Customer Service

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If you have general or technical questions about a Thomson Reuters Westlaw product, call Customer Technical Support at 1-800-WESTLAW (1-800-937-8529) or email west.support@thomsonreuters.com.

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

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

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

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

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

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

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

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

For assistance with your Internet connection, contact your school’s computer center or your Internet service provider. For assistance with your browser, contact the publisher of the browser software.
## What’s New in TWEN

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

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

### Signing On to TWEN

TWEN is available at [lawschool.westlaw.com](http://lawschool.westlaw.com). To sign on to TWEN, you need a OnePass username and password.

To access TWEN, complete these steps:

1. Open your Internet browser and type [lawschool.westlaw.com](http://lawschool.westlaw.com). The lawschool.westlaw.com sign-on page is displayed (Figure 1-1).

![Figure 1-1. lawschool.westlaw.com and TWEN sign-on page](image)

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

**Note** OnePass sends a registration confirmation message to the e-mail address you provided during registration.
Modifying Your User Information
To change your user information (such as display name or email address), complete these steps:

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

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

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

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

Creating a Course

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

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

Figure 2-1. My Courses page
COURSE CREATION WIZARD

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

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

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

To create a course, complete these steps:

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

   ![Course Creation Wizard Introduction](image)

   Figure 2-2. Course Creation Wizard

2. Click Next to display the General Course Information page.

3. Type the name of your course in the Enter the name of your course box.

4. If you do not want to display your last name next to the course name on your school’s list of courses, clear the box below your course name.

5. Choose the course term, (e.g., Fall 2013).

   - This term is used to determine the time frame during which someone at your school can register for your course and when your course appears as an active course.
   - The default term dates are Spring (December 15 to June 15), Summer (May 15 to September 1), Fall (July 15 to January 15), and Full Year (August 1 to June 15).
   - You can modify term registration dates on the Course Administration Information page.
   - Click a course topic from the list. For some topics, you can choose a subtopic to filter your topic list (see Figure 2-3). For example, you might choose First Year Courses as the topic and Constitutional Law as the subtopic.
Notes

• If you choose the Legal Research/Writing course topic, you will have access to West instructional aids, digital pictures, and other legal research and writing resources. For more information about these resources, see the TWEN online Help.

• If your school has a CALI membership, TWEN automatically adds links to CALI sessions that relate to your course.

• If you do not see a subtopic that relates to your course, click Other. You can manually add the appropriate information after you create the course, including CALI lessons. (See “CALI Lessons” on page 36.)

6. You can now complete one of these options:

• Click Finish to complete your course using the default course settings. You can modify these settings at any time.

• Continue through the course creation process to customize other course elements using the Next and Previous buttons at the bottom of the page.

• Jump directly to a particular section of the wizard by clicking the steps (e.g., Forums) on the left side of the wizard.

Using the My Courses Page

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

• View and customize a master calendar for all your courses. See “Using the Master Calendar” on page 8.

• Use an announcement box to post announcements. See “Using the Announcement Box” on page 9.
• Add a course created by another professor at your school. See “Adding Courses Created by Other Professors” on page 10.
• Arrange courses and faculty programs on the My Courses page. See “Arranging Courses or School Names on the My Courses Page” on page 10.
• Access a course to view the course home page (see “Accessing a Course” on page 10) or modify course elements (see “Understanding Course Elements” on page 13).
• Add faculty programs. See “Adding Courses Created by Other Professors” on page 10.

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

USING THE MASTER CALENDAR

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

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

![Figure 2-4. Master calendar monthly view](image)

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

1. Click View full calendar. Your courses are listed on the left side of the calendar.
2. Click the corresponding Add Event link to add the event to the calendar. When you add an event to the master calendar, it is automatically added to the course calendar as well.
3. To update or customize your master calendar, click Modify Page. You have these options:
   • To change the calendar view, click Month, Week, or Day as the default view.
   • To change the color assigned to a course or training calendar and list, choose a color from the list for the course. All events for the course are displayed in the color.
• To remove a course and its events from the master calendar, clear the box in front of the course name. (Removing the course from the master calendar does not affect the course calendar.)

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

**USING THE ANNOUNCEMENT BOX**

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

**Creating Announcements**

1. Click **View Announcements** and then click **Create and Manage Announcements** in the announcement box. The Manage System Announcements page is displayed.

2. Click **Create Announcement**. A form for creating your announcement is displayed (Figure 2-5).

![Figure 2-5. Manage System Announcements page](image)

3. Choose the date and time you want to display the announcement from the lists.

4. Type the announcement in the **Announcement** box and then click **Preview** to review your announcement.

5. Click **Save** to create your announcement and continue.

6. Choose the courses for which you want to display the announcement from the **Users by Course** list. To choose more than one course, press the **Ctrl** key.

7. Click **Submit**. A confirmation message is displayed.

8. Verify that the displayed text and the availability options are correct, then click **Submit** to post the announcement.

9. Students can view the announcement on their My Courses page if they have added the courses (that you chose in step 6) to their My Courses page.

**Editing and Deleting Announcements**

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

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

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

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

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

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

**ADDING COURSES CREATED BY OTHER PROFESSORS**
As a faculty member, you can add and participate in courses created by other professors at your law school. To add a course, complete these steps:

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

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

2. Select the check box next to each course you want to add. If a password is required to add the course, type the password in the **Passwords** box. (You need to obtain the password from the professor who created the course.)

3. Click **Submit** to return to the My Courses page. The courses you added are now displayed on the My Courses page.

4. Click the course name to access the course home page, where you can participate in course forums, view document pages, or access other course materials. For more information, see “Accessing a Course” below.

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

**ARRANGING COURSES OR SCHOOL NAMES ON THE MY COURSES PAGE**
You can sort your courses based on parameters such as course name, term, and faculty name on the My Courses page. You can also change your view from Active courses to Hidden Courses. To sort your entries, complete these steps:

- Click the column heading (e.g., **Access**) to sort by that parameter.

- To view any hidden or archived courses, click **Hidden Courses (inactive/archived)**.

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

- The course home page provides access to the materials associated with the course.

- Click **Manage Links** to arrange your course links to better suit your needs.

- Click **Customized Polling** to create and save surveys.

- Click **CiteStation** to access online exercises designed to make teaching legal citation more
Creating a TWEN Course 11

effective.

• Click Grade Book & Assignments to create course assignments that your students can receive and submit online.

• Click Participants & Usage to view your course participant list, view course usage statistics, and more.

• The course home page may also include announcements, graphics, or an audio or text message.

• Using the links on the course page, course participants can enter document pages to view the posted materials; access interactive forums to post and read messages; access the course calendar, CALI lessons, and online assignments; and more.

• If you are the course instructor, you can personalize the course elements. For more information, see “Understanding Course Elements” on page 13.
3 Understanding Course Elements

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

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

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

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

Complete the following steps to personalize or modify your course:

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

Figure 3-1. Modify This Course page

Click My Courses to return to the My Courses page.
Click Course Elements to personalize the information included on your course home page; create calendars, live discussion sessions, and quizzes, associate other content with your course, and more.
Click Administration to easily update, copy, archive, or delete a course.
Click General Information to revise the information (such as course name, course duration, or faculty access rights) that you chose when you created the course.
Course Information

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

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

COURSE NAME, DATE, AND PASSWORD

You can modify or add these options:

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

- **Course Duration**—You can change when the course is held.

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

<table>
<thead>
<tr>
<th>Course</th>
<th>Default Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 2013</td>
<td>September 1, 2013</td>
</tr>
<tr>
<td>Fall 2013</td>
<td>January 15, 2014</td>
</tr>
<tr>
<td>Spring 2014</td>
<td>June 15, 2014</td>
</tr>
<tr>
<td>Full Year 2013-2014</td>
<td>June 15, 2014</td>
</tr>
</tbody>
</table>

- **Registration password**—By default, access to your course is limited to students at your school. You can further limit access by requiring that students enter a password to register. (You need to give this password to your students so they can enter it when they add your course to TWEN.) Type a password in the Registration password box.

- **Registration start and end dates**—The registration start and end dates establish the time period when your course is considered an active TWEN course. During this period, students and other participants are allowed to add this course to their My Courses page.

**Note** If your course is not displayed for students at your school, your registration start and end dates may be outside the appropriate date range. Edit the registration dates in the boxes.
E-MAIL OPTIONS
You can specify how to use these e-mail options:

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

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

CITESTATION AND LEGAL RESEARCH AND WRITING TOOLS
You can choose whether to display the CiteStation and Legal Research and Writing Tools features on your course home page.

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

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

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

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

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

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

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

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

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

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

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

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

Limiting Faculty Access

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

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

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

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

3. Use these buttons to choose users and move them to the registration box on the right side of the page:
   - Click the >> button to add all TWEN users at your school to the course.
   - Click TWEN users and click the > button to add them to your course. Press the CTRL key and click to choose multiple users.
   - This box shows the users you have added to the course.

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

Guest Users

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

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

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Modify Course under Display for Faculty Only to display the Modify This Course page.
3. Click Create Guest Users. The Create Guest User Password Request page is displayed.
4. Choose how long you want the password to be active (from one to five years).
   - Note You can remove any guest participant from your course at any time
5. Choose the access level for your guest user from these options:
• Observer—Allows the guest user to access and read forums. Observers are not allowed to respond in forums or add new information. This access level is recommended for guests that use teacher manuals or the career services at lawschool.westlaw.com.

• Active participant—Allows the same access rights as students in your class. For example, the participant may be able to post topics or responses in forums.

• Administrator/co-teacher—Allows the highest level of access rights. In addition to having full posting rights, this guest user can access your course administration tools.

6. Type the guest name and e-mail address.

7. If you want to add more than one guest user to the course, you can upload a spreadsheet by clicking Browse and choosing the spreadsheet. Click Open.

8. Click Submit Guest.

9. After you request a guest user password, the password is sent via e-mail to the guest participant, and the participant is automatically added to your course and any associated forums. You will receive a copy of the e-mail message as a confirmation that the guest user password has been created and sent.

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

Course Home Page

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

![Course Home Page](image_url)

Figure 3-6. Course home page
PERSONALIZING THE COURSE HOME PAGE

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

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

2. You have two options for opening the Modify This Course Home Page.
   - Click **Modify Page** at the top of the course home page to display the Modify Course Home Page.
   - Click **Modify Course** to display the Modify This Course page. Then click **Course Elements** and click **Modify Course Home Page**.

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

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

   - **Text+Image**—You can add this content module to include images on your course home page. You can also add customized text to your home page. For example, you can add a brief description of your course. To attach a graphic (.jpg or .gif file) to your course home page, click the **Browse** button in the **Add a Photo** area. Locate the file you want to attach and then click
Open. The path and file name (such as `c:\picture.gif`) are displayed in the box. Figure 3-8 shows an example of a graphic on a course home page.

Figure 3-8. Image on a course home page

- **Document**—You can attach a file such as a welcome message, course description, or syllabus to your course home page.
- To allow non-registered users access to your course home page, select the **Allow non-registered users**... check box. Then copy and distribute the Internet address of the course to the non-registered users.
  
  **Note** Non-registered users can only view the course home page. They cannot open additional course pages that are linked to the course home page.

  - To attach a file from your computer, click **Browse**. Locate the file you want to attach and then click **Open**. The path and file name (such as `c:\syllabus.doc`) are displayed in the box.
  
  4. Click **Save** to complete the setup of your course home page.

**MANAGING COURSE LINKS**

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

To customize your course links, complete these steps:

1. Click **Manage Links** under **Navigation** in the left side of the course home page. The Manage Course Elements page is displayed (Figure 3-9).
Choose one of these options and click Continue:

- **Hide/Show Links**—see “Hiding/Showing Course Links” below.
- **Change Link Order**—See “Changing the Order of Course Links” on page 22.
- **Change Link Names**—See “Renaming Course Links” on page 22.

3. When you are done customizing your course links, click **Submit**. The links are updated based on the changes you made.

### Hiding/Showing Course Links

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

To show or hide course links, complete these steps.

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

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

Note

- The Modify Course, Participants & Usage, and Grade Book & Assignments course links are for faculty use only; they are never visible to students.

- If a course element does not contain any content, the course link is still displayed on your course home page. You may want to manually hide these elements, such as forums or document pages, until you are ready to use them.

Changing the Order of Course Links

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

- You may want to always list the course calendar or your syllabus at the top of the page.

- You may want to group related document pages or forums together.

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

1. Click Manage Links under Navigation on the left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-9 on page 21.)

2. Click Change Link Order and then click Continue. The Change Order of Links Displayed to Students page is displayed (Figure 3-11).

3. Choose a course element and click a button (e.g., Move Up or Move Down) to arrange the links in the desired order.

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

Renaming Course Links

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

To rename course links, complete these steps:

1. Click Manage Links under Navigation on the left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-9 on page 21.)

2. Click Change Link Names and then click Continue. The Change Link Names page is displayed (Figure 3-12).
3. Type the singular and plural forms of any element name you want to customize in the boxes. If you want to use the default link name, leave both fields blank.

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

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

### Course Calendar

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

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

#### CREATING AND ACCESSING YOUR COURSE CALENDAR

To set up your course calendar, complete these steps:

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

   **Note** After you have created a calendar, you can display it by clicking **Calendar** on any page in your course.
5. While viewing your course calendar, you have these options:
   • Customize your calendar by clicking one of the calendar view options, such as Day, Week, or Month.
   • Choose one of these options from the Actions menu:
     • Add Calendar Event
     • Export Calendar Events
     • Delete Calendar Events
     • View as a List
     • Manage Calendar

**ADDING AN EVENT TO YOUR COURSE CALENDAR**

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

The Add Event page is displayed, as shown below.
Basic Information tab
Click the Basic Information tab on the Add Event page to:

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

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

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

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

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

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

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

![Event details page](image)

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

Choose the calendar events you want to export and then click Export.
DELETING CALENDAR EVENTS
To delete calendar events from your calendar, click **Delete Calendar Events** from the Actions menu. Right-click the event and then click **Delete Event**.

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

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

Figure 3-16. Course calendar showing weekly view

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

**VIEWING EVENT DETAILS**

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

![Calendar event details dialog box](image)

**MODIFYING OR DELETING A CALENDAR EVENT**

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

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

**ARCHIVING OR DELETING YOUR COURSE CALENDAR**

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

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

**Note**

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

**Sign-Up Sheets**

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

**CREATING A SIGN-UP SHEET**

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** under **Display for Faculty Only** to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Sign-Up Sheets**. The Create/Modify Sign-Up Sheets page is displayed.
   - **Note** You can also click **Sign-Up Sheets** on the course home page and then click **Create Sign-Up Sheet**.
4. You have these options:
   • Create a sign-up sheet for appointments by defining a pattern. See “Creating a Sign-Up Sheet for Appointments by Defining a Pattern” below.
   • Copy another sign-up sheet. See “Creating a Sign-Up Sheet by Copying Another Sheet” on page 29.
   • Manually enter the appointment information for the sign-up sheet. See “Creating a Sign-Up Sheet for Appointments by Entering the Information” on page 29.
   • Manually create a sign-up sheet for assignments or other topics. See “Creating a Sign-Up Sheet for Assignments or Other Items” on page 30.

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

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

1. On the Create a Sign-Up Sheet page, click the **Create a sign-up sheet for appointments by defining a pattern for the appointment times** option.
2. Click **Continue**. The Create a Sign-Up Sheet For Appointments Using a Pattern page is displayed.
3. Specify the start date for your sign-up sheet by typing it in the box or clicking the calendar to choose it.
4. Choose a pattern to define how often you want the sign-up sheet to repeat (e.g., **Daily** or **Weekly**).
5. Choose the length of each appointment, from the **Frequency** list.
6. Specify the start time of the first appointment, and the end time of the last appointment.
   - **Note**
   • If you want to allow only one appointment per day, click **One time only** from the **Frequency** list and click the start and end time for the appointment.
   • If you need to exclude specific appointment times, you will have that option in step 9.
7. Click **Continue**. The Sign-Up Sheet Information page is displayed.
8. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also choose these options:
   - Determine how many students can sign up for each time slot.
   - Allow students to view the sign-up sheet now or at a later time.
   - Receive an e-mail notification when a student signs up for an appointment.
   - Prevent students from canceling an appointment after they sign up.
   - Restrict students from seeing other students’ names on the sign-up sheet. The sign-up sheet displays “Full” for appointments that other students reserved.
   - Add a box next to each student’s name for additional comments.

9. If necessary, modify the dates and times that have been automatically generated. If you require additional dates or times for your sign-up sheet, click the appropriate button (e.g., Add Rows) and TWEN will add these boxes.

10. Click Submit.

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

**Creating a Sign-Up Sheet by Copying Another Sheet**

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

1. Click Create a sign-up sheet by copying an existing sheet on the Create a Sign-Up Sheet page.
   
   **Note** This option is available only after you have created at least one sign-up sheet.

2. Choose the sign-up sheet that you want to copy.

3. Click Continue.
   - TWEN creates a new sign-up sheet, modeled after the sign-up sheet you chose. The Sign-Up Sheet Information is displayed.
   - You can edit the new sign-up sheet if necessary.

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

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

1. Click Create a sign-up sheet for appointments by manually entering all information on the Create a Sign-Up Sheet page.

2. Click Continue. The Sign-Up Sheet Information page is displayed.

3. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also choose these options:
   - Specify whether students can view the sign-up sheet.
   - Choose whether you want to receive an e-mail notification when a student signs up for an appointment.
   - Prevent students from canceling an appointment after they sign up.
   - Restrict students from seeing other students’ names on the sign-up sheet. The sign-up sheet displays “Full” for appointments that were reserved by other students.
• Manually enter appointment times for your sign-up sheets.
• Click a date from the Select date list.
• Type the time for each appointment and click a.m. or p.m.
• If you require additional dates or times for your sign-up sheets, click the appropriate button (such as Add More Times).

4. Click Submit.

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

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

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

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

EDITING OR DELETING A SIGN-UP SHEET
On the Sign-Up Sheets page, select a sign-up sheet and then click Edit to make changes. For example, you can update the name of the sign-up sheet or add new time slots or dates. For more information about the sign-up sheet options, see “Creating a Sign-Up Sheet” on page 28.

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

Select a sign-up sheet and then click Actions, Delete if you want to remove the sign-up sheet from your course.
SCHEDULING AN APPOINTMENT FOR YOURSELF OR ANOTHER USER

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

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

Figure 3-18. Sign-Up Sheet

2. Click the name of the user for which you want to schedule an appointment from the Sign-Up Name list.

3. Click Sign Up next to the meeting time you prefer. A confirmation message is displayed.

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

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

1. On the Sign-Up Sheets page, select the check box next to the sign-up sheet that you want to export.

2. Click Actions.

3. Click Export.

4. Click Open to view the sign-up sheet in Excel. Click Save to save the sign-up sheet in Excel format.

HIDING A SIGN-UP SHEET FROM STUDENT VIEW

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

1. On the Sign-Up Sheets page, select the check box next to the sign-up sheet that you want to hide.

2. Click Actions.

3. Click Hide Sign-Up Sheet.

You can make the sign-up sheet available to students again by clicking Actions and then clicking Show Sign-Up Sheet.
**SHARING A SIGN-UP SHEET WITH ANOTHER COURSE**

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

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

**Legal News**

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

You can choose from these Legal News resources:

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

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

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

![Legal News Today page](image.png)

**Figure 3-19. Legal News Today page**

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

6. Click the default tab, which is displayed first when you click the Legal News link in TWEN.

7. Click the news category you want to display on each tab. For example, on the topical tab, you might want to display Securities and Regulations news.

8. When you are done setting up your Legal News tabs, click Submit. The Legal News page is updated to reflect your preferences.

9. You can set up a Really Simple Syndication (RSS) feed to download legal news to an RSS reader. Click Add RSS Headlines to your Reader. Figure 3-21 on page 33 shows an example of the RSS setup page.

10. Follow the on-screen instructions to set up your RSS news feed.
11. When you are done viewing news, click the x in the upper-right corner to close the browser window and return to your course home page.

**Customizing the Course Home Page**
You can customize enhancements to your My Courses page and your course home page.

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✍</td>
<td>Indicates that you are the owner/administrator of the course.</td>
</tr>
<tr>
<td>👀</td>
<td>Indicates that you are an observer of the course.</td>
</tr>
<tr>
<td>🔍</td>
<td>Indicates that you are a participant of the course.</td>
</tr>
</tbody>
</table>

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

![Custom school header](image)

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

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

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

**CREATING A WEB LINKS PAGE**
To create a Web Links page for your course, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Modify Course** to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Web Links**. Figure 3-23 on page 35 shows the Modify Web Links page, which you use to enter your Web links information.
4. Type the name of the link, e.g., (Federal Reserve Board) you want to display on your Web Links page. This is the name of the link that you click to access the given site.

5. Type the URL, e.g., http://federalreserve.gov for the Web site.

6. As an option, you can type a description for the site. This text lets you provide additional information about the site. (The description is not part of the active link that you click to access the site.)

7. Complete the above steps for each Web site you want to include on the Web Links page for the course. Then click Submit Web Link Changes.

ACCESSING YOUR WEB LINKS PAGE

Access the Web Links page by clicking Web Links on your course home page. Click a hypertext link to open the Web site. Figure 3-24 shows a sample Web Links page.
You can add more links to the Web Links page by clicking Modify Web Links. For more information, see “Creating a Web Links Page” on page 34.

MODIFYING YOUR WEB LINKS PAGE

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

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

CALI Lessons

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

ADDING CALI LESSONS TO YOUR COURSE

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

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

ACCESSING CALI LESSONS

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

MODIFYING YOUR CALI LESSONS PAGE

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

Note You can also click Modify Course, click Course Elements at the top of the Modify This Course page, and then click Add/Remove CALI Lessons.
4. Select or clear the check boxes next to each CALI lesson you want to add to or remove.
5. Click Submit to save your changes.

**CiteStation**

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

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

**SETTING UP CITESTATION**

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

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

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

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

**USING A CITESTATION EXERCISE**

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click CiteStation under Display for Faculty Only to display the CiteStation page.
3. Click the title of the exercise you want to open. The first page contains the instructions and objectives for the exercise.

4. Click **Start** at the bottom of the page to open the document that contains the CiteStation questions. Figure 3-27 shows an example of an exercise with embedded questions.

5. Click a question mark icon to view its question. Click a response and click **Submit Answer**. Depending on how the exercise was set up, TWEN may display the correct answer and an explanation.

6. After you answer the last question, click **View Results** and then click **Yes, submit the quiz**. If you do not want to submit the quiz, click **Return to the document**.

7. As the professor, you can view your students’ exercise results in your online grade book in TWEN.

**Managing Your CiteStation Exercises**

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

- Edit exercise properties, such as when students can view the exercise. For further information, see “Editing the Properties of a CiteStation Exercise” on page 39.
- View the results after your students take an exercise. See “Viewing the Results of a CiteStation Exercise” on page 39.
• Delete an exercise if you do not want your students to use it. See “Deleting a CiteStation Exercise” on page 40.
• Print an exercise. See “Printing a CiteStation Exercise” on page 40.

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

Viewing the Results of a CiteStation Exercise
To view the results of an exercise, complete these steps:
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click CiteStation under Display for Faculty Only to display the CiteStation page.
3. Click the Results link for the exercise. The Results page is displayed, which shows the names of the students who completed the exercise or questions from the exercise.
   Note If you have allowed anonymous quizzes, “Anonymous” or a student-assigned identifier may be displayed instead of the student’s actual name.
4. Complete one of these tasks:
• Click a student’s name to view his or her results. A table displays the number of the questions, the student’s responses (incorrect responses are displayed in red text), and the correct responses. The exercise totals (the total number of questions and the total number of correct responses) appear below the table. Click Return to Class List to return to the exercise results.

• Click Reset Results to remove results for selected students. Select the check box next to the name of each student for whom you want to reset results. Then click Reset Results. You can remove all scores for all students at once by clicking Remove all scores.

• Click Statistics to view all of the questions and the corresponding responses. Click Return to Class List to return to the exercise results.

• Click Download to view, modify, save, or print a Microsoft Excel spreadsheet containing the exercise results.

Deleting a CiteStation Exercise
You can delete a CiteStation exercise for a single course.

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

To delete an exercise, complete these steps:
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click CiteStation to display the CiteStation page.
3. Click Delete under Modification Options for the exercise you want to remove.
4. Click Yes to confirm the deletion.

Printing a CiteStation Exercise
You can print an exercise, with or without the question answers and explanations.

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

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

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

1. Click the file name or download icon. The file may open directly or the File Download dialog box may be displayed.
2. Complete one of these steps, depending on whether you want to open the file from its current location or save the file to your computer:
• To open the file from its current location, click **Open**. If the file does not automatically open, you may be prompted to choose the application you want to use. Click the application, e.g., Microsoft Word, and click **OK**.

• To save the document to your computer, click **Save**. The Save As dialog box is displayed. Navigate to the folder where you want to save the file (such as `c:\bnkrptcy\`) and click **Save**. If you receive the Download complete status message, click **Open** to view the file or click **Close** to close the dialog box and view the file later.

**Text Formatting Options**

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

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

![Figure 3-28: Text editing tools (Windows users with Internet Explorer)](image)

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

Format text using standard word-processing tools to format font type, size, and other attributes.
Adding Content to Your TWEN Course

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

Document pages can include these resources:

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

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

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

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

Creating a Document Page

To create a document page, complete these steps:

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

Figure 4-1. Modify Document Pages page

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

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

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

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

4. Type a name for your document page in the Document page name box.
5. Choose whether to be able to receive updates on TWEN postings in your RSS feed reader.

6. You can password-protect the document page so that access is limited to those students to whom you provide a password. Select the **Password-protect document pages** box and enter a password in the **Password** box.

7. Complete this process for each document page you want to add and then click **Save Changes**.

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

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

**Posting Items on Document Pages**

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

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

2. Click the name of the document page to which you want to post items (e.g., **Syllabus**).

3. Click **Add...** at the top of the document page, then click **Add an Item** from the list (Figure 4 on page 45).

   **Note** You can add multiple items by choosing **Add multiple items** from the list. Drag a file directly from your computer into the course by clicking **Add via Drag and Drop**. You can also organize items in your document page using folders. To add a folder, click **Add a folder** from the list. To add a link to your document page, click **Add a Link**. To add materials from Law School Exchange, click **Add from LSE**.
4. In the Document Title box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.

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

The table below describes the rules that apply to uploading, based on the file type:
6. Select the **Translate file to HTML for browser viewing** box to translate the file to HTML for viewing in the Web browser. Many file formats can be converted and displayed in the body of your posting. For a complete list of file formats, consult the TWEN online Help. (Not available for multimedia files.)

7. Select the **Mark citations in the attached file to link to WestlawNext** box if you want the citations in your document to be linked to full text documents on WestlawNext. (Not available for multimedia files.)

8. Add descriptive text about your item, if desired. This text is displayed next to the item on the document page and also on the item page.

9. Specify when you want students to be able to view the document page. Select one of the availability options (e.g., **Show this post**) as well as options from the lists.

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

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

11. Click **Preview** if you want to view your item before you submit it. On the Preview page, click **Edit** to return to the Add an Item page and edit your item.

12. When you are finished, click **Submit** to add your item to the document page.

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### File Type Notes

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

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., Course Materials).
3. Click Add... at the top of the document page, then click Add an Item from the list.
   Note The Add Multiple Items and Add via Drag and Drop options are not available.
4. In the Document Title box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.
5. Click Browse, then locate the file you want to upload and click Open. The path and file name are displayed in the Attach a file... box.
   Note The file you upload will count against your school’s storage pool. To save space in the school’s storage pool, do not use TWEN as a storage repository for all multimedia files.

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

6. Select the Students can download this document check box if you want to allow participants to download the multimedia file.
7. You can require participants to acknowledge use of the multimedia file by selecting the Students must acknowledge that they viewed/listened to the entire media file check box.
   Note For detailed tracking of participants’ usage, see “Managing Course Participants and Usage” on page 111.
8. Select the I certify that I have permission to upload this document or that this document is in the Public Domain check box to confirm that you have permission to upload the file. This check box is required.
9. Add descriptive text about the multimedia item, if desired. This text is displayed along the bottom of the TWEN Multimedia Player when the file is launched, after clicking Expand.

10. Specify when you want students to be able to view the document page.

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

12. When you are finished, click **Submit** to add your item to the document page.

**ADDING YOUTUBE AND IFRAME LINKS**

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

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

4. Paste in the URL for the YouTube video or iFrame link.

5. If the linked video is compatible with the TWEN Multimedia Player, the **View video within TWEN Multimedia Player** check box is displayed.

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

6. When you are finished, click **Save** to add the link to the document page.
Adding Materials from Law School Exchange

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

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

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

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

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

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

![Figure 4-5. Course Materials page](image1)

![Figure 4-6. Law School Exchange upload page](image2)
4. Browse to locate the material you want to load.
5. Type a title and description in the boxes.
6. Select the check mark to verify you have permission to add the materials.
7. Click **Submit**.
8. Your list of materials is displayed again. Select the boxes next to the material you want to add to the TWEN course.
9. Click **Submit**.

### Viewing Document Pages and Items

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

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

   ![Figure 4-8. Sample document page showing a sample item](image)

   - Click **Modify Page** to edit the document page attributes (e.g., page name or password).
   - An icon is displayed to identify the file (e.g., Microsoft Word).
   - Use the Sort feature to change the order of document page items.
   - Click the name of a document page item to display the item.

   **Note**  The first document page item may be open if you (or the professor of the course) have chosen to display the content of the first document page item.
3. Click the name of an item in the **Title** column to view the full text of the item (Figure 4-9).
Modifying Document Page Items
You can edit, delete, archive, and sort items on your document page.

EDITING A DOCUMENT PAGE ITEM
To change a document page item, complete these steps:

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

Note You can edit files attached in the body of your document page item that have been converted to HTML. However, these online edits only affect the HTML version of the document. To update the original file and the HTML version, download the attached file, edit and replace the attachment.

Click Edit Attached HTML. The HTML Document Editor opens, allowing you to update the document text, formatting, and attributes in a WYSIWYG (What You See Is What You Get) environment. When you are finished, click Save Changes.

5. Click Submit.

DELETING OR ARCHIVING A DOCUMENT PAGE ITEM
To remove a document page item, select the check box next to the item you want to delete and click Delete from the Actions... menu at the top of the document page. Click Delete again to confirm the deletion.

Note Deleted document pages cannot be recovered.

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

Note To view or restore an archived item, click Archived Documents view at the top of the page. Click the document page item you want to restore, and click Restore from the Actions... menu at the top of the document page.
SORTING DOCUMENT PAGE ITEMS
You can sort the items on your document page by clicking the Sort Documents and Folders link at the top of the page.
To sort items on your document page, click an item and drag it to the desired position. Click Update when finished.

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

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

For information about the features on the Modify Document Pages, see these sections:
- “Sharing a Document Page with Another Course” on page 52
- “Printing Items” on page 52
- “Enabling or Disabling RSS Feeds” on page 53
- “Uploading Multiple Document Page Items” on page 53
- “Deleting Document Pages” on page 53

SHARING A DOCUMENT PAGE WITH ANOTHER COURSE
In TWEN, you can share a document page you have created with other courses at your school or with other courses at law schools across the nation.

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

To share a document page, complete these steps:

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

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

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

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

2. Select the box next to the items you want to delete. (You can click the title of an item to view the full text of that item.)
3. Click **Submit**. A confirmation message is displayed. Click **Submit** again to delete the item.

ENABLING OR DISABLING RSS FEEDS
You can choose whether your students can receive updates on TWEN postings in their feed reader.

2. Click **Enable** or **Disable**.

UPLOADING MULTIPLE DOCUMENT PAGE ITEMS
You can post multiple items at one time to a single document page.

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

To post multiple items, complete these steps:

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

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

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

DELETING DOCUMENT PAGES

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

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

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

4. Click **Delete** next to the document page to permanently remove it from TWEN.

5. Click **Delete** again to confirm the deletion.
5  Incorporating TWEN Into Your Classroom Lectures

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

**Quizzes**

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

**CREATING A QUIZ**

To create a quiz, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Quizzes**. The Quizzes page is displayed.
   
   **Note**  You can also create a quiz by clicking **Modify Course** under **Display for Faculty Only** on your course home page. Then click **Course Elements** and click **Create/Modify Quizzes**.
3. Click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed (Figure 5-1).

   ![Create/Manage Quizzes page](image)

   **Figure 5-1. Create/Manage Quizzes page**

   4. Click **Create a Quiz**. The Manage Quiz Utility—Step 1 page is displayed, as shown in Figure 5-2 on page 56.
5. Type a name for your quiz, as well as any online instructions you want to display for your users. You can add instructions at the beginning or end of the quiz.

6. Click **Continue to Step 2**. The Manage Quiz Utility—Step 2 page is displayed (Figure 5-3). Use this page to create questions for your quiz or add questions from a quiz question bank. For more information about quiz question banks, see “Arranging Quiz Names on the Quizzes Page” on page 63.

7. To add a question, click **Create Question**. The Create a Question page is displayed, as shown in Figure 5-4 on page 57.
8. From the Question Type list, click the type of question you want to create:
   - **Multiple Choice**—There is only one correct answer.
   - **Multiple Select**—There can be more than one correct answer.
   - **True/False**
   - **Fill in the Blank**—Use for essays or short written answers.

   The bottom portion of the Create a Question page may change, depending on the type of question you choose.

9. Type the question in the Question box.

10. You can attach a graphic (.jpg or .gif file) to display with your quiz question. Click Browse to locate the file and then click Open. The path and file name (such as c:\picture.gif) are displayed in the box. Type the pixel size in the Pixel size for width box (the recommended width is 200).

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

12. You can provide students with an explanation of each possible quiz response or an explanation of only the correct quiz response. TWEN displays this explanation after students submit their response.
• To provide explanations for each response, click Click here to enter a different explanation for each answer.
• To provide a single explanation, type the explanation in the Explanation box.

13. To create another question, click Save and Create Another Question. If you are finished creating questions, click Save and Return to Step 2. The Manage Quiz Utility—Step 2 page is displayed. The questions you have just created, along with any questions you added from a quiz question bank, are displayed. You have these options:
• Preview a quiz question (and the possible responses, if applicable) by choosing a question and then clicking Preview Question. The full text of the question is displayed in the Preview area.
• Edit a quiz question by choosing a question and clicking Edit Question. The Edit a Question page is displayed, allowing you to update the quiz question. For more information, see “Creating a Quiz” on page 55.
• Delete a question from the quiz by choosing the question and clicking Delete Question. Click Yes, Remove Question to confirm the deletion.
• Arrange the order of your quiz questions by clicking Arrange Questions. Click a quiz question from the Arrange Questions box and use the buttons (such as Move Up) to change the order.
• Remove a question from the quiz without deleting it. Click the question name from the Arrange Questions box and click Remove. The question is moved to the Inactive Questions box and is no longer visible to your students. To add a removed question back to the list, click the question from the Inactive Questions box and click Add. Then click Submit.

14. Click Continue to Step 3. The Manage Quiz Utility—Step 3 page is displayed, as shown in Figure 5-5 on page 59.
15. Click an availability option (e.g., Make this quiz available now) from the Set quiz availability section.

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

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

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

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

• If you choose to include only some of the questions, the quiz tool randomly chooses questions (totaling the number you choose) from the complete list of questions. Each student may get a different selection of questions.

17. As an option, you can type a quiz password in the Password box.
   • Your password can consist of any combination of letters and numbers.
   • You must remember this password and distribute it to all course participants so they can access your quiz.

18. Click Finish. The new quiz is listed in the Select a Quiz list in the Quizzes section. For information on managing your quizzes, see “Managing a Quiz” below.

MANAGING A QUIZ

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

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

2. Click Quizzes to display the Quizzes page. For more information about the options available on this page, see the following sections:
   • “Editing a Quiz Name and Instructions” below
   • “Managing Quiz Questions” on page 61
   • “Editing Quiz Properties” on page 61
   • “Viewing Quiz Results” on page 61
   • “Deleting a Quiz” on page 62
   • “Printing a Quiz” on page 62
   • “Copying and Sending a Quiz” on page 62

   Note You can also modify a quiz by clicking Modify Course on your course home page, clicking Course Elements, and then clicking Create/Modify Quizzes.

3. Click Create/Manage Quizzes. The Create/Manage Quizzes page is displayed.

4. Choose a quiz from the Select a Quiz list, then click one of the following options:
   • To add a quiz, click Create a Quiz.
   • To edit quiz questions, click Manage Quiz Questions.
   • To make a copy of your quiz and send it to another TWEN course, click Copy and Send Quiz.
   • To change quiz properties, such as quiz availability, click Edit Quiz Properties.
   • To modify the name of the quiz or the online instructions displayed for students, click Edit Quiz Name and Instructions.

Editing a Quiz Name and Instructions

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

1. Click Create/Manage Quizzes.

2. Click the name of the quiz you want to modify from the Select a Quiz list.

3. Click Edit Quiz Name and Instructions. The Edit Quiz Name and Instructions page is displayed.

4. Edit the information on this page and then click Save.
MANAGING QUIZ QUESTIONS

To manage quiz questions, complete these steps:

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

Editing Quiz Properties

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

Viewing Quiz Results

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

1. Select the quiz from the Select a Quiz list.
2. Click View Quiz Results. The names of the students who completed this quiz or questions from this quiz are displayed.
   • Note If you have allowed anonymous quizzing, “Anonymous” or a student-assigned identifier may be displayed instead of the student’s name.
3. Complete one of these tasks:
   • Click a student’s name and click Show Individual Student Quiz Responses to view the quiz results for that student. A table displays the number of the quiz questions, the student’s responses (incorrect responses are displayed in red text), and the correct responses. The quiz totals (the total number of questions and the total number of correct responses) appear below the table. Click Done to return to the quiz results.
   • Click Reset Student Results to remove quiz results for selected students. Select the check box next to the name of each student for whom you want to reset results. Then click Reset Results. You can remove all quiz scores for all students at once by clicking Remove all scores.
• Click **Breakdown of Combined Quiz Responses** to view all of the quiz questions and the corresponding responses. Click **Done** to return to the quiz results.

• Click **Download Spreadsheet of This Page** to view, modify, save, or print a Microsoft Excel spreadsheet containing the quiz results.

**Note**

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

**Deleting a Quiz**

To delete a quiz, complete these steps:

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

**Note**

• Deleting a quiz also deletes any associated student responses.

• When you delete a quiz, TWEN does not delete questions from the quiz question bank.

**Printing a Quiz**

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

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

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

**Copying and Sending a Quiz**

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

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

**Note**  To copy and send a quiz to one of your courses, click the name of your school.

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

**ARRANGING QUIZ NAMES ON THE QUIZZES PAGE**

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

**CREATING A QUIZ QUESTION BANK**

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

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

![Manage Your Question Bank page](image)

To add a quiz question to your question bank, click **Create Question**.

Click **Add Question from a Quiz** to add a question to your question bank from a quiz. Click the quiz name, select a question, and click **Add**.

4. To add a question to this quiz question bank, click **Create Question** and complete the displayed form. For more information about creating questions, see “Creating a Quiz” on page 55.
5. You can import a question from a quiz by clicking **Add Question from a Quiz**.
   - Click the appropriate quiz from the **Select a Quiz** list. TWEN displays the questions from this quiz.
   - Click the question you want to add to the quiz question bank and click **Add**.
   - To add all of the quiz questions to the quiz question bank, click **Add all**.
6. Once you have created or imported quiz questions and added them to the question bank, you have these options:

   - Click a question and click **Preview Question** to view the quiz question (and the possible responses, if applicable). The full text of the question is displayed in the **Preview** area.
   - Click a question and click **Edit Question** to modify the quiz question. The Edit a Question page opens, allowing you to update the question. For more information about quiz question options, see “Creating a Quiz” on page 55.

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

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

   - Click **Delete Question** to remove the question from the quiz question bank. Click **Yes, Remove Question** to confirm the deletion.

7. Click **Finish** to save the quiz question bank and return to the Create/Manage Quizzes page.

**MANAGING A QUIZ QUESTION BANK**

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

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

**DELETING A QUIZ QUESTION BANK**

To delete a quiz question bank, complete these steps:

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

**COPYING AND SENDING A QUIZ QUESTION BANK**

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

To copy a quiz question bank, complete these steps:

1. On the Quizzes page, click **Create/Manage Quizzes**. The Create/Manage Quizzes page is displayed.
2. Select the quiz bank you want to copy from the **Select a Question Bank** list.

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

**Timed Quizzes**

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

A timed quiz includes these features:

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

**Document Quizzes**

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

**Note**

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

**CREATING A DOCUMENT QUIZ AND ADDING LINKS TO QUESTIONS**

To create a document quiz, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Document Quizzes** to display the Document Quizzes page.
3. Click **Create an Item** to display the Step 1 of 4 page.
4. Type a name for your document quiz, as well as any online instructions you want your students to see before and after they complete the document quiz in the appropriate boxes.
   **Note** If you include instructions, they can be viewed on the Document Quizzes page by clicking Expand.
5. Click **Continue to Step 2**. The Step 2 of 4 pages is displayed.
6. Click **Browse** to attach a document text file. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the **Attach a file...** box. Or, if you know the exact path of the file you want to attach, type the path and file name (such as `c:\bnkrptcy\article.doc`) in the **Attach a file...** box.
   **Note** If you do not see the Browse button, you need to update your browser version.
7. Citations in the attached file are automatically converted to hypertext links that link to WestlawNext. Users can access the full text of documents on WestlawNext by clicking these links. Clear the **Automatically mark citations**... check box if you do not want to display these links in your document quiz.

8. Click **Continue to Step 3**. The step 3 of 4 page is displayed.

9. Complete one of these steps, depending on whether you want to add question links now or later:
   - To add question links to your document now, click **Add Question Link Now**. Continue with step 10.
   - To add question links to your document later, click **Continue to Step 4**, then go to step 23.

10. To add a question link to your document, click inside the document text at the exact location where you want to place the question mark icon. TWEN inserts a question mark icon in your document and displays a dialog box, asking you to confirm the placement of the icon.

11. Click **OK**. The Link Creator dialog box is displayed.

12. You can use a question you previously created for a quiz or a quiz question bank. Click the quiz or quiz question bank and click **Go**. Click a quiz question, click **Save**, and then go to step 19 on page 66.

   **Note** The **Select a Quiz** or the **Select a Quiz** lists are populated only if you have already created quiz questions or a quiz question bank. For more information about creating quiz questions, see "Creating a Quiz" on page 55 or "Arranging Quiz Names on the Quizzes Page" on page 63.

13. To add your own question, click **Create a New Question**. The Create a Question page is displayed.

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

   The bottom portion of the Create a Question page may change, depending on the type of question you choose.

15. Type the question in the **Question** box.

16. You can attach a graphic (.jpg or .gif file) to display with your quiz question. Click **Browse** to locate the file and then click **Open**. The path and file name (such as c:\picture.gif) are displayed in the box. Type the pixel size in the **Pixel size for width** box (the recommended width is 200).

17. Complete the remainder of the form:
   - The fields vary, depending on the type of question (such as Multiple Select) you chose in step 14.
   - Any field that you leave blank is not displayed for the quiz question.

18. You can provide students with an explanation of each possible response or an explanation of only the correct response. TWEN displays this explanation after students submit their response.
   - To provide explanations for each possible response, click **Click here to enter a different explanation for each answer**.
   - To provide a single explanation for any response given by a student, type this explanation in the **Explanation** box.

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

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

21. Click Finish or close the Link Creator window.

22. Click Continue to Step 4. On the Properties page is displayed, where you can specify when to display your document quiz, as well as other options.

23. Click an availability option (e.g., Make this quiz available now) in the Set quiz availability section.

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

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

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

25. As an option, you can type a quiz password in the Password box:

  - Your password can consist of any combination of letters and numbers.
  - You must remember this password and distribute it to all course participants so they can access your quiz.


**EDITING A DOCUMENT QUIZ**

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

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

2. Click Document Quizzes to display the Document Quizzes page.

3. Click Edit next to the document quiz you want to edit. The Edit an Item page is displayed. You have these options:

  - Modify a document quiz name or instructions. For more information, see “Editing a Document Quiz Name and Instructions” on page 68.
  - Edit the text of the document that contains the quiz questions. For more information, see “Editing Document Quiz Text” on page 68.
  - Modify or delete document quiz questions. For more information, see “Editing or Deleting Document Quiz Questions” on page 68.
Editing a Document Quiz Name and Instructions
To modify the name of a document quiz or any online instructions, click **Edit Quiz Name and Instructions** on the Edit an Item page. The Edit Name and Instructions page is displayed. Update the information on this page and then click **Save**.

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

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

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

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

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

   **Note** Highlight the icon but do not click it.

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

Arranging Document Quiz Names on the Document Quizzes Page
To change the order of your document quizzes, complete these steps:

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

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

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

To add a live discussion session, complete these steps:

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

   ![Figure 5-7. Live Discussion page](image)

   - Click **Create Live Discussion** to set up a new chat session.
   - Click **System Test** if you want TWEN to check whether your computer meets the system requirements.
   - Click **System Requirements** to display the software your computer needs to run live chat sessions.
   - Click a live discussion title to join the session.

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

   ![Figure 5-8. Create Live Discussion page](image)

   - Type a title for the live discussion.
   - You can set up password protection for the session. You need to send the password to the participants separately.
   - As an option, you can add a description of the session. Students can view this description on the Live Discussion page.
   - Choose the date and time for the session.
   - Choose whether you want a moderator to manage the live discussion. The moderator can be you, a student, or another faculty member.
   - Select this check box if you want students to view a transcript of the session.

4. Enter the title of the live discussion.
5. You can choose to add a password for the live discussion.
   - Click the Password-protect this Live Discussion box.
   - Type the password in the Password box.
   Note: You need to send your students the password separately.

6. You can choose to add a description.
   - Click the Include description of Live Discussion box.
   - Enter the text of the description in the text editor. You can use the toolbar to format the text.
   - To view the description, your students can point the mouse at the title of the session on the Live Discussion page. The description is displayed in a pop-up window.

7. Click the date and time to start and end the session.
   - You can type a date in the Start Date and End Date boxes or click the Calendar icon to choose a date.
   - Click the start and end time from the lists.
   - Students in your course can sign in to the session up to 15 minutes before the start time.
   - Students can sign in to the session up until the end time. After the end time, students will receive a message stating that the session has expired.
   - The live discussion can continue past the end time. The end time is only used to determine when students can sign in to the session.
   - A live discussion can be scheduled for up to six hours.

8. You can choose a moderator for the live discussion
   - By default, the No Moderator option is selected. Moderated discussions require the moderator to approve and release each comment before students will see it.
   - You can choose yourself, a student, or another course administrator as the moderator. For example, you might create a live discussion for a student group and appoint a student as the moderator.
   - If you choose a moderator, the description of the session will state that this is a moderated live discussion. The moderator’s name is also listed on the Live Discussion page.
   For more information, see “Moderating a Live Discussion” on page 71.

9. Click whether you want your students to be able to view a transcript of the session.

10. Click Create Live Discussion to save your changes and return to the Live Discussion page. TWEN displays your new live discussion session at the bottom of the page.
For information on accessing a session, see “Entering a Live Discussion” on page 71.

EDITING A LIVE DISCUSSION SESSION
To edit a live discussion session, complete these steps:
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Live Discussion. The Live Discussion page is displayed.
3. Click Edit next to the session you want to modify.
4. Edit the information for the live discussion by typing over the existing information or choosing new options.
5. Click Edit Live Discussion to save your changes and return to the Live Discussion page.
Note: If the live discussion has already occurred, you can only edit the password and choose whether your students can view the transcript.
ENTERING A LIVE DISCUSSION

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

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

   ![Figure 5-9. Live discussion session description](image)

4. Click the name of the session you want to enter.
   - You can enter a live discussion up to 15 minutes before the start time. (If the live discussion is moderated, the messages you submit do not appear in the chat window until they are approved by the moderator.)
   - You need to enter the live discussion before the end time. If you try to enter a live discussion after the end time, TWEN displays an error message.
   - The start and end times are based on the time zone in which the course is being offered. You need to account for time zone differences if you are participating in a live discussion for a course offered in a time zone different from your own.
5. When you enter a live discussion, the session opens in a separate chat window.
   - The left frame of the chat window shows the messages that participants have submitted.
   - The right frame of the chat window lists the live discussion participants.
6. To send a message to all participants, type the message in the box and click **Send**.
   - **Note** If this is a moderated session, the moderator reviews the messages and decides which ones to post to the live discussion. The moderator can also send messages to a single participant. For more information, see “Moderating a Live Discussion” below.
7. You can view a Web page that was posted by the moderator. When the moderator submits the Web page, it automatically opens in a separate browser window on your computer.
8. To exit the session, close the chat window by clicking the x in the upper right corner of the window.

MODERATING A LIVE DISCUSSION

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

As a live discussion moderator, you have these capabilities:

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

To moderate a live discussion, complete these steps:

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

<table>
<thead>
<tr>
<th>Window</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderator</td>
<td>The Moderator window lets you review and approve messages before they are posted to the live discussion. For more information, see “Using the Moderator Window” below.</td>
</tr>
<tr>
<td>Chat</td>
<td>The chat window is similar to the chat window that other participants see. However, you can remove participants from the session and perform other administrative tasks. For more information, see “Using the Chat Window to Manage a Session” below.</td>
</tr>
</tbody>
</table>

USING THE MODERATOR WINDOW

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

1. Review the messages that appear at the top of the Moderator window.
2. To approve a message so that other participants can view it, click the message and click Pass and Send.
3. To approve all future messages, select the Pass All Messages check box. When a participant submits a message, it is automatically displayed in the Chat window.
4. You can delete a message so that other participants never view it in the live discussion. Click the message and click Delete.
   - **Note** The participant that submitted the message is not notified when you delete the message.
5. You can post a message to the live discussion. Type the message in the Send Message box and click Send.
6. When you have finished the live discussion, click Close to close the Moderator window and return to the Chat window.

USING THE CHAT WINDOW TO MANAGE A SESSION

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

1. In the left frame of the chat window, you can view the messages that participants have posted during this session. In the right frame, you can see which students or faculty members have signed in to the live discussion.
2. To remove a participant from the live discussion, click the name in the right frame and click Kick.
3. You can prevent a participant from submitting messages to the live discussion.
   - Click the name in the right frame and click Silence.
   - The participant will be able to view the live discussion but will not be able to submit messages.
   - To reinstate the participant so he or she can submit messages, click the name and click Talk.
4. You can use the Push Page feature to open a Web page on each participant’s computer. For example, you might want students to view a government agency Web site, such as www.sec.gov or www.ftc.gov.
   - Enter the full Web page address (URL), including http://, in the message box. Then click Push Page.
   - The Web page is displayed in a separate browser window on each participant’s computer. (As the moderator, the Web page does not open on your computer.)

5. To post a message to the live discussion, type the message in the box and click Send.

6. As the moderator, you can send a message to a single participant.
   - This feature is known as whispering.
   - Type the message in the box, click the recipient’s name in the right frame, and click Send.
   - Whispered messages do not appear in the live discussion transcript.

7. When you have completed the live discussion, close the chat window by clicking the x in the upper right corner of the window.

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

To retrieve a transcript of a completed live discussion session, complete these steps:
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Live Discussion. The Live Discussion page is displayed.
3. Click Transcript for the live discussion session. The transcript lists the start time, end time, and each message that was posted to the Chat window.
   - Note The transcript does not include whispered messages that the moderator sent to a single participant. The transcript also does not contain messages that the moderator deleted.
4. You can easily print a transcript for a live discussion by clicking Print at the top of the Transcript page.

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

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

Polling
TWEN provides polling features you can use in your courses to survey students. You and your class can view poll results as a pie chart or a bar graph. You have these polling options:
   - InstaPolls—you orally ask students a question in class and they respond using their computers. For more information, See “Polling” on page 73.
   - Customized polling—you can create and save these polls. Students can take these polls from your course home page. For more information, see “Customized Polling” on page 76.
INSTAPOLLS

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

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

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

Using InstaPolls As a Classroom Response System

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

CONDUCTING AN INSTAPOLL

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

To conduct an InstaPoll, complete these steps:

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

   ![Figure 5-10. InstaPoll icon on the course home page](image)

   As a professor, you have the option to choose an answer.

   To see the poll results without releasing them to students, click View results.

   When you are ready to let students see the poll results, click Release results.

   Click New poll to clear the results of the poll and take another poll.

   ![Figure 5-11. Professor view of an InstaPoll question](image)

2. Click New poll to clear the results from your previous poll. Then click Yes, Reset Poll on the Reset Poll Results page.

3. Ask the students the question orally in class. (You do not use TWEN for this step.)

4. After you pose the question, students vote by clicking the InstaPoll icon on the course home page, (Figure 5-10.) The students click an answer to your question (Figure 5-12 on page 75).
5. On your InstaPoll question page, click **Release results** so students can view the poll results in TWEN.

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

6. Click **View Results** to see the poll results as a bar graph.

7. When you are viewing the bar chart, you have these options:
   - Click **Refresh** to update the results as more students vote.
   - Click **Go to pie chart** to display the results as a pie chart.

8. On the bar graph or pie chart, click **Voting Status** to see which students have voted. The Voting Status page is displayed (Figure 5-13). You have these options:
   - Click **Refresh** to update the voting status based on the latest results.
   - Click **Return to results** to return to the bar graph or pie chart.

9. If you did not release the poll results in step 5, click **Home** in the bar graph or pie chart window to return to the InstaPoll question page.

10. Click **Release results** when you are ready to let students view the poll results. TWEN displays a confirmation message indicating that the poll results have been released.

11. After you release the results, you have these options on the InstaPoll question page:
   - Click **View results** to display the poll as a bar graph.
   - Click **New Poll** if you want to ask another InstaPoll question.
   - Click the x in the upper right corner to close the InstaPoll window and return to the course home page.
HIDING THE INSTAPOLL FEATURE
If you do not want to display the InstaPoll icon on your course home page, complete these steps:

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

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

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

CREATING A CUSTOMIZED POLL
To create a customized poll, complete these steps:

1. On your course home page, click Customized Polling in the left navigation area of the page. All polls you have created are displayed.
2. Click Create a Poll.
3. Type a poll title, your question, and at least two answers. Figure 5-14 on page 77 shows an example of a poll question.
4. By default, students receive an error message if they try to vote more than once. If you want to let students vote multiple times for this poll, select the **Allow students to vote more than once** check box.

5. Select the **Hide poll results** check box if you want to hide the poll results when students take the poll. You can manually release the results to students after they take the poll.

6. Choose when to make the poll available to students.
   - Click **Make this poll available now** to display the poll with no expiration date.
   - Click **Hide this poll from student view until further notice** to save the poll without displaying it. When you are ready to have students take the poll, click **Edit** on the Customized Polling page and specify when you want the poll to be available.
   - Click **Show this poll** and type or choose a start and end date to display the poll for a specific period of time.

7. Click **Save and Add Questions** to add a question and answers to your poll. The Manage Poll Questions page is displayed.

8. Type your question in the **Question** box.

9. Type the possible answers in the **Answers** box. Click **Add More Answers** if you need to add more empty answer fields.

10. Decide how many answers a student can choose at one time. The default limit is one.

11. Click **Save**.
12. You can create more questions and answers in this poll by clicking **Add New Questions** and repeating steps step 8 through step 11.

13. To edit any of the questions and answers in the poll, click **Edit**.

14. To delete the poll question, click **Delete**.

15. To create the poll, click **Finish Poll**.

**TAKING A POLL AND VIEWING THE RESULTS**

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

1. Have your students take a poll by clicking **Customized Polling** on the course home page.

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

   ![Figure 5-15. Custom poll question](image)

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

   ![Figure 5-16. Custom Poll results displayed as a bar graph](image)
CONTROLLING THE RELEASE OF POLL RESULTS

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

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

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

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

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

2. The student takes the poll and chooses an answer for the question. TWEN displays a message stating that the poll results have not been released. The student can click Home to return to the Customized Polling page.

3. When you are ready to release the poll results, click Customized Polling on the course home page. The Customized Polling page is displayed (Figure 5-17).

   ![Customized Polling page](image)

   **Figure 5-17. Releasing poll results option**

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

EDITING A CUSTOMIZED POLL

To edit a customized poll, complete these steps:

1. Click Customized Polling on the course home page. All polls you have created are displayed.

2. Click Edit next to the title of the poll you want to change.

3. If results already exist for the poll, you can delete them and start over the next time you conduct the poll. Click Yes next to Would you like to rest the results of this poll?

DELETING A CUSTOMIZED POLL

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

1. Click Customized Polling on the course home page. All polls you have created are displayed.

2. Click Delete next to the title of the poll you want to delete.

3. Click OK to confirm the deletion.