

Online Learning at LMU

WE ARE COMMITTED TO YOUR ONLINE LEARNING JOURNEY. HERE YOU WILL FIND RESOURCES AND INFORMATION TO GET STARTED IN YOUR ONLINE COURSE AND FOR ASSISTANCE THROUGHOUT YOUR ONLINE STUDIES

LMU

Lincoln Memorial University

Center for Teaching and Learning Excellence (CTLE)

Contents

The Center for Teaching and Learning Excellence (CTLE)	2
Information Services (IS) Help Desk	2
Web-based Help.....	2
MyLMU.....	2
Blackboard	3
Required Equipment	4
Computer skills.....	4
On-demand Training to Improve Your Computer Skills.....	4
Keys to Success in Online Classes	5
Advantages and Disadvantages of Online Courses.....	6
Assignments in an Online Course.....	6
Interacting with Your Instructor and Classmates.....	6
Communication Guidelines.....	6
Participating in a Discussion Board.....	7
Submitting Assignments	7
Online Quizzes and Exams	7
Receiving an Error or Something is Not Working in Blackboard.....	9
Need More Help?	9

The Center for Teaching and Learning Excellence (CTLE)

The CTLE provides students with support, resources, and training to ensure success in the online classroom.

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Information Services (IS) Help Desk: After Hours/Extended Support

For after-hours technical support, the IS Help Desk is your first point of contact. Before contacting the Help Desk, check the network status: <http://noc.lmunet.edu/>

Phone: 423.869.7411 or 800.325.0900 or Email: helpdesk@lmunet.edu

Location: Duke Hall 1st Floor

Phone/Walk-in Support Hours: Monday - Friday - 8:00 AM to 4:30 PM

Phone/Web-Based Extended Hours: Monday - Friday - 4:30 PM to 9:00 PM

Phone/Web-Based Weekend Hours: Saturday - 8:00 AM to 9:30 PM, Sunday - 12:30 PM to 9:30 PM

Submit a Help Desk ticket: <http://helpdesk.lmunet.edu/User/Dashboard>

Web-based Help

Sometimes all you need is a quick tutorial or video.

Blackboard Resources for Students

<https://help.blackboard.com/Learn/Student>

Blackboard Video Training for Students

<https://www.youtube.com/playlist?list=PLontYaReEU1seUE3ACG3sEc3zR7Br7URU>

Tips for Online Learning

<https://www.lmunet.edu/academics/ctle/students/learning-online.php>

MyLMU

MyLMU is the starting point for accessing resources associated with LMU including Blackboard, University announcements, student records and registration, and LMU email.

To access MyLMU, click the link at the top right of the LMU homepage at <http://www.lmunet.edu>

Blackboard

Blackboard is the learning management system selected by LMU. Online course materials, collaboration, and assignments are facilitated within this platform.

Blackboard is accessed by logging into MyLMU and choosing Blackboard from *My Links* in the right hand top corner.

IMPORTANT NOTES:

If you do not have your username/password for MyLMU, contact the Help Desk at 423.869.7411 or helpdesk@lmunet.edu

***There will be regularly scheduled maintenance of MyLMU and Blackboard.
Watch for announcements!***

Required Equipment

- Windows or Mac based computer
- High-speed (broadband) Internet connection
- Microsoft Office
 - Available at a discount for students at: <http://www.onthehub.com>
- Microphone and speakers, a webcam is recommended
- Web browsers: Google Chrome, Firefox, and Internet Explorer/Edge
 - Install all three browsers. **Chrome is the preferred browser for Blackboard**

Computer skills


Online students must be able to:

- Perform computer operations including:
 - Create folders
 - Find, copy, move, rename and delete files
 - Launch and switch between multiple programs
- Use Microsoft Word to:
 - Create, edit, format, spell-check, save, retrieve, and print a document
 - Copy and paste information within and between documents
- Use email to:
 - Send, receive, store, and retrieve messages
 - Send, receive, and open file attachments
- Configure and utilize multiple browsers to:
 - Access the Internet
 - Open and print web pages
 - Copy URLs to Microsoft Word
 - Use a search engine (Google, Bing)

On-demand Training to Improve Your Computer Skills

LinkedIn Learning

To access LinkedIn Learning, log into **MyLMU** and select the **Quick Links** tab on the right-hand side of the page. Choose **LinkedIn Learning** to get started: your account will be generated the first time you select this link. No need to sign in: LinkedIn Learning can always be accessed through your MyLMU account from the Quick Links area.

My Links	Applications	Quick Links
CAMPUS LINKS		
<hr/>		
Mediasite		
Via		
Turnitin		
Check Print Quota		
EValue		
Typhon		
BLine		
ExamSoft		
LMU and JFWA Payment Plans		
Annual and Endowed Scholarship Portal		
BenefitFirst		
Qualtrics		
People Admin (new July 1, 2019)		
People Admin (old)		
LinkedIn Learning 		

Keys to Success in Online Classes

Computer skills do not ensure success in an online course. Online learning is both an opportunity and a challenge--an opportunity to take courses in a flexible learning environment and a challenge to direct your individual studies. **Online learning requires self-discipline and persistence.**

- Manage your time and stay current on readings, activities, and assignments required in each weekly unit or module.
- Complete all assignments, discussions, and online activities by the due date.
- Participate in online courses only as yourself. Under no circumstances is another person allowed to participate on behalf of someone else or share access rights with another person.
- Keep your password secure and change your password on a regular basis.
- All projects, assignments, or writings presented as part of a course should be original in nature and the property of the student presenting them. Learners must always cite sources with appropriate references.
- Notify the instructor in writing if you encounter any obstacles. Make requests for accommodations as soon as possible.
- Participate and communicate.

Advantages and Disadvantages of Online Courses

Advantages

- Online learners determine time and place of study
- Access to global resources and experts
- Increased interaction with classmates
- Access to course from home or work
- Response from instructor is personalized
- Increased interaction between instructor and online learner

Disadvantages

- Online learners must be more active and self-directed in the learning environment
- Time and frustration in learning how to use technology
- Occasional technical glitches or Internet downtime
- Occasional feelings of isolation

Assignments in an Online Course

Online courses contain quizzes, exams, assignments, papers, projects, and class participation. Some examples:

- Online quizzes or exams that are automatically scored
- Course projects completed as part of a collaborative team
- Research papers or essays submitted through the online course
- Participation in small group discussions

Interacting with Your Instructor and Classmates

The instructor selects interaction strategies to meet the needs of the course. Some examples:

- Online discussion forums (Discussion Board)
- Web conferencing (Blackboard Collaborate*) *For more info, contact the CTLE
- Email
- Telephone

Communication Guidelines

- Messages should be short and to the point.
- Use meaningful subject lines in your email so that readers have a clear idea of what the message contains.
- Online students must ALWAYS use their assigned LMU email to communicate with their instructor.
- Include a "signature" at the bottom of messages to include your full name and best method of contact.
- Do not use all capital letters.
- Be professional and careful in comments.
- Do not overuse acronyms. (LOL, BTW, etc.)

Participating in a Discussion Board

Discussion Board Terminology:

- **Post:** The basic component of the Discussion Board is a message, also called a “post”. A message is “posted” by a user, meaning the user has entered the message. Messages may also include an attached file.
- **Threads:** A thread is an original message and all of the messages that are responses to that message (think of it as all **threads** in that message are on the **same topic**) Replies are indicated by a “Re:” (for “regarding”) in the Subject line.
- **Forum:** Threads are stored in **Forums**. A forum is just like a folder to hold all of your threads. An instructor may have a different forum each week, which contains all the threads relevant to that particular week/unit.

For specific details on participating in discussions and to view a video tutorial visit this link:

<https://help.blackboard.com/Learn/Student/Interact/Discussions>

Submitting Assignments

Assignments are submitted by attaching and uploading within Blackboard. Students receive specific instructions on how to submit each assignment in an online course. Once the instructor receives an assignment, he or she will grade it and provide feedback.

Filenames should include only letters, numbers, hyphens or underscores: no spaces or other characters.

DO NOT USE THE FOLLOWING CHARACTERS IN FILE NAMES: # \$ & % !

For specific details on submitting an assignment and to view the following link:

<https://help.blackboard.com/Learn/Student/Assignments>

Online Quizzes and Exams

Before you begin the quiz or exam

- DO NOT click the exam link unless you are prepared to take the exam at that time.
- Click the link only **once**, otherwise you may receive a message: “The assessment has already been taken”.
- Maximize your browser screen before starting the exam.
- Resizing the screen or launching a second browser window when the exam is displayed may cause you to be locked out of the exam.

- Disable any pop-up blockers before starting the exam. Pop-up blockers can prevent the exam from displaying.
- If an exam must be taken by a specific date or time, do not wait until the last minute to start it. Should something go wrong, there may not be enough time to resolve the issue before the deadline.
- If an exam question presentation is "All At Once" rather than "One At A Time", wait for the entire quiz to load before answering/saving Question #1. (Scroll down to the bottom of the exam to make sure all the questions appear before starting.)
- Laptop Users: Use a hard-wired connection plugged directly into your router instead of a wireless connection when taking exams.

While you are taking the exam

- If you lose your connection in the middle of an exam, do not close your browser window. Try to re-establish your connection. If the exam is still displayed, complete it and try to submit. If you are concerned about whether your results were recorded, print a copy of the confirmation page for your records and email your instructor indicating you encountered technical difficulties.
- If the exam is timed, the clock will start as soon as the quiz is loaded and a timer will display at the top of the page.
- Remember that Saving and Submitting are two separate processes, and even if you have saved the exam, you still must click Submit when you are finished or have run out of time. (It may take some time to record the results--DO NOT click Submit more than once.)
- DO NOT use the browser's Back and Forward buttons or the scroll wheel on your mouse to navigate; instead use the arrow keys and/or window side scroll bars to move to previous questions.
- If time permits, review your exam responses prior to submission.

Receiving an Error or Something is Not Working in Blackboard

Before contacting support, **switch to an alternate browser**. *Remember when we instructed you to install at least three browsers at the beginning of this document?*

While Chrome is the preferred and recommended browser for use with Blackboard, at times you may need to switch to Firefox or Internet Explorer/Edge to resolve technical glitches.

Need More Help?

If your question is not answered in this document or in the listed resources contact us directly for personalized support.

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