communication between you and your students.
- You can set up forums that are dedicated to students only.

By default, TWEN provides one interactive discussion forum (titled "Discussion") when you create a course. To use and modify this default forum, see "Modifying Forums" on page 86.

Note You can also use forums to post course materials or your syllabus. However, this type of one-way publishing is best accomplished by using document pages.

CREATING A FORUM

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** under **Navigation** on the left side of the course home page to display the Forums page.
3. Click the **Create Forum** button at the top of the page. The Create a new forum page is displayed (Figure 6-1).

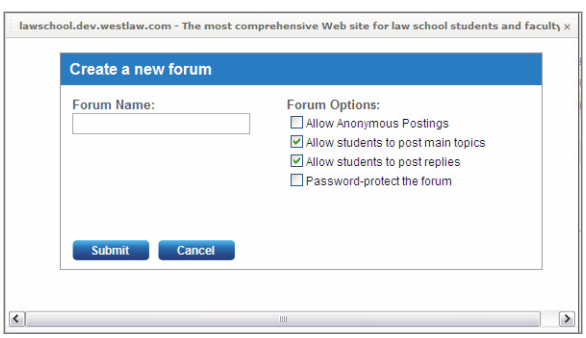


Figure 6-1. Create a new forum page

4. Type the name of the new forum in the **Forum Name** box.
5. Select the **Allow Anonymous Postings** check box to allow students to post messages without their names and e-mail addresses.
6. Select the **Allow students to post main topics** check box to allow students to post main topic messages.

7. Select the **Allow students to post replies** check box to allow students to respond to main topic discussions.
8. If you want, you can make your forums secure by using a password. You need to distribute this password to the students you want to access the forum. Select the **Password-protect the forum** check box and type a password in the **Password** box.
9. Click **Submit**.

POSTING MESSAGES IN FORUMS

Postings contain the information published in a forum. A posting can include text, graphics, spreadsheets, charts, quiz questions, or other materials. There are two ways to create a posting:

- Type text directly into the **Message** box.
- Upload the contents of a file that you created in another application.

POSTING A MAIN TOPIC MESSAGE

To post a main topic message in a forum, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** under **Navigation** on the left side of the course home page to display the Forums page.
3. Click the name of the forum you want to enter (Figure 6-2).

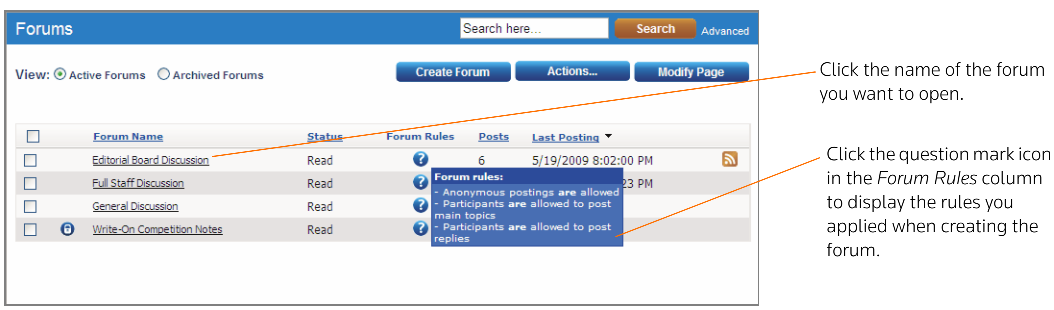


Figure 6-2. Forum page showing forum rules

4. Click the **Add Topic** button at the top of the forum page.
5. In the **Subject** box, type the title of the posting.
6. Type the content of your posting or edit the format of your posting.

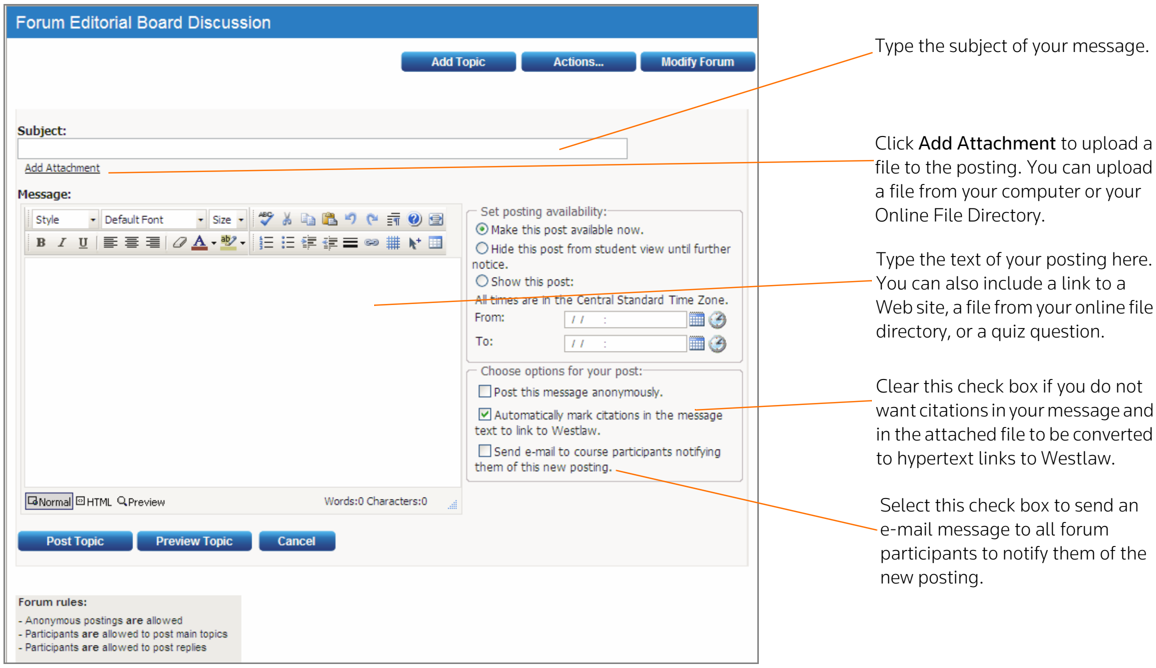


Figure 6-3. Add Topic page

7. To add an attachment to the posting, click **Add Attachment**. The Attach a File to Forum Posting dialog box is displayed (Figure 6-4).

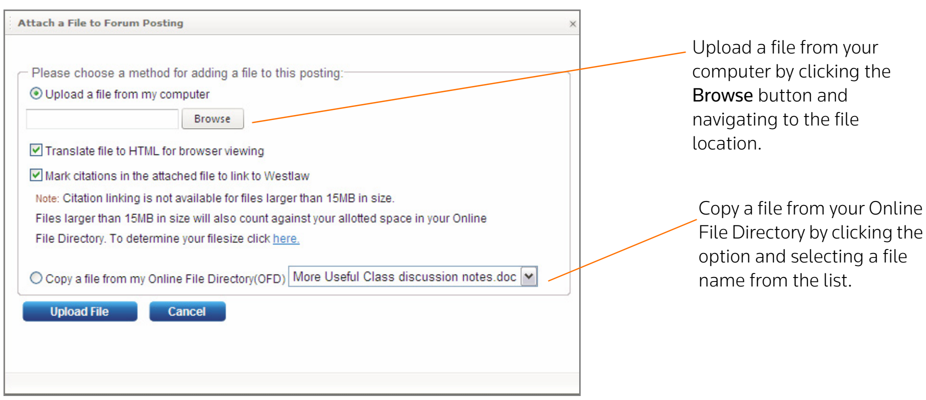


Figure 6-4. Attach a File to Forum Posting page

8. To attach a file from your computer, click **Browse**. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the text box. Or, if you know the exact path of the file you want to attach, type the path and file name (e.g., **c:\bnkrptcy\article.doc**) in the text box.

Note Select the **Translate file to HTML for browser viewing** check box to translate the file to HTML for viewing in a Web browser. Many file formats, such as those created by most word-processing, spreadsheet, graphics, and presentation programs, can be converted and displayed in the body of your posting. For a complete list of file formats, consult the TWEN online Help.

9. Select the **Mark citations in the attached file to link to Westlaw** check box if you want your citations in your document to be linked to full text documents on Westlaw.
10. Click **Upload File**.
11. If anonymous postings are allowed, a check box labeled **Post this message anonymously** is displayed. Select this check box if you do not want to display your name and e-mail address with your posting.
12. Specify when you want students to be able to view the posting. Click one of the three availability options (e.g., **Make the post available now**).

    Note The scheduling option is available only when posting main topic messages. It is not available when you are responding to a posting.

13. Select the **Send e-mail**... check box if you want to send an e-mail message to all course participants to notify them that a new item has been added to the forum.

    Note If you have chosen to delay the display of this item (step 12) and have selected the **Send an e-mail...** check box, the notification e-mail message is not sent until the item is displayed for students.

14. Click the **Preview Topic** button to view your posting before submitting it. (On the Preview page, you can click the **Edit** button to return to the Post Message page and edit your posting.)
15. Click **Post Topic** to add your posting to the discussion list.

RESPONDING TO A POSTING

To respond to a main topic posting, you must be viewing the posting (Figure 6-5). Follow the steps below.

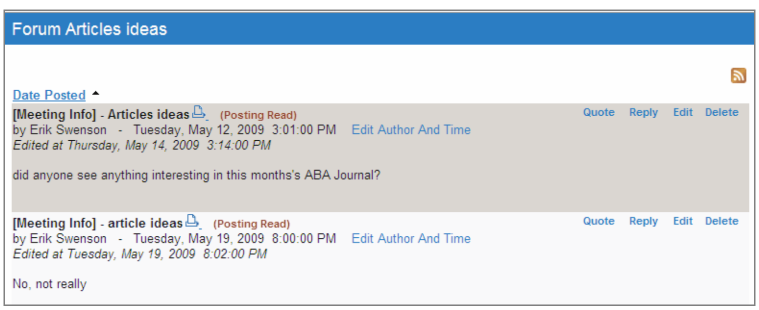


Figure 6-5. View of a posting

1. Click **Reply**. You can follow the same steps as required for posting a main topic message. For more information, see "Posting Messages in Forums" on page 82.
2. You can quote the original post in your response by clicking **Quote** in the post. The text in the original post is copied into your reply (Figure 6-6 on page 85). You can edit the quoted text if you want to quote only a portion of the original post.

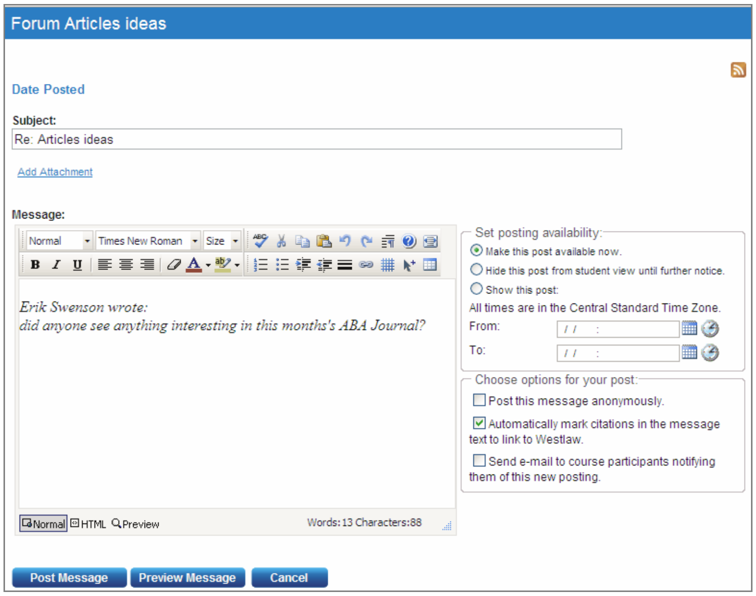


Figure 6-6. Quote from original text in the reply

3. You can edit the contents of the post by clicking **Edit** in the post. You can also delete the post by clicking **Cancel**.
4. Click the **Post Message** button to post your message.

VIEWING FORUMS AND POSTINGS

To enter a course forum and read its postings, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** under **Navigation** on the left side of the course home page to display the Forums page.
3. Click a forum title on the course home page. The forum is displayed. Figure 6-7 shows a sample forum.

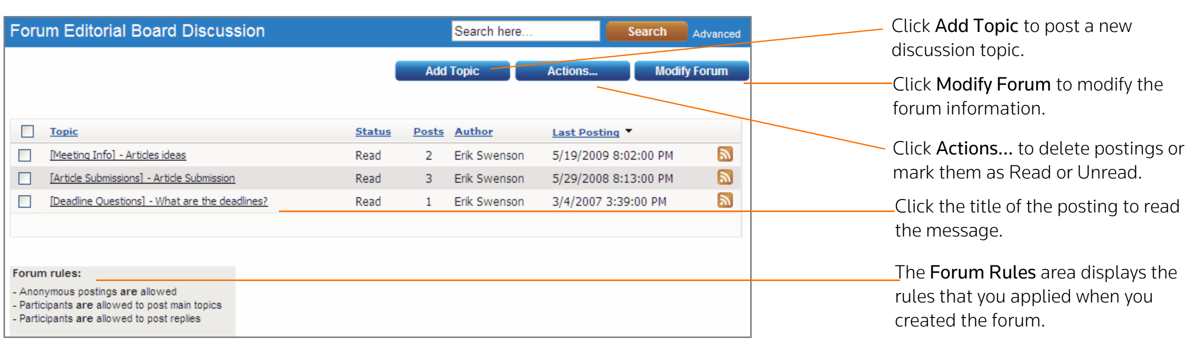


Figure 6-7. Sample forum page showing postings

4. Click the title of a posting to display the message.

EDITING A FORUM POSTING

You can edit a posting. To edit your posting, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** under **Navigation** on the left side of the course home page to display the Forums page.
3. Click the forum name and then open the posting by clicking the posting name.
4. Click **Edit**.
5. Type over or click new options for any information you want to update. If the posting includes an attached file, click the appropriate link (e.g., **Delete Attachment**) to edit, delete, or replace a file attachment.

   Note You can edit files attached in the body of your posting that have been converted to HTML format if you are using a PC and Internet Explorer. Click **Edit Attachment**, which opens the file in the HTML Document Editor. You can update the document text, formatting, and attributes, then click **Save Changes and Submit**. For more information about formatting,
6. You can remove a forum posting if you are the author. To remove a posting, open the posting and click **Delete**. Click **Delete** again to confirm the deletion.

MODIFYING THE AUTHOR, DATE, OR TIME OF A POSTING

As the course administrator, you can modify the author, date, and time of a forum posting. To modify the posting, complete these steps:

1. Click **Edit Author And Time** in the posting.
2. Click a new author from the **Author** list.
3. Type a new date and time in the appropriate text boxes or click the calendar and clock to set a date and time.
4. Click **Update**.

SORTING FORUM POSTINGS

You can sort the postings in your forums according to your display preference by clicking the column heading in the forum.

MODIFYING FORUMS

You can modify forum properties by completing these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** under **Navigation** on the left side of the course home page to display the Forums page.
3. Click the name of the forum that you want to modify. The Forum discussion page is displayed.
4. Click **Modify Forum**. The Modify Forum page is displayed.

Modifying Forum Information and Access

To modify forum properties, complete these steps:

1. You can edit the information you specified when you created the forum on the Modify Forum page. Click **Modify Forum Information and Access** on the Modify Forum Information page. The Modify Forum Name and Access page is displayed.

2. You can perform these tasks:
   - Click the name of the forum by typing a new forum name over the existing name in the **Forum name** box.
   - Password-protect the forum by selecting the **Password-protect the forums** check box and typing a password in the **Password** box.
   - Select the check box if you want to receive an e-mail notification each time a user accesses your password-protected forum.
3. Click **Save Changes**.

Sharing a Forum with Another Course

With TWEN, you can share a forum you have created with other courses at your school or with other courses at law schools across the nation. This approach allows you to facilitate a discussion that more fully engages students in the subject matter. You can also involve multiple campuses to obtain diverse perspectives.

To share a forum, complete these steps:

1. Click **Share This Forum With Another Course** on the Modify Forum Information page.
2. Click the school that hosts the course with which you want to share the forum.
3. Click the course or courses with which you want to share your forum. Then click **Share with These Courses**. The Modify Forum Information page is displayed again, with a note showing that the sharing requests have been made.
4. The recipient (professor) of the sharing request will receive a message indicating that you have made a request to share the forum page. That professor can accept it, decline it, or send you an e-mail message requesting more information.

Printing Postings

To print postings from a forum, complete these steps:

1. Click **Print Forum Posting(s)** on the Modify Forum Information page. The Print Forum Postings page is displayed.
2. Select the check box next to the postings you want to print. (Click a posting title to view the full text of the posting.)
3. Click **Submit**.

   Note If you choose more than one posting to print, there will not be a page break between postings.

DELETING TOPICS AND POSTING

You can delete a single posting (if you are the author), the entire topic, or multiple topics in a forum.

Deleting a Single Posting

If you are the author of a posting, complete these steps to delete the posting:

1. Open the forum and click your main topic posting to display the posting.
2. Click **Delete**, then click **Delete** again to confirm the deletion.

Deleting a Topic

You can delete a topic in a forum by completing the following steps:

1. Open the forum and select the check box next to the topic you want to delete.
2. Click **Delete** from the **Actions** list, then click **Delete** again to confirm the deletion.

Deleting Multiple Topics

To delete multiple topics at one time, complete these steps:

1. Open the forum and select the check boxes next to each topic you want to delete.
2. Select the check box next to each topic you want to delete. (You can click a topic title to view the full text of that topic.)
3. Click **Delete** from the **Actions** list, then click **Delete** again to confirm the deletion.

ARCHIVING AND RESTORING FORUMS

You can only archive or restore the entire message thread. You cannot archive or restore individual responses within a main topic posting.

To archive a forum, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** to display the Forums page.
3. Select the check box next to the forum you want to archive.
4. Click **Archive** from the **Actions** list, then click **Archive**.

To restore a forum, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** to display the Forums page.
3. Click **Archived Forums** next to **View** to view all of the archived forums for your course.
4. Select the check box next to the forum you want to restore.
5. Click **Restore** from the **Actions** list, then click **Restore**.

DELETING FORUMS

> **Note** If you delete a forum, all postings associated with the forum are deleted. You will not be able to restore the forum and no one will be able to access the forum.

To delete a forum from TWEN, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** to display the Forums page.
3. Select the check box next to the forum you want to delete.
4. Click **Delete** from the **Actions** list, then click **Delete** again.

SEARCHING IN FORUMS

You can search for information in forum postings by typing a search term in the search field on the main forum page or click **Advanced Search** to narrow your search criteria and results.

To perform an advanced search in a forum, complete these steps:

1. On the Forums main page, click **Advanced**. The Advanced Search page is displayed (Figure 6-8).

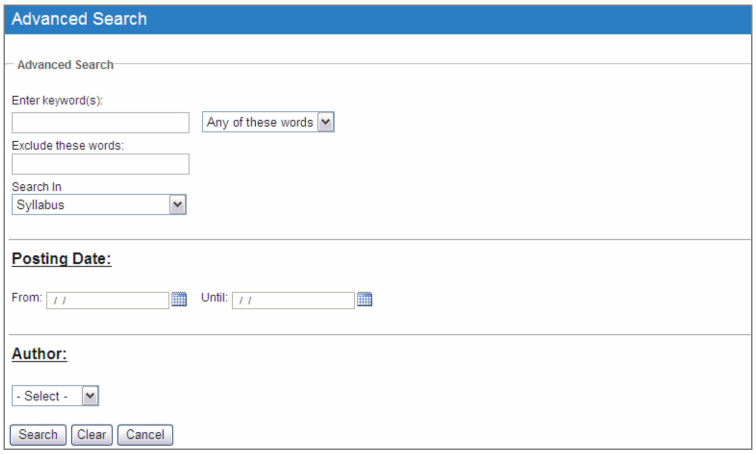


Figure 6-8. Advanced Search page

2. On the Advanced Search page, enter keywords in the **Enter keyword(s)** box.
3. You can choose to search any of the keywords, all of the keywords, or only an exact match of the keywords that you provided by choosing the appropriate option from the list.
4. Select the forum to search from the **Search In** list.
5. Type the search dates in the **Posting Date** boxes or click the calendars to choose dates.
6. Restrict the search to postings by a particular author by choosing the author from the **Author** list.
7. Click **Search**. You can also reset your search fields by clicking **Clear**. The search result is displayed, including the number of search results that matched your criteria within the time period. To access a search result, click the title of the posting.

Using Wiki Pages To Communicate With Your Students

You can create wiki pages within your TWEN course to communicate with your students. Wikis can be edited by both faculty and students.

CREATING A WIKI PAGE

You can create a wiki page directly within your TWEN course by completing the following steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Wiki** to display the Wiki page.
3. Click **Add New Page** on the top of the Wiki page.
4. Type a name for the wiki page in the **Page Name** box.
5. Specify who can edit a wiki page—**Everyone** or **Administrators Only**.
6. Specify when you want students to be able to view the wiki page. Click one of the three availability options: **Make this post available now**, **Hide this page from student view**, or **Specify availability**.
7. Add content in the **Page Content** box.
8. Type tags in the **Tags** box. Tags are keywords that relate to the content.

9. Click **Submit Tag**.
10. Click **Save** to create the wiki page.

EDITING WIKI PAGES

To edit a wiki page complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Wiki** to display the Wiki home page.
3. Click the name of the wiki page to view it.
4. Click **Edit Page**. For more information see "Creating a Wiki Page" on page 89.
5. Click **Update** to save the page.

VIEWING THE HISTORY OF A WIKI PAGE

You can view the revision history of any wiki page in your course by completing these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Wiki** to display the Wiki home page.
3. Click the name of the wiki page that you want to view.
4. Click **History**. A list of revisions is displayed.
5. Click a revision number to view the version.

Note You can compare revisions by choosing multiple revisions and clicking **Compare**. The changes between the two versions are highlighted.

Communicating Using E-Mail

You can use e-mail in TWEN to conveniently communicate with your course participants. You can send messages to certain students or to all students at once. In addition, you can create e-mail message distribution groups for groups of course participants.

SENDING MESSAGES

To send an e-mail message, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **E-Mail Options** under **Navigation** on the left side of the course home page. The E-Mail Options page is displayed.
3. Select the **All course participants** check box to send a message to all of the individuals participating in your course. Or choose individual recipients by selecting the check box next to each participant's name.
4. If you want to send a copy of the message to additional people, type their e-mail addresses in the **Send a CC to:** box. Separate multiple addresses with commas.
5. Clear the **Include Course Title in Subject Line** check box if you do not want to include course information in the e-mail.
6. Select the **Send Message as Attachment** check box if your school restricts in-line message length.
7. Type the subject in the **Subject** box and type the content in the **Message** box.
8. To attach a file to your e-mail message, click **Browse** to choose the files. You can load up to three files but the total file size must not exceed 5MB.
9. Click **Send E-Mail** to send your message. You receive these messages:
   - an automatic cc: copy of the message

- a message stating that an attempt was made to send the e-mail message to the users you chose
- a confirmation message stating which users have a valid e-mail address and which do not

10. Click **Save Draft** if you want to save the e-mail and send it at a later date. You can view e-mail drafts by clicking **My Drafts** on the E-Mail Options page.

Note

- A valid e-mail address does not guarantee successful delivery of your e-mail message.
- You can also send a message using the Participants and Usage feature. E-mail is sent by TWEN using **TWEN-noreply@westlaw.com**. Add this e-mail address to your SPAM filter to avoid e-mail delay.

SENT E-MAIL OPTIONS

TWEN will now save the last six months of e-mails that a faculty member has sent through E-Mail Options. Only e-mails from faculty are saved and after six months, they are deleted from the course.

Any attachments to the e-mails are not saved. Faculty can see and re-send e-mails and, if necessary, add any attachments they need to have on the e-mail.

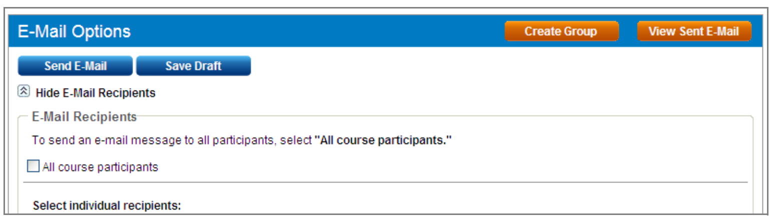


Figure 6-9. E-Mail Options page

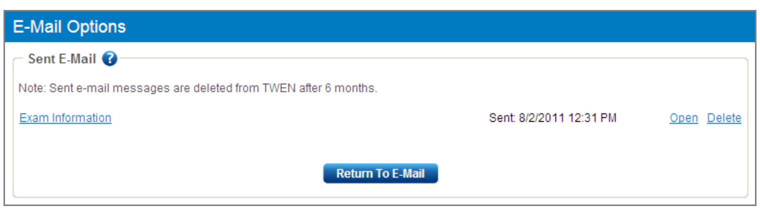


Figure 6-10. Sent E-Mail page

CREATING E-MAIL GROUPS

If you frequently send e-mail messages to the same group of participants, you can create an e-mail group for convenient message distribution.

Note You can send an automatic reminder for a calendar event to an e-mail distribution group.

To create an e-mail group, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **E-Mail Options** under **Navigation** on the left side of the course home page to display the E-Mail Options page.
3. Choose the members for your e-mail group by selecting the check box next to each participant's name.

   Note You must choose two or more participants to form a group.
4. Click **Create Group**. The Create/Edit Group page is displayed.
5. Type a name for the e-mail group in the **E-mail group name** box.

6. To make this group available to students and other faculty in the class, select the **Share this group with class participants** check box.

   Note If you choose to make this group available to other participants, this group will be available from their E-Mail Options page.

7. Click **Save Changes** to create the e-mail group and return to the E-Mail Options page. The new group is available on your E-Mail Options page.

EDITING OR DELETING E-MAIL GROUPS

To edit or delete an e-mail group, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **E-Mail Options** to display the E-Mail Options page.
3. Scroll down the page to the **My E-Mail Groups** section.
4. To edit a group, click **Edit** next to the name of the group you want to modify.
   - Modify the group name by typing over the existing text in the**E-mail group name** box.
   - Select the check boxes next to the participants you want to add to the group.
   - Clear the check boxes next to any participants you want to remove.
   - To make this group available to students and other faculty in the class, select the **Share this group**... check box.
   - Click **Save Changes**. The E-Mail Options page is displayed, containing your updated e-mail group.
5. To delete a group, click **Delete** next to the name of the group you want to remove, then click **Delete** again to confirm the deletion.

7 Using the TWEN Grade Book and Assignments

Using the grade book, you can create course assignments that your students electronically receive and submit. To access the Grade Book Home page, click **Grade Book & Assignments** under **Display for Faculty Only** in the left navigation on any course page.

Navigating the Grade Book Home Page

On the Grade Book Home page (Figure 7-1), you can do any of the following tasks:

- Create and manage course assignments.
- Have your students complete and submit their assignments online using an Assignment Drop Box.
- View and grade assignments that your students submit.
- Download multiple submissions for an assignment in one batch.
- Calculate and store quiz scores in the grade book.
- Set up a course to use anonymous grading.
- Download your grade book to a Microsoft Excel spreadsheet.

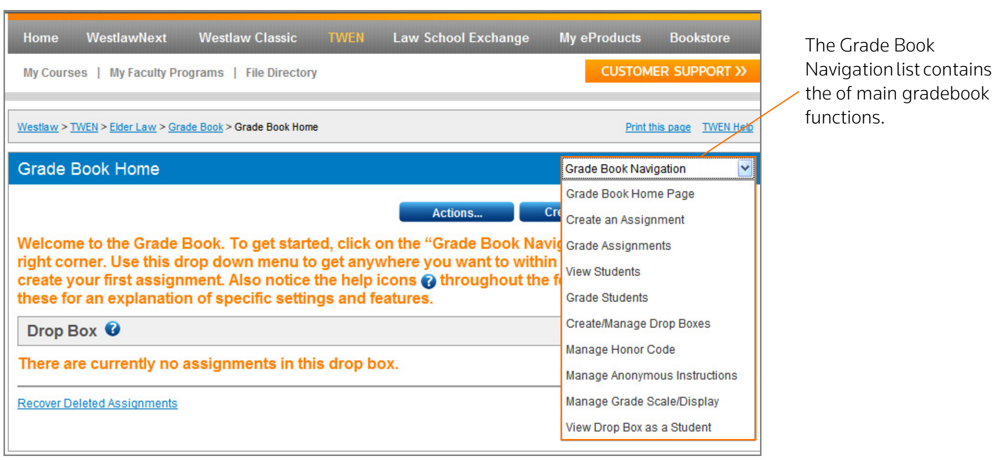


Figure 7-1. Grade Book Home page

The Grade Book Home page uses informational icons for each assignment, as displayed in Figure 7-2 on page 94.

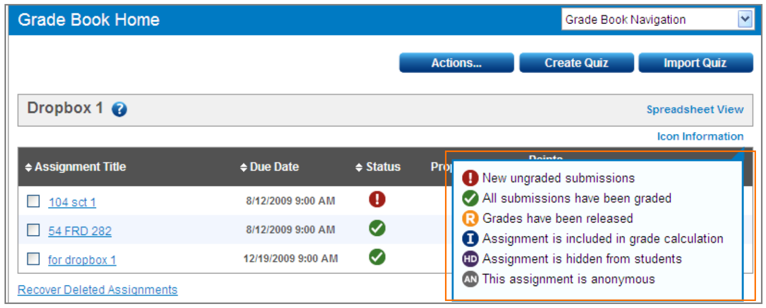


Figure 7-2. Grade book icons

Setting Up the Grade Book

SETTING AND MODIFYING GRADE BOOK PROPERTIES

To manage your grade book properties, complete these steps:

1. Click the course name on the My Courses page.
2. Click **Modify Course** on the left side of the course home page.
3. Click **Course Elements** at the top of the page, then click **Modify Grade Book**. The Set/Modify Grade Book Properties page is displayed.
4. Modify how your grades are calculated and entered:
   - **Calculation Method**—Click how grades are calculated for the course. For example, you might calculate the course grades by averaging all assignments. Click **Adjust Weighted Values** to adjust the weighted values for the grades.
   - **Grade Entry Method**—Click whether you want to use numeric or letter grades for assignments. Click **Adjust Grading Scale** to adjust the grade calculation breakdown for the assignment.
   - **Grade Display Options**—Click how you would like your students to view the grades you have entered.
5. Select the **Require honor code for ALL assignments by default** check box if you want your students to accept your school's Honor Code for all assignments. If you choose this option, all students will have to Accept the honor code prior to accessing any assignment. For more information, see "Using an Honor code" on page 96.
6. Copy and paste or type your school's Honor Code in the **Honor Code** box.
7. Choose a name from the **Determining a Neutral Proctor** list if you want a neutral proctor to administer the course. A neutral proctor is the only administrator with the ability to deactivate anonymous grading for assignments once they've been created. Neutral proctors can also manage anonymous IDs for students if necessary.
8. If you chose a neutral proctor and are using anonymous grading for your course, enter instructions for your students in the **Anonymous Grading Instructions** box.
9. Click **Submit**.

CREATING MULTIPLE DROP BOXES FOR A COURSE

You can create multiple drop boxes for a course. Multiple drop boxes are useful when you have two separate course sessions (e.g., a day course and a night course) but want to use the same TWEN course and materials. Students will not see drop boxes that they are not associated with and can only be associated with one drop box at a time.

Since drop boxes may contain separate and distinct assignments, student submissions cannot be moved from one drop box to another. Moving a student to a new drop box will require they reload submissions they have made to the assignment in the new drop box.

Creating a Drop Box

To create a drop box, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Create/Manage Drop Boxes** from the **Grade Book Navigation** list in the upper right corder of the page.
4. Click **Add Drop Box.**
5. Type a name for the drop box in the **Drop Box name** box.
6. Choose whether or not to make this drop box the default drop box for your course by selecting the check box.
7. Select the check box preceding the name of the desired drop box administrator.
8. Click **Save**.

REMOVING STUDENTS FROM GRADEBOOK

You can remove a student from your gradebook if they decide to drop your course during the session by completing the following steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Create/Manage Drop Boxes** from the **Grade Book Navigation** list in the upper-right corner of the page.
4. In the **Remove Students From Grade Book** section, choose the student that you want to remove from the gradebook by selecting the check box next to the student's name or select the **All participants who have dropped this course** check box if you want to remove all students who dropped the course.
5. Click **Submit**.

USING ANONYMOUS GRADING

Anonymous grading allows you to use student-assigned identifiers (instead of names) when reviewing student work so that you do not know which student's work you are reviewing. Anonymous grading can be used for a specific assignment or for all assignments for your course.

You set anonymous grading when you create an assignment. For more information about setting anonymous grading for an assignment, see "Creating an Assignment" on page 97.

Anonymous Grading Schemas

You can choose among three different anonymous grading styles for specific assignments:

- When creating your assignment, choose to use the student's primary anonymous identifier (ID) and they will only be prompted to enter their ID once during the course.
- Have students enter a unique anonymous ID for an assignment and they'll be required to enter a new ID which cannot be the same as any ID used elsewhere in the course.
- Allow TWEN to auto-generate random unique IDs for an assignment. TWEN will generate a truly unique identifier for each student submitting an assignment.

For information on creating an assignment using anonymous grading, see "Creating an Assignment" on page 97.

Additional Information

- Identification numbers can be any combination of letters and numbers.
- Type custom instructions explaining what number (e.g., student ID number provided by the registrar) your students should submit for assignments.
- Once you have established anonymous grading for an assignment, you may contact West if you want to switch to using student names instead, or the Neutral Proctor you have specified may disable anonymity for your assignment. You do not have to contact us to turn it off. You can use a Neutral Proctor or if you are not using a Neutral Proctor, you can turn it off by editing the assignment and removing the check mark for anonymous grading.
- When you view a list of student identifiers, the list is sorted alphabetically based on the student identifiers.

If you set up anonymous grading for your course, you can still record student names for a specific assignment. For example, you might want to grade students based on their course participation. You specify this option when you create the assignment. The grades for the assignment will be displayed in a separate table in your grade book.

USING A NEUTRAL PROCTOR

You can specify one of your course administrators as the Neutral Proctor for the course. A Neutral Proctor is the only administrator with the ability to deactivate anonymous grading for assignments once they've been created. The Neutral Proctor can also manage anonymous IDs for students if necessary.

To designate a Neutral Proctor, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Manage Anonymous Instructions** from the **Grade Book Navigation** list.
4. Select a course administrator from the **Designate a Neutral Proctor for the course** list.
5. Click **Submit**.

USING AN HONOR CODE

You can require your students to accept your school's Honor Code before submitting an assignment or before submitting any assignment for your course.

To add your school's Honor Code to your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Manage Honor Code** from the **Grade Book Navigation** list.
4. Select the **Require honor code for ALL assignments by default** check box if you want to require students to accept the Honor Code before submitting each assignment.
5. Type or paste your school's Honor Code text in the **Honor Code** box.
6. Click **Submit**.

DOWNLOADING THE GRADE BOOK AS A SPREADSHEET

To convert the grade book into a Microsoft Excel spreadsheet, click **Download** on the Grade Book & Assignments page to view or save the spreadsheet.

Creating an Assignment

You can create an assignment in as few as three steps (enter title, description, and click **Submit**). The list below outlines additional detail and options available.

To create a new assignment, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed, as shown in Figure 7-1 on page 93.
3. Click **Create an Assignment** from the **Grade Book Navigation** list. The Create Assignment page is displayed.
4. Type a title for your assignment in the **Title** box.
5. Type a description of your assignment in the **Description of the assignment** box.
6. Clear the **Automatically mark citations in your description to link to Westlaw** check box if you do not want citations in your assignment description automatically link to Westlaw.
7. Specify when the assignment will be available to students by choosing the appropriate availability option (e.g., **Make this assignment available now**) and other options from the corresponding options and lists.
8. Type the assignment's due date and time in the **Due** box or click the calendar and clock to choose the date and time.
9. To allow students to submit assignments after the due date, select the **Allow submissions after the Due Date** check box.
10. Specify how much the assignment counts toward the participant's total grade by choosing the number of points from the **Total Points Possible** list.
11. To upload a file from your computer, click **Browse** in to the **Attachments** section. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the **File to upload** box. Or, if you know the exact path of the file you want to attach, type the path and file name (such as **c:\bnkrptcy\article.doc**) in the **File to upload** box.

   Note If you do not see the **Browse** button, you need to update your browser version.
12. Select the **Activate anonymous grading for this assignment** check box if you want to have students post their submissions anonymously. You can choose from three different anonymous grading schemas:
    - **Utilize the general I.D. numbers**
    - **Require students to enter a unique I.D. number for this specific assignment**
    - **Generate randomized anonymous I.D. numbers**
13. Choose whether to require the Honor Code acceptance for the assignment.
14. If you do not want your students to have the ability to submit the assignment online, clear the **Allow submission of assignments online** check box.
15. To allow your students to submit an assignment more than once, select the **Allow resubmission (multiple submissions) of this assignment** check box.
16. Clear the **Send an e-mail message to me each time a student submits to this assignment** check box if you do not want to receive notification (via e-mail) each time a student submits an assignment.
17. Choose whether to include this assignment in the total grading calculation.
18. Choose whether to allow students to see their own grades for this assignment.

19. Choose whether to make the assignment timed.
    - The time stamp shows when the student accessed the assignment and when he or she submitted it.
    - You can add a message to explain to students that this is a timed assignment. This message is displayed before the student accesses the assignment.
20. Choose whether to allow students to attach multiple files to the submission.
21. Click whether you want the assignment's due date added to the course calendar and whether you want TWEN to send an automatic e-mail message as a reminder to your course participants prior to the due date.
22. Click the drop box you want associated with the assignment from the **Select drop box association** list.
23. Click **Submit**. To view this assignment, see "Viewing Information About Your Assignment" below.

    Note Students access the course assignments you create by clicking **Assignment Drop Box** on any course page.

Modifying and Deleting an Assignment

VIEWING INFORMATION ABOUT YOUR ASSIGNMENT

To view the properties of an assignment, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click an assignment name to view the assignments as students see it, or click **Enter Grades** or **Edit** in the Actions column to make changes or enter grades for the assignment.

MODIFYING AND DELETING ASSIGNMENTS

To modify or delete an assignment, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. To edit an assignment, click **Edit** next to the assignment in the Actions column. The Create/Edit Assignment page is displayed.
4. Update the information on the form and click **Submit**. For more information about the form, see "Creating an Assignment" on page 97.
5. To delete an assignment, click **Delete**, then click **Delete** again to confirm the deletion.

RECOVERING DELETED SUBMISSIONS

You can recover deleted submissions or assignments by completing the following steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Recover Deleted Assignments** under the Drop Box your assignment was associated with. The Recover Deleted Assignment page is displayed with all of the deleted assignments listed.
4. Click **Restore** next to the assignment you want to restore. The assignment is now listed in the Assignment List on the main Grade Book home page.

Viewing Student Information

You can view all of your students and their grades and interactions within the course all in one view. The View Students page shows grade totals, attendance records, and assignment submission status for all students in the drop boxes that you administer.

To view student information, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed, as shown in Figure 7-1 on page 93.
3. Click **View Students** from the **Grade Book Navigation** list. The View Students page is displayed.

Viewing and Grading Student Submissions

Your students use an Assignment Drop Box to submit their assignments. The drop boxes appear on the course home page. You can have multiple drop boxes per course (e.g., one drop box for a morning class and one drop box for an evening class). Students will only see and have access to the drop box that you assign to them.

Note Students can only be assigned to one drop box.

An Assignment Drop Box provides these features:

- Students can make submissions to an assignment depending on the assignment settings.
- E-mail notifications can be sent to course administrators when submissions are made.
- By default, citations in text entered online during the submission are automatically converted to hypertext links to Westlaw. The student can choose not to display these links.
- The student can attach files to the assignment.
- The student can view the submitted assignment.
- If you allow students to resubmit an assignment, the student can turn in a new version of the assignment.

If you write a response to the student's submitted assignment, the student will receive an e-mail notification with a link to view the comments.

To view and grade student submissions, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed with the names of the students for the course listed alphabetically in the table.
3. Click **Enter Grades** next to the desired assignment in the Actions column. You can also click **Grade Assignments** from the **Gradebook Navigation** list and then click the assignment from the list.

   Note If the assignment was submitted after the due date and time, the student's submission date and time is shown in red.

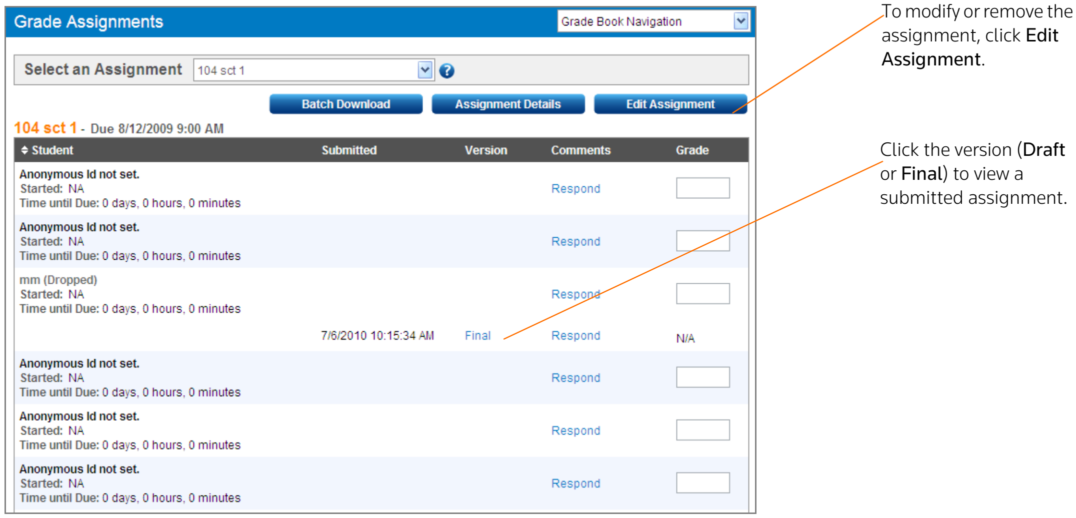


Figure 7-3. Assignment page

The Assignment page includes these options:

- To view a student's assignment, click **Draft** or **Final** in the **Version** column. Click **Return to Assignment List** when you are finished.
- To delete a submission, click the submission and then click **Delete** in the **Delete** column. Click **Delete** again to confirm the deletion.
- To reply to a student's assignment submission, click **Respond** in the **Respond** column corresponding to the student's name. Complete the requested information and then click **Submit** to send your message. Students can view your response on their Assignment Drop Box page.
- To edit or delete a previous response, click **View Response** on the Assignment page, then click **Edit** or **Delete** next to the appropriate response.
- To grade an assignment, type a grade in the **Grade** column and then click **Save Grades**.
- To set or change your grading scale, see "Setting and Modifying Grade Book Properties" on page 94.

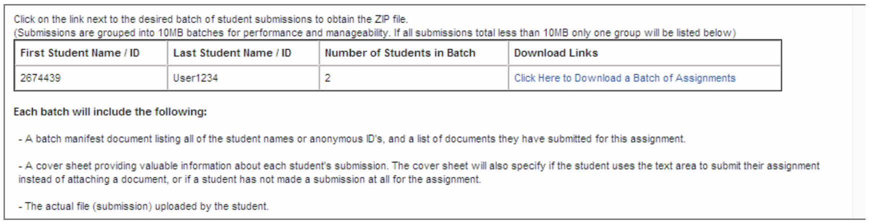
Note The grade book calculates final grades using the grade from the most recent student submission for each assignment.

Downloading Submissions

You can download all submissions for an assignment at one time and save them in one location. This is convenient if you have a large class and need to download multiple submissions for an assignment.

To download all of the submissions to an assignment, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments** under **Display for Faculty Only** section of the left navigation. The Grade Book Home page is displayed with the names of the students for the course listed alphabetically in the table.
3. Click **Enter Grades** next to the assignment for which you want to download submissions.
4. Click **Batch Download** (Figure 7-4). The Download Assignment page is displayed showing information about the assignment, e.g., the name or numeric ID of the first student who submitted the assignment and the name or numeric ID of the last student who submitted the assignment.



Click on the link next to the desired batch of student submissions to obtain the ZIP file.
(Submissions are grouped into 10MB batches for performance and manageability. If all submissions total less than 10MB only one group will be listed below)

First Student Name / ID	Last Student Name / ID	Number of Students in Batch	Download Links
2674439	User1234	2	Click Here to Download a Batch of Assignments

Each batch will include the following:

- A batch manifest document listing all of the student names or anonymous ID's, and a list of documents they have submitted for this assignment.

- A cover sheet providing valuable information about each student's submission. The cover sheet will also specify if the student uses the text area to submit their assignment instead of attaching a document, or if a student has not made a submission at all for the assignment.

- The actual file (submission) uploaded by the student.

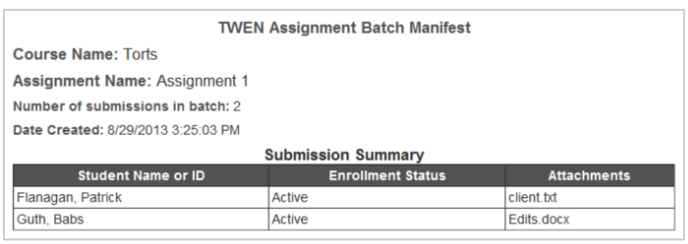
Figure 7-4. Batch Download page

5. Choose the submissions you want to download by selecting the check box next to the student's name.
6. Click **Download Selected.** A .zip file is created containing all of the submissions for the assignment as well as a Batch Manifest file containing details of each student's submission.

   Note The file name for the .zip file is created using the following format: <First Student Name or ID_Last Student Name or ID_Name of Assignment_timestamp>.zip.
7. Click **Open** to open the .zip file or **Save** to save the file to your computer or network. We recommend you create a folder before saving the .zip file and use the folder only for assignment submission files.

   Each .zip file contains the following files:

   - A Batch Manifest file, as shown in Figure 7-5, containing details about the batch of student submissions, (e.g., the course name).



TWEN Assignment Batch Manifest

Course Name: Torts
Assignment Name: Assignment 1
Number of submissions in batch: 2
Date Created: 8/29/2013 3:25:03 PM

Submission Summary

Student Name or ID	Enrollment Status	Attachments
Flanagan, Patrick	Active	client.txt
Guth, Babs	Active	Edits.docx

Figure 7-5. Batch Manifest file

   - A cover sheet for each student is created (Figure 7-6), containing details about the submission, including the Batch Date/Time, the student's name or ID, information about the student and the assignment, and any text the student entered when the assignment was uploaded. A cover sheet is provided for each student even if they did not make a submission for the assignment.

TWEN Submission Coversheet	
Batch Date/Time:	06/18/2009 02:12:05
Student Name / ID:	2674439
Status:	Dropped
School:	West Group University
Course:	TU Law Review
Assignment:	BlackAcre Law Review Write-on Competition
Due:	06/15/2007 12:00:00
Uploaded File:	Collateral profile.xls
Batch File Name:	\2674439_Collateral profile_1205080.xls
Submitted:	06/07/2006 03:41:53
Draft:	Final
Uploaded Text:	

The cover sheet includes content entered using the text editor on the assignment submission page.

Figure 7-6. Student cover sheet

- The original submission file for each student.

Adding Quiz Scores to the Grade Book

You can import the scores from your course quizzes into your grade book. To import quiz scores, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Import Quiz**. The Import Quiz Scores page is displayed.
4. From the list, click the name of the quiz for which you want to import scores.

   Note If the quiz you are importing contains questions with answers that require manual grading, you should grade all those answers before you import the quiz to ensure accurate results.
5. Click the way in which you want to import quiz scores:
   - Import the quiz scores as total points.
   - Import the quiz scores as a percentage out of 100.
6. Select the check box preceding the Drop Box that you would like to import the scores to.
7. Click **Import Scores** to return to the Grade Book Home page. You can view the imported quiz scores.

Note You can import quiz grades into the grade book if you are not using anonymous grading for the course or if you are using anonymous grading for both the grade book and quiz features.

DELETING STUDENT NAMES FROM THE GRADE BOOK

You can remove the names of students (and their associated assignment submissions) from the grade book. If you remove student names from your grade book, you will no longer be able to retrieve their assignment submissions.

To delete a student record from the grade book, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book Home page is displayed.
3. Click **Remove Student(s)**. The Removing Students from the Grade Book page is displayed.
4. Select the check boxes next to the student names you want to remove from the grade book. If you want to remove the names and associated submissions of all students who have dropped the course, select the **All participants who have dropped this course** check box.
5. Click **Submit**.

8 Researching Using WestlawNext

With TWEN, you have the added advantage of being able to perform legal research on Westlaw, using WestlawNext.

Moving between TWEN and WestlawNext is seamless because the Westlaw password and OnePass username and password that you entered when you signed on to TWEN is automatically recognized and verified when you request information from WestlawNext.

Note For more detailed information about using WestlawNext, consult the online Help.

Marking Up Citations in TWEN Using WestlawNext

If your students have access to WestlawNext, you can direct links within TWEN to WestlawNext by completing the following steps:

1. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
2. Click **Course Elements** at the top of the page, then click **Modify Citation Mark-Up Settings**.
3. Select the **Activate WestlawNext Citation Mark-Up** check box to direct links from TWEN to WestlawNext.
4. Click **Save**.

Retrieving a Document on WestlawNext

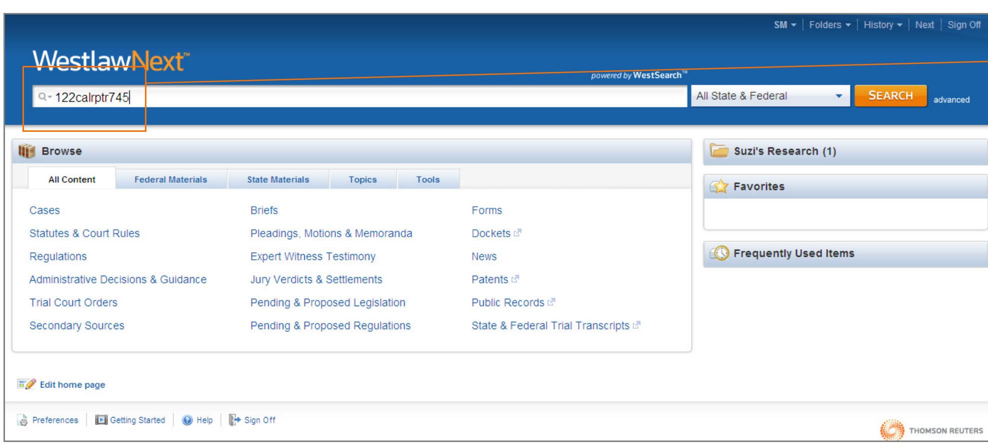
WestlawNext citations can be embedded in course elements such as document pages, wikis, forums, calendars, or assignments. Click a citation link to view the full text of the document on WestlawNext. The document is displayed in a separate browser window.

Note Your students must have access to WestlawNext in order to use WestlawNext in your TWEN course. Contact your Academic Account Representative for more information.

RETRIEVING A DOCUMENT BY CITATION

To retrieve a document using WestlawNext, complete these steps:

1. Type a citation such as **122calrptr745** in the box and click **Search**. WestlawNext will open the document. If multiple documents match the citation you are looking for, WestlawNext will return a list of documents matching the citation entered.



Type a citation in the box and click **Search** to retrieve your result.

Figure 8-1. WestlawNext home page

ACCESSING KEYCITE IN WESTLAWNEXT

You can use KeyCite, the citation research service from Thomson Reuters, to help you determine whether a case, statute, administrative decision, or regulation is good law and to retrieve citing references.

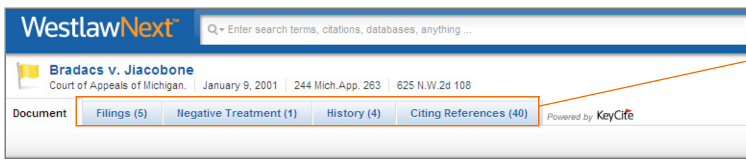
To access KeyCite, use one of these methods:

- Click one of the following tabs while viewing a document (Figure 8-2).

  Negative Treatment

  History

  Citing References
- Click a KeyCite status flag anywhere it appears in the application
- Type **keycite** or **kc** followed by a citation in the box at the top of the page (e.g., keycite 118 sct 2196).



Click a tab to view KeyCite results for your document.

Figure 8-2. Tabs in a WestlawNext result

COPYING AND PASTING TEXT FROM WESTLAWNEXT WITH THE CITATION

While viewing a document in WestlawNext, the Copy with Reference feature automatically inserts the correct citation and page number when you copy and paste text into a word-processing or text file. WestlawNext retains the original formatting and you can choose a specific formatting option for the content you want to copy (e.g., **Bluebook**).

From a document result page, complete these steps:

1. Choose the text you want to copy and click **Copy with Reference** from the menu.
2. Click the menu to change the citation format (Figure 8-3).

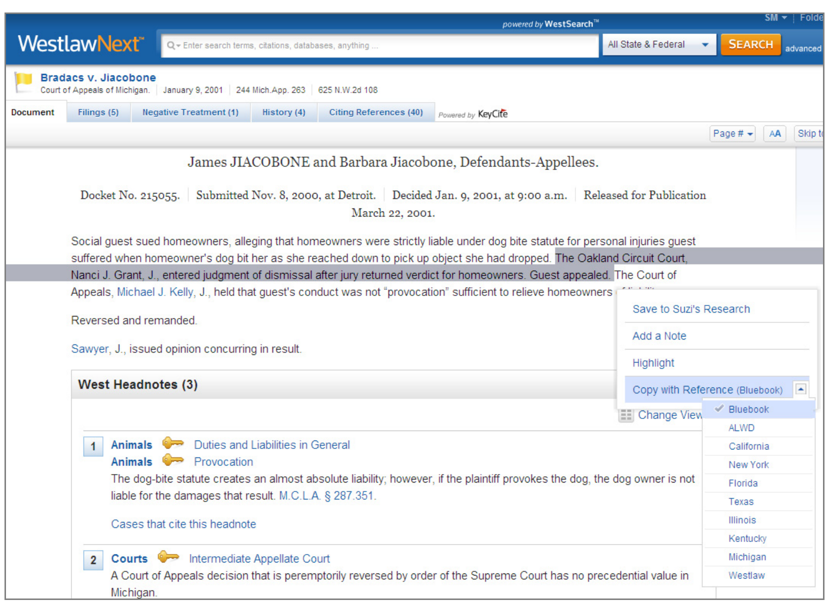


Figure 8-3. Copy with reference

A message is displayed noting that the text has been copied.

3. Paste the copied text into a word-processing or text document. (The citation will be included in the format you have chosen.)

9 Managing Your TWEN Course

TWEN allows you to easily maintain your online courses. You can perform these tasks:

- Copy a course while preserving the original course
- Archive a course to use at a later date
- Delete a course from TWEN
- Update a course for a new semester
- Manage course statistics and usage

Copying a Course

You can copy a course for your use at your school or at another school. In addition, you can make your course available for other faculty members to copy.

COPYING A COURSE FOR YOUR USE AT YOUR SCHOOL

You can create a copy of a TWEN course while preserving the original course that you are copying. Following are examples of why you might copy a course:

- You are teaching the same course for another term but want to preserve the original course.
- You are teaching two sections of the same class in a given term.
- You want to get an early start on preparing a course that you are teaching the next term.

To copy a course, complete these steps:

1. On the My Courses page, click the course name of the course you want to copy. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Administration** and then click **Copy This Course for Your Own Use at Your School**. The Copy a Course Wizard is displayed (Figure 9-1).

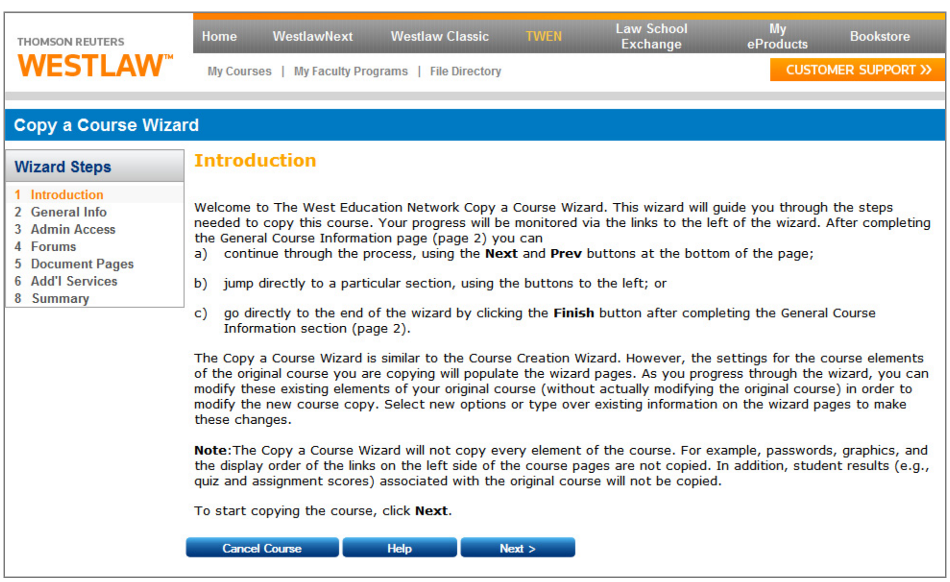


Figure 9-1. Copy a Course Wizard

4. Complete the steps in the wizard.

   Note If the original course contains forums or document pages, specify whether you want to copy these course materials. Select the appropriate check boxes on the Interactive Forum Creation page and the Document Pages page within the wizard.

5. When you have completed the steps in the wizard, the Course Summary page is displayed. Review the information you have chosen for your copied course.
   - To make any changes, click **Edit** next to the section in which you want to make changes. The corresponding page is displayed. Type over the existing information or enter new information
   - When you are done, click **Finish** to return to the Course Summary page.
6. Click **Create Course** at the bottom of the Course Summary page to complete the wizard and copy the course. You will receive a confirmation page stating that your course has been copied and has been added to the My Courses page.

   Note Once a course is copied, changes to the new version do not affect the original course.

ALLOWING THIS COURSE TO BE COPIED AT YOUR SCHOOL OR AT ANOTHER SCHOOL

You can make your TWEN course available for other professors (at your school or at another school) to copy. You can also copy your course for your own use at another school. Complete these steps:

1. On the My Courses page, click the name of the course you want to copy by clicking the course name. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Administration** and then click **Make This Course Available for Another Professor to Copy**.
4. Click the name of the school that hosts the faculty member to whom you want to grant permission to copy your course.
5. Select the check box proceeding the names of the faculty members that you want to grant permission to copy your course.
6. Click **Submit**. The Copy a Course page is displayed.
7. Select or clear the check boxes on the Copy a Course page to reflect the course elements (such as document pages or forums) you want to make available to other professors when they copy your course.
8. Click **Copy This Course**.
   - The professors to whom you have granted copying permission will receive a message on their My Courses page indicating that they can copy your course.
   - The professors receiving this message can then choose to copy your course using the Copy a Course Wizard. They will also receive an announcement on their My Courses page indicating that they can copy your course.

Once the course is copied, changes to the new version of the course do not affect the original course.

Deleting Your Course

You can choose to permanently delete your courses on TWEN that are no longer being used. Deleting a course permanently removes the course from TWEN and also removes all of the associated forums. You will not be able to restore the course and no one will be able to access the course again.

To delete a course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** and then click **Administration** on the Modify This Course page.
3. Click **Delete This Course**, then click **Yes, Delete Course** to confirm the deletion.

Archiving or Restoring Your Course

You can archive a course you have created and then restore it and use it at a later time. To archive or restore your course, complete these steps:

1. On the My Courses page, access the course you want to archive by clicking the course name. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Administration** and then click **Archive This Course** or **Restore This Course**. A confirmation message is displayed.
4. Click **Yes, Archive Course** or **Yes, Restore.**

   Note When you archive a course, the course and all its associated forums are no longer available for students or other participants to register for or to access. In addition, this course is not listed on other professors' or students' My Courses pages until you restore it.
5. As the course administrator, you can continue to modify an archived course, as it continues to appear on the My Courses page until you remove it.

Updating a Course

You can update an existing TWEN course for a new semester or school year. You can update the course name, the semester, forums, document pages, and other course elements.

Note Updating a course will overwrite the current version of the course and all information will be lost and unrecoverable. **We recommend that you copy the course instead**.

To update a course, complete these steps:

1. On the My Courses page, click the name of the course you want to update. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Administration** and then click **Update This Course**. The Easy Course Update page is displayed. Figure 9-2 shows a portion of a sample Easy Course Update page.

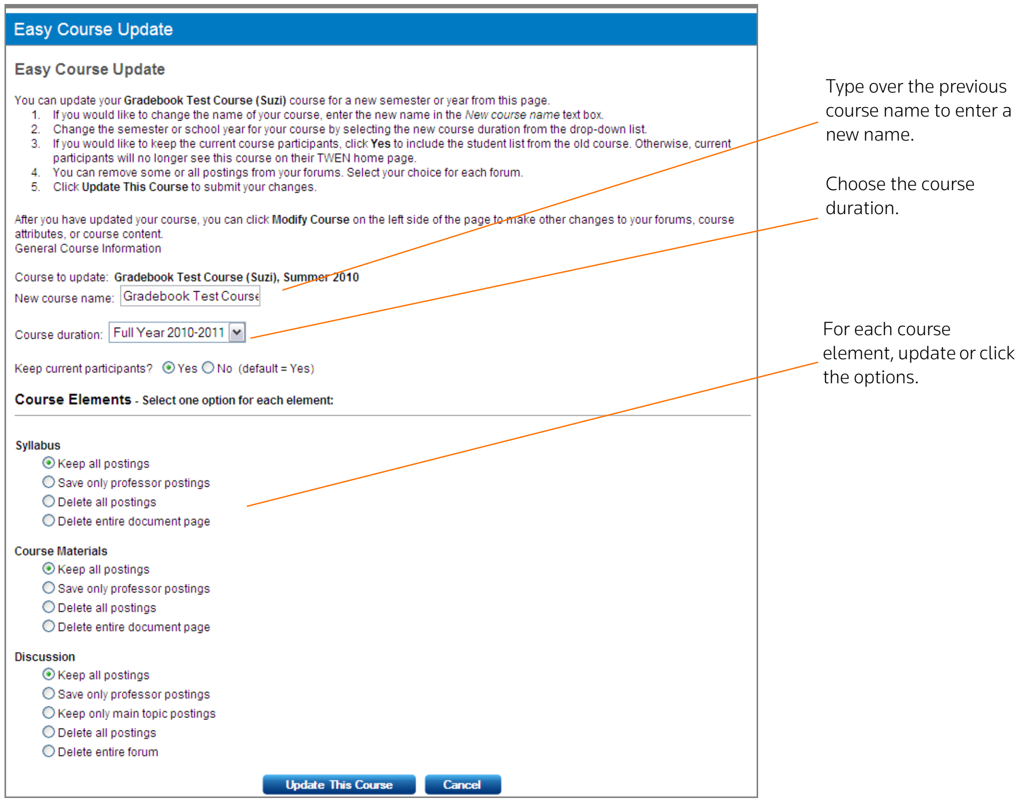


Figure 9-2. Easy Course Update page

4. Indicate whether you would like to overwrite your existing course or whether you would prefer TWEN to keep a copy of your old course by clicking either **Have TWEN keep a copy of my old course** or **I want the new course to overwrite my old one**. The Update Course wizard is displayed.
5. Click **Next**.
6. If you want to change the name of your course, delete the existing name and type the new name in the **Enter the name of your course** box.
7. Choose the course duration, e.g., **Full Year 2012-2013** from the **Course duration** list.
8. Specify whether to keep the current course participants:
   - Click **Yes** to include the student list from the original course.
   - Click **No** if you do not want to keep the previous participants. The previous participants, as well as their e-mail addresses, are removed from the new course. In addition, all student submissions are deleted and previous participants cannot view the course on their My Courses page.
9. Complete the remainder of the form, choosing the options for the updated course.

   Notes

   - You need to choose an action, e.g., **Keep all postings**, for each course element (e.g., forums or quizzes) that you used in your original course.
   - The original course that you are updating may contain document pages or forums that are shared with other courses. You need to select the appropriate check boxes to specify whether the new course will share the document pages or forums with the displayed courses.

- If you choose to share these document pages and forums, TWEN sends an e-mail message to the professor of the original course that shared your document pages and forums. The professor can confirm whether he or she also wants to share the document pages and forums with the new course.

10. Click **Update This Course**.
11. After you have updated your course, click **Modify Course** on the course home page to make other changes to your forums, document pages, or other course attributes.

Managing Course Participants and Usage

You can view a list of your registered course participants, remove participants from your course, and view course usage statistics for your students on the Participants & Usage page.

You can see detailed usage information on a student level as well as by the TWEN feature. This allows you to see who did what in your courses and when it happened without having to contact Support to get this information. For example, if someone has deleted a document, usage tracking allows you to see who deleted it and when it was deleted.

VIEWING COURSE PARTICIPANTS

To view your course participants, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Participants & Usage** under the **Display for Faculty Only** section on the left navigation area. The Participants & Usage page is displayed (Figure 9-3).

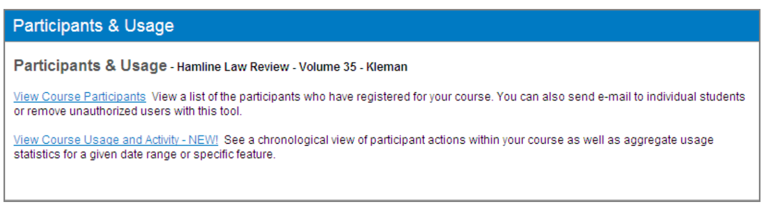


Figure 9-3. Participants & Usage page

3. Click **View Course Participants**. The View Participants page is displayed, listing all course participants, including any users whose access has been revoked.

Note To send an e-mail message to a course participant, click the participant's name.

MANAGING COURSE PARTICIPANTS

If users have added your TWEN course but you do not want them to participate, you can permanently remove them. To remove participants from your course, complete these steps:

1. Click **Participants & Usage** on the course home page.
2. Click **View Course Participants.**
3. Click **Remove Participants**. The Manage Participants page is displayed.
4. Select the check box preceding the name of each participant you want to remove.
5. Click **Submit**. TWEN removes the course from the participant's My Courses page.

   Note You can restore access to revoked users from the Manage Participants page. Select the check box preceding the name of each participant for whom you want to restore access. Then click **Submit**. Please note that to access a course, students will need to re-add the course.

OBTAINING COURSE USAGE STATISTICS

You can obtain information on your students' and other users' course participation statistics.You can see detailed usage information on a student level which allows you to see who did what in your courses and when it happened without having to contact Support to get this information.

For example, you can view these statistics:

- who deleted a document and when it was deleted
- the number of topics the student posted in a forum
- the number of quiz questions the student answered

When students first access TWEN, they receive a notification message informing them that a professor has the ability to retrieve their course usage statistics.

To obtain statistical information for your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Participants & Usage**. The Participants & Usage page is displayed.
3. Click **View Course Usage and Activity**. The Usage Information User Trail page is displayed (Figure 9-4).

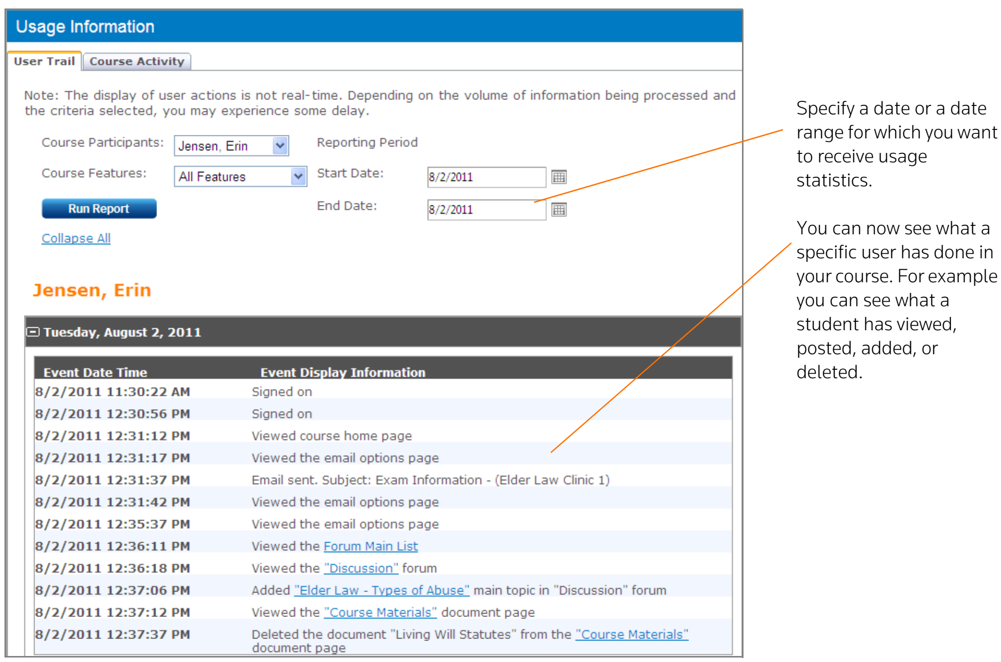
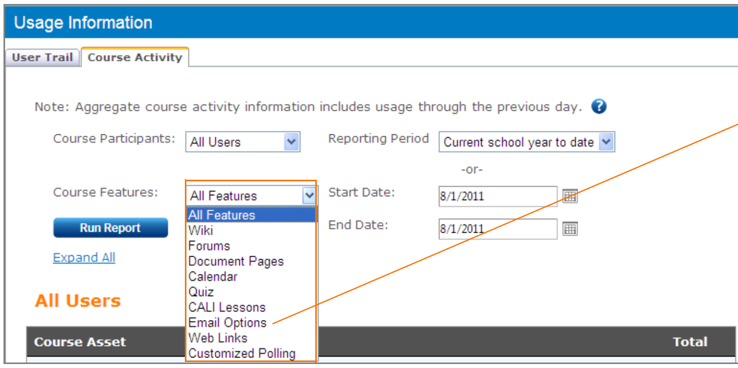


Figure 9-4. Usage Information User Trail page

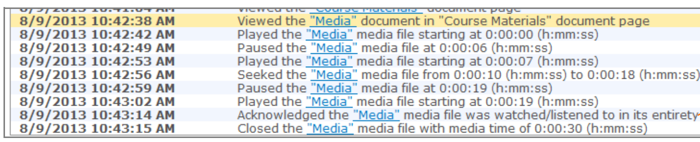
Click the **Course Activity** tab on the User Information User Trail page to run a specific report by feature to see what kind of activity your course has had (Figure 9-5).



These are the features you can choose when running a course activity report.

Figure 9-5. Usage Information Course Activity page

Multimedia activity can also be tracked, as shown in Figure 9-6.



Multimedia usage can be tracked for each user. "Acknowledged" indicates that the participant confirmed watching or listening to the file.

Figure 9-6. Multimedia Usage

You can see details of media activity (play, seek, pause, close, acknowledgement) for media that was uploaded via Add an Item. This feature can be used to help track participation. "Acknowledged" indicates that the participant confirmed watching or listening to the multimedia file.

Note For media viewed via a link (e.g., YouTube or iFrame), the usage information will identify links that were opened, but it will not be detailed.

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