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C-N Online

Edvance360
  evolving education
Introduction

This guide will help guide you through the basics of using C-N Online Learning Management System. (C-N Online LMS)

It will take you step-by-step through C-N Online basics of accessing course files and lessons, how to submit assignments, communicate with classmates and instructors as well as be involved in Carson-Newman communities which you may be involved or interested in knowing more about.

C-N Online LMS is powered by Edvance360©, a web-based program that provides not only the learning management system but also a secure social network. This program allows the instructors to share video clips, YouTube© type videos, audio files, pictures files and more.

Getting Started

1. Log on
2. Look over the Home Page for new information
3. Select the Courses button on the Top Navigation Bar.
4. Select the course.
5. Read carefully the syllabus and any course information located under the Syllabus section of the Course Home Page
6. When working within a course you will access most of your information from the Course Navigation Bar located on the left side of the screen.
7. Your instructor will tell you how to proceed. Most fully online or blended courses will proceed through the Lessons tool. Many instructors using CN-Online as a supplement for traditional classroom courses will use the Resources tool the most. Check the syllabus to confirm how to proceed.
Accessing and Logging In to C-N Online

Access
You may access C-N Online LMS in two ways.

1. Through the Carson-Newman Website
   >Drop-down Quick Menu

   or

2. Directly through the URL, which may be bookmarked:
   http://cnonline.cn.edu

Log In
Log in to C-N Online LMS by using your Carson-Newman user name and password. Do NOT enter your full e-mail address. Add only your username.

Select the Log In button or press the Enter key on the keyboard.

NOTE: If you have forgotten your Username or Password contact the Carson-Newman Help Desk:

helpdesk@cn.edu or 865-471-3506
Home Page Layout

The Home Page consists of six zones.

1. **Top Navigation Bar**

   Use these icons to access the various areas of C-N Online LMS or Logout of the program. Any time you would like to return to the Home page of C-N Online LMS – select the Home icon on the Top Navigation Bar.

2. **Personal Navigation Bar**

   Use these links/icons to access your personal profile, ePortfolio or past system Alerts you may have already marked as read. You may also change your personal settings such as forwarding e-mail alerts to your telephone or setting up your message signature.
The “My Widgets” link allows you to turn on a pop-up calculator or further personalize your homepage with an RSS feed of your choice.

3. Alerts

This area will offer system-wide alerts and important information of concern to the whole Carson-Newman family of students, faculty and staff.

Once you have read an alert, select the Mark Read link. This will file the alert under the Alerts History link on your Personal Navigation Bar for access at a later date should you need to retrieve the information.

4. Personal Alerts

This zone notifies you of any e-mail messages you have in the C-N Online LMS program or any New Friend request in any of the Carson-Newman communities. Select the links to either read/clear messages or manage your friends list.

5. Unread Posts & Comments

This zone will let you know of any new discussion items in your courses or communities. You will access a post directly by selecting the title of the post.

You may also clear any posts from your home page by selecting the clear message link.

6. Calendar This Week

The Calendar This Week zone gives you an at-a-glance view of the current week’s events. This will include any personal appointments you have set using the Calendar link at the top of the page. It also displays any course events such as assignments due, test dates, or community activities of groups or communities in which you belong.
Personal Menu

My Profile
In the My Profile section you will Upload your photo, edit information about yourself and change your account information.

Edit Account Information
This is the section you select to change your e-mail address for receiving CN-Online information!!!!

NOTE: The Update Password feature does NOT work. Your password is controlled by the Carson-Newman network and may only be changed through Microsoft Outlook Web change password feature or on a Carson-Newman campus computer.

Eportfolio
This allows you to place information in resume-style format which can be shared with people outside the Carson-Newman network.

- Open the Eportfolio Tool
- Select the Add links to add information about yourself. If you do not add information in a particular section the section does not show on the finished portfolio.
- Select the links at the top of the Eportfolio page to Edit your introductory paragraph(s), edit mask and create the public URL for outside view.
- The Edit Photo selection edits your Profile photo, since the Eportfolio and your Profile share the same photo.

My Widgets
My Widgets allows you to add tools to your pages and even an RSS news feed to your home page.

Alerts History
Select the Alerts History to retrieve announcements you have previously marked as read.
Accessing Courses

To enter a course, select the Courses link on the Top Navigation Bar of the Home Page.

From the Courses page you can either search for a course in which you are registered by typing in the search area and then selecting the search button or you may scroll through your courses.

Once you find the course you are looking for, select the link to enter the course.

Course Home Page Layout

The Course Home Page consists of six zones.
1. **Top Navigation Bar**

Use these icons to access the various areas of C-N Online LMS or Logout of the program. Any time you would like to return to the Home page of C-N Online LMS – select the Home icon on the Top Navigation Bar.

2. **Course Navigation Bar**

The Course Navigation Bar links you to all of the tools available in a course. These tools may be arranged in a different order or may not contain all of the tools. This navigation section is designed by the instructor of the course. The Home link on this menu will always bring you back to the Course Home Page.

- See the description and directions for each course tool in the next section of this manual.

3. **Instructor**

The Instructor zone shows an image of the course instructor if he or she has provided one for display.

- Select the Profile link for more information.
- Select the Contact link to send the instructor an e-mail message.

4. **Course Roster**

The Course Roster zone displays images of the instructor and fellow coursemates.

- Select the name or image to read the person’s profile, add them as a contact, view their blog or contact them via e-mail.

5. **About This Course**

If the instructor has designed the Course Home Page to show more information concerning the course it will be listed under the About This Course zone. Not all instructors will provide more information.

6. **Syllabus**

Here you will find a course overview including expectations and attendance policies, test dates, grading policy, required texts, software or other supplies. The Syllabus is the key to your personal course management.
Lessons

The Lessons tool in a course is used by the instructor to assign the student an action step or a sequence of action steps to complete a set of objectives which tie into a unit, chapter, or phase of instruction. These action steps may request the student to perform action steps involving such things as reading documents, viewing video clips, listening to audio files, watching a PowerPoint presentation, submitting an assignment, contributing to a discussion and other endless possibilities.

After reading the course Syllabus and any welcome instructions, this is usually the first course tool the student will open.

Lessons Page Layout

Accessing and Completing a Lesson Action Items

- To access Lessons, first select the Course by selecting the Courses button on the Top Navigation Bar.
- Select the Lesson Title

If the instructor has chosen, you will only be able to see one action item for the lesson at a time now in the Lesson pane.

- Read the instructions for completing the item.
- Open any files or links attached to the lesson which will help you complete the action item.
- When you have completed the item select the Mark Complete box above the action item instructions.

If the instructor has chosen to lock the action items in sequential order, you will receive the following message if you try to move to the next action item before completing the current action item:
Discussion

The Discussion link allows for course dialog among instructors, teaching assistants and students in a threaded manner.

Accessing and Contributing to a Discussion

To access Discussions, first select the Course by selecting the Courses button on the Top Navigation Bar. Next select the Discussion tool on the Course Navigation bar or by opening the appropriate Discussion Forum within a Lesson’s action item.

Course Navigation Bar

- Open Discussion tool
- Select the intended Forum
- Open the Post
- Read the Post
- Fill in the Comments section
- Select the Submit button to Post.

Discussions in a Lesson Item

- Read the instructions to the Lesson item
- Select the Discussion link
- Read the Post(s)
- Fill in the Comments section
- Select the Submit button to Post.
Dropbox

The Dropbox is the area where students share their digital files with their instructors. The instructor sets up designated Dropboxes in one of two methods 1.) a Dropbox per student or 2.) a Dropbox per assignment.

Accessing the Dropbox

To access the Dropbox, first select the Course by selecting the Courses button on the Top Navigation Bar. And then select the Dropbox tool on the Course Navigation bar or by opening the appropriate Dropbox within a Lesson’s action item.

Course Navigation Bar

- Open Dropbox tool
- Select the intended Dropbox
- Run the Java Applet
- You can upload files now in two ways:
  - Browse to find the file you wish to place in the Dropbox and the press the Submit button or
  - Select the +Add... button to select multiple files
    - Select the files
    - Press the Green Arrow to upload the multiple files
    - Press the Submit button

With either type of upload you may also send a note to the instructor with the file(s) by typing in the Notes area and before selecting submit.

- After the files have been submitted you will receive a confirmation.

Dropbox in a Lesson Item

- Read the instructions to the Lesson item
- Open the Dropbox link
- Run the Java Applet
- Upload files as listed in step 4 above in Accessing the Dropbox through the Course Navigation Bar.

1. The instructor controls how many submissions you may be allowed per Dropbox.
2. If the instructor leaves feedback with a submission you must reopen the Dropbox to view the comments.
Tests

The Tests tool

Accessing Tests
To access Tests, first select the Course by selecting the Courses button on the Top Navigation Bar. And then select the Tests tool on the Course Navigation bar or by opening the test as part of a Lesson’s action item. –

Please note the following section on the Lockdown Browser. You will be unable to begin the assessment without the proper software if the professor has locked the browser.

Course Navigation Bar

- Open Tests tool
- Select the chosen quiz or test by selecting the Start Test button.
- Making sure you are starting the correct test, select the Confirm Start button.
- With the test open, make sure to read any instructions listed at the top of the test and note any time limit you may have to take the exam.
- Complete the questions.
- If the test is timed, one you begin the test you will note a timer as such:
- Be sure to Save Progress often! And save if you need to leave the test for any reason without completing.
- Select Finish Test when complete
- Make sure to Confirm “Finish”

If the instructor makes the test reviewable immediately, you will see the choice to review listed under the Tests tool.

Test in a Lesson Item

- Read the instructions to the Lesson item
- Open the test center link
- You are presented with only one test available
- Start and complete test as listed above for accessing the exam through the Course Navigation Bar: Test tool
Test – Respondus LockDown Browser™

What is the LockDown Browser? – It is a piece of software that when activated prevents printing, copying, or other program access while running an online test.

If a CN-Online test requires that the LockDown Browser be used, you will not be able to take the test with a standard web browser!

If the LockDown browser program is already installed, such as it is on computers in the C-N Library computers and open Carson-Newman computer labs, skip these steps.

Installing

- Log into CN-Online
- Select the Help icon on the Top Navigation bar
- Scroll to the bottom of the page
- Select either the Windows BrowserLock Installer or Mac BrowserLock Installer under the Helpful Resources section
- Windows: Select Run if you get a warning about allowing the BrowserLockSetup.exe program to run
- Mac: Download the DMG file > Drag the installation program out of the Download folder to the Desktop. Run. You may need to run twice.

Test – Accessing and taking a test with LockDown Browser installed

- Close all programs
- Windows users, BrowserLock will open when you begin the test.
  Mac Users: Launch the LockDown Browser from the Applications folder before launching the CN-Online website.
- The program will prompt you to close any programs you may have missed (such as instant messaging). Select Yes when prompted to close.
- Log in to CN-Online
- Navigate to the course and test (either through the Test link in the Course Navigation menu or through the Test link in the Lesson).
- Select the link to begin the test.
- Allow the LockDown Browser to run if you are prompted
- When you have completed the test, close the LockDown Browser. Your system will return to normal.
Resources

Resources are groups of digital information files the instructor makes available for your use.

Accessing Resources
To access Course Resources, first select the Course by selecting the Courses button on the Top Navigation Bar. Next select the Resources tool on the Course Navigation bar or by opening the appropriate Resources folder within a Lesson’s action item.

Course Navigation Bar

- Open Resources tool
- Select the Folder from the left side of the Resources screen area which may hold the file you are looking to open.
- Select the file you wish to on the right side of the Resources screen.
- Acknowledge any security messages with an Open or Save file response.

NOTE – To open files you must have the corresponding program to open the file. Examples: To open a .PDF file you must have a Portable Document File reader such as Adobe Reader on your system. To open a .WMV file you must have a Windows Media Video reader such as Windows Media Player or VLC Media Player for Mac.

Surveys

Accessing Surveys
Surveys may be accessed by selecting the Surveys tool on the Course Navigation bar or by opening the appropriate Survey within a Lesson’s action item.

Course Navigation Bar

- Open the Survey tool
- Select the Survey title
- Complete the Survey and Submit

Most surveys are anonymous. Please, if in doubt and you believe you should remain anonymous, ask your instructor to clarify the settings on the survey.
Wiki / Glossary

The Wiki / Glossary in CN-Online may be used by a class in several ways. You may find this a resource in which the instructor has loaded course specific terms and their definitions. The instructor may assign students or groups to develop the course Wiki / Glossary as a portion of their individual or group work.

Accessing Wiki / Glossary

To access the Wiki / Glossary, first select the Course by selecting the Courses button on the Top Navigation Bar. Next select the Wiki tool on the Course Navigation bar or by opening the appropriate Resources folder within a Lesson’s action item.

Course Navigation Bar

- Open Wiki
- Either Find the appropriate Entry to add information by scrolling through the list or using the Search box and select the Entry title
- or
- Select + Add New Word to begin a new entry
- Add or update the information in the Edit box
- Select the Insert Record or Update information buttons

NOTE:

ALWAYS CITE SOURCE INFORMATION APPROPRIATELY!
Chat

The Chat tool offers a real-time communication tool which may be used by individuals in a course if the instructor has made this tool available. Coming Soon: Video chat will be part of the Chat capabilities of the program. If your instructor anticipates using this form of communication you may need to have a microphone and sound available.

Accessing Chat

To access Chat, first select the Course by selecting the Courses button on the Top Navigation Bar. And then select the Chat tool on the Course Navigation bar or by opening the appropriate link within a Lesson’s action item.

- Open Chat
- Select Launch Chat Window
- Use the Message area to type your message
- Select the Send button to send the message

You will be able to see a list of any students in the room.
- When someone enters the Chat room you will note their name and profile picture show on the right side of the window as well as the time of entry.

Past Chat Logs are available for review by:

- Select the Chat tool
- Enter the date of the Chat
- Select the Show Logs button

Notes:

- Chat content does not get removed when users exit the room.
- DO NOT consider Chat private. Logs are kept of all Chats
- Read the Chat Room Etiquette Resource. Rule Number One- This is probably the most important rule. Do not verbally abuse, attack, embarrass, or threaten anyone else in the chat room, no matter what they might say to you.
Groups

The Groups tool provides an area used for Group work. The tools available to a Group are: Group Discussions, Group Resources and Group Calendar. These tools allow your group to “meet” virtually in the Discussion area, post shareable digital files with your group and even make sure the whole group knows the deadlines by using the Group Calendar.

Accessing Groups

To access the Groups, first select the Course by selecting the Courses button on the Top Navigation Bar. And then select the Groups tool on the Course Navigation bar.

- Open Groups
- Select the desired group
- Select the desired tool from the Discussion Groups Navigation bar

Use the Discussion and Calendar Tool in the same fashion as for the Course Discussion Tool or your Personal and Course Calendars.

Group File Repository

Top Level Folders

Create one new folder at the Top Level for each student in the group or by resources, etc.

- Type the New Folder Name.
- Press the Submit button

Sub Folders

Create subfolders to hold the different file types.

- Type the name of the sub folder in the New Folder field provided.
- Select the appropriate course or community folder.
- Press the Submit button.

Add a New File (single) to a Folder

Used to upload one file at a time to the repository

- Select the destination folder.
- Select the New File link and select Browse
- Submit

Delete a Folder

Caution: Use only if you no longer have need for any of the files in the folder. If in doubt – don’t delete! Make sure you have downloaded a copy of the files to another location before deleting.

- Select the folder to delete and Select the Delete Folder link.
**Community**

The Community link is found on the Top Navigation bar of the CN-Online LMS Homepage. A Community is a group or team of people who get together for a common cause. Some common communities may be student groups or organization, athletic fan clubs, gaming groups, hobbyists, any number of reasons.

Communities may be **Public** or **Private** depending on their type. Public means anyone with access to CN-Online (anyone of the Carson-Newman family; students, faculty or staff). Private means you need to be “invited” by the Community organizer to join the group.

If a member of a Community is in the community because of their Role (student, faculty, or staff) or because it is mandatory the member is automatically enrolled.

**Accessing Communities**

When you select the Communities link your “My Communities” page opens. If you belong to a large number of communities you might wish to find them by using the Search bar.

Open the Community by selecting the title