The provisions of this student handbook do not constitute a contract, express or implied, between Carson-Newman College and any applicant, student, student’s family, faculty or staff member. Carson-Newman College reserves the right to change the policies, procedures, rules, regulations, and information in the handbook at any time. This handbook is a general information publication only and is a supplement to the Carson-Newman College Undergraduate and Graduate Catalogs.

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Carson-Newman College
1646 Russell Avenue
Jefferson City, TN 37760
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Welcome to Carson Newman

Carson-Newman College offers a Christian, liberal arts education in an environment that encourages open intellectual inquiry and deeper spiritual maturity. Students receive a personalized education in small classes. Caring faculty and staff mentors get to know and nurture each student. We seek to instill Christian virtues in our students and inspire them to use their unique gifts for a lifetime of service.

The historic Baptist distinctive of religious liberty, personal responsibility and compassion for others create a welcoming community that fosters a sense of belonging. The cultural heritage and geographic beauty of the Appalachian region enriches the Carson-Newman experience, and the college contributes to the environmental preservation and economic development of this national treasure.

Mission and Vision

Our mission is to help our students reach their full potential as educated citizens and worldwide servant leaders by integrating academic excellence and Christian commitment within a caring community. We wish to become a premier Christian Liberal Arts College with a worldwide impact.

Online Learning

The Online Learning Department’s mission is to help provide students, worldwide, with educational opportunities outside the traditional classroom in an anytime, anywhere environment that meet Carson-Newman’s high quality standards and Christian commitment. We hope to become a showcase institution in Online Learning by breaking the barriers of distance and time via technology.
Technology Services

Carson-Newman strives to provide students with the best possible technological resources for both online and on-campus learning. The following sections detail what technological benefits that our students are encouraged to take full advantage of.

Emergency Text Alerts

Carson-Newman College has partnered with e2campus to provide notification to students, faculty and staff in the event of an emergency. This service is optional but only takes a couple of minutes to sign-up. We strongly encourage every C-N Student and employee to do so. This system will only be used for emergency notification and will NOT be used for advertising. It will usually be used for thunderstorm warnings and tornado warnings but not watches. In the event of a campus emergency, a text message will be sent to your phone and an email to the address you select. 

http://cnweb.cn.edu/alert/

Wireless Network Access

Carson-Newman provides wireless network access to students and faculty. A signal can be acquired almost anywhere on campus, and the network can be used freely provided all usage policies are followed.

Computer Labs

Computer labs are open periodically for students with no personal computer access, or for a quiet place to study. Each computer lab will have a schedule posted that details when it is available for use.

Software

Many software companies offer free software or large discounts on their products for being a college student, Microsoft included. The Dreamspark program is one example of this. https://www.dreamspark.com/. Once verification of your status as a Carson-Newman student is complete, many free professional level development tools are available for personal learning and usage.
Information Technology Policy

Use of the computing facilities at Carson-Newman College is a privilege available to faculty, staff and students of Carson-Newman College, subject to compliance with certain principles designed to assure that all users have reasonable access to the system and that the action of any one user will not adversely affect any aspect of the work of computer usage of another. In accepting this privilege, you are expected to abide by the following rules of conduct, and compliance with them will be monitored. Disciplinary action will be taken when these rules are violated.

Purpose and Use of Resources

1. Academic use is the primary purpose of the Information Technology resources, including the Internet connection, and always has priority over any other use.
2. Recreational use of the college’s internet connection (such as game playing, downloading audio/video files, etc.) may be limited or restricted during peak hours. Commercial use of the campus system is not allowed without prior written approval from Information Technology.
3. You are expected to be a responsible user of computing resources, especially printing in the computer labs. Each student is allowed 400 printed pages in labs per term in which the technology fee is paid. Additional pages may be purchased from Information Technology at .05 per page.
4. Each use is allocated network disk space for the storage of program, e-mail, data files and other documents generated by the user for college work. Additional disk space will not be allocated for storage of games or other personal software. Downloading of files from the internet to lab computer hard drives is strictly forbidden without permission from Information Technology. Files stored on computer lab drives are subject to automatic deletion. Unauthorized installation of software on any C-N computer is prohibited.
5. Temporary guest accounts are subject to the Information Technology Policies.

Information Security

1. Your account is solely for your own use. Activity on your account is your responsibility. Because every user has an individual computer and e-mail account on the system, there is no reason to use another person’s account. You should NOT share your user name or password with ANYONE, nor attempt to acquire or use another user’s account or password. Be sure to always log off the Carson-Newman network after finishing a computing session in order to protect your account from being accessed by others.
2. Change your system password regularly to protect your data. Anyone who can figure out your password could delete your files, read your documents or sent e-mail that appears to have come from you. It is STRONGLY recommended that you use a password that is greater than 6 characters and a mixture of lower and uppercase letters and numbers.

3. If information technology personnel suspect that a user account is being used by someone other than the user to whom it was assigned, access to the account may be revoked without warning. Any user account logged on to more than one computer concurrently may be disabled until security of that account can be verified. Student computer accounts are retained for as long as the student is continuously enrolled at C-N.

4. Carson-Newman College uses sophisticated security equipment to help protect the campus network, including college computers and student computers connected to the network. The purpose of this equipment is to allow approved data such as web browsing and e-mail to pass to/from the internet while blocking unauthorized entry to the network. Each connection that is opened for web browsing, e-mail, etc., is a potential security hazard. Therefore, connections for non-essential services such as game playing will not normally be opened. The college is not responsible for any failure of the security equipment which allows unauthorized access to your computer or files stored on the campus system.

5. Students with personal computers connected to the C-N network are required to install an updated anti-virus program. Additionally, windows updates must be installed. Student computers that don’t have updated anti-virus software and windows updates will not be able to access the internet. A personal firewall is STRONGLY recommended.

6. Detailed instructions on taking these steps are available in the information technology section of the college’s web page:


8. When connecting to the C-N network, the student does so at his or her own risk and accepts complete responsibility for his or her own computer. Carson-Newman takes no responsibility for and is void of liability from computers that are infected with viruses or spyware while connected to the C-N network. Each student is responsible for all activity that takes place on his or her computer in the residence halls.

9. Students in the residence hall may not possess (through downloading or any other means) programs or files that contain or search for material that is clearly outside the scope of the college’s Christian standards. In the event Carson-Newman has reasonable evidence to believe a computer in the
residence halls is disrupting the network or creating a security risk for others, that student’s connection may be revoked at the discretion of the college.

10. Using any C-N owned computing or networking device to attempt to gain illegal entry into any other computer system is prohibited.

11. If you cause damage to college-owned equipment, you will be required to pay for the replacement or repair of the equipment. You may also be subject to disciplinary sanctions. Food, drink, and tobacco products are not allowed in any C-N computer lab. Additional restrictions may apply in various computer labs across the campus.

Inappropriate Use

1. Respect for the rights of others is a crucial element of the Carson-Newman community and is central to the computer use policy. No person should use the computing facilities to harass or annoy others, or to prevent others from legitimately using the system. Sending unsolicited messages with obscene, harassing, or menacing content and sending chain letter e-mail messages or spam are examples of e-mail conduct which is not permitted. You should remember that the messages you send, whether within or outside the campus community, reflect on the college and its reputation.

2. All campus computer equipment and the data stored on campus equipment is subject to inspection and monitoring. Internet usage is both monitored and logged. You may not use or attempt to use C-N computer resources for purposes clearly outside the scope of the college’s Christian standards and mission statement, such as accessing inappropriate Internet sites. Occasionally Internet sites will be blocked that should not be. If this happens please notify Information Technology. Storage of offensive material of any kind is prohibited.

3. In sending and receiving e-mail messages, be aware that no right of privacy attaches to e-mail sent or received using the college's network or other computer resources. Messages may be monitored or reviewed by college personnel, whether because of addressing errors in the messages, investigation of suspected computer policy violations, or other reasons.

4. Altering, forging, or artificially creating any electronic information contained in a message or electronic file in order to falsify or remove identification information is prohibited.

Legal Issues

1. It is your ethical and legal responsibility to comply with all laws, including copyright laws, as you use the college computer system. Information Technology is not responsible for preventing or detecting illegally installed software or other copyright violations on your computer or the computer assigned to you.

2. Software packages installed on the network are governed by the copyright laws and agreements held by C-N. You may NOT copy software installed on the C-N network by Information Technology without written permission from Information
Technology. The unauthorized installation or duplication of materials or software
which is licensed or protected by copyright is prohibited.

3. Peer to Peer (P2P) file sharing (Kaaza, Kazaa, Napster, Gnutella, LimeWire,
BitTorrent etc.) is a recreational use which consumes computer resources and is
frequently in violation of copyright laws. P2P is not permitted on the C-N network.

4. Tunneling or other processes that attempt to circumvent standard methods of data
transfer are not permitted.

5. Personal wireless access points are not allowed. Network hubs or other types of
network devices not approved by Information Technology are not allowed. No type
of packet capturing software is allowed. Servers (hardware or software), including,
but not limited to, web, FTP, and file, are not allowed. If you wish to create your
own personal web page, contact Information Technology for additional information.

File and printer sharing is not permitted on personal computers without permission
of Information Technology. Tampering with any college owned network device or
attempts to gain access to networking equipment or any computer not belonging to
you, whether college-owned or student-owned, is strictly prohibited.

Disciplinary Sanctions

1. Violations or suspected violations of Carson-Newman's computer use policy or other
applicable rules will be investigated by the Director of Information Technology or
other individuals as appropriate. An investigation may include examining any
information stored on any C-N computing system. The college reserves the right to
take immediate actions deemed necessary to safeguard the security of the system
and/or the accounts and files stored thereon.

2. Any person who misuses the computer system or college-owned computer
equipment will normally be denied access to and use of the system and its
resources. Other disciplinary sanctions which may be imposed include, among
others:
   a. Loss of a computer account and/or network/Internet access
   b. Probation or suspension
   c. Expulsion (for students) or termination of employment
   d. Legal prosecution for the imposition of civil or criminal penalties.

The college will cooperate with civil authorities in the investigation and prosecution of crimes
involving campus computer systems.

If you have any questions, problems, or need assistance, please call Information Technology at 865-
471-3506.
Support

Hardware Services we provide

- Ensure that the data jacks in the residence hall rooms are working properly
- Provide a network hub if both students want to connect (a $30 refundable deposit is required)
- Provide instructions and any other necessary information for setting up the software on the student’s computer to properly connect to the network
- Provide a troubleshooting guide
- Provide a help desk for network related problems

Hardware Services we do not provide

- Instructions for personal computer repair
- Install network cards
- Perform any work on student computers or peripherals (e.g. printers)
- Support any non-English version of software (including operating systems)

Online Learning

C-N Online Tech Help Forum

A Tech Support Community has been created through C-N Online. Here, students can post questions and read solutions to problems to further aid them in resolving their technical issues.

To access this community and its forum, click on the “Communities” button on the C-N Online navigation bar, and search for “Tech Support Community” in the Community directory. This is a fantastic resource for both students and faculty, and everyone is encouraged to contribute.

Please note: Carson-Newman College and the members of this forum are not accountable for any damage which occurs to your computer from taking advice in this forum. By posting and seeking advice in this community you agree to these terms!
Help

If you are experiencing technical difficulty with C-N Online, C-N Connect, Wireless connectivity, or any other Carson-Newman related technology service, help is available from one of the following sources.

Help Desk

Before calling Help Desk: A list of commonly asked questions and suggestions before contacting Help Desk are available on EagleNet (https://eaglenet.cn.edu/it)

If you have any problems contact the Helpdesk at helpdesk@cn.edu or 865-471-3506. Your email will be answered during normal business hours. I.T. limits support of personal owned computers to helping with Network Access. C-N technicians cannot repair personally owned computers. Here is the type of information to leave in your message:

1. Name - If calling, please leave the spelling of your first and last name
2. On campus or Off campus
   a. –If you are connecting to a Carson-Newman resource from off-campus, please include the type of connection and the name of your Internet Service Provider.
   b. - If your connection in the residence hall is not working
3. E-mail Address(es) If you prefer an email response
4. Phone Number(s) where you may be reached
5. What Operating System are you using? (Windows or Mac & Version)
6. Name of the anti-virus software you currently use.
7. Name of any anti-spyware software used.
8. Do you have a laptop or a desktop?
9. If it is a laptop, will the laptop work anywhere else?
10. If you are receiving an error message, please write the exact message and repeat in the email or phone message.

Online Learning

Students enrolled complete online programs: Please make sure to include which course you are experiencing problems or indicate “all courses”.
C-N Online/Edvance360

Before calling for help, review the tutorial videos available at C-N Online

1. Log on to the C-N Online available to all students: cnonline.cn.edu
2. Your Username & Password will be the same as your Carson-Newman Network information. You must be an active student for access to C-N Online/e360
3. Username: First Initial + Middle Initial + Last Name  Password: Last 6 of SS#

Contact your Instructor for help with any of the following:

• For any course content related questions
• If a quiz or assignment isn’t showing
• If a link within a course does not work
• If you can’t take a test

Contact Help Desk

• If your username and password are not working
• If you have difficulty logging in
• If you cannot connect to the network but can connect to other networks

Contact C-N Online/e360 support (>log onto C-N Online >Help menu >User Help Desk >+New Help Ticket

• Click the Help button on the navigation bar
• Scroll down to view video tutorials
• If a course is not showing up for which you know you are enrolled
• You have a question specific to C-N Online/e360

C-N Connect

Before calling for help, did you notice?

1. The login presentation available on the C-N Connect login page?
2. The “Click Here to Reset Password” link?
If you still have any problems with C-N Connect please contact Help Desk at 865-471-3506 or helpdesk@cn.edu
Documentation & Tutorials

General

A Knowledge Base of information and Video Tutorials are found on the Information Technology page on EagleNet (https://eaglenet.cn.edu/it)

C-N Online

Log in to C-N Online at http://cn.online.edu and click the help button on the navigation bar. C-N Online provides video tutorials for nearly any task you need to perform. C-N Connect

C-N Online Tech Help Forum

A Tech Support Community has been created through C-N Online. Here, students can post questions and read solutions to problems to further aid them in resolving their technical issues. To access this community and its forum, click on the “Communities” button on the C-N Online navigation bar, and search for “Tech Support Community” in the Community directory. This is a fantastic resource for both students and faculty, and everyone is encouraged to contribute.

Please note: Carson-Newman College and the members of this forum are not accountable for any damage which occurs to your computer from taking advice in this forum. By posting and seeking advice in this community you agree to these terms!

Step-by-Step and Video Tutorials

Besides the tutorials available on C-N Online/Edvance360, EagleNet holds numerous technology videos and step-by-step tutorials. Log on to EagleNet. https://eaglenet.cn.edu/it
Getting Started

Best Practices

- Keep your operating system updated. Windows updates are free by selecting the ‘Start’ button, selecting ‘All Programs’, and then selecting ‘Windows Update’.
- Install and keep updated a good anti-virus program such as Symantec, Sophos, or McAfee
- Install and keep updated a good anti-spyware program such as Microsoft’s Anti-Spyware, Spybot or AdAware
- Never install web browser enhancements (e.g. toolbars, search engines, etc.)
- Never install programs from the Internet that you are not absolutely sure about (e.g. calendars, programs to set your PC clock, screensavers, etc.)
- Never use instant messaging to talk with an unknown person (viruses and spyware can be transmitted this way)
- Never open an e-mail attachment you are not expecting
- Never give out personal information to a person or web site that you are not absolutely sure about (banks will not send you an e-mail asking you to click on a link and update personal information.

Network Account

All current students are entitled to a C-N network account. With this account you are able to log onto the C-N network and Intranet, and send/receive email through the C-N email system. In order to maintain your activation you must be a registered student and be in compliance with the C-N Information Technology Policy. Once the account is created you will log onto any C-N computer with your username.

User Name & Password

User Name – First Initial + Middle Initial + Last Name
Ex: John Douglas Smith = JDSmith

Password – Last 6 digits of your Social Security number
Ex: 123-45-6789 = 456789
Network Blocked Access (On Campus)

If you are receiving the message: “This computer has been used in violation of the C-N Information Technology Policy” Here are the steps to have your access unblocked:

Read the C-N Information Technology Policy.

1. Obtain the form at the Help Desk which states you have read the policy and agree to adhere to it from this point forward.
2. Return this form to room 122 of the Computer Center (annex to the science building).
   a. If this is your first offense, your Internet connection will be restored ten school days from the date you return this form. If it’s the end of the semester, the penalty will roll over to the next semester.
   b. If this is your second offense, your Internet connection will be restored twenty school days from the date you return this form. If it’s the end of the semester, the penalty will roll over to the next semester.
   c. If this is your third or greater offense, your Internet connection will be restored thirty school days from the date you return this form. If it’s the end of the semester, the penalty will roll over to the next semester. Other disciplinary measures may also be taken.

Connecting Your Computer

C-N uses software that checks student computers connected to the network for anti-virus software. The Computing Policy requires student computers connected to the campus network to have both updated anti-virus and updated anti-spyware software. You will NOT be able to get on the Internet until you have updated anti-virus software installed on your computer. This will not only help the campus network but will help protect your computer. Many new computers only come with trial versions of anti-virus or anti-spyware software. If these have expired, they will not meet the requirement.

Operating System Updates

Windows: The link - http://windowsupdate.microsoft.com - will help you make sure your Microsoft Windows computer is up-to-date. This will be another requirement with the new software.

Mac: Mac OS X v10.5 and later allows you set Software Update to download important updates automatically. You will be notified when the updates are ready to be installed.

Anti-Virus Update

C-N purchases a license of Anti-Virus for every student. You can install the anti-virus program by going to https://eaglenet.cn.edu/it and located the Windows or Mac downloads in the left navigation Quick Launch. Download the appropriate version. The instructions are available there as well.
On-Campus Connection

1. Make sure your computer is in running order.
2. Install an updated and active version of anti-virus software.
3. Update the computer’s operating system
4. Access your Internet Browser (Firefox, Internet Explorer, Safari, etc.) Download and Install Clean Access Agent
5. Log in

If Clean Access agent does not install correctly you may request an appointment with a C-N computer technician. Please email helpdesk@cn.edu or call 865-471-3506. Appointments are made on a first-come first-served basis. Your computer must be in functioning order and you have taken the steps above before requesting an appointment. C-N technicians cannot repair personal computers.

On-Campus Connecting Your Game Console

In order to use a game system (X-Box, PlayStation, etc.) on the network it must first be registered with the Clean Access Server. IT will register the game systems as soon as possible after receiving the request. However, it may take up 24 hours to complete the process if you submit the registration during the work week. If you register over a weekend or holiday your game system will be registered the first business day following the days we are closed. You will be notified via C-N e-mail once your game system has been registered.

You will need your game console’s MAC address to complete the Registration Form. To access the “how-to” sheets and a link to the registration form on EagleNet (https://eaglenet.cn.edu/it).

M: Drive Network Space (Available On-Campus Only)

Each student receives a person file space on a network server. This space may be accessed from any networked computer on-campus.

When mapping use this Server Address: //cnccdc01 followed by /yourusername$
E-Mail

Carson-Newman Exchange (Outlook) e-mail is an official form of communication for the College and should be checked daily throughout the academic year. You will receive important registration, financial assistance and academic information through this account. It cannot be forwarded to a personal e-mail system.

C-N Outlook E-mail

Your C-N email account is created at the same time the network account is created. You will have access to your email anytime-anywhere through the Outlook Web Access. Your C-N e-mail login information is the same as your C-N Network, EagleNet, or C-N Online/e360 credentials. Username: First Initial + Middle Initial + Last Name, and Password: Last 6 digits of your social security number. Once logged in, select the Inbox if it is not already selected. Your new and old email should appear in the main section of the screen.

Ways to access

- Select the email link from the home page on EagleNet
- Selecting the Current Students link, then the C-N Email link from the www.cn.edu home page
- Entering: https://webmail.cn.edu/owa in your browser’s address bar.

Please be sure to check your C-N email often and keep your storage space maintained to help insure you receive important C-N messages.

Your storage space is limited to holding 300MB of e-mail messages. This includes the total size of all the mail in all of your folders on the e-mail server. This is plenty of space for many, many messages unless you receive large attachments which can take up your space in a hurry. If your e-mail storage space reaches 250MB full, you will receive a warning e-mail that you are getting close to reaching your quota. If your e-mail storage space reaches 275MB full, your account will automatically be prohibited from sending messages. If your e-mail storage space reaches 300MB, your account will automatically be prohibited from sending or receiving e-mail messages.

If you get a warning message or find you cannot send or receive e-mail (possibly due to the delivery of a message with a large attachment), the only way to restore your e-mail service is to delete enough messages to keep your account below the limit. Note that after deleting messages, your Deleted Items folder must be emptied to re-claim the storage space.

To delete your messages, select the message you want to delete and click the delete button on your keyboard. Then be sure to empty your deleted items folder by right-clicking on the Deleted Items and selecting Empty Deleted Items.
**Daily Announcements**

All students, undergraduate and graduate receive the Daily Announcements from EagleNet. Since these e-mails may contain official communication from the College, you cannot opt out of receiving the Daily Announcement.

Please refrain from posting to the Daily announcements, “Buy and Sell” items. There is a site on EagleNet reserved for such items.

**Mobile Device**

C-N’s e-mail system is capable of synchronizing with many handheld devices. We have confirmed devices using Microsoft Exchange Server ActiveSync works well with our mail infrastructure. This software is included on Windows Mobile devices - [http://www.microsoft.com/windowsmobile/en-us/default.mspx](http://www.microsoft.com/windowsmobile/en-us/default.mspx) - and is licensed by other handheld manufacturers including Apple. However, there may be certain limitations with some vendors. For instance, Apple’s implementation does not synchronize task items. The following information should help you configure your handheld device.

- The server name will be webmail, webmail.cn.edu, or [https://webmail.cn.edu/owa](https://webmail.cn.edu/owa).
- Typically, the domain will be [cn.edu](http://cn.edu).
- The username will be formatted as abstudent or abstudent@cn.edu.
- The connection type will need to be configured as EAS or Exchange. The connection type will NOT be IMAP or POP3.

Blackberry devices will sync with our CN mail by one of two ways: either with Blackberry Server Enterprises (if your service includes that) or by adding your email address as you would any other account. Begin by adding a new email account, and typing your email address and password. Upon receiving the prompt that it doesn’t work, click the link for more options. When entering in the account information, select Exchange as the account type. [As stated above on this sheet, the server will either be cn.edu or webmail.cn.edu]

**Sending Outlook E-Mail**

To send an E-mail, click on the “New” button in the upper left area of the screen. By default, this will open to form to create a new mail message. You can also create new appointments, contacts, etc. by clicking the drop down arrow next to the New button. When the new message popup box appears, type the E-mail address of the recipient in the text box next to “To...” the addresses of any additional recipients in the text box next to “Cc...”, and finally a subject and a message body. You can add attachments by clicking on the paperclip icon in the upper left area of the screen, and then the message will be delivered when you click “Send”.

Carson-Newman Technology Handbook
C-N Online/Edvance360 E-Mail (C-N Online/e360)

The messages inside of the C-N Online/E360 learning management system are NOT the same as those in the Outlook e-mail. Your instructor may prefer you message through this internal e-mail system or through the C-N Outlook system. Initially all accounts in C-N Online/E360 are set to send a copy of the message to the C-N Outlook e-mail. This may be changed to a personal e-mail or turned off altogether. YOU CANNOT REPLY TO THE COPY SENT TO YOUR CARSON-NEWMAN E-MAIL. You need to log onto C-N Online/E360 to manage your messages.

Inbox

The inbox is where your new mail will be displayed, and is generally the first thing you see when you click on the Mailbox icon. You can sort your inbox by date, sender, or subject. If you have misplaced an important email, you can use the search box to search through older mail.

If you would like to store a message in a specific mail folder, you can select the message by clicking the check box next to it, and then selecting the folder you would like to move it to from the “Move Selected To” drop down menu. You can also delete messages by selecting them and clicking the “Delete Selected” button.

Sent Box

The sent box works the same way as the Inbox does. The only difference is that messages displayed here are ones that have been sent out by you. You can only delete messages from the sent box, not move them to folders, and you are unable to search the sent box.

Mail Folders

Mail folders are a good way to organize your emails so that they are easier to find in the future. You can create as many mail folders as you like, and sort your incoming email into them with the “Move Selected To” option.

To create a mail folder, first click on the Mail Folders button on the navigation bar.

Then click on the +New Folder button. This will allow you to enter a name for your new folder.

After creating your folder, you are always able to edit its name in the Edit Folder window. You are also able to delete your mail folders.
When you return to your inbox, your folders will be displayed underneath the main inbox icon. Clicking on each folder will display all of the mail stored there in the main window. You can also add a new folder from here by clicking on the icon.

Groups

If there is a group of people that you frequently send emails to, such as a newsletter for a club, or a study group schedule, you can add those people to a contact group in your C-N Online email program. That way, instead of typing each individual email address of the members of your group, you simply type the name of the group and the program automatically e-mails all of its members.

To create a group, click on the Groups icon on the left navigation bar. You are then able to create a new group by typing the name you wish to give the group, then by typing, or partially typing the name of the member, and clicking the name in the Auto Complete list. You can add as many recipients as you wish. When you are finished, click the “Save Group” button.

After your group has been created, whenever you go to send a new email, you may type the name of the group in the “Recipient(s)” box. This will automatically send your message to all of the members of that group.

You can also edit or delete your groups by clicking on the “Edit” and “Delete” buttons next to your group in the main “Groups” window.
**Personal Settings**

You are able to customize your mail system by clicking on the Personal Settings button.

From here you are able to edit the font size, font color, whether or not you would like to be notified via secondary email when receiving a message on C-N Online, and your personal signature. When you are satisfied with your changes, be sure to click on the **Save Settings** button at the bottom of the page.
Printing

C-N uses a print managing software which gives each student initially 500 pages of printing per semester (summer classes are pro-rated based on the technology fee paid). Additional pages can be purchased in increments of 100 pages at 05¢ per page in rooms 126 or 127 of the Information Technology department.

To determine how many pages of printing you have available BEFORE you begin a major project:

1. Go to any open computing lab
2. Log onto the computer
3. Roll the mouse over the print manager icon in the lower right corner of the screen. This should tell you the number of pages you have left in your allocation.
4. Purchase more pages BEFORE you need them (only available during normal business hours).

EagleNet

EagleNet is Carson-Newman’s Intranet. EagleNet’s purpose is to provide the college community with a gateway to all the information and learning resource needs. C-N is always seeking ways to keep its campus and online learning family up to date with what’s happening around the College from services provided to social events.

These pages are secure and you will need your C-N network user name and password to access the content. The content on each of the pages is tailored to meet the needs of the individual. What this means for you the student is you will see only information pertinent to your C-N experience.

Some of the content just for you:

Student Announcements

Students may list their own announcements meant just for other students, such as recruiting for a student organization.

Book Trade

Use this announcement section to advertise buying and selling of books to other students.

Ride Board

Think of this as a new spin on the old fashioned bulletin board. Advertise your need for a ride or offer a ride to somewhere (maybe share gas $$).
Important Notes Regarding EagleNet

1. You cannot opt out of daily student announcements from EagleNet. These announcements are provided for your benefit and safety and should be reviewed regularly.

2. ALL information technology policies MUST be adhered to when posting/replying on EagleNet.

3. Daily Announcements are summaries only. Log in to EagleNet for the complete announcement posting.

4. When replying to a post/announcement on EagleNet, be sure that you are replying to the poster. This can be done by clicking on the name next to Created By: at the bottom of the post. (You will need to actually log in to EagleNet to access the full announcement). Otherwise, your response will not be received. DO NOT email or contact EagleNet Support in response to a post or announcement.

C-N Connect

C-N Connect allows you to access your information such as grades and class registration.

To access C-N Connect through the Carson-Newman web:

1. Open your Internet browser to the C-N Website at http://www.cn.edu
2. Select the Current Students Link
3. Select the C-N Connect link
4. Select the Log-In tab in the upper right corner
5. Your username and password are initially set the same as your network username and password. You MUST change your Connect password at first log in. To avoid confusion, you will want to change your Network password to match.

If you still have any problems with C-N Connect please contact Help Desk at helpdesk@cn.edu.

Grades & Schedule

To access your grades and other information regarding your classes, click on the “Current Students” button on the C-N Connect page after you have logged in. This will bring you to the “Web Advisor for Students” page where you can view grades, your schedule, your transcript, and even information regarding financial aid and program evaluations.
Registration

To register for classes, click on the Register for Sections link under the Registration heading on the Web Advisor page. You are offered several options to choose from. If you do not know the subject, course number, or section of the class you wish to register for, click on the Search and Register for Sections link to browse the C-N class offerings and choose the course that best suits you. You can also drop courses by clicking the Drop Sections link; however, make sure to check with the financial aid office BEFORE dropping a course as it may affect your scholarships.

Other Information & Tools

Other features available on C-N connect include: Student Billing, Financial Assistance, CLW attendance, and Residence Hall work requests.
Is Online Learning Right for You?

Many people have the false belief that taking a course completely online is easier than taking a face-to-face class. While online learning brings flexibility, it also requires an extremely large amount of self-motivation, time-management, and a reasonable comfort level in the use of technology.

Before registering for an online course, you should review the minimum hardware and software requirements listed in the Technical Requirements (Appendix B) section of this handbook. Review the “Tips for being a Successful Online Learner,” the “Policies and Expectations” section of this handbook, and review the “What to Expect” section under Online Learning. To access this; go to the Carson-Newman web site: www.cn.edu and select Academics > Online Learning > What to Expect. Review the page and follow the instructions.

Policies and Expectations

With most Online courses the instructor and the students are separated by a physical distance. Through the use of technology the distance is narrowed to the point as to enable the students and instructor to communicate in such a way as to be able to bring campus-based classes to students. Students “attend” through the use of the C-N Online Learning Management System (C-N Online LMS).

The instructor may also use their own Internet web page or another online tool such as a Wiki or Blog site. Spend time learning the virtual environment used for your course. Find and carefully read the syllabus, and pay careful attention to any direction for assignments, projects and exams.

Attendance

Student “attendance” in online courses will be defined as active participation in the course as described in the individual course syllabus. The instructor may require you to log on as much as five times a week. The official attendance policy applies to online “attendance” and must be adhered to.

Official Attendance/Absence Policy

Attendance at all class meetings is required and a student is responsible for all the work, including tests and written assignments for all class meetings. Each individual faculty member will establish the consequences for absence and publish this in the course syllabus. If students must miss class for any reason, they are obligated to account for their absences to their instructors and arrange to obtain assignments for work missed. Students will be allowed to make up class work missed with no penalty if the absence was caused by documented illness, death of immediate family member, or participation in College sponsored activities. Otherwise the instructor has no obligation to allowed students to make up work.

Attendance will be taken for all students. Any student who does not attend class during the first two weeks for the semester will be administratively dropped from the class for non-attendance.
Enrollment status (full-time/part-time, etc.) may be affected by this withdrawal which may impact billing and financial aid eligibility. Refer to the refund section of the catalog for more detailed information.

If a student fails to attend class for three (3) consecutive weeks, the student will be administratively withdrawn from the course. A recalculation of earned financial aid will be processed for students who are administratively withdrawn from all courses before the end of the term due to lack of class attendance; these students may render themselves ineligible to receive financial assistance.

Communication
Each instructor has a preferred method of communication and it will be listed on their syllabus. Instructors will list their times of availability. Keep in mind online does not equal “immediate”. Instructors do not typically sit next to their computer 24/7 waiting to answer your e-mail. There may even be “black-out” periods of time in a week when the instructor is not available. You should expect an instructor to return your e-mail message within a day or two, and phone message during their next on-campus office hours.

Assignments
Your instructor will specify the method of submitting assignments. If you have not previously used an online learning management system and do not feel comfortable, you may wish to ask the instructor to post a practice assignment to help with your comfort level.

PIN codes and Special Instructions
Some courses require a special access key or a PIN code to view the course material hosted by the textbook publisher. These access keys are usually packaged with new textbooks and are usually good for only one semester. If you need to purchase a code because you have a used textbook contact the publisher of bookstore well in advance of your first assignment.

Examinations
Non-Proctored
Non-proctored exams and quizzes are exams in which the student is unsupervised from the convenience of their own home computer. A certain time frame is given by the instructor in which to complete these exams. Students are expected to abide by the Carson-Newman academic Honesty Policy and by the very submission of the exam you are testifying the exam was completed and submitted by the person registered for the course.

Proctored
A proctored exam is one supervised by the course instructor or other person designated and approved by Carson-Newman. Students living within a fifty (50) mile range of Carson-Newman’s main campus are expected to travel to C-N for the exam given either by the teacher at a designated time or at the Life Directions Center by previous arrangement (at least two weeks)
Proctoring Off-Campus

If you live further than fifty (50) miles of Carson-Newman’s main campus and are unable to attend an on-campus proctored examination you must make arrangements three weeks prior to the exam to complete the exam at another location. Failing to follow the off-campus proctor procedure will result in you, the student, accepting a zero grade for the examination.

Procedures for Off-Campus Proctoring

1. Contact your instructor and inform them you will be unable to attend the proctored session on-campus.
2. Locate a qualified person in your area willing to proctor the exam. A qualified person may include:
   a. Tennessee Testing Centers ([http://www.rodp.org/students/proctorsites.htm#Top](http://www.rodp.org/students/proctorsites.htm#Top))
   b. Local Librarian
   c. Faculty or staff members of a community college or university
   d. A commercial testing center

Non-Qualified Persons Include:

   a. Friends, neighbors, or co-workers
   b. Relatives
   c. Persons who work part-time or adjuncts or graduate students at a college or university
   d. Tutors, personal advisors, pastors
   e. K-12 schoolteachers or administrators
   f. Athletic department or sports program employees of a high school, college or university
   g. Anyone with a potential conflict of interest

3. E-mail your instructor with the proctor’s full name, address, telephone number and e-mail address. Your instructor will contact your proctor to confirm and approve the proctor’s qualifications and will approve or disapprove your choice of proctor.
4. You are responsible for any fees associated with the proctoring of the exam.
5. Arrive to the exam at least 15 minutes before the exam start time, with a picture I.D. the proctor will photo copy it and it will be submitted with the proctor cover sheet.
6. Sign the proctor cover sheet.

Other:
Bring any material needed including textbooks, blank paper, pens, and calculators; DO NOT bring unauthorized items. Turn off cell phones when entering the test area. Only exam students are permitted. No children please.

Register for an Online Class
Registration for Online Learning classes usually takes place during the designated registration periods for the college. See the Add/Drop Course section of the C-N Student Catalog. All students are encouraged to register sooner rather than later to ensure a smooth progression for admittance to a course. Before registering for an online course, you should review the minimum hardware and software requirements listed in the Technical Requirements section of this handbook. Review the “Tips for being a Successful Online Learner,” the “Policies and Expectations” section of this handbook, and review the “What to Expect” section under Online Learning. To access this; go to the Carson-Newman web site: www.cn.edu and select Academics >Online Learning >What to Expect. Review the page and follow the instructions.

New and Prospective Students
Students who have never enrolled in any classes at Carson-Newman should submit the appropriate application through the college admissions office. Graduate and post-graduate certificate students apply online at http://online.cn.edu. Undergraduate students apply at http://admissions.cn.edu/admissions/ All C-N admissions requirements must be met before new students are eligible to register for any courses.

Current and Returning Carson-Newman students
Current students do not have to re-apply to the College to register for courses. Returning students who have not attended Carson-Newman for at least one semester are required to update their files with the Admissions and Records office. Students must clear any holds placed on their records before they can register for classes.
Appendix A - Campus Phone Numbers

Academic Support
Amy Humphrey, Director | Campus Phone: 4808

Admissions
Melanie Redding, Director | Campus Phone: 471-3223

Appalachian Outreach
Jean Ann Washam, Director | Campus Phone: 471-3537

Athletics
David Barger, Athletic Director | Campus Phone: 471-3372

Bonner Scholars
Larry Osborne, Director | Campus Phone: 471-3594

Book Store
William Ellis, Bookstore Manager | Campus Phone: 471-3346

Campus Ministries
Nenette Measels, Director | Campus Phone: 471-3437

Career Services
Mark Workman, Director | Campus Phone: 471-8483

C-N Post Office
Mary Gatlin, Post Master | Campus Phone: 471-3348

C-N Communications
Mark Brown, Director of News and Media Relations | Campus Phone: 471-2303

Counseling Services
Jennifer Catlett, Director | Campus Phone: 471-3350 or 24/7: 548-9067

Financial Assistance
Danette Seale, Director | Campus Phone: 471-3247

Health Services
Peggy Dalton, Director | Campus Phone: 471-3350

Help Desk - Information Technology
E-mail: helpdesk@cn.edu | Campus Phone: 471-3506

Human Resources
Jimmy Wyatt, Director | Campus Phone: 471-7164

Information Technology
Mark Seagroves, Director | Campus Phone: 471-3506

Library, Stephens-Burnett Memorial Library
Bruce Kocour, Dean of Library Services | Campus Phone: 471-3335

Life Direction Center
Amy Humphrey, Director | Campus Phone: 471-3567

Media Center Services
Donnie Newman, Coordinator | Campus Phone: 471-3220

Online Learning
Valerie Stephens, Director | Campus Phone: 471-4727

Orange & Blue Student Newspaper
Natalie Lester, Editor | Campus Phone: 471-3393

Physical Plant
Ondes Webster, Director | Campus Phone: 471-3352

President’s Office
Dr. Randall O’Brien, President | Campus Phone: 471-3202

Printing & Mail Services
Paulette Reed, Coordinator | Campus Phone: 471-3214

Provost Office
Dr. Kina Mallard, Provost | Campus Phone: 471-3219

Recreational Services
Ricke Hester, Director | Campus Phone: 471-3345

Registrar’s Office
Sheryl Gray, Registrar | Campus Phone: 471-3240

Residence Life
471-2009

Safety & Security
Jimmy Hodges, Director | Campus Phone: 548-9067

Student Activities
Brent McLemore, Director

Student Affairs
Shelley Ball, Dean of Students | Campus Phone: 471-3235

Student Success
Amy Humphrey, Director | Campus Phone: 3227

Telephone
Glenda Bailes, Secretary | Campus Phone: 471-3352

Treasurer’s Office
Marty Chambers, Interim V.P. Finance | Campus Phone 471-3209

Writing Center
Ellen Milsaps, Director | emilsaps@cn.edu
Appendix B -- Technical Requirements for Online Learning

Required Hardware

**High-Speed Internet Connection**
- Broadband
- Satellite
- DSL
- Dial up is NOT recommended or supported

**Supported Operating Systems**
- Windows 7
- Windows Vista
- Windows XP (serv. pack 3)
- Mac OS 10.2 or higher

**Hardware**
- 1.3 GHz or higher processor
- 1Gb RAM memory or higher
- 80 GB Hard Drive or higher
- CD-RW Disk Drive
- Sound Card / Speakers
- Microphone / Video Cam
- USB / Flash Drive
- DVD Player

Required Software

**Internet Browser**
- Mozilla Firefox (recommended)
- Microsoft Internet Explorer
- Apple Safari

**Productivity Software**
- Microsoft Office
- Microsoft SkyDrive
- OpenOffice

**Media Players (Several may be required by instructor)**
- Apple QuickTime
- RealPlayer
- Adobe Shockwave Player
- Windows Media Player (Windows)
- Windows Media Player (Mac Components for QuickTime)
- Apple iTunes Media Player

**Anti-Virus Software**
- Symantec End-Point (Download on EagleNet: Windows Mac)
- AVG (Windows)
- ClamXav 2 (Mac)
- FPROT (Linux)
Appendix C -- C-N Online/Edvance360 or C-N Online/e360

C-N Online LMS is powered by Edvance360 LMS-SN®, 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.

Not all on-campus faculty use C-N Online. Check with your instructor. All Online programs will use C-N Online/e360.

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

1. Through the Carson-Newman Website
   >Current Students >C-N Online/Edvance 360
   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
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. This navigation bar remains the same throughout the C-N Online LMS.

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. This navigation bar changes depending on which section of the LMS you are currently browsing. 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.
The Personal Navigation Bar on your homepage will help you navigate through your personal tools and features.

**My Profile**

Clicking on the My Profile button on the Navigation bar will bring you to your personal profile page. This page can contain basic information about you, including a Photo and basic contact information. Your profile will be the source of many first impressions, so be sure to adhere to all Carson Newman Technology Policies when creating it.

Your profile page itself has its own navigation bar that allows you to edit your photo, bio, and account information including updating your password.

**Note:** Be sure to update your password regularly to help prevent unauthorized entry to your account.

**Adding a Photo**

To add a photo to your profile, click on the Edit Photo button on the Profile Navigation bar. From here, click the “Browse...” to search your computer for an image to use as a profile picture. C-N Online will automatically resize the picture, so you don’t have to worry if the picture is too big. Once you have selected an image, click the update button. Your picture should appear on your profile very soon.

**Note:** It can take time for your profile picture to update, if your picture does not appear right away, check back later.

**Note:** Remember to follow ALL Carson Newman Technology Policies when choosing a profile picture. Make sure the picture is appropriate.

**Editing Your Bio**

To edit your Bio, click on the Edit Bio button on the Profile Navigation Bar. You can then edit your bio with a standard HTML post editor. When you are finished, click the “Submit” button at the bottom of the page and your Bio will update shortly.

**Editing Account Information**

Your account information is also known as your contact information. This information includes your First/Last name, e-mail address, and phone
numbers. Feel free to fill in as much or as little as you would like, however your First and Last Name will revert back to your legal name registered with the student information system. When you are finished, click the “Submit button”.

Updating your Password

The “Update Password” feature in C-N Online/e360 is turned off. You must change your password either on a Carson-Newman computer or through Outlook E-Mail >Options.

Note: Never share your C-N Online password, or any other Carson-Newman password with anyone for any reason. Any sharing of account information can compromise its security.

ePortfolio

Your C-N Online ePortfolio is essentially your online résumé. You can access your ePortfolio by clicking on the ePortfolio button on your Personal Navigation Bar on the Home Page. From here, you can add all of your information and experience to be viewed on your own personal résumé web page.

Editing your ePortfolio Settings

To edit your ePortfolio settings, click on the edit settings link at the top of the main window.

You can change the URL for online access to your ePortfolio by editing the URL text box. Only the final portion of the URL can be changed. The complete URL is what you can use to show potential employers your ePortfolio without logging in to C-N Online.

If you would prefer that your ePortfolio was not made public, you can select the “Make visible only to users of this network” option. This makes your ePortfolio private to anyone who is not a member of C-N Online.

You can also select from several different designs for your public ePortfolio. Choose a theme that best suits you.
Adding Information

To add information to your ePortfolio, click the Add link next to each category of information. You can add Education, Experience, Groups and Associations, Honors and Awards, Publications, Training, Leadership Experience, Community Service, any other information you think is relevant, and your contact information. Add as much information as you possibly can as it will only help to strengthen your image for potential employers.

Widgets, Alerts History, and Settings

Clicking the “My Widgets” button will allow you to enable or disable various “Widgets” including a calculator and an RSS reader.

Alerts History will display previous alerts that you have already marked as read, but may need to view again.

Settings allow you to modify your font size, color and signature for C-N Online emails and posts. This is detailed further in the “Mailbox” section of this handbook.

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.
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.

Course Navigation

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.

From 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.
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.
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

- 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
  - 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 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.
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. If you are having trouble opening a file in your class resources, check its file extension first. Usually a quick search of the extension name can tell you what program is needed to open the file.

Surveys

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.

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
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.

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.
Tests

Accessing Tests

If your instructor has told you he/she will be using the BrowserLock – READ the Tests – Respondus. To access Tests, first select the Course by selecting the Courses button on the Top Navigation Bar. LockDown Browser Section First!!!!! 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

LockDown Browser MUST be installed BEFORE attempting to take ANY LockDown Browser enabled tests!!

- 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.
Communities

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.

Grades

Instructors are able to post your grades to C-N Online for you to view whenever you like. Clicking the “Grades” icon on the top navigation bar brings you to the Grades page where you can review all of the grades posted by your instructors for each of your courses. Instructors may or may not choose to use this feature, and if you do not see a grade posted that should be, contact your instructor.
Contacts

The contacts section of C-N online works just like an address book; you can add/remove contacts, and search for specific contacts with the search button.

Adding Contacts
First, you need to add some contacts. To do this, click on either the “Member Directory” link next to the search box, or the “Member Directory” button on the left navigation bar.

From the member directory, you can either search for a specific name, or browse alphabetically by last name.

Searching and Sorting Contacts
Once you have added some contacts, you can search and sort them by using the tools on the main “Contacts” page. You can select to only show people of a certain relation to you, or you can search for a specific name in the search box. You can remove contacts by clicking on the “Manage Contacts” button, and then clicking “Remove” underneath the contact’s name.
Blog

A blog is a great way to share your experiences and ideas. C-N Online offers an internal blogging system that allows you to easily share amongst your instructors and peers, and makes it easy for you to follow along with them as well.

Creating a Blog

After clicking the blog icon on the top navigation bar, click on the + New Post link to create a new blog post.

This will bring you to the “New Post” page, where you can create a new blog post using a standard HTML post editor.

Before submitting your post, add some tags/keywords to make it easier for users to find your blog. Use keywords that are relevant to your post. For example, if you make a post about a trip to the ocean, choose keywords such as Beach, Travel, Ocean, and Lighthouse.

Also, be sure to select whether you want your post to actually be published at that moment, or saved as a draft for later editing and submission.

Blog Directory

The blog directory is a collection of all the Blogs on C-N Online. Latest blog posts are displayed on the main page of the directory, and you can browse through the current bloggers on the left side of the main window. When you find a post you are interested in, you can comment on the blog posting by clicking on the Comments link at the bottom of the post.

If you liked the post, be sure to add the blogger to your contacts, this will make it easier for you to find more of their posts in the future.
Calendar

The C-N Online calendar will display all events that are scheduled through C-N Online. Any courses that have posted calendar events will have them all consolidated here. The calendar is a powerful tool to aid in keeping track of a busy schedule.

Navigating the Calendar

To change your calendar view, click on one of the five view options at the top of the calendar window. If there is a specific view that you prefer, click on it, then click “Save Current View as Default”. That way, the current view you are using will be what automatically appears whenever you go to your calendar.

You can move forward and backward in the calendar by clicking either the << button to move backwards, or the >> button to move forwards.

 Depending on what view you are using, the distance forward/backward will differ.

Example: Yearly view >> forward 1 whole year
Daily view >> forward only 1 day

Adding Calendar Events

To add calendar events click on the “add” link on whichever day you would like to add the event to. This will bring you to the “New Calendar Item” page.

Here you can edit the Title of the item...

...add some details about the event...

...and set a start and end time.

Also, be sure to set whether the event occurs only once, or every day/week/month by selecting the correct option from the “Recurring” drop down box.
Setting Start/End times for calendar events.
The start and end times for an event can be set two ways.

1. Manually entering the date/time in the start/end box in the following format:
   YYYY-MM-DD 08:00 AM

2. Clicking on next to the text box. This will bring up a smaller calendar in which you can select exactly which day and time the event starts/ends. You can change the hour/minute forward by clicking on it, and backward by holding shift and clicking on it. You can also click and drag the hour/minutes right and left to change them forwards and backwards.

Help

If you are having trouble using C-N Online, click on the Help button on the top navigation bar. This will bring you to the main Student and Faculty help page where you will find a wealth of additional information including tutorial videos, tutorial suggestions, helpful resources, and links to download some of the programs listed in the Technical Requirements section.

Submit Help Ticket for C-N Online/e360
- Open the Help Tab
- Select User Help Desk on left navigation
- Select +New Help Ticket