6 Communicating within Your TWEN Course

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

Using Forums In Your Course

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

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

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

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

CREATING A FORUM

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

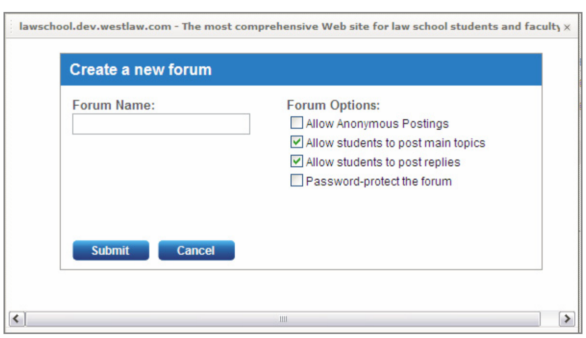


Figure 6-1. Create a new forum page

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

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

POSTING MESSAGES IN FORUMS

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

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

POSTING A MAIN TOPIC MESSAGE

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

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

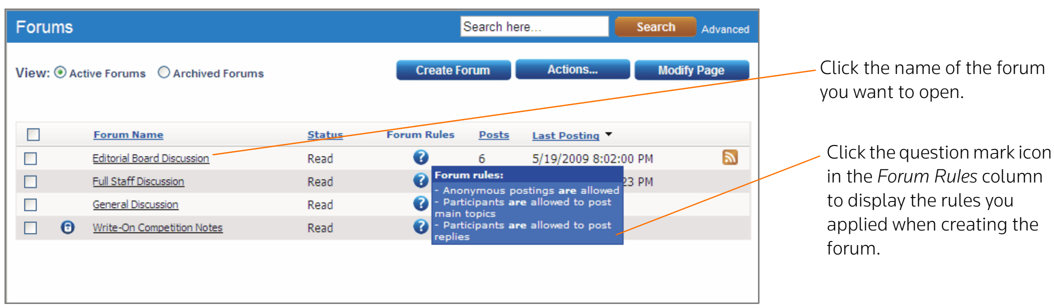


Figure 6-2. Forum page showing forum rules

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

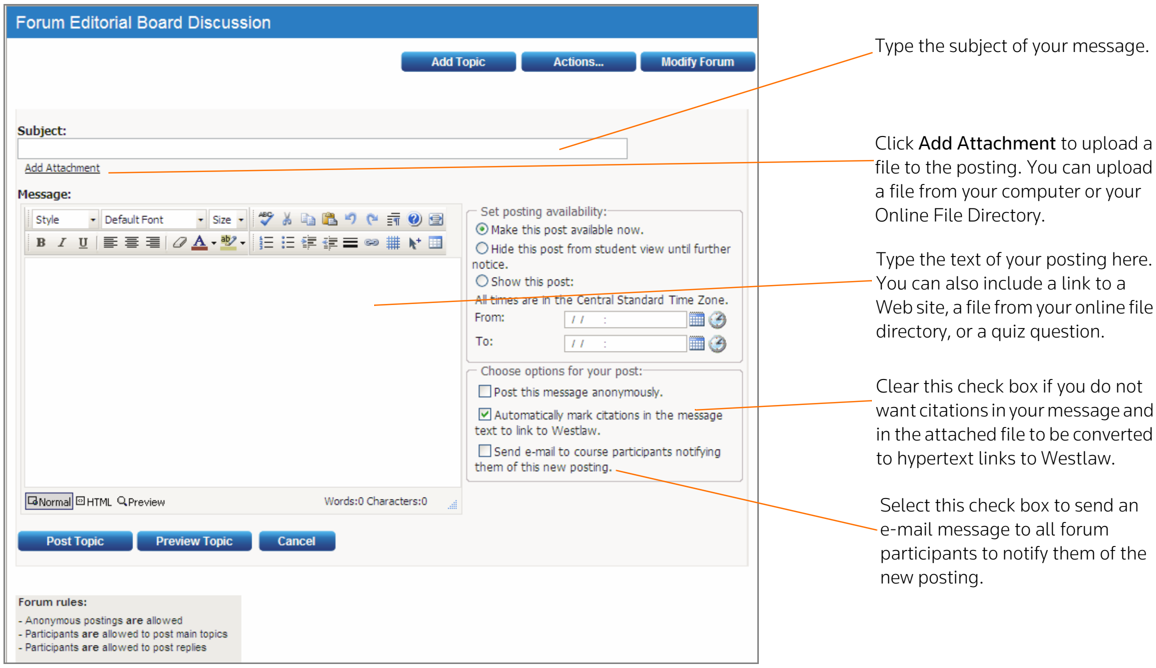


Figure 6-3. Add Topic page

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

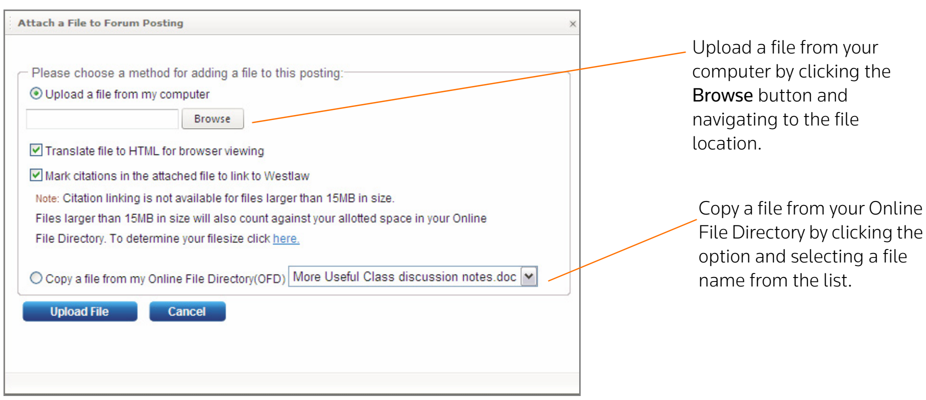


Figure 6-4. Attach a File to Forum Posting page

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

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

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

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

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

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

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

RESPONDING TO A POSTING

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

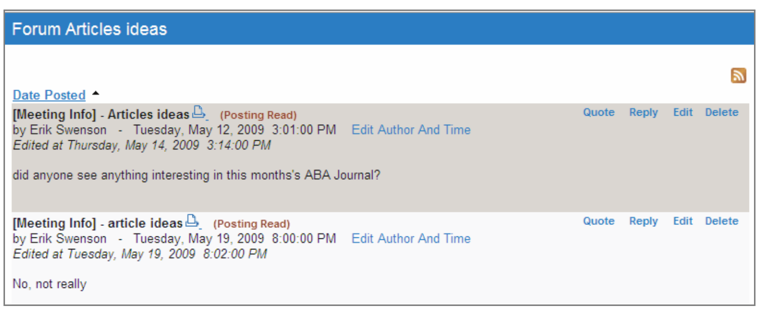


Figure 6-5. View of a posting

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

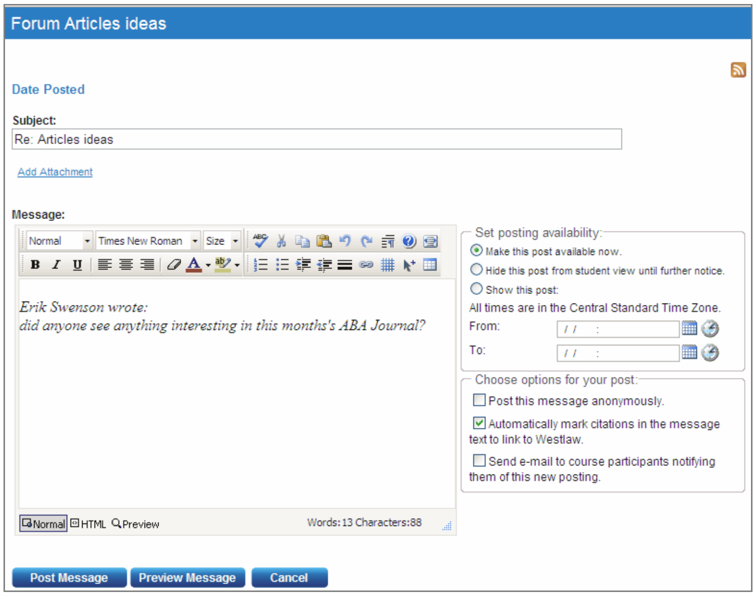


Figure 6-6. Quote from original text in the reply

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

VIEWING FORUMS AND POSTINGS

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

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

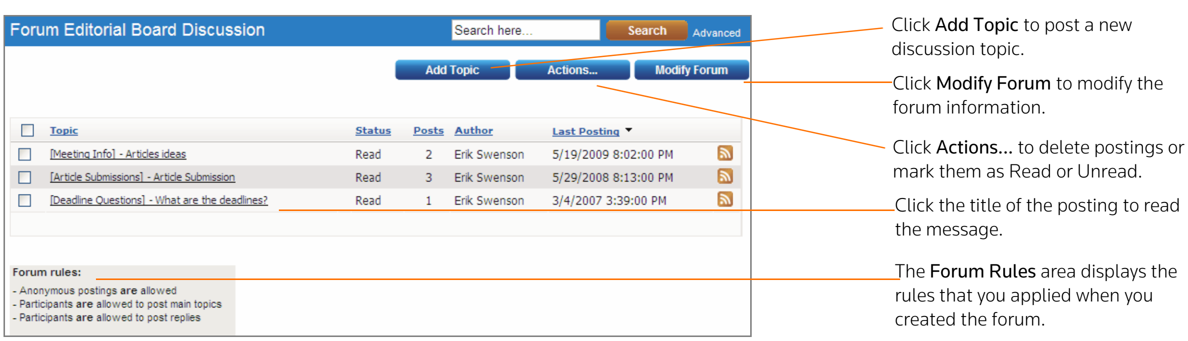


Figure 6-7. Sample forum page showing postings

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

EDITING A FORUM POSTING

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

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

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

MODIFYING THE AUTHOR, DATE, OR TIME OF A POSTING

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

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

SORTING FORUM POSTINGS

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

MODIFYING FORUMS

You can modify forum properties by completing these steps:

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

Modifying Forum Information and Access

To modify forum properties, complete these steps:

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

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

Sharing a Forum with Another Course

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

To share a forum, complete these steps:

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

Printing Postings

To print postings from a forum, complete these steps:

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

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

DELETING TOPICS AND POSTING

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

Deleting a Single Posting

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

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

Deleting a Topic

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

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

Deleting Multiple Topics

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

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

ARCHIVING AND RESTORING FORUMS

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

To archive a forum, complete these steps:

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

To restore a forum, complete these steps:

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

DELETING FORUMS

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

To delete a forum from TWEN, complete these steps:

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

SEARCHING IN FORUMS

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

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

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

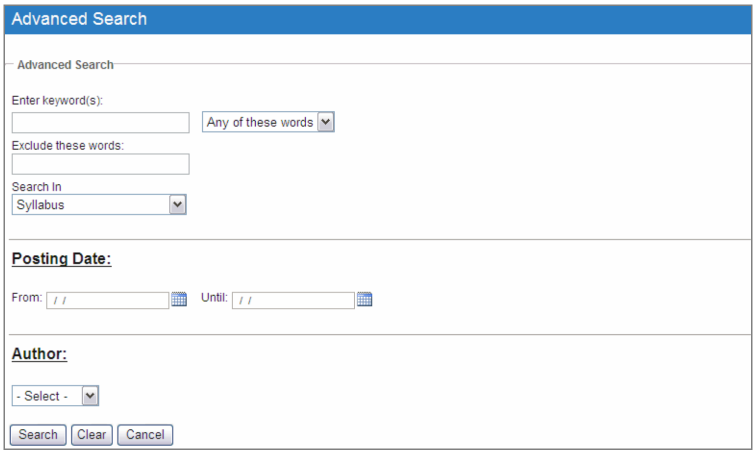


Figure 6-8. Advanced Search page

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

Using Wiki Pages To Communicate With Your Students

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

CREATING A WIKI PAGE

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

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

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

EDITING WIKI PAGES

To edit a wiki page complete these steps:

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

VIEWING THE HISTORY OF A WIKI PAGE

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

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

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

Communicating Using E-Mail

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

SENDING MESSAGES

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

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

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

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

Note

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

SENT E-MAIL OPTIONS

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

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

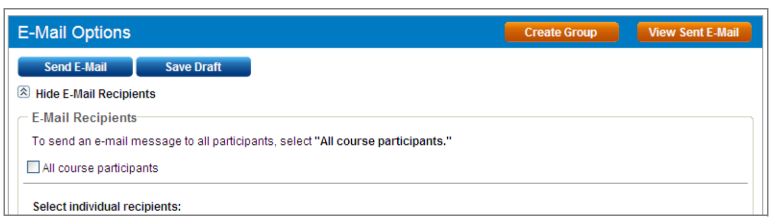


Figure 6-9. E-Mail Options page

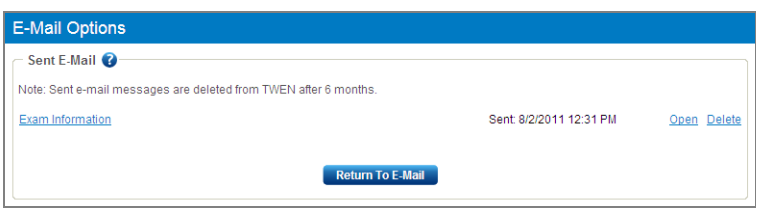


Figure 6-10. Sent E-Mail page

CREATING E-MAIL GROUPS

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

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

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

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

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

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

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

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

EDITING OR DELETING E-MAIL GROUPS

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

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

7 Using the TWEN Grade Book and Assignments

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

Navigating the Grade Book Home Page

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

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

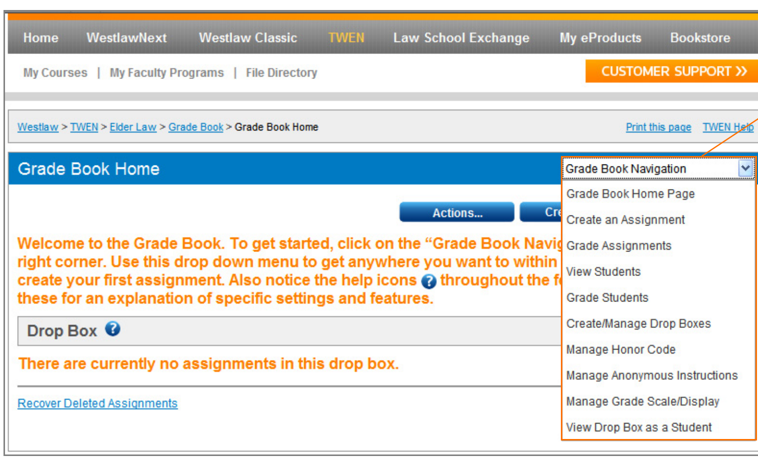


Figure 7-1. Grade Book Home page

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

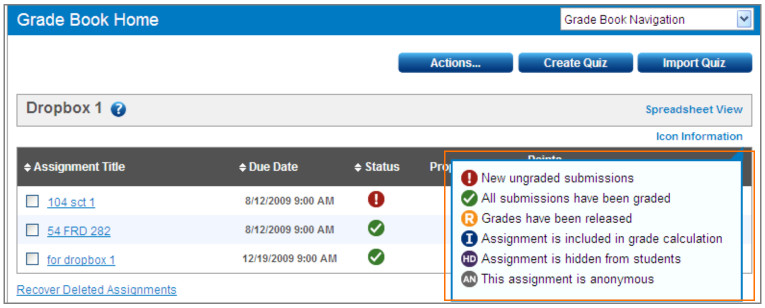


Figure 7-2. Grade book icons

Setting Up the Grade Book

SETTING AND MODIFYING GRADE BOOK PROPERTIES

To manage your grade book properties, complete these steps:

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

CREATING MULTIPLE DROP BOXES FOR A COURSE

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

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

Creating a Drop Box

To create a drop box, complete these steps:

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

REMOVING STUDENTS FROM GRADEBOOK

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

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

USING ANONYMOUS GRADING

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

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

Anonymous Grading Schemas

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

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

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

Additional Information

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

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

USING A NEUTRAL PROCTOR

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

To designate a Neutral Proctor, complete these steps:

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

USING AN HONOR CODE

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

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

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

DOWNLOADING THE GRADE BOOK AS A SPREADSHEET

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

Creating an Assignment

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

To create a new assignment, complete these steps:

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

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

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

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

Modifying and Deleting an Assignment

VIEWING INFORMATION ABOUT YOUR ASSIGNMENT

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

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

MODIFYING AND DELETING ASSIGNMENTS

To modify or delete an assignment, complete these steps:

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

RECOVERING DELETED SUBMISSIONS

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

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

Viewing Student Information

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

To view student information, complete these steps:

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

Viewing and Grading Student Submissions

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

Note Students can only be assigned to one drop box.

An Assignment Drop Box provides these features:

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

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

To view and grade student submissions, complete these steps:

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

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

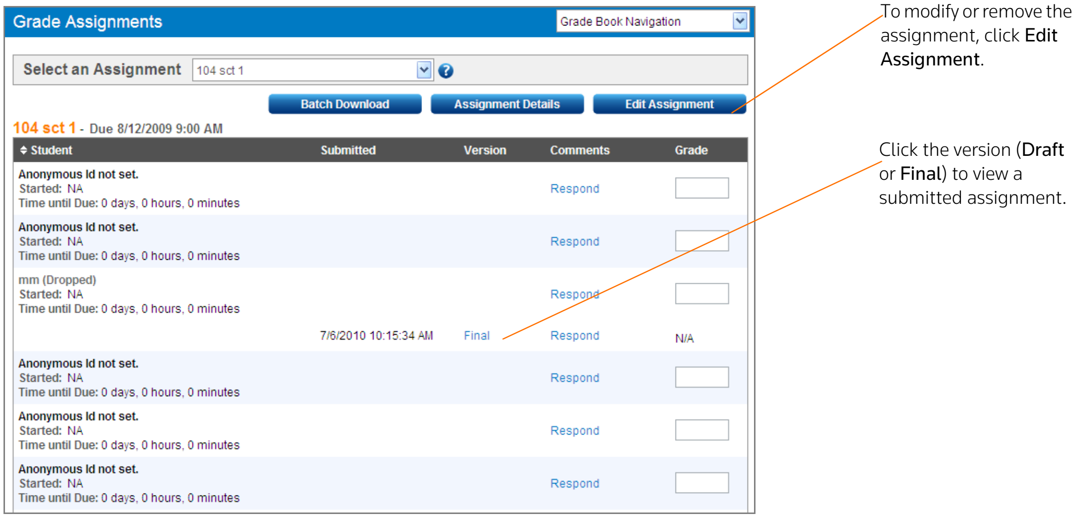


Figure 7-3. Assignment page

The Assignment page includes these options:

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

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

Downloading Submissions

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

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

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

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

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

Each batch will include the following:

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

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

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

Figure 7-4. Batch Download page

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

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

   Each .zip file contains the following files:

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

TWEN Assignment Batch Manifest

Course Name: Torts

Assignment Name: Assignment 1

Number of submissions in batch: 2

Date Created: 8/29/2013 3:25:03 PM

Submission Summary

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

Figure 7-5. Batch Manifest file

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

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

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

Figure 7-6. Student cover sheet

- The original submission file for each student.

Adding Quiz Scores to the Grade Book

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

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

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

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

DELETING STUDENT NAMES FROM THE GRADE BOOK

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

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

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

8 Researching Using WestlawNext

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

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

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

Marking Up Citations in TWEN Using WestlawNext

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

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

Retrieving a Document on WestlawNext

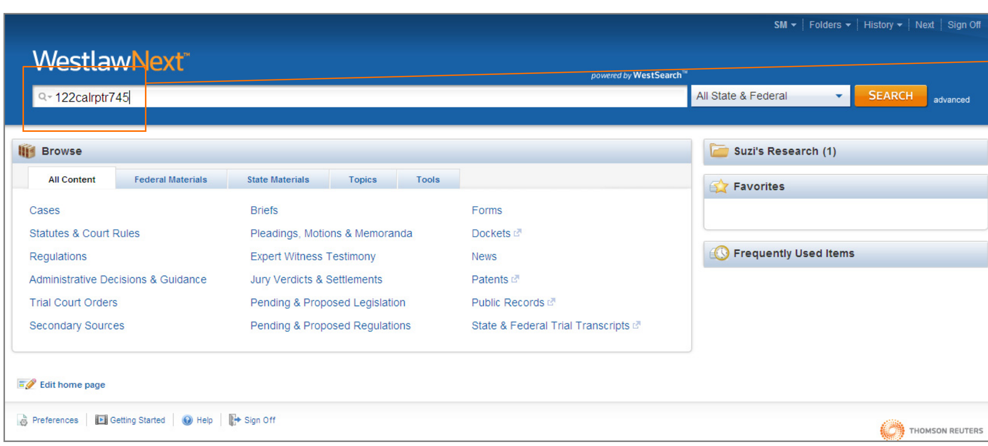
WestlawNext citations can be embedded in course elements such as document pages, wikis, forums, calendars, or assignments. Click a citation link to view the full text of the document on WestlawNext. The document is displayed in a separate browser window.

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

RETRIEVING A DOCUMENT BY CITATION

To retrieve a document using WestlawNext, complete these steps:

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



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

Figure 8-1. WestlawNext home page

ACCESSING KEYCITE IN WESTLAWNEXT

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

To access KeyCite, use one of these methods:

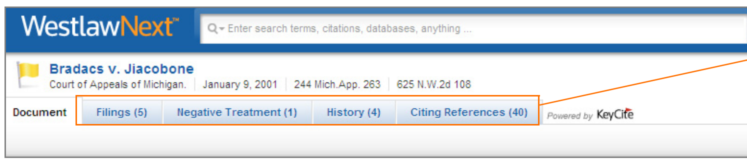
- Click one of the following tabs while viewing a document (Figure 8-2).

  Negative Treatment

  History

  Citing References

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



Click a tab to view KeyCite results for your document.

Figure 8-2. Tabs in a WestlawNext result

COPYING AND PASTING TEXT FROM WESTLAWNEXT WITH THE CITATION

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

From a document result page, complete these steps:

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

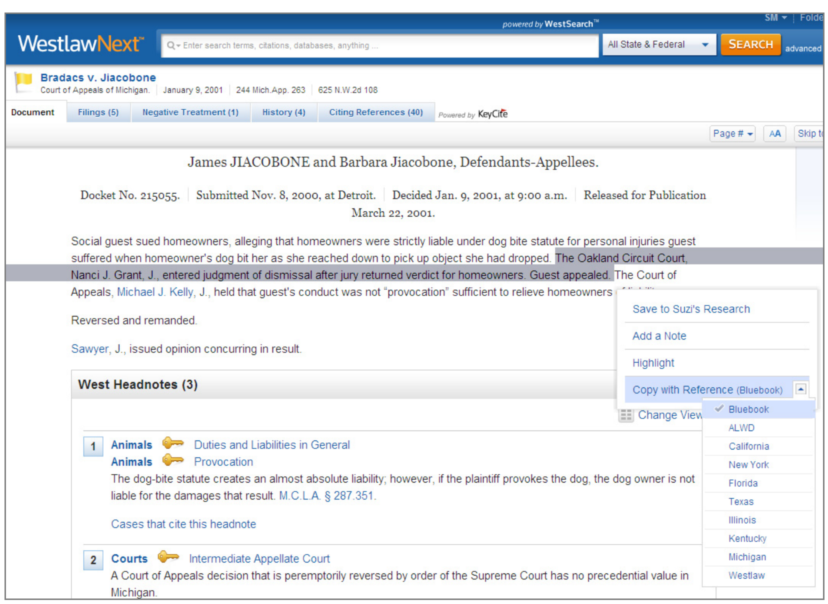


Figure 8-3. Copy with reference

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

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

9 Managing Your TWEN Course

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

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

Copying a Course

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

COPYING A COURSE FOR YOUR USE AT YOUR SCHOOL

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

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

To copy a course, complete these steps:

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

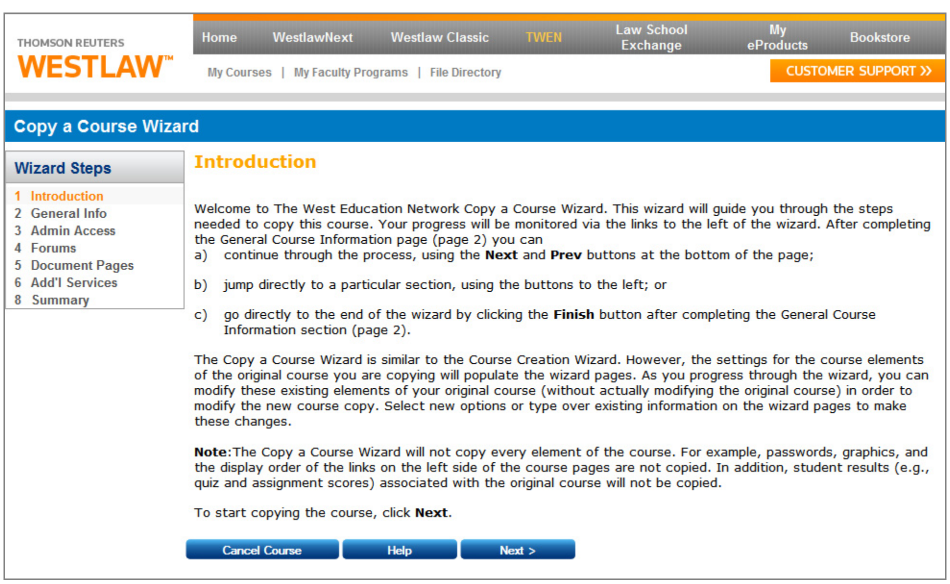


Figure 9-1. Copy a Course Wizard

4. Complete the steps in the wizard.

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

5. When you have completed the steps in the wizard, the Course Summary page is displayed. Review the information you have chosen for your copied course.
   - To make any changes, click **Edit** next to the section in which you want to make changes. The corresponding page is displayed. Type over the existing information or enter new information
   - When you are done, click **Finish** to return to the Course Summary page.

6. Click **Create Course** at the bottom of the Course Summary page to complete the wizard and copy the course. You will receive a confirmation page stating that your course has been copied and has been added to the My Courses page.

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

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

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

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

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

Deleting Your Course

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

To delete a course, complete these steps:

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

Archiving or Restoring Your Course

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

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

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

Updating a Course

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

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

To update a course, complete these steps:

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

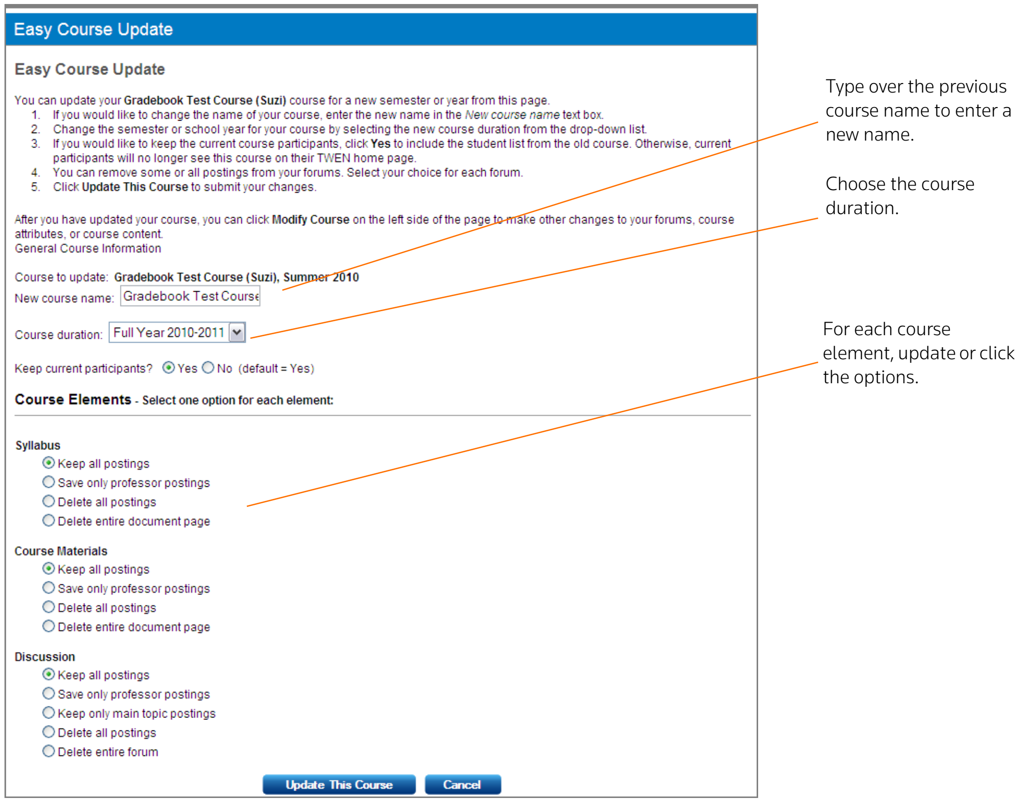


Figure 9-2. Easy Course Update page

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

   Notes

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

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

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

Managing Course Participants and Usage

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

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

VIEWING COURSE PARTICIPANTS

To view your course participants, complete these steps:

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

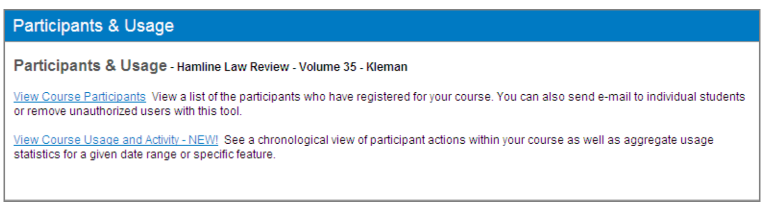


Figure 9-3. Participants & Usage page

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

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

MANAGING COURSE PARTICIPANTS

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

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

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

OBTAINING COURSE USAGE STATISTICS

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

For example, you can view these statistics:

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

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

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

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

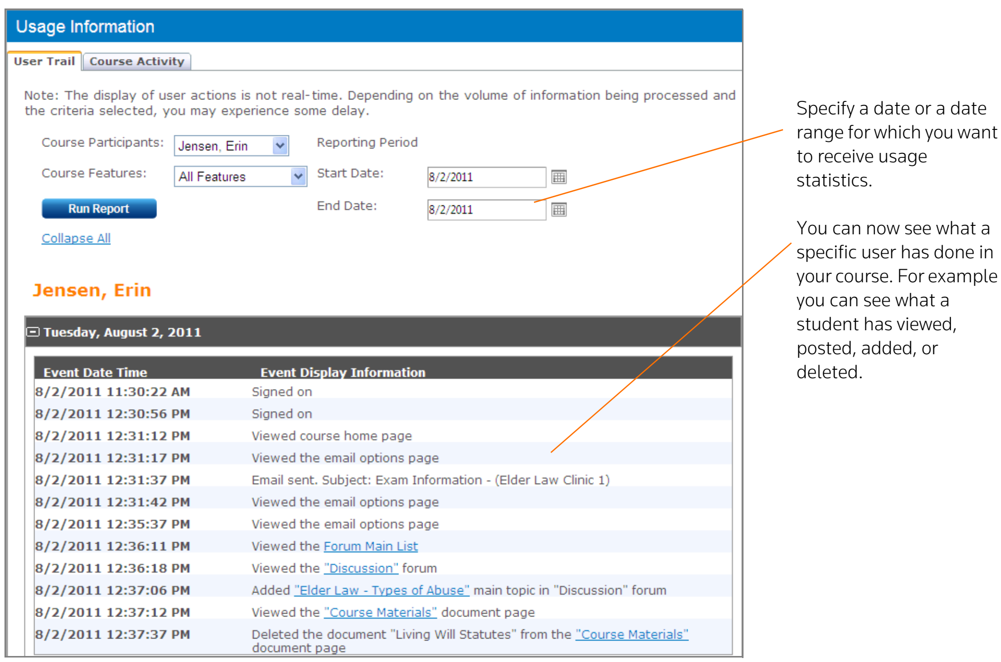
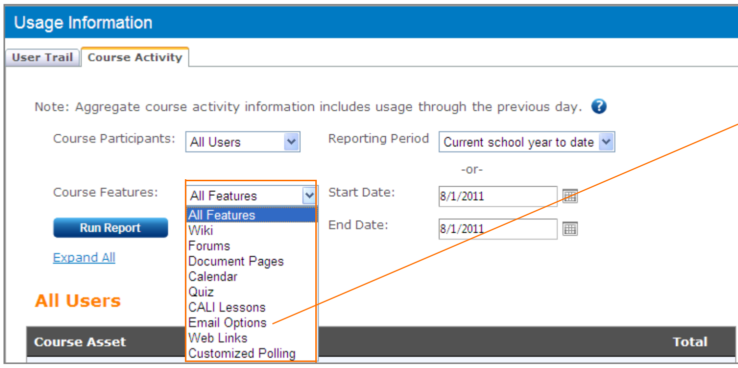


Figure 9-4. Usage Information User Trail page

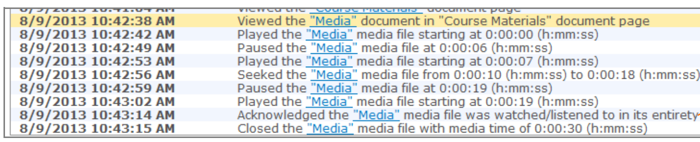
Click the **Course Activity** tab on the User Information User Trail page to run a specific report by feature to see what kind of activity your course has had (Figure 9-5).



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

Figure 9-5. Usage Information Course Activity page

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



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

Figure 9-6. Multimedia Usage

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

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

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