

# PROFESSOR'S GUIDE TO TWEN

THE WEST EDUCATION NETWORK

[lawschool.westlaw.com](http://lawschool.westlaw.com)

Westlaw®



# PROFESSOR'S GUIDE TO TWEN

JUNE 2009

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## **About This Guide**

In this guide, the graphics and step-by-step instructions are based on accessing Westlaw via the Internet. Because of the evolving nature of Internet technology, there may be recent changes to the Westlaw interface and functionality that are not reflected in this documentation.

Information in this guide is current through June 2009.

Author: Suzi Magill

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# 1 Welcome to [lawschool.westlaw.com](https://lawschool.westlaw.com) and The West Education Network

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Welcome to [lawschool.westlaw.com](https://lawschool.westlaw.com) and The West Education Network (TWEN). The [lawschool.westlaw.com](https://lawschool.westlaw.com) site is West's virtual law school community, where law students and faculty can access a variety of legal resources. With [lawschool.westlaw.com](https://lawschool.westlaw.com), you can do the following and more:

Perform legal research using Westlaw—find and print a document on Westlaw, check a case or statute in KeyCite, or brief a case to retrieve the synopsis, headnotes, and KeyCite history.

Access Westlaw tutorials and certification programs.

- Register for Westlaw training.
- Access career services and resources, including information from FindLaw, Law Student Jobs Online, and Westlaw.
- 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, West's online extension of the law school classroom, is available at [lawschool.westlaw.com](https://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 Westlaw content and features.
- Communicate easily with students and other professors through e-mail and live discussion sessions.
- Participate in faculty discussion forums and casebook author forums.
- Upload and share documents to Law School Exchange, West's collaboration community for law school faculty.

## System Requirements

To use [lawschool.westlaw.com](https://lawschool.westlaw.com) or TWEN, you need the following:

- A Westlaw password and access to the Web
- Microsoft Internet Explorer 7.0 or later, Apple Safari 3.0 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 June 2009 release of TWEN includes many new features and enhancements:

Feature	Description
Searching in Forums and Document Pages	Searching capabilities have been added to forums and document pages allowing users to search for items from within forums or document pages. Searches can be conducted within specific forums or document pages or within all forums or document pages. Users can search postings by keywords, dates, and/or by author (including anonymous authors).
Redesigned Sign-Up Sheets	Sign-up sheets have been redesigned to make it easier for users to create and view sign-up sheets. Functionality has been added to allow the administrator to enter descriptive text into an HTML editor and to share sign-up sheets between courses. Multiple participants can now sign up for a single time slot and they can also enter optional text when they sign up for a time slot. Administrators can also have the option to be sent an e-mail when students remove their name from the sign-up sheet.
Updated Citation Linking	New citation linking software has been introduced that will ensure that citations are linked in a reliable and consistent manner. The new citation linking process may take some additional time once the file has been uploaded or the posting has been created.
Law School Exchange	You can now add material that you have stored in Law School Exchange to a TWEN document page for student viewing. Once added to TWEN, the material may be moved in and out of folders, hidden from students, and displayed upon entry. Students will have an enhanced viewing experience for documents brought into a course from Law School Exchange.
E-Mail Changes	E-mail messaging has been enhanced by using a specific "from" e-mail address that users can add to their "safe sender lists" to ensure that the TWEN e-mails reach their inbox. The e-mail address is: <a href="mailto:TWEN-noreply@westlaw.com">TWEN-noreply@westlaw.com</a> .

## Signing On to TWEN

TWEN is available at [lawschool.westlaw.com](http://lawschool.westlaw.com). To sign on to TWEN, you need a Westlaw password. If you do not have a Westlaw password, contact your academic account manager.

To access TWEN, complete these steps:

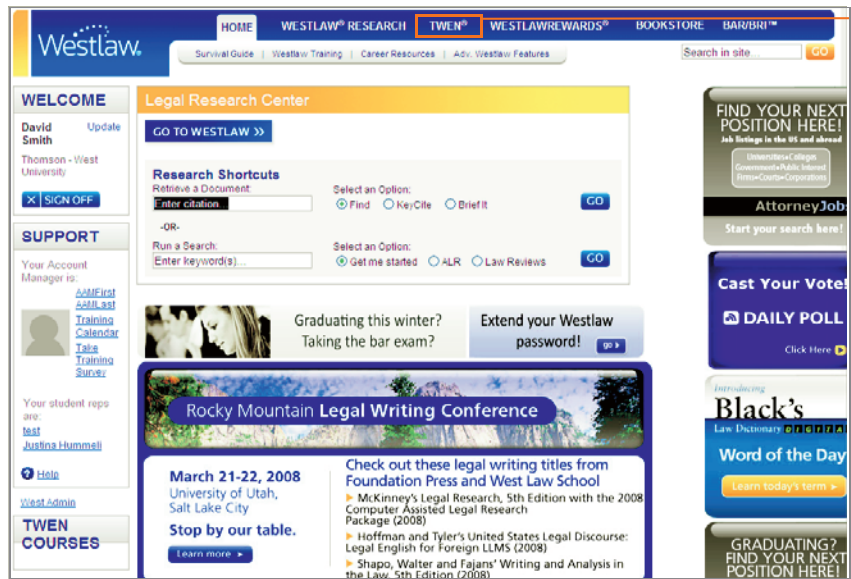
1. Open your Internet browser and type [lawschool.westlaw.com](http://lawschool.westlaw.com). The [lawschool.westlaw.com](http://lawschool.westlaw.com) sign-on page is displayed, as shown in Figure 1-1 on page 3.



Enter your Westlaw password or your West OnePass username and password, then click Sign On.

Figure 1-1. lawschool.westlaw.com and TWEN sign-on page

2. Enter your Westlaw password such as 1234567abcd or West OnePass username and password in the appropriate text boxes and click **Sign On**.
3. If you are a current TWEN user and have already registered your password, the lawschool.westlaw.com home page is displayed. (See Figure 1-2 on page 4.) Click **TWEN** at the top of the page to display the My Courses page. Skip the rest of the steps on the following page and proceed to "Getting Started" on page 7.



Click TWEN to display the My Courses page.

Figure 1-2. lawschool.westlaw.com home page

4. If you are a new or current TWEN user and have not yet registered your password, a message informs you that you need to register your password. Continue with step 5.
5. Click **Register password now!** to display the Academic Westlaw Registration page.
6. Click **Click Here** based on what your Westlaw password status is (i.e., new registration, transferring student, or updating account information only).
7. Enter your e-mail address, then click **Go**.
8. Enter your Westlaw password, then click **Go**.
9. You need to create a West OnePass. West OnePass lets you create your own easy-to-remember and secure username and password to use on West's many Web sites.
10. Complete the contact information and choose the e-mail format you want, either HTML or plain text.
11. Select the check box if you want to keep informed about West's products, services, special offers, surveys, and training programs as they become available.
12. Click **Submit Registration**.
13. The Westlaw password registration confirmation page is displayed. You can now access TWEN and other Westlaw services by clicking the appropriate link on the confirmation page.
 

**Note** TWEN 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 e-mail address), complete these steps:

1. Click **Update** in the *Welcome* box in the upper-left corner of the page.

2. Enter your OnePass username and password and click **Go**.
3. Edit the information by typing new information in the text boxes or selecting information from the drop-down lists.
4. Click **Update Registration** to save your changes.



## 2 Getting Started

After you sign on to [lawschool.westlaw.com](http://lawschool.westlaw.com), click **TWEN** at the top of the page to display the My Courses page. (See 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 12.

The screenshot shows the Westlaw My Courses page. The top navigation bar includes links for HOME, WESTLAW® RESEARCH, TWEN®, WESTLAWREWARDS®, BOOKSTORE, and BAR/BRI™. Below this is a search bar and a 'GO' button. The main content area is titled 'MY COURSES' and features buttons for 'Create Course', 'Add Course', and 'Drop Course'. A calendar for June 2009 is visible on the right. A course entry for 'Law Review' is shown with details like 'Full year 2008-2009' and 'Magill'. The left sidebar contains a 'WELCOME' section for David Smith, a 'SIGN OFF' button, and a 'SUPPORT' section with links for account management and help. Callouts on the right side of the image point to specific elements: 'Click Home to return to lawschool.westlaw.com.' points to the HOME link; 'Click Sign Off to end your TWEN session.' points to the SIGN OFF button; 'Click View full calendar to view a schedule of events for all of your courses.' points to the View full calendar link; 'Click a course name to view the home page for the course.' points to the 'Law Review' course name; and 'Click TWEN Help for general assistance with TWEN.' points to the TWEN Help link.

Figure 2-1. My Courses page

### 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 content.
- forums 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.

## 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 this course home page after it has been created. See “Course Home Page” on page 27 for more information.

**Note** After you set up your new course, you can update and expand your course offerings at any time. See “Course Elements” on page 21 for more information.

To create a course, complete these steps:

1. Click **Create Course** at the top of the My Courses page.
2. If needed, click the name of your law school. The Introduction page of the Course Creation Wizard is displayed, as shown in Figure 2-2.



The status bar shows your exact location in the course creation process. You can jump to a particular page by clicking a button on the status bar.

Figure 2-2. Course Creation Wizard

3. Click **Next** to display the General Course Information page.
4. Type the name of your course in the *Enter the name of your course* text box.
5. If you do not want to display your last name next to the course name on your school’s list of courses, clear the check box below your course name.
6. Select the course term, (e.g., **Fall 2009**).
  - 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 (see step 9 on page 10).
7. Choose a course topic from the drop-down 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.

For some topics, you can select a topic and then select a subtopic to focus on a specific academic area.

Figure 2-3. Course Creation page

### Note

- 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, choose **Other**. You can manually add the appropriate information after you create the course, including CALI lessons. (See "CALI Lessons" on page 67.)
8. You can now complete one of these options:
- Continue through the course creation process to customize other course elements using the **Next** and **Previous** buttons at the bottom of the page. If you click **Next**, continue with step 9 on page 10.
  - Jump directly to a particular section of the wizard by clicking the steps (e.g., **Forums**) on the left side of the wizard.
  - Click **Finish** to complete your course using the default course settings. You can modify these

settings at any time. See step 23 on page 12.

9. The Course Administration Information page is displayed after you click **Next**. The default registration dates for the course term you selected in step 6 are displayed. Confirm the dates and change them if necessary. To change the begin or end date, type over the dates in the text boxes.
10. Type a course registration password if you want to secure access to your course. Your password can consist of any combination of letters and numbers. You must distribute this password to all course participants so they can register for the course and access it.
11. Select the e-mail access options for you and your students. For example, you can select whether:
  - students can send e-mail messages to all course participants
  - students can form e-mail groups
  - students can send e-mail attachments
  - e-mail addresses are visible in course forums and the TWEN e-mail tools
  - students or faculty receive daily notification of new forum postings
  - students can send instantaneous e-mail notifications of forum postings
12. Select the access rights (**Full participant**, **Observer**, or **No access**) you want to grant faculty at your school for your course.
13. You can add co-teachers or course administrators with course management abilities. Type the numeric portion of their Westlaw passwords in the text box, separating multiple passwords with commas.
14. You can add outside observers and participants from another law school. These users must have a Westlaw academic password. Type the numeric portion of their Westlaw passwords in the *Observer* or *Full participant* text box. Separate multiple passwords with commas.
15. You can add an outside observer or course administrator (such as a judge or attorney) who does not have a Westlaw academic password. To add these guest users, click **Add/Modify Guest Users** and complete the form.

Choose one of these options for your guest user's access rights:

- **Observer**—Allows the guest user to access and read course materials. The guest user is not allowed to respond in forums or add information to any course element.
  - **Active participant**—Allows the same access rights as students in your class. For example, the guest user may be able to post topics and 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.
16. Click **Next** to set up interactive forums for your course. Forums are threaded posting areas designed specifically for interaction between course participants and the professor.
    - By default, TWEN provides one interactive discussion forum (titled "Discussion") for your course. To use this default forum, first select the student posting rights below the forum name. You can also type an optional password that students need to enter before they can access this forum.

**Note** You can change the name of this default forum by typing over the name in the *Forum name* text box.



- To create a forum, scroll down the page to the *Additional Forum* section and fill in the blank text boxes with the appropriate information. To create more forums, click **Create More Forums** and complete the form.
  - To delete a forum, select the **Delete this forum** check box next to the forum name.
  - You can use forums for noninteractive purposes, such as posting course materials. However, that type of “one-way” publishing is best accomplished by using document pages. For more information, see “Document Pages” on page 75.
17. Click **Next** to set up document pages for your course:
- Use document pages to post read-only materials for your course. For example, you can post a course syllabus, text supplements, class notes, presentations, or any other attached files.
  - You can post attachments of various document formats such as Microsoft Word, Corel WordPerfect, PowerPoint, or Excel.
  - By default, TWEN creates two document pages titled “Syllabus” and “Course Materials.” You can use these default page names or rename them by typing a new title over the existing text.
  - You can create additional document pages by typing new page names in the blank text boxes. If you want to create more pages, click **Create More Document Pages** and complete the form that is displayed.
  - You can make a page secure by adding a password. Only those participants to whom you distribute the password can access the page.
  - To delete a document page, select the **Delete** check box next to the document page name.
18. Click **Next** to set up additional course services. You can add other resources to your course that users access using links on your course page. Here are examples of these resources:
- a course calendar, which includes a scheduling component for you and your students
  - an interactive quizzing tool
  - document quizzes, which allow you to embed quiz questions in the text of a document
  - links to Web sites that relate to your course
  - NewsLink, which allows you and your students to view the latest legal news
  - live discussions, which allow you to conduct live chat sessions for your course
  - an assignment drop box, which allows your students to receive and submit your online course assignments
  - sign-up sheets for scheduling student conferences
  - customized polling
- Note**
- Clear the check boxes next to any resources you do not want to include with your course.
  - You can add, modify, or delete any of these resources after you create your course. For more information, see “Course Elements” on page 21.
19. Click **Next**. The CALI Lessons page is displayed if your school has a CALI membership. If your school does not have access to CALI lessons, skip to step 23 on page 12.

20. You can associate CALI lessons with your course so that students can access them from the course. Click **Add/Remove CALI Lessons**, then select the check box next to each CALI lesson you want to add to your course.
21. Click **Submit Changes**. The CALI Lessons page is displayed again.
22. Click **Next** to display the Course Summary page.
23. Review the information you have selected for your 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 information or enter new information, then click **Finish**. The Course Summary page is displayed again.
24. Click **Create Course** to complete the Course Creation Wizard and create your course. TWEN displays a confirmation page stating that your course has been created and will be added to the My Courses page.
25. You can view your course home page, create another course, or access the My Courses page by selecting one of the displayed links.

### 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 13
- Use an announcement box to post announcements. See “Using the Announcement Box” on page 14
- Store course files in an online file directory. See “Using the Online File Directory” on page 15.
- Add a course created by another professor at your school. See “Adding Courses Created by Other Professors” on page 16
- Arrange courses and faculty programs on the My Courses page. See “Arranging Courses or School Names on the My Courses Page” on page 17.
- Access a course to view the course home page (see “Accessing a Course” on page 17) or modify course elements (see “Course Elements” on page 21).
- Add faculty programs. See “Adding Faculty Programs” on page 18

Figure 2-4 on page 13 shows an example of a My Courses page.

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

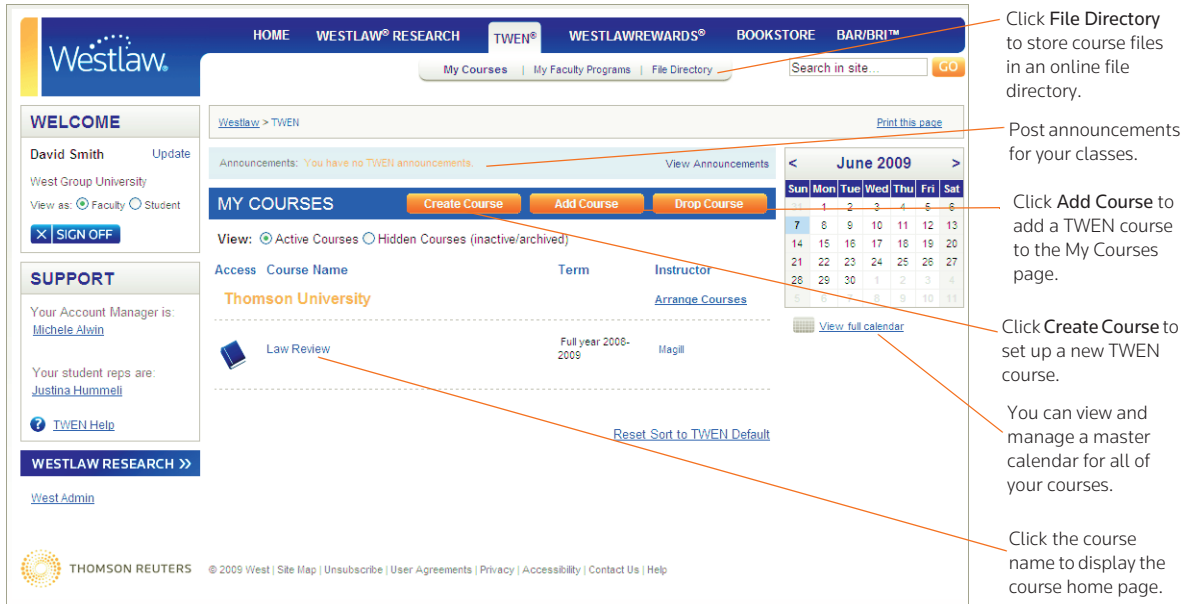


Figure 2-4. My Courses page showing TWEN courses

### 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 which events are for each course.

To view the master calendar, click **View full calendar** on the My Courses page. Figure 2-5 shows the monthly view of the calendar.

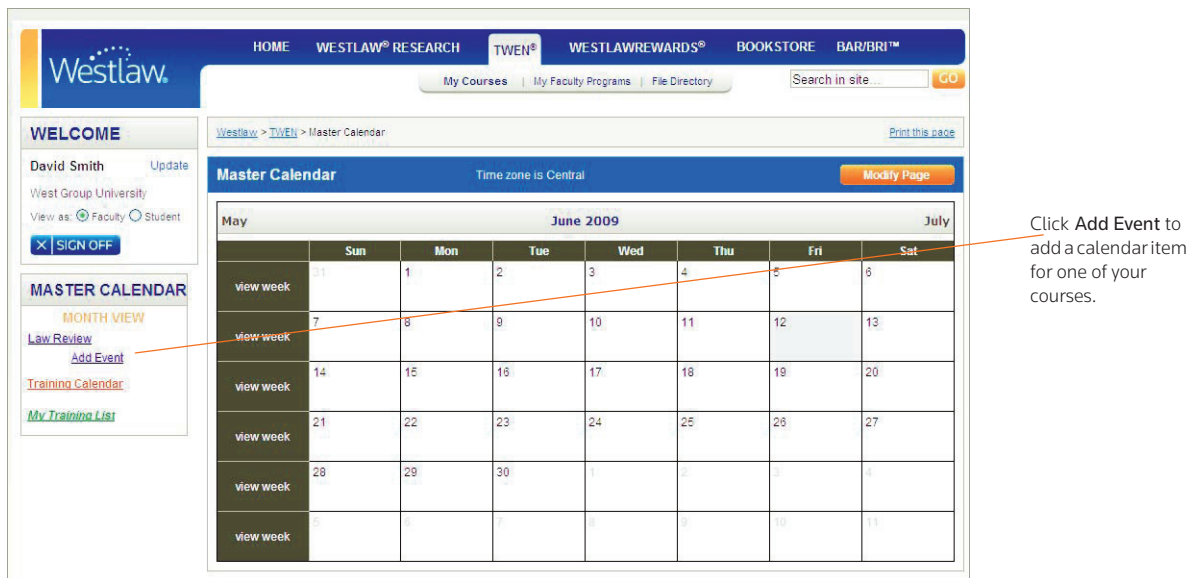


Figure 2-5. Master Calendar

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 an event for a course 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, choose **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 drop-down 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 check 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 or **Cancel** to leave the options as they are.

### 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, as shown in Figure 2-6.

Choose the start and end date and time for displaying your announcement.

Type the text for the announcement.

Click **Preview** to review your announcement or click **Save** to save it.

Figure 2-6. Manage System Announcements page—creating an announcement

3. choose the date and time you want to display the announcement.
4. Type the announcement text and click **Preview** to review your announcement.

5. Click **Save** to create your announcement and continue.
6. Select the courses for which you want to display the announcement.
7. To select more than one course from the *Users by Course* list, press the **Ctrl** key.
8. Click **Submit**. A confirmation message is displayed.
9. Verify that the displayed text and the availability options are correct, then click **Submit** to post the announcement.
10. Students can view the announcement on their My Courses page if they have added the courses (that you selected 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**. The Active and New Announcements page is displayed. Select 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 14.
- Click **Add Course Recipients** or **Remove Course Recipients** to edit the courses for which this announcement is displayed.
- Click **Delete 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.

**Note** From the **Delete Announcement** page, you can also view expired announcements by clicking **Go to expired announcements**.

### Hiding Announcements

You can hide announcements by clicking **Hide Announcements** next to the Announcements heading. You can also hide announcements from selected recipients or entire courses.

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

**Note** You can also add courses that can view the announcement by clicking **Add Course Recipients** and selecting the course you want to add. Click **Submit** to finalize the change.

### USING THE ONLINE FILE DIRECTORY

Use the online file directory to store files for all of your TWEN courses in one convenient place. The total size for all files in this directory can be up to 20 MB. More space is available upon request.

#### Adding Files to the Online File Directory

To add files to your online file directory, complete these steps:

1. On the My Courses page, click **File Directory** on the TWEN toolbar. The Welcome to Your Online File Directory page is displayed.
2. Click **Add Files** to display the Online File Directory - Add Files page.

3. Type the locations of the files you want to add to the online file directory or click **Browse** to select the files to be uploaded.
4. Click **Add Files**. A confirmation message shows the names of the files to be added and the total file size.
5. Click **Add Files** again. The online file directory is displayed again, listing the file names you added.
6. Click the file name if you want to download that file.

**Note** You can easily attach online file directory files to forums, document pages, and assignments using the tools within the text editor. (This feature is supported for Windows users using Internet Explorer.) For more information, see “Text Formatting Options” on page 73.

#### Deleting Files from the Online File Directory

You can delete a file stored in your online file directory by clicking **Delete Files** on the Welcome to Your Online File Directory page. Select the check box next to the name of each file you want to remove and then click **Delete Files**. A confirmation message is displayed. Click **Delete Files** again.

#### Arranging Files in the Online File Directory

You can arrange the files stored in your online file directory by completing these steps:

1. Click **Arrange Files** on the Welcome to Your Online File Directory page.
2. Select a file from the list and click the appropriate navigational button (such as **Move Up**, **Move Down**, **Move to Top**, **Move to Bottom**, and **Alphabetize**) to modify the order of the list.
3. Click **Submit**.
4. When you are finished, click **Submit** at the bottom of the Welcome to Your Online File Directory page.

#### 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* text 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” on page 17.

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

## 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 (such as **Access** or **Course Name**) to sort by that parameter.
- To view any hidden or archived courses, click **Hidden Courses (inactive/archived)** to change the view.

## 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 all of the materials associated with the course. Figure 2-7 shows an example of the features you can access on your course home page.
- 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 "Course Elements" on page 21.

The screenshot shows the course home page for 'TU Law Review'. On the left is a 'WELCOME' section for 'Suzi Magill' with an 'Update' link and a 'SIGN OFF' button. Below that is a 'NAVIGATION' sidebar with a list of links including 'TU Law Review', 'Write-On Competition Rules', 'Lead Articles', 'Deadlines', 'Article Guidelines', 'Note Group 1', 'Customized Polling', 'Calendar', 'Board Elections', 'E-Mail Options', 'Write-On Submissions', 'All Journal Publications', 'Environmental Law Reviews', 'William Mitchell Law Review', 'Scribes Award', 'Patriot Act Update', 'Live Discussion', 'Source-checking', 'Sign-Up Sheets', 'Legal Research and Writing Tools', 'Forums', and 'Display for Faculty Only'. The main content area has a blue header with 'TU Law Review' and buttons for 'Sort Content' and 'Modify Page'. Below the header is a 'Course Information' section with 'TU Law Review (Full Year 2008-2009)' by 'David Smith, Suzi Magill' and email links. A 'Course Message' section features a photo of the Supreme Court building and the text 'Staff Meeting: April 20 at 4pm Forrest Hall'. At the bottom is a 'Document' section with a link to 'Download law review materials.doc'. Annotations with orange lines point to the 'Modify Page' button and the 'Staff Meeting' text.

To personalize your course home page, click **Modify Page**.

Click a forum name to access interactive forums with threaded discussion areas.

Figure 2-7. Course Home Page

### Note

- 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 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.

### Adding Faculty Programs

Faculty programs are helpful faculty resources, such as author forums, teacher manuals, and faculty discussion forums. Faculty programs are available only to faculty members and designated guest users. You can add faculty programs to TWEN by completing these steps:

1. On the My Courses page, click **My Faculty Programs** on the TWEN toolbar, then click **Add a Program**. The Faculty Forum Selection page is displayed.
2. Select the check box next to each faculty program you want to add (you may need to scroll down the page to view all of the available programs):
  - **Author forums** provide a means for casebook authors and their casebook adopters to communicate with each other. Casebook authors can use author forums to update their casebooks with pertinent changes in the law; provide supplements; post a sample syllabus, discussion questions, or sample exam questions; or respond to questions.
  - **Teacher manuals** are online versions of West and Foundation Press casebook manuals, which are available only to professors.
  - **Faculty discussion forums** provide a way for law school faculty to share experiences, exchange teaching ideas, and share suggestions for using West's online products in their classes.
3. Click **Submit**. Your selections are added to the My Faculty Programs page.
4. To view these resources, click **My Faculty Programs** on the TWEN toolbar. The My Faculty Programs page is displayed, as shown in Figure 2-8 on page 19.



The screenshot shows the 'My Faculty Programs' page on the Westlaw TWEN interface. At the top, there is a navigation bar with links for HOME, WESTLAW® RESEARCH, TWEN®, WESTLAWREWARDS®, BOOKSTORE, and BAR/BRI™. Below the navigation bar is a search bar and a toolbar with 'My Courses', 'My Faculty Programs', and 'File Directory'. The main content area is titled 'My Faculty Programs' and includes buttons for 'Add a Program' and 'Drop a Program'. A calendar for June 2009 is visible on the right side of the page. The page also displays a list of author forums with titles like 'Bever's Teaching Materials on Estate Planning' and 'Abrams and Ramsey's Children and the Law'.

Click My Faculty Programs on the TWEN toolbar to open the My Faculty Programs page.

Click Add a Program or Drop a Program to choose the faculty resources you want to display on this page.

Click the title of an author forum or teacher manual to access the resource.

Figure 2-8. My Faculty Programs page



# 3 Course Elements

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The Modify This Course page is the starting point for personalizing your course. Here are examples of tasks you can perform 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 easily register groups of students for your course.
- Add and modify course elements, such as the course home page, quizzes, document pages, or calendar.

This chapter shows how to modify many course elements. Some of these features are discussed in greater detail in separate chapters. For more information, see these chapters:

- Chapter 4, “Document Pages,” on page 75
- Chapter 5, “Polling,” on page 85
- Chapter 6, “Forums,” on page 93
- Chapter 7, “Grade Book and Assignments,” on page 103
- Chapter 10, “Course Maintenance,” on page 117

Use this general process to personalize or modify your course:

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*. The Modify This Course page is displayed, as shown in Figure 3-1 on page 22. 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 following sections.

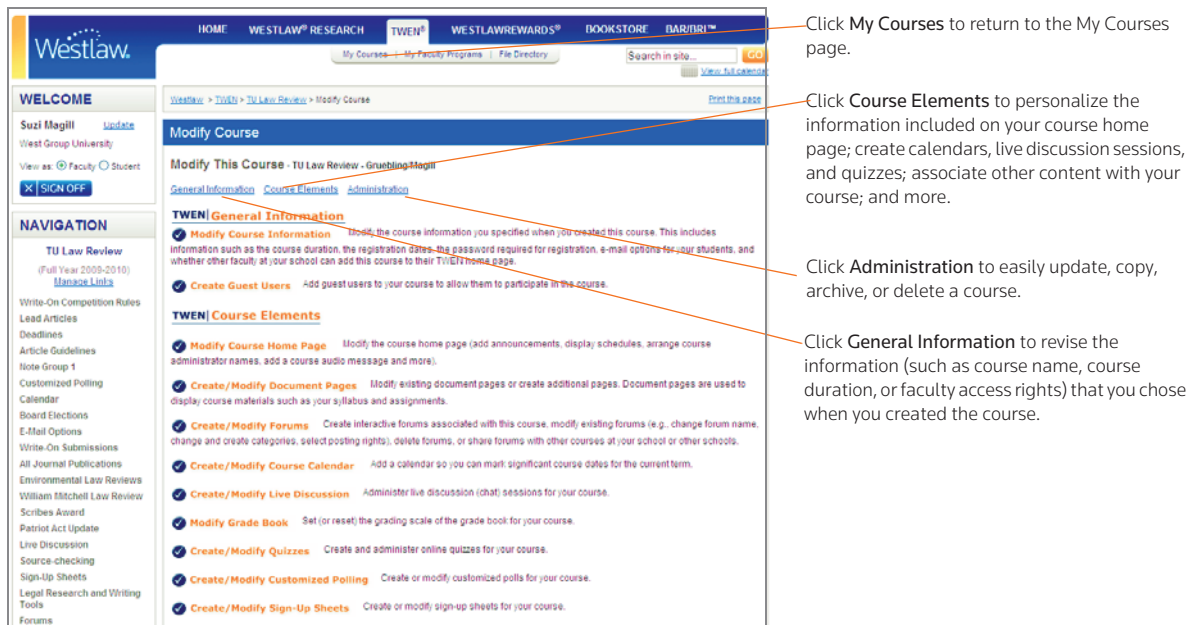


Figure 3-1. Modify This Course page

## 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 text boxes or by choosing new options from the drop-down lists. 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.
- **Registration password**—By default, access to your course is limited to students at your school. You can further limit access by requiring that students use 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* text 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 these text boxes.

### E-MAIL OPTIONS

You can specify whether students can use these e-mail options:

- E-mail all course participants.
- Create e-mail groups.
- Send attachments in their e-mail messages.

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

For more information about these features, see Chapter 8, “E-mail,” on page 113.

### 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 West 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 68.

**Note** CiteStation and Legal Research and Writing Tools are already 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 24.
- Specify faculty access to your course. See “Limiting Faculty Access” on page 25.

#### 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, as shown in Figure 3-2 on page 24.

- Enter the numeric portion of each user’s Westlaw password in the *Full Participant* or *Observer* text

box. Separate passwords with commas. (You need to obtain the password numbers from each participant.)

- Click **Lookup** to easily register a group of participants at your school. For more information, see “Using the Lookup Feature to Register Course Participants” on page 25.

**Access Groups:**

**TWEN Course Participants:**

If you want individuals to participate in your course, enter the numeric portion of their Westlaw passwords (separated by commas) in the appropriate box below. (You will need to obtain the numbers from them.)  
**Note:** If the user is a guest, please enter only the numbers following the "G".

**Observer (read only):**  
Observers cannot participate in forum discussions. They can only read what others have posted.

**Full Participant (read and post):**  
Full participants can read and respond in discussion forums.

**Lookup**

**Lookup**

Figure 3-2. Access groups

### Adding Co-Teachers

TWEN allows you to have 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, as shown in Figure 3-3.

- Enter the numeric portion of each professor’s Westlaw password in the text box. Separate passwords with commas. (You need to obtain the password numbers 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 25.

**Co-Teacher Access:**

Enter the numeric portion of the Westlaw passwords (separated by commas) of any co-teachers. (You will need to obtain the numbers from them.)  
**Note:** If the user is a guest, please enter only the numbers following the "G".

6032816 **Lookup**

Display the course administrators' name(s) after the course name on the TWEN home page.

Figure 3-3. Co-Teacher access

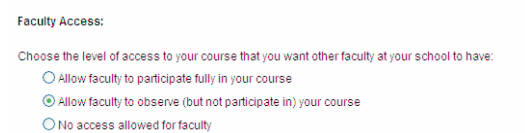
### Note

- If you want your co-teachers’ names to appear on the course home page, select the appropriate check box.
- 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 text box.

## Limiting Faculty Access

Select the level of access to your course for your school's faculty. You have the following options, as shown in 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.



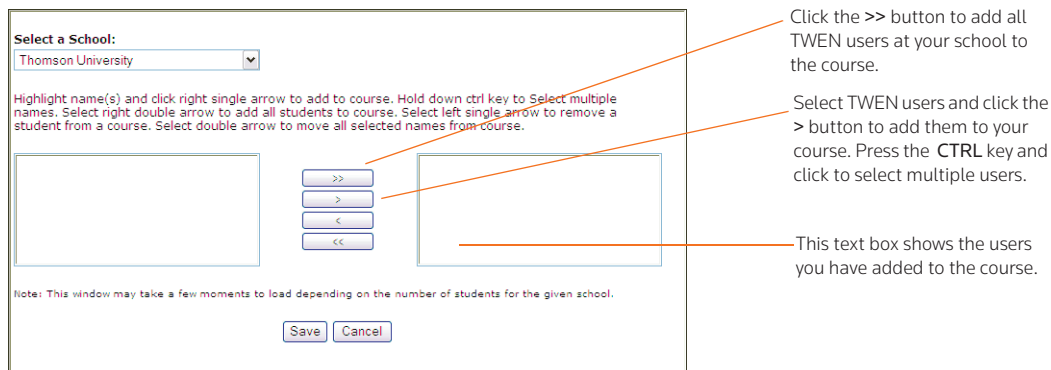
The screenshot shows a form titled "Faculty Access:". Below the title is a text prompt: "Choose the level of access to your course that you want other faculty at your school to have:". There are three radio button options: "Allow faculty to participate fully in your course", "Allow faculty to observe (but not participate in) your course" (which is selected), and "No access allowed for faculty".

Figure 3-4. Faculty access

## 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* text box. TWEN displays a list of all registered TWEN users at your school. (See Figure 3-5.)



The screenshot shows a "Select a School:" dropdown menu with "Thomson University" selected. Below it is a text box with instructions: "Highlight name(s) and click right single arrow to add to course. Hold down ctrl key to select multiple names. Select right double arrow to add all students to course. Select left single arrow to remove a student from a course. Select double arrow to move all selected names from course." To the right of the text box are four buttons: ">>", ">", "<", and "<<". Below these buttons is a text box for added users. At the bottom are "Save" and "Cancel" buttons. Annotations with orange lines point to the ">>" button, the ">" button, the text box for added users, and the instruction text.

Figure 3-5. Lookup feature

3. Use these buttons to select users and move them to the registration box on the right side of the page:

 Add all TWEN users at your school to your course.

 Add the selected TWEN users to your course.

 Remove the selected TWEN users from your course.

 Remove all TWEN users from your course.

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

## 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, 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. Select 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. See "Viewing Course Participants" on page 115 for more information.

5. Select 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](http://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
8. Click **Submit Guest**.
9. After you request a guest user password, the password is sent via e-mail to the new guest participant, and this participant is automatically added to your course and any associated forums. You receive a copy of this 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.



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 page.
  - Click **Modify Page** at the top of the course home page.
  - Click **Modify Course** under *Display for Faculty Only* to display the Modify This Course page. Then click **Course Elements** and click **Modify Course Home Page**.

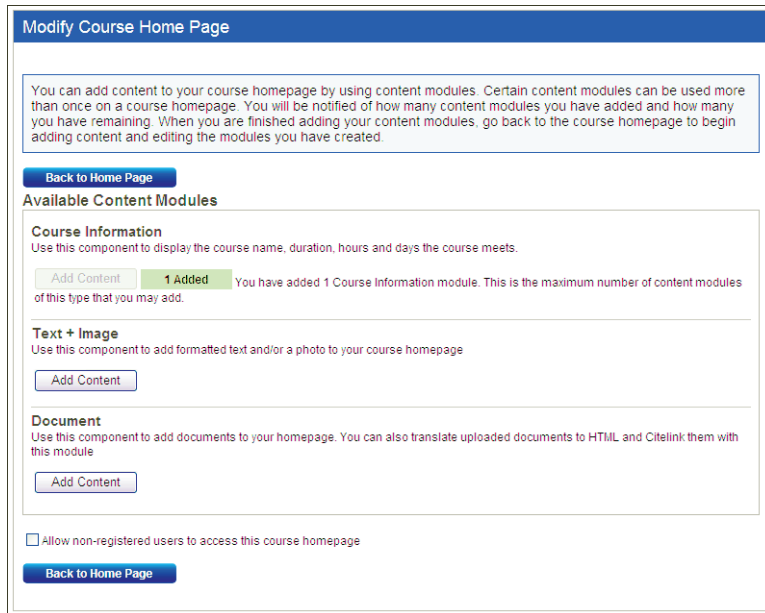


Figure 3-7. Modify Course Home Page

3. Personalize or modify the information by adding one or all of the following content modules by clicking the **Add Content** button. 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. The Insta-poll feature allows professors to orally ask questions in class, which students can respond to anonymously. You can poll the class with a yes/no, true/false, or multiple choice question. You and your students can view responses in class as a bar graph or pie chart. For more information about InstaPolls, see “Polling” on page 85.

**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.

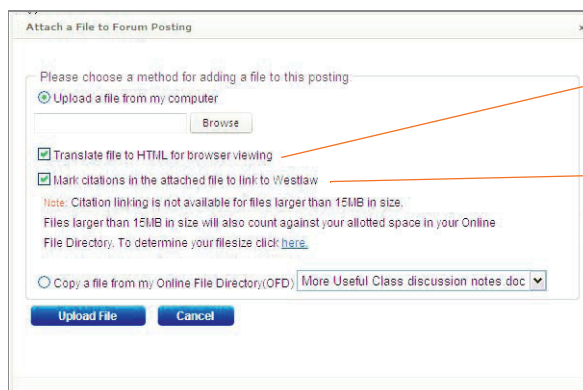
  - **Text+Image**—You can add this content module to include images on your course home page. You can also add customized text to your home page. For example, you can add a brief description of your course. To attach a graphic (.jpg or .gif file) to your course home page, click the **Browse** button in 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 text box. Figure 3-8 on page 29 shows an example of a photograph 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. (See Figure 3-9.)
- 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.



Select the **Translate file to HTML** check box to display the body of your document on your home page.

Select the **Mark citations in the attached file to link to Westlaw** check box to convert citations to hypertext links in the translated document.

Figure 3-9. Attach a file

- 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 text box.

4. Click **Save** to complete the setup of your course home page.

## MANAGING COURSE LINKS

Course links are the features that appear in the left navigation area of your course home page. Figure 3-10 shows an example of these links.

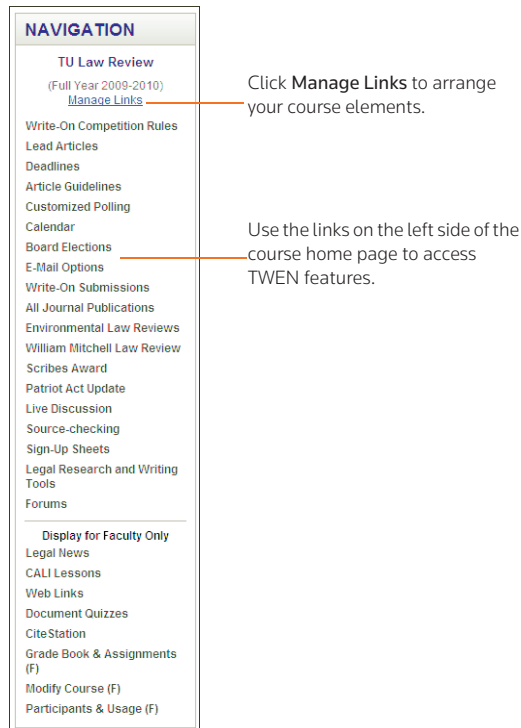
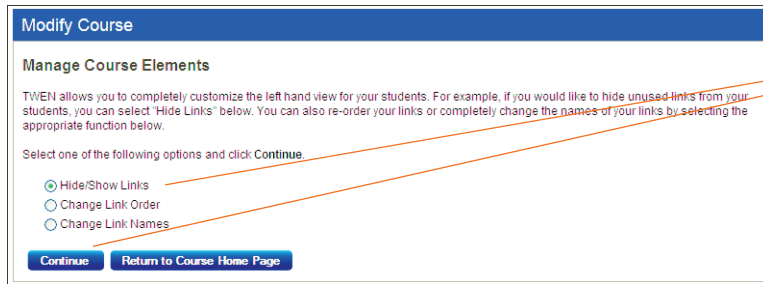


Figure 3-10. Course links in the left navigation area

To customize your course links, complete these steps:

1. Click **Manage Links** above the course links. The Manage Course Elements page is displayed, as shown in Figure 3-11 on page 31.



Select an option and click **Continue** to customize your course links.

Figure 3-11. Manage Course Elements page

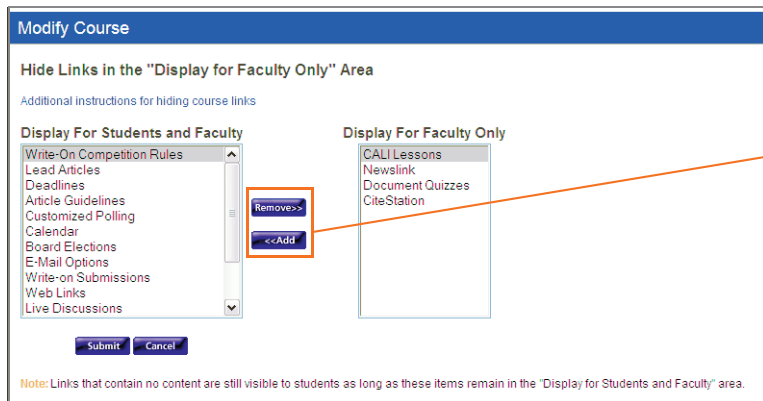
2. Select one of these options and click **Continue**:
  - **Hide/Show Links**—see “Hiding/Showing Course Links” below.
  - **Change Link Order**—See “Changing the Order of Course Links” on page 32.
  - **Change Link Names**—See “Renaming Course Links” on page 32.
3. When you are done customizing your course links, click **Submit**. The links are updated based on the changes you made.

### Hiding/Showing Course Links

You can select 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** at the top left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-11.)
2. Select **Hide/Show Links** and then click **Continue**. The Hide Links in the “Display for Faculty Only” Area page is displayed, as shown in Figure 3-12.



Click the **Add** and **Remove** buttons to choose which course links are displayed to students.

Figure 3-12. Hide Links in the Display for Faculty Only Area page

3. To remove a link from student view, click the link in the *Display for Students and Faculty* list box and click **Remove**.

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

### 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.

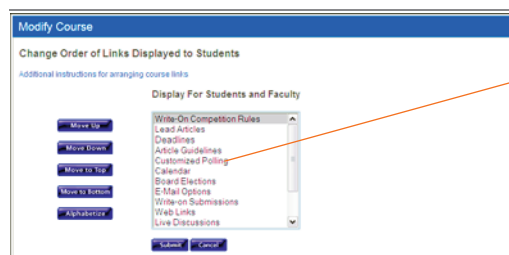
### Changing the Order of Course Links

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** at the top left side of the course home page. The Manage Course Elements page is displayed. (See Figure 3-11 on page 31.)
2. Select **Change Link Order** and then click **Continue**. The Change Order of Links Displayed to Students page is displayed, as shown in Figure 3-13.



Select entries and click the buttons to change the order of the links on your course home page.

Figure 3-13. Change Order of Links Displayed to Students page

3. Select a course element and click one of the buttons (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** at the top left side of the course home page. The Manage Course Elements

page is displayed. (See Figure 3-11 on page 31.)

2. Select **Change Link Names** and then click **Continue**. The Change Link Names page is displayed, as shown in Figure 3-14.

You can customize the names of the course links to meet your needs and preferences.

Figure 3-14. Change Link Names page

3. Type the singular and plural forms of any element name you want to customize. If you want to use the default link name, leave both fields blank.  
**Note** The 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 13.

### 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 Create/Modify Course Calendar page is displayed.
4. Click **Create/Modify Calendar Events** to add the calendar and return to the Create/Modify Course Calendar page.
5. Click **View Calendar** if you want to display the course calendar.
6. Once you have created a calendar, you can display it by clicking **Calendar** on any page in your course.

When you view your course calendar, you have these options:

- Customize your calendar by clicking one of the calendar view options, such as **View by Day**, **View by Week**, **View by Month**, or **View List of Events**.
- Add events (such as exams or meetings) to your course calendar. See “Adding an Event to Your Course Calendar” below for more information.
- View additional information about an event on your course calendar. See “Viewing Event Details” on page 36 for more information.
- Modify or delete an event on your course calendar. See “Modifying or Deleting a Calendar Event” on page 37 for more information.
- Archive or delete the calendar. See “Archiving or Deleting Your Course Calendar” on page 37 for more information.

### **ADDING AN EVENT TO YOUR COURSE CALENDAR**

To add events to your course calendar, you can use the Easy Add feature or use advanced features.

#### **Adding an Event Using the Easy Add Feature**

To add a calendar event using the Easy Add feature, complete these steps:

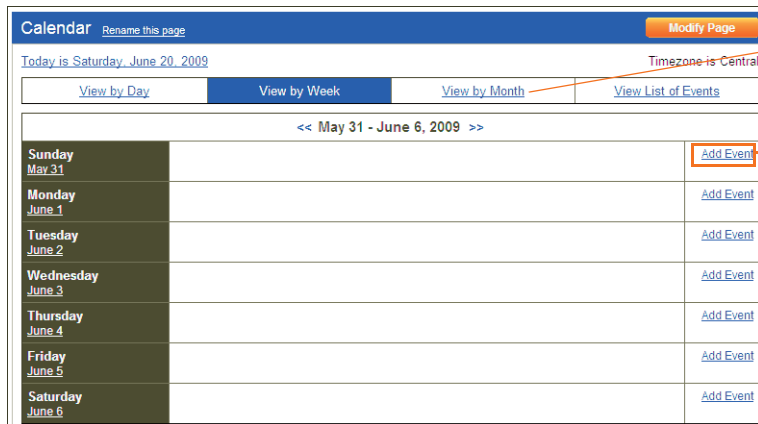
1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Calendar** in the left navigation area to display the Calendar page.
3. Scroll down the Calendar page to the *Easy Add* section and type a title in the *Event title* text box. As an option, you can type notes in the *Notes* text box.
4. Citations in your calendar notes are automatically converted to hypertext links to Westlaw. Users can access the full text of documents on Westlaw simply by clicking these links. Clear the **Automatically mark citations...** check box if you do not want to display these links.
5. Choose a date, time, and year for the event from the drop-down lists.
6. Select **All-day event** or **Time-specific event**. If you select **Time-specific event**, choose the start and end times from the drop-down list.
7. Click **Save**.

#### **Adding an Event Using Advanced Features**

To add a calendar event using advanced features, 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 Calendar page, as shown in Figure 3-15 on page 35.





Customize your calendar by clicking a link. You can set the view to daily, weekly, or monthly.

Click **Add Event** on the date you want to create an event.

Figure 3-15. Course calendar showing weekly view

3. Navigate to the month and date (or time of day if using the **View by Day** display option) to which you want to add an event using the hypertext links.

You can set up recurring events so you do not have to retype each event.

You can schedule a reminder for your event so that all or some participants receive an automatic reminder via e-mail.

Figure 3-16. Add Calendar Event page

4. Scroll down to the *Easy Add* section and type a heading in the *Event title* text box. You can also type any notes for your event in the *Notes* text box.
5. 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.

6. Choose a date and year for the event from the drop-down list.
7. Select **All-day event** or **Time-specific event**. If you select **Time-specific event**, you must also select the start and end times from the drop-down list.

**Note** You can also scroll down the Calendar page to the *Easy Add* section and click **Click here to add an event with advanced features**.

8. To make this event a recurring event, click **Click here to add an event with advanced options**. Select the **Repeat in the following pattern** option in the *Recurring event?* section. Select **Daily**, **Weekly**, or **Monthly**, then select from the available options for event occurrences.
9. To send an automatic reminder e-mail, select **Send a reminder...** in the *Automatic reminders?* section and select the appropriate option (e.g., **1 hour** or **1 day**) from the first drop-down list. You can choose to send reminders to all course participants or to any e-mail groups you have created. For more information about creating e-mail distribution groups, see "Creating E-Mail Groups" on page 113.
10. 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**. (See Figure 3-17.)

**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.

Calendar [Rename this page](#) [Modify Page](#)

Today is Saturday, June 20, 2009 Timezone is Central

[View by Day](#) [View by Week](#) [View by Month](#) [View List of Events](#)

2009: [Jan](#) [Feb](#) [Mar](#) [Apr](#) [May](#) [Jun](#) [Jul](#) [Aug](#) [Sep](#) [Oct](#) [Nov](#) [Dec](#)

Today is Saturday, June 20, 2009 [Modify](#) [Delete](#)

Event: Law Review Editors Meeting

Notes:

Start time: Thursday, June 11, 2009 9:00 a.m. CDT

End time: Thursday, June 11, 2009 10:00 a.m. CDT

Repeating: No

Reminder: No Automatic Reminder

[Return to Calendar](#)

Click **Modify** or **Delete** to update the event or remove it from the calendar.

Click an event name on your course calendar to view additional information about that event.

Click **Return to Calendar** to close the calendar detail window.

Figure 3-17. Calendar event details dialog box

## 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** under *Navigation* 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, click **Modify**. The Modify Calendar Event page is displayed, which is similar to the Add Calendar Event page. You can change the event information by typing any changes in the text boxes or selecting new information from the drop-down lists. For information on the fields, see "Adding an Event to Your Course Calendar" on page 34. Click **Submit Changes** to update the information.
  - To remove the event, click **Delete**. Click **Yes, Delete Event** to confirm the deletion.

## ARCHIVING OR DELETING YOUR COURSE CALENDAR

You can archive your course calendar to store it for later use. You can also 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.

## 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 only available to the 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, as shown in Figure 3-18.

The screenshot shows the 'Live Discussion' page interface. It includes a 'Create Live Discussion' button, a 'System Test' link, a 'System Requirements' link, and a table of scheduled live discussions. Callouts point to these elements with the following instructions:

- 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.

Title	Date/Time	Options
<a href="#">Law Review Discussion</a> Moderator: Magill, Suzi	June 20, 2009 - Saturday 6:55 PM - 7:55 PM	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Transcript</a>

Figure 3-18. Live Discussion page

3. Click **Create Live Discussion**. The Create Live Discussion page is displayed, as shown in Figure 3-19.

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 whether students can view a transcript of the session.

Figure 3-19. Create Live Discussion page

4. Enter the title of the live discussion.
5. You can choose to add a password for the live discussion.
  - Select the **Password-protect this Live Discussion** check box.
  - Type the password in the *Password* text box.

**Note** You need to send your students the password separately.
6. You can choose to add a description.
  - Select the **Include description of Live Discussion** check 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. Choose the date and time to start and end the session.
  - You can type a date in the *Start Date* and *End Date* text boxes or click the **Calendar** icon to select a date.

- Choose the start and end time from the drop-down 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.
    - 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 41.
  9. Select 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 this session, see "Entering a Live Discussion" on page 40.

### 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 selecting 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 3-18 on page 38.
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. (See Figure 3-20 on page 41.)

Title	Date/Time	Options
<a href="#">Law Review Discussion</a> Moderator: Magill, <small>Guest</small>	June 20, 2009 - Saturday 6:55 PM - 7:55 PM	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Transcript</a>
<b>Law Review Discussion</b> This is a moderated Live Discussion. The information you attempt to post will only appear if approved by the moderator of this session.		

You and your students can view a description of the live discussion by hovering the mouse over the session title.

Figure 3-20. Description for a live discussion session

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 text 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” on page 41.
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:

Window	Description
Moderator	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.
Chat	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” on page 42.

### 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, select 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. Select 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, select the name in the right frame and click **Kick**.
3. You can prevent a participant from submitting messages to the live discussion.



- Select 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, select 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](http://www.sec.gov) or [www.ftc.gov](http://www.ftc.gov).
    - Enter the full Web page address (URL), including **http://**, in the message text 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 text 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 text 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.

## 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.

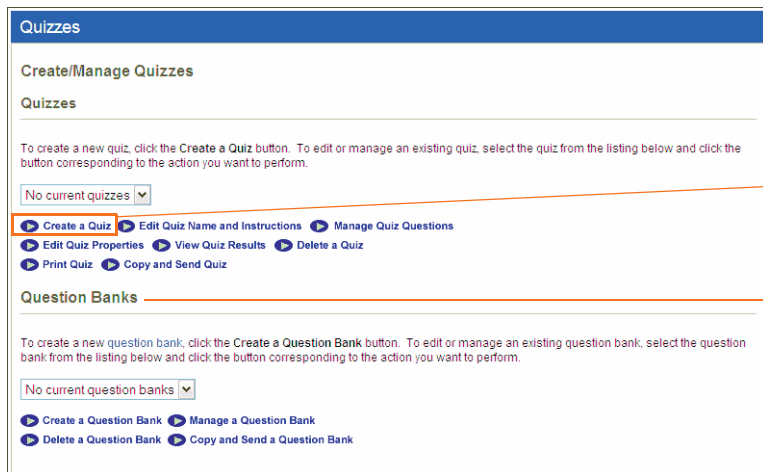
### CREATING A QUIZ

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, as shown in Figure 3-21 on page 44.



Click **Create a Quiz** to begin the quiz creation process.

Question banks allow you to create a central repository of quiz questions.

Figure 3-21. Create/Manage Quizzes page

4. Click **Create a Quiz**. The Manage Quiz Utility—Step 1 page is displayed, as shown in Figure 3-22.

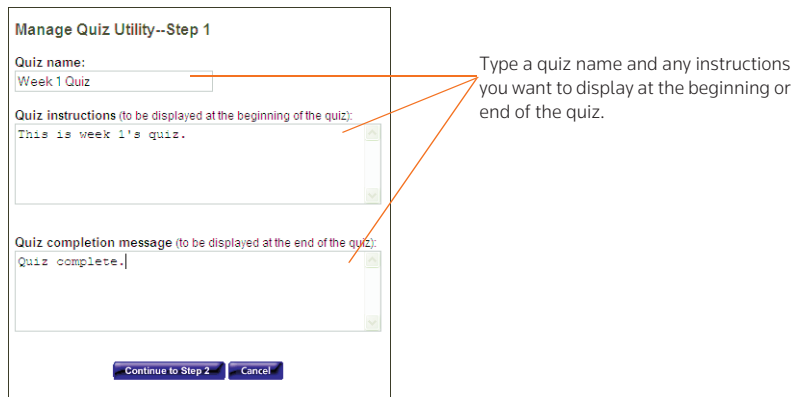


Figure 3-22. Manage Quiz Utility—Step 1

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, as shown in Figure 3-23. 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 52.

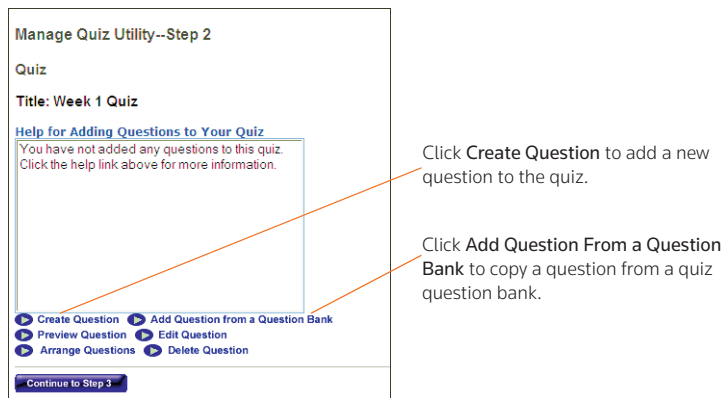


Figure 3-23. Manage Quiz Utility—Step 2

7. To add a question, click **Create Question**. The Create a Question page is displayed, as shown in Figure 3-24 on page 46.

**Quizzes**

**Create a Question**

Complete the form below, then click the **Save Question & Create Another** or the **Save Question & Return to Step 2** button to save your question.

Question Type: **Multiple Choice** ▼

Question text:

Attach graphic file to be displayed with the question:

Attach graphic (.jpg or .gif file)  **Browse...**

Pixel size for width (typical size is 200):

Answers:

Correct answer

**Correct answer**

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

Correct answer

[Click here to enter a different explanation for each answer](#)

Explanation (optional):

**Save and Create Another Question** **Save and Return to Step 2** **Cancel**

Choose the type of question (e.g., **Multiple Choice**).

Type the quiz question.

To attach a graphic (.jpg or .gif file) to your question, click the **Browse** button. Locate the file you want to attach and click **Open**.

Type the quiz answers and select the **Correct answer** check box.

Figure 3-24. Create a Question page

8. From the *Question Type* drop-down list, choose 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 text* text 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 text box. Type the pixel size in the *Pixel size for width* text 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, choose **Click here to enter a different explanation for each answer**.
  - To provide a single explanation, type the explanation in the *Explanation* text 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 selecting a question and then clicking **Preview Question**. The full text of the question is displayed in the *Preview* area.
  - Edit a quiz question by selecting 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 44.
  - Delete a question from the quiz by selecting 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**. Select a quiz question from the *Arrange Questions* list box and use the buttons (such as **Move Up**) to change the order.
  - Remove a question from the quiz without deleting it. Select the question name from the *Arrange Questions* list box and click **Remove**. The question is moved to the *Inactive Questions* list box and is no longer visible to your students. To add a removed question back to the list, select the question from the *Inactive Questions* list 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 3-25 on page 48.

Choose when to make the quiz available to students. You can make the quiz available as soon as you create it, hide the quiz until further notice, or specify the time period to display the quiz.

Select (or clear) options for additional quiz options. For example, you can allow anonymous quizzing or display correct answers and final results after quiz completion.

Click **Save** to complete and save your quiz.

Figure 3-25. Manage Quiz Utility—Step 3

15. Select an availability option (e.g., **Make this quiz available now**) from the *Set quiz availability* section.

#### Note

- If you select *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 select *Show this quiz*, choose the time period in which to display this quiz.

16. Select (or clear) 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

- If you select *Allow anonymous quizzing*, 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.
- If you select *Randomize*, students receive quiz questions in a random order. You can choose to include some or all of the quiz questions by choosing an option from the *Randomly select from...* drop-down 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 selects 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* text 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* drop-down 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 50
  - “Editing Quiz Properties” on page 50
  - “Viewing Quiz Results” on page 50
  - “Deleting a Quiz” on page 51
  - “Printing a Quiz” on page 51
  - “Copying and Sending a Quiz” on page 52

**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* drop-down 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. Select the name of the quiz you want to modify from the *Select a Quiz* drop-down 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. Select the name of the quiz you want to modify from the *Select a Quiz* drop-down 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 44.
  - 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 52.
  - Preview a quiz question (and the possible responses, if applicable) by selecting a question from the list 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 selecting a question and clicking **Edit Question**. For more information, see "Creating a Quiz" on page 44.
  - Arrange the order of your quiz questions to accommodate additions or changes to a quiz or specify your preferred order. Click **Arrange Questions**, then select a quiz question from the *Arrange Questions* list 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, select the question name from the *Arrange Questions* list box and click **Remove**. The question is moved to the *Inactive Questions* list box and is no longer visible to your students. To add a removed question back to the quiz, select the question from the *Inactive Questions* list box and click **Add**. Then click **Submit** to save your changes.
  - Delete a question from the quiz by selecting a question from the list 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* drop-down 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 44.

### Viewing Quiz Results

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

1. Choose the quiz from the *Select a Quiz* drop-down 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:
  - Select 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 selecting **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

- You can import quiz grades to your grade book. For more information, see "Working with the Grade Book" on page 106.
- 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. Choose the quiz you want to delete from the *Select a Quiz* drop-down 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 any 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. Choose the quiz you want to print from the *Select a Quiz* drop-down list on the Create/Manage Quizzes page.
2. Click **Print Quiz** to display the Print Quiz Options page.
3. Select 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. Choose the quiz from the *Select a Quiz* drop-down 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. Choose the quiz you want to copy from the *Select a Quiz* drop-down 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. Select 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.

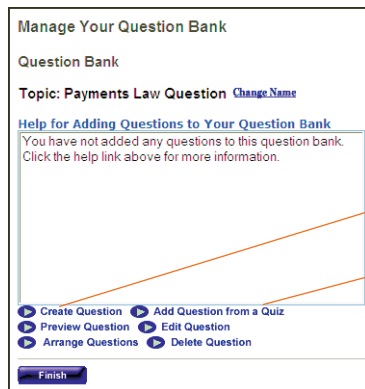
### ARRANGING QUIZ NAMES ON THE QUIZZES PAGE

1. On the Quizzes page, click **Arrange Items**. The Arrange page is displayed.
2. Select a quiz in the *Arrange* list 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* text box and then click **Continue**. The Manage Your Question Bank page is displayed, as shown in Figure 3-26 on page 53.



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. Select the quiz name, select a question, and click **Add**.

Figure 3-26. Manage Your Question Bank page

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 44.
5. You can import a question from a quiz by clicking **Add Question from a Quiz**.
  - Choose the appropriate quiz from the *Select a Quiz* drop-down list. TWEN displays the questions from this quiz.
  - Select 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:
  - **Select 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.
  - **Select 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 44.

**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. Select a quiz question from the *Arrange Questions* list box, then click the appropriate navigational button (e.g., **Move Up** or **Move to Top**) to modify the order.
  - To make a question inactive, select the question from the *Arrange Questions* list box and click **Remove**. The question is moved to the *Inactive Questions* list box, and you cannot assign it to your quizzes. To add a removed question back to the list, select the question from the *Inactive Questions* list 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. Choose the quiz bank from the *Select a Question Bank* drop-down 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 52.

### 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. Choose the quiz bank you want to delete from the *Select a Question Bank* drop-down 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. Choose the quiz bank you want to copy from the *Select a Question Bank* drop-down 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.

## 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. Click **Submit**. On the Create a Sign-Up Sheet page, 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 56.
  - Manually enter the appointment information for the sign-up sheet. See “Creating a Sign-Up Sheet for Appointments by Entering the Information” on page 56.
  - Manually create a sign-up sheet for assignments or other topics. See “Creating a Sign-Up Sheet for Assignments or Other Items” on page 57.

#### 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. Choose the start date for your sign-up sheet.
4. Select a pattern to define how often you want the sign-up sheet to repeat. For example, you might select **Daily** or **Weekly**.
5. Choose the length of each appointment, 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, choose **One time only** from the *Frequency* drop-down list and choose the start and end time for that appointment.
  - If you need to exclude specific appointment times, you will have that option in step 8.
6. Click **Continue**. The Create a Sign-Up Sheet For Appointments page is displayed.
  7. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also select 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 text box next to each student’s name for additional comments.
  8. 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 More**

Times) and TWEN will add these text boxes.

9. 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** above the list of course links on any course page. For more information, see “Managing Course Links” on page 30.
- 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. Select 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 selected. The Create/Modify Sign-Up Sheets page 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 Create a Sign-Up Sheet for Appointments 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 select 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.
- Choose a date from the *Select date* drop-down list.
- Type the time for each appointment and select *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** above the list of course links on any course page. For more information, see "Managing Course Links" on page 30.

### 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 Create a Sign-Up Sheet For Items 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 select 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 text box next to each student's name for additional comments.

4. Click **Create Sign-Up Sheet**.

**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** above the list of course links on any course page. For more information, see "Managing Course Links" on page 30.

### EDITING OR DELETING A SIGN-UP SHEET

To edit or delete a sign-up sheet, complete these steps:

1. On the Sign-Up Sheets page, click **Create/Modify Sign-Up Sheets**. The Create/Modify Sign-Up Sheets page is displayed.
2. Select the check box next to the sign-up sheet that you want to edit.
3. 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 54.

**Note** A single 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.

4. Click **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 in which you want to schedule an appointment. The sign-up sheet is displayed, as shown below in Figure 3-27.

Sign-Up Sheet Entries	
Sign-Up Name: <span>Suzi Magill</span>	
Note: An asterisk(*) next to the entry date/time indicates that you have already reserved at least one slot for that entry.	
Monday, June 22, 2009 *	
<input type="checkbox"/> 8:00 AM *	(Full)
<input type="checkbox"/> 8:30 AM	(1 available)
Date: Monday, June 22, 2009 8:30 AM	
<input type="button" value="Sign-Up"/>	
<input type="checkbox"/> 9:00 AM	(1 available)
<input type="checkbox"/> 9:30 AM	(1 available)
<input type="checkbox"/> 10:00 AM	(1 available)
<input type="checkbox"/> 10:30 AM	(1 available)
<input type="checkbox"/> 11:00 AM	(1 available)
<input type="checkbox"/> 11:30 AM	(1 available)
<input type="checkbox"/> 12:00 PM	(1 available)
<input type="checkbox"/> 12:30 PM	(1 available)
<input type="checkbox"/> 1:00 PM	(1 available)
<input type="checkbox"/> 1:30 PM	(1 available)
<input type="checkbox"/> 2:00 PM	(1 available)
<input type="checkbox"/> 2:30 PM	(1 available)

Figure 3-27. Sign-Up Sheet

2. Select the name of the user for which you want to schedule an appointment.
3. Select the button next to the meeting time you prefer.
4. Click **Sign Up**. A confirmation message is displayed.

### 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, click 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. Select the names of the courses that you want to share the sign-up sheet with.
5. Click **Share with These Courses**.



## 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 **Manage Links**. For more information, see "Managing Course Links" on page 30.

## 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.

**Note** If you include instructions, they can be viewed on the Document Quizzes page by clicking **Expand**.

5. Click **Continue to Step 2**.
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...* text 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...* text box.

**Note** If you do not see the Browse button, you need to update your browser version. See "Signing On to TWEN" on page 2 for the minimum browser requirements.

7. Citations in the attached file are automatically converted to hypertext links that link to Westlaw. Users can access the full text of documents on Westlaw 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**.
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. Select the quiz or quiz question bank and click **Go**. Select a quiz question, click **Save**, and then go to step 19 on page 60.

**Note** The *Select a Quiz* or the *Select a Question Bank* drop-down 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 44 or "Arranging Quiz Names on the Quizzes Page" on page 52.

13. To add your own question, click **Create a New Question**. The Create a Question page is displayed.
14. From the *Question Type* drop-down list, choose 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 text* text 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 text box. Type the pixel size in the *Pixel size for width* text 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* text 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, you can specify when to display your document quiz, as well as other options.
23. Select an availability option (such as **Make this quiz available now**) from the *Set quiz availability* section.

**Note**

- If you select *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 **Manage Links** on the course page. For more information, see “Managing Course Links” on page 30.
  - If you select *Show this quiz*, select the date on which to display this 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 select *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* text 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.
26. Click **Finish**. The new document quiz is listed on the Document Quizzes page.

### **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” below.
  - Edit the text of the document that contains the quiz questions. For more information, see “Editing Document Quiz Text” below.
  - Modify or delete document quiz questions. For more information, see “Editing or Deleting Document Quiz Questions” on page 62.

### 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. For more information about formatting, see "Text Formatting Options" on page 73.
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 59.
- **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. Select 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.

### 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.

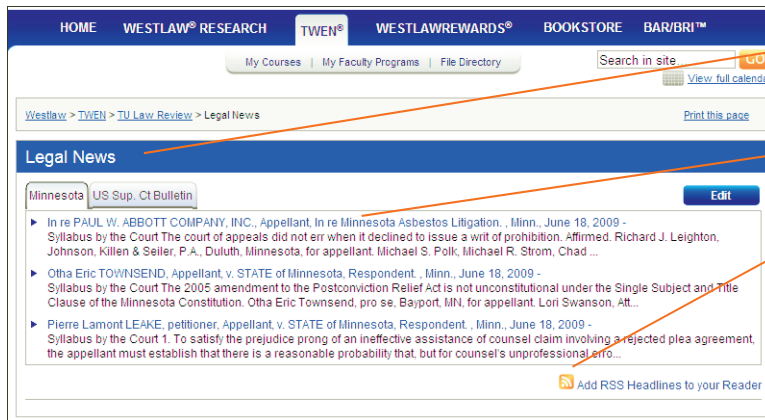
You can choose from these Legal News resources:

- 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 where 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 Today page is displayed in a separate window, as shown in Figure 3-28 on page 63.



You can view legal news for a topical area and jurisdiction, as well as legal bulletins.

Click a title to view the topic on Westlaw.

Click **Add RSS Headlines to your Reader** to customize your legal news preferences.

Figure 3-28. Legal News Today page

3. Click a tab to view the topics for that area. You can view a summary of the pertinent topics or click a headline to view that topic in Westlaw.
4. To customize your Legal News display, click **Edit**. The Legal News setup page is displayed, as shown in Figure 3-29.

**Legal News**

**Step 1: Select the tabs you would like to display on your home page.**

Topical News  
 Jurisdictional News  
 Legal News Today

**Step 2: Select the default tab you would like to see when you come to this page in the future.**

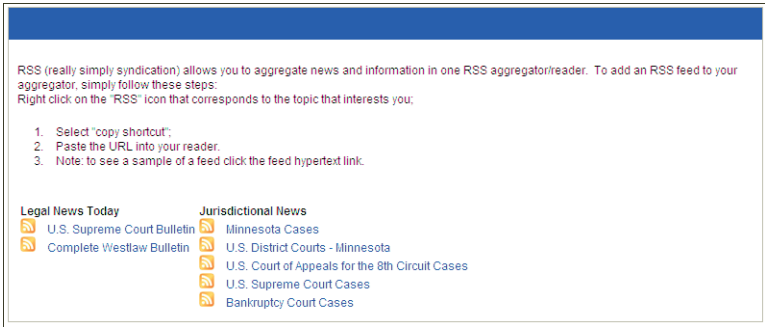
Topical News  
 Jurisdictional News  
 Legal News Today

**Step 3: Select the news category you would like to display for each tab. (Note: to see a sample of the categories click on the hypertext link.)**

Topical News	Jurisdictional News	Legal News Today
<input type="radio"/> Antitrust	<input checked="" type="radio"/> Minnesota Cases	<input checked="" type="radio"/> U.S. Supreme Court Bulletin
<input type="radio"/> Bankruptcy	<input type="radio"/> U.S. District Courts - Minnesota	<input type="radio"/> Complete Westlaw Bulletin
<input type="radio"/> Business Organizations	<input type="radio"/> U.S. Court of Appeals for the 8th Circuit Cases	
<input type="radio"/> Commercial Law	<input type="radio"/> U.S. Supreme Court Cases	
<input type="radio"/> Copyright	<input type="radio"/> Bankruptcy Court Cases	
<input type="radio"/> Criminal Justice		
<input type="radio"/> E-Commerce		
<input type="radio"/> Education		
<input type="radio"/> Energy & Utilities		
<input type="radio"/> Environmental Law		
<input type="radio"/> Estate Planning & Probate		
<input type="radio"/> Family Law		
<input type="radio"/> Finance & Banking		
<input type="radio"/> Health		
<input type="radio"/> Insurance		
<input type="radio"/> Labor & Employment		
<input type="radio"/> Litigation		
<input type="radio"/> Maritime Law		
<input type="radio"/> Patents		
<input type="radio"/> Products Liability		
<input type="radio"/> Real Property		
<input type="radio"/> Securities Regulation		
<input type="radio"/> Taxation		
<input type="radio"/> Trademarks		

Figure 3-29. Legal News setup page

5. Select the Legal News tabs you want to display in TWEN. You can choose up to three tabs.
6. Select the default tab, which is displayed first when you click the **Legal News** link in TWEN.
7. Select 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 3-30 shows an example of the RSS setup page.



Right-click a news link and copy the Web site address to your RSS reader.

Figure 3-30. 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.

Icon	Description
	Indicates that you are the owner/administrator of the course.
	Indicates that you are an observer of the course.
	Indicates that you are a participant of the course.

#### SCHOOL HEADER

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



You can add a custom header for your course home page.

Figure 3-31. Custom School Header

**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 27.

If you are interested in implementing this feature, call 1-800-306-9378 for assistance.

## 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** under *Display for Faculty Only* to display the Modify This Course page.
3. Click **Course Elements** and then click **Create/Modify Web Links**. Figure 3-32 on page 66 shows the Modify Web Links page, which you use to enter your Web links information.

Name of Link	URL	Description
All Journal Publications	<a href="http://stu.findlaw.com/journals/">http://stu.findlaw.com/journals/</a>	
Environmental Law Reviews	<a href="http://www.bc.edu/schools/law/lawreviews/e">http://www.bc.edu/schools/law/lawreviews/e</a>	
William Mitchell Law Review	<a href="http://www.wmitchell.edu/lawreview/">http://www.wmitchell.edu/lawreview/</a>	
Scribes Award	<a href="http://www.jmls.edu/nclr2006.com/scribesaw/">http://www.jmls.edu/nclr2006.com/scribesaw/</a>	
Patriot Act Update	<a href="http://www.foxnews.com/story/0,2933,186611">http://www.foxnews.com/story/0,2933,186611</a>	

Type a name for your link, the URL to the Web site, and an optional description. Then click **Submit Web Link Changes**.

Figure 3-32. Modify Web Links page

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 3-33 on page 67 shows a sample Web Links page.



Figure 3-33. Sample Web Links page

**Note** 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 66.

### 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** under *Display for Faculty Only* 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. Select the check 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** under *Display for Faculty Only* in the left frame. The CALI lessons related to your course are

displayed as links on the CALI Lessons page. (See Figure 3-34 on page 68.) Click a link to access a lesson and follow the online instructions to view it.

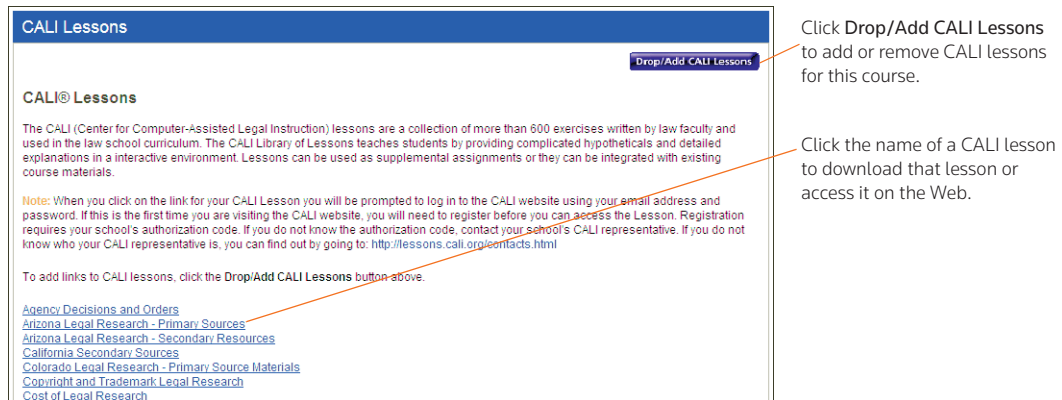


Figure 3-34. CALI Lessons page

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

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

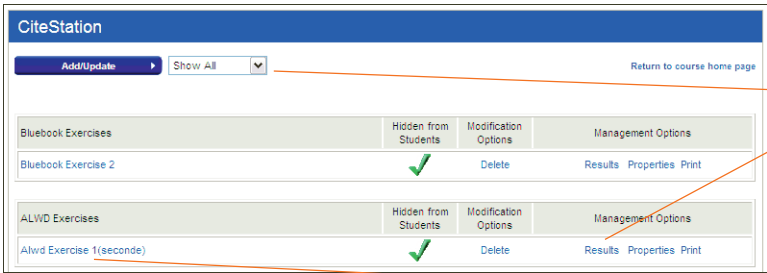
To add the CiteStation link and exercises to a course, complete these steps:

1. Click **Modify Course** under *Display for Faculty Only* to display the Modify This Course page.
2. Click **Modify Course Information**.
3. Select 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 Faculty Only* section of the page.
5. Click **CiteStation** to display the CiteStation page.
6. Click **Add/Update** to select 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** 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 30.

## 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.



Click **Add/Update** to manage the exercises.

Choose whether to show **ALWD, Bluebook, or all**

Click **Results** to see how your students scored on the exercise.

Click **Properties** to specify options, e.g., when students can view the exercise.

Click a title to display an exercise.

Figure 3-35. 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 3-36 on page 70 shows an example of an exercise with embedded questions.



Students click the question mark icon to display exercise questions.

Figure 3-36. CiteStation exercise with embedded questions

5. Click each question mark icon to view the question. Select 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. See "Editing the Properties of a CiteStation Exercise" on page 70.
- View the results after your students take an exercise. See "Viewing the Results of a CiteStation Exercise" on page 71.
- Delete an exercise if you do not want your students to use it. See "Deleting a CiteStation Exercise" on page 72.
- Print an exercise. See "Printing a CiteStation Exercise" on page 72.

### 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. Select when you want the exercise to be available to students. You have these options:
  - **Show**—Students can access this 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 this exercise. On your CiteStation page, TWEN displays a green check mark next to each hidden exercise.
  - **Timed Release**—If you select this option, you choose the start and end dates for displaying this 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. Select whether you want to display answers, explanations, and the exercise results for your students.
  7. Select 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. Select whether students can print this exercise. You can also choose whether they can print the answers and explanations with the exercise.
  9. Select 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 quizzing, "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 selecting **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** 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 Faculty Only* to display the CiteStation page.
3. Click **Print for the exercise**.
4. On the Print Quiz Options page, select 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* drop-down 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.

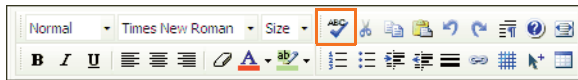
1. Click the file name or download icon. The file may open directly or the File Download dialog box may be displayed.
2. Complete one of these steps, depending on whether you want to open the file from its current location or save the file to your computer:
  - To open the file from its current location, click **Open**. If the file does not automatically open, you may be prompted to choose the application you want to use. Select the application such as **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 text 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 text box in TWEN.

Figure 3-37 shows an example of the formatting toolbar, which is available for Windows users with Internet Explorer.



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

Format text using standard word-processing tools to format font type, size, and other attributes.

Figure 3-37. Text editing tools (Windows users with Internet Explorer)

## WINDOWS USERS USING MICROSOFT INTERNET EXPLORER

If you use Microsoft Windows and Internet Explorer, you can perform tasks such as the following:

- Choose paragraph styles for your text and select font type, size, and attributes.
- Use a spell checker.
- Add a hypertext link. To create a hypertext link for an Internet address, click **Web** on the toolbar or type the URL (e.g., `west.thomson.com`) in the text box.
- Insert a file from your online file directory.
- Add a question from a quiz or quiz question bank.
- Update the HTML code for your text by selecting **View HTML**.

## FIREFOX USERS

If you are a Firefox user, you need to use standard HTML codes for text formatting. The following table shows examples of text and paragraph formatting options available to you:

Code	Example	Result
<code>&lt;b&gt;&lt;/b&gt;</code>	defendant <code>&lt;b&gt;must&lt;/b&gt;</code> plead	defendant <b>must</b> plead
<code>&lt;i&gt;&lt;/i&gt;</code>	plaintiff <code>&lt;i&gt;should&lt;/i&gt;</code> file	plaintiff <i>should</i> file
<code>&lt;br&gt;</code>	This code inserts a line <code>&lt;br&gt;</code> break.	This code inserts a line break.

To create a link to an Internet address, type the complete Internet address, e.g.,:

`http://west.thomson.com`





# 4 Document Pages

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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 81.
- 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 **Course Elements** and then click **Create/Modify Document Pages**. The Modify Document Pages page is displayed, as shown in Figure 4-1 on page 76.

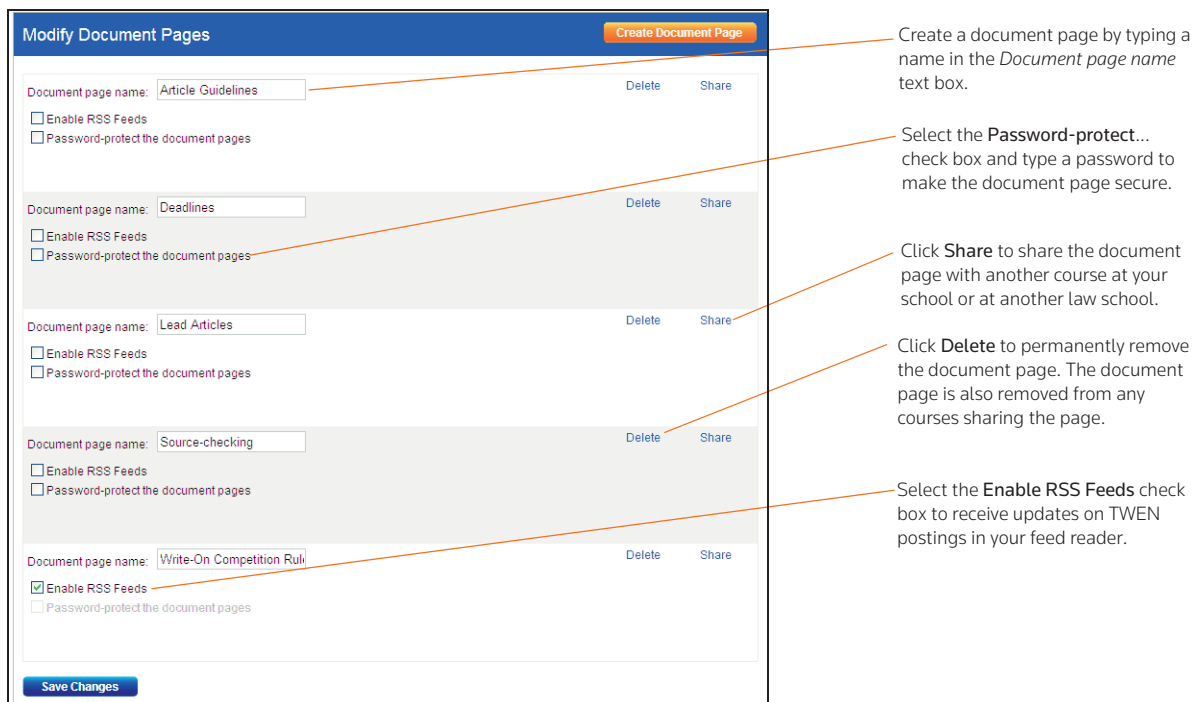


Figure 4-1. Modify Document Pages page

4. Type a name for your document page in the *Document page name* text box.
5. 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 this document page** check box and enter a password in the *Password* text box.
6. 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 text boxes allow, enter information in all of the text 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.
7. 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, 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, e.g., **Syllabus** to display that page.
3. Click **Add...** at the top of the document page, as shown in Figure 4-2 on page 77. Choose **Add an Item** from the drop down list.

**Note** You can add multiple items by choosing **Add multiple items** from the drop-down list. You can also organize items in your document page using folders. To add a folder, choose **Add a folder** from the drop down list. To add materials from Law School Exchange, choose **Add from LS Exchange**.

Click **Modify Page** to edit the document page.

Choose **Add an Item** to add an item to your document page.

Type the title of your item.

You can attach a file that is up to 30MB from your computer or copy and paste text into the text editor below.

You can attach a file from your Online File Directory.

Type any descriptive text you want displayed next to your item on the document page.

Click **Preview** to view your item before you submit it. Then click **Submit** to post your item.

Select when you want to display the document page item.

Select this check box to send an e-mail message to all participants of the course to notify them of the new item.

Figure 4-2. Sample document page and Add An Item page

4. In the *Document Title* text 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. You can attach a file to your document page item. You have the options listed in the table below:

Option	Description
Attach files up to 30 MB from your computer	<p>You can attach a file up to 30 MB from your computer. You can add this file as an attachment or display it in HTML format within the document page item.</p> <p>To upload a file from your computer, click <b>Browse</b>. Locate the file and then click <b>Open</b>. The path and file name are displayed in the <i>Attach a file...</i> text box. Or, if you know the exact path of the file you want to attach, type the path and file name (e.g., <i>c:\bnkrptcy\article.doc</i>) in the <i>Upload a file from my computer</i> text box.</p> <p>Select the <i>Translate file to HTML for browser viewing</i> check box to translate the file to HTML for viewing in the 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.</p> <p>Next, select the <i>Mark citations in the attached file to link to Westlaw</i> check box if you want the citations in your document to be linked to full text documents on Westlaw.</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• If you update the HTML version of the document, the original document is not updated.</li> <li>• Files larger than 15 MB cannot be converted into HTML.</li> <li>• Audio files are not converted to HTML format. The file will open in the audio player the user has installed.</li> <li>• Citation markup is not available for files larger than 15 MB in size.</li> <li>• Citations in your message and in the attached file are automatically converted to hypertext links to Westlaw. Users can access the full text of documents on Westlaw by clicking these links.</li> </ul>
Attach files from the Online File Directory	<p>To attach a file from your online file directory, select <b>Copy a file from my Online File Directory (OFD)...</b> and then choose the file name from the drop-down list. For more information, see "Using the Online File Directory" on page 15.</p>

6. 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.

7. Specify when you want students to be able to view the document page. Choose one of the availability options (e.g., **Show this item**) as well as options from the drop-down lists.

8. Select the **Send an 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 document page.

**Note** If you have chosen to delay the display of this item (step 7) 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.

9. 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.

10. When you are finished, click **Submit** to add your item 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 or materials uploaded and shared from other law faculty.

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, e.g., **Syllabus** to display that page.
3. Click **Add...** at the top of the document page, as shown in Figure 4-2 on page 77. Choose **Add from LSE** from the drop down list. The Add from LSE page is displayed, as shown in “Add Materials from Law School Exchange page” below.

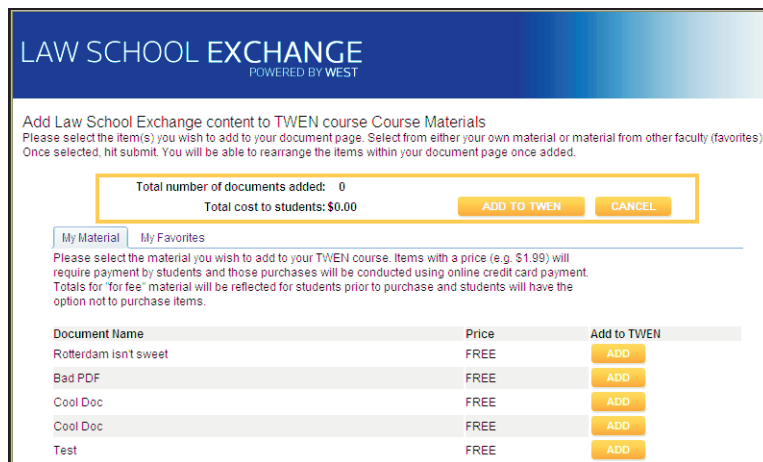



Figure 4-3. Add Materials from Law School Exchange page

4. All of the materials that are available to you in Law School Exchange are displayed. Click **Add** next to the material you want to add to your TWEN course's document page.
5. Once you have selected all of the materials you wish to add to your TWEN course, click **Add** to TWEN. The materials are added to your materials list with the  icon.

## 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. Select a document page name (e.g., **Write-On Competition Rules**) from the links on your 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 4-4 on page 80 shows an example of a document page that contains several items.

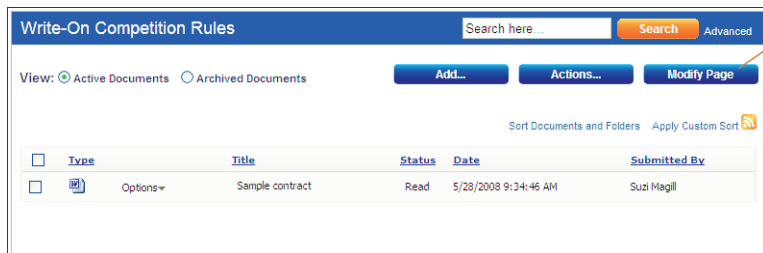


Figure 4-4. Sample document page showing items

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. (See Figure 4-5.)

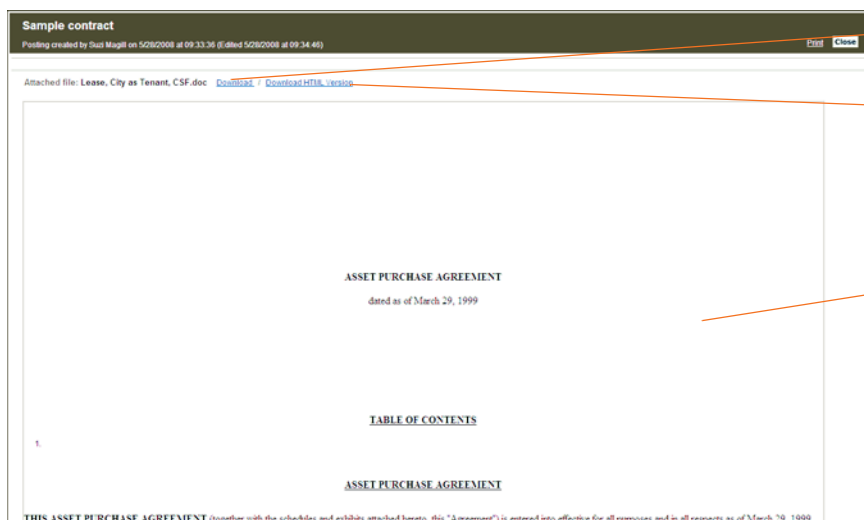


Figure 4-5. Sample document page showing an open item

Click **Download** to download the document to your computer.

Click **Download HTML Version** to download the HTML file.  
**Note:** Documents displayed in HTML can be continually modified by the professor, so download the HTML file shown for the most current version of the document.

You can view the HTML version in the body of your item.

## 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 76.
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 choose **Delete** from the **Actions...** drop-down menu at the top of the document page. Click **Delete** again to confirm the deletion.

To archive a document page item, choose **Archive** from the **Actions...** drop-down menu at the top of the document page.

**Note** To view or restore an archived item, select **Archived Documents** view at the top of the page. Select the document page item you want to restore, and choose **Restore** from the **Actions...** drop-down 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 Information page is displayed, as shown in Figure 4-6. You can modify the document page properties by clicking the options on the right side of this page.

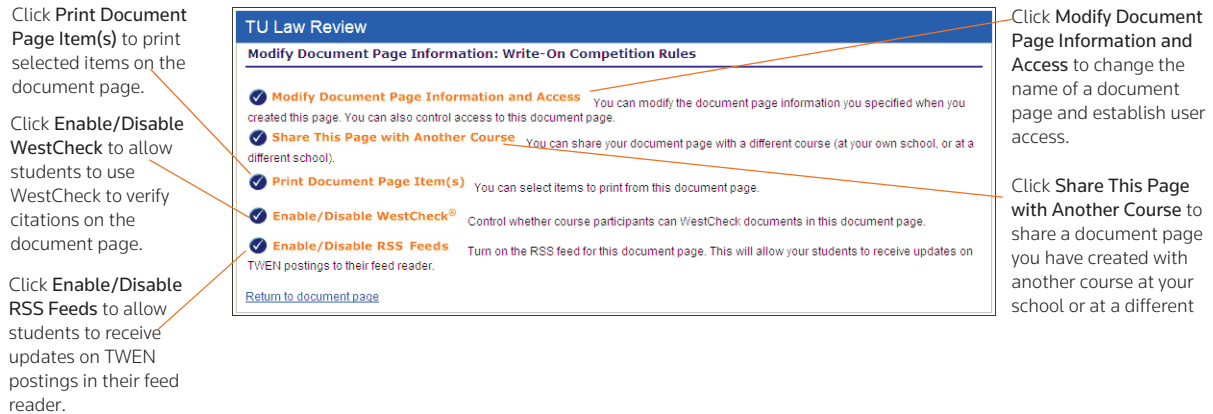


Figure 4-6. Modify Document Page Information page

For information about the features on the Modify Document Page Information page, see these sections:

- “Modifying Document Page Information and Access” below
- “Sharing a Document Page with Another Course” on page 82
- “Printing Items” on page 83
- “Enabling or Disabling WestCheck” on page 83
- “Uploading Multiple Document Page Items” on page 83
- “Deleting Document Pages” on page 84

#### MODIFYING DOCUMENT PAGE INFORMATION AND ACCESS

Click **Modify Document Page Information and Access** on the Modify Document Page Information page. The Modify Document Page Name and Access page is displayed. You can do any of the following tasks from this page:

- Change the name of the document page by typing a new document page name over the existing name in the *Document Page Name* text box.
- Password-protect this document page by selecting the **Password-protect the document pages** check box and typing a password in the *Password* text box.
- Indicate whether you want to receive an e-mail notification each time a user accesses your password-protected document page.

#### 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. 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 check 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 check 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**.

**Note** If you select more than one item to print, there will not be a page break between items.

### DELETING ITEMS

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

1. Click **Delete Document Page Item(s)** on the Modify Document Page Information page. The Delete Document Page Items page is displayed.
2. Select the check 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 WESTCHECK

WestCheck is West's automated citation-checking software. You can choose whether your students can use WestCheck to check citations in document pages. To enable or disable WestCheck, complete these steps:

1. Click **Enable/Disable WestCheck** on the Modify Document Page Information page.
2. On the Enable/Disable WestCheck page, click **Enable** or **Disable**.

**Note** If you disable the WestCheck feature, citations in your document pages will still be automatically converted to hypertext links to Westlaw.

### ENABLING OR DISABLING RSS FEEDS

You can choose whether your students can receive updates on TWEN postings in their feed reader.

1. Click **Enable/Disable RSS Feeds** on the Modify Document Page Information Page.
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 4 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. Choose **Add multiple items** from the **Add...** drop-down menu 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* text 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* text box.
3. Select the **Translate to HTML** check box if you want the item to be viewable in a browser without having to download it.
4. Select the **Link Citations** check box if you want to convert citations to hypertext links to Westlaw. Users can access the full text of documents on Westlaw by clicking these links.
5. Type a title for your document page item in the *Item Description* text 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. For more information, see "Managing Course Links" on page 30.

#### **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 remove it from TWEN permanently.
5. Click **Delete** again to confirm the deletion.

# 5 Polling

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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 “InstaPolls” below.
- 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 87.

## 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.

### CONDUCTING AN INSTAPOLL

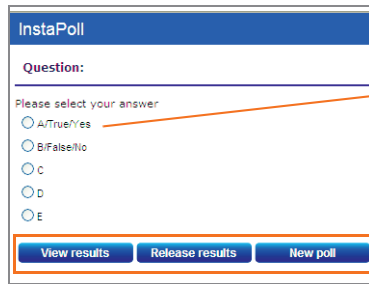
When you conduct an InstaPoll, you can let students view the results immediately or you can hide the results and release them after all the students have voted.

To conduct an InstaPoll, complete these steps:

1. Click the **InstaPoll** icon on the course home page, as shown in Figure 5-1. The InstaPoll question page is displayed, as shown in Figure 5-2.



Figure 5-1. InstaPoll icon on the course home page



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

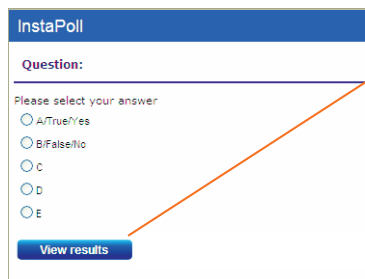
To see the poll results without releasing them to students, click **View results**.

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 5-2. Professor view of an InstaPoll question

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. (See Figure 5-1 on page 85.) The students select an answer to your question, as shown in Figure 5-3.



Students can choose a poll answer and then click **View results**. They will be able to see the results after you release them.

Figure 5-3. Student view of InstaPoll question

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 step 10 on page 87.
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, as shown in Figure 5-4 on page 87. 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.

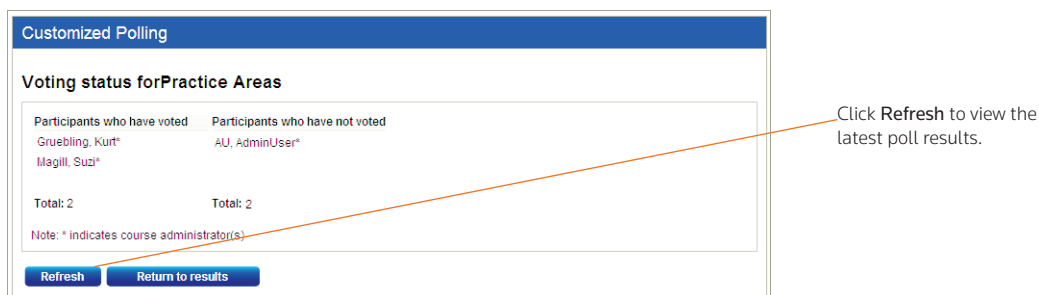


Figure 5-4. InstaPoll Voting Status page

**Note** The Voting Status page shows you which students have voted and which have not voted. The votes are anonymous and you cannot see how each student voted.

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 5-5 shows an example of a poll question.

The screenshot shows a web interface titled "Manage Poll Questions" with a sub-header "Step 2: Add, Edit or Delete questions for Practice Areas". Below this is a section for "Current Questions" with "Edit" and "Delete" links. The main form contains a "Question:" field with the text "What Practice area are you considering?". Below it are "Answers:" fields containing "Bankruptcy Law", "Intellectual Property Law", "Commercial Law", "Criminal Law", and "Labor and Employment Law". There are several empty answer fields below. At the bottom, there is a link "Add more answers" with a small input field containing the number "1", and "Save" and "Cancel" buttons. Three orange arrows point from text labels to the question field, the answers list, and the "Save" button.

Figure 5-5. Create a Poll page

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.
  - Select **Make this poll available now** to display the poll with no expiration date.
  - Select **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.
  - Select **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* text box.
9. Type the possible answers in the *Answers* text 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 1.
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 5-6 shows an example of a poll question. These options are available to students:
  - They can select an answer. TWEN immediately displays the poll results as a bar graph.
  - They can click **Home** to close the poll without voting.

The screenshot shows a web interface for a poll. At the top, there is a blue header with the text 'Practice Areas' on the left and an orange button labeled 'Finish Poll' on the right. Below the header, the question text reads 'Question 1 of 2: What practice areas are you considering?'. Underneath the question, there are five radio button options, each with a blue circle and a line through it: 'Bankruptcy Law', 'Commercial Law', 'Criminal Law', 'Intellectual Property and Technology', and 'Labor and Employment Law'. At the bottom left of the question area, there is a blue button with white text that says 'Next >>>'.

Figure 5-6. Custom poll question

3. The Poll Results page displays the responses as a bar chart. (See Figure 5-7 on page 90.) 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.

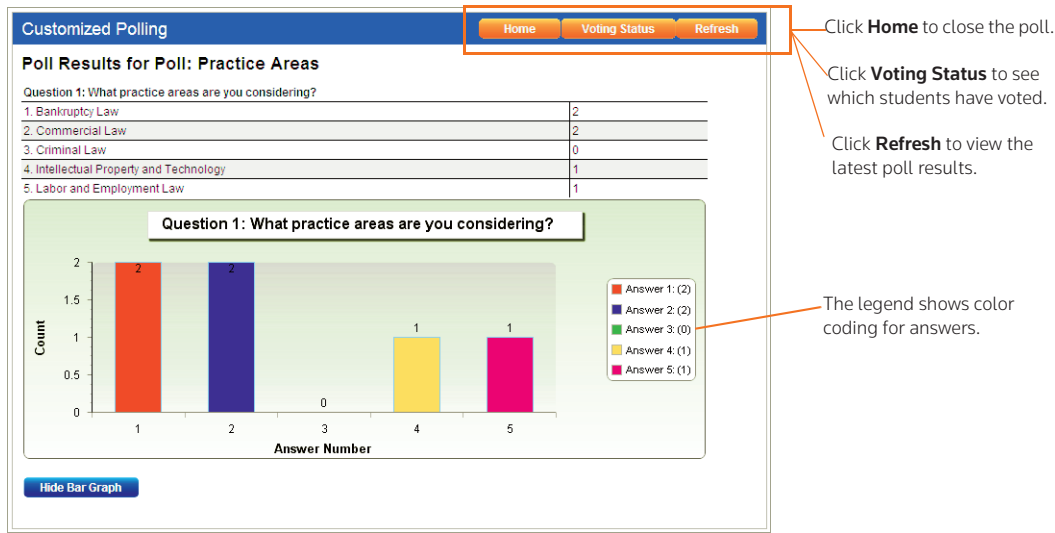


Figure 5-7. Custom Poll results displayed as a bar graph

## 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.

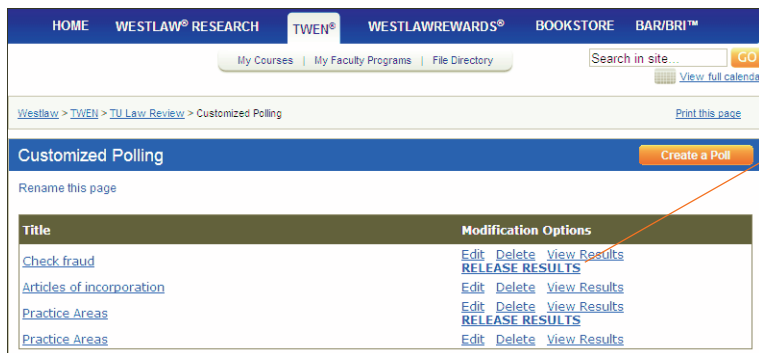
To conduct a customized poll and control the release of the results, complete these steps:

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 select an answer to 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, as shown in Figure 5-8 on page 91.





Click **Release Results** when you are ready to let students view the poll results.

Figure 5-8. Releasing poll results

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 this poll, you can delete these and start over the next time you conduct the poll. Select **Yes** next to *Would you like to reset 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.



# 6 Forums

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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 99.

**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. For more information, see “Document Pages” on page 75.

## Creating a Forum

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Forums** in the left navigation area 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, as shown in Figure 6-1.

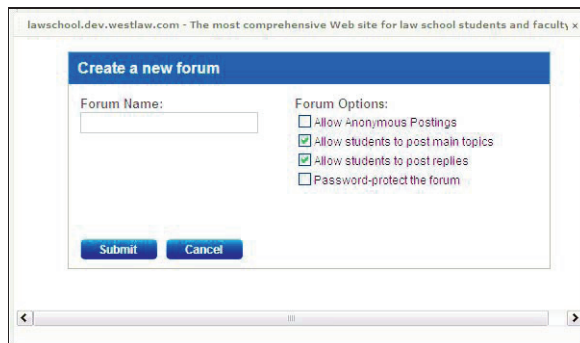


Figure 6-1. Create a new forum page

4. Type the name of the new forum in the *Forum Name* text 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* text box.

9. Click **Submit**.

## Posting Messages in Forums

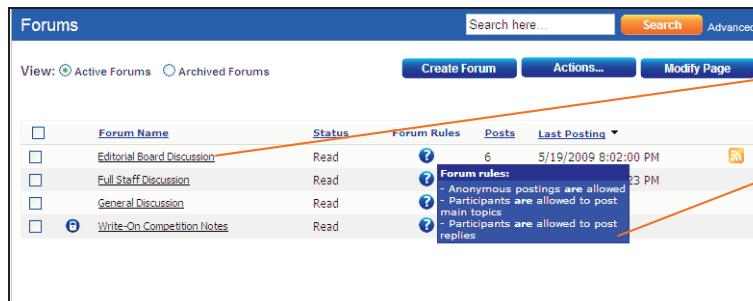
Postings contain the information published in a forum. A posting can include text, graphics, spreadsheets, charts, quiz questions, or other materials. There are two ways to create a posting:

- Type text directly into the *Message* text 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** in the left navigation area of the course home page.
3. Click the name of the forum you want to enter, as displayed in Figure 6-2.



Click the name of the forum you want to open.

Click the question mark icon in the *Forum Rules* column to display the rules you applied when creating the forum.

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* text box, type the title of the posting.
6. Type the content of your posting or edit the format of your posting. For more information, see “Text Formatting Options” on page 73.

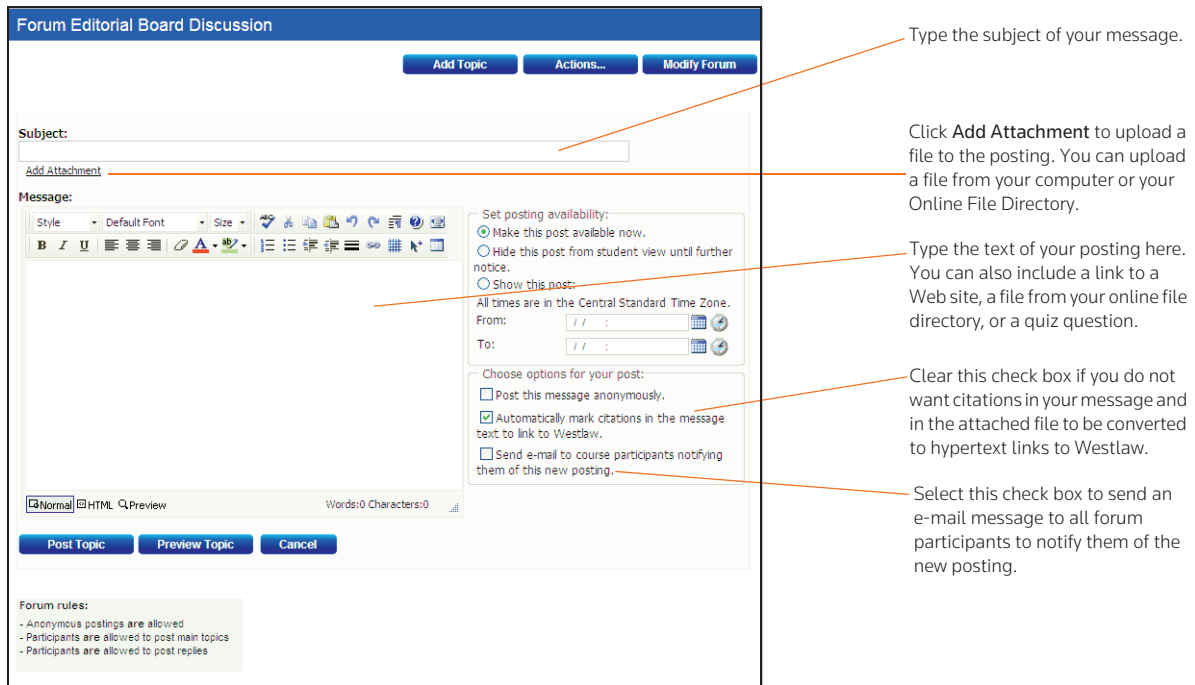


Figure 6-3. Add Topic page

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

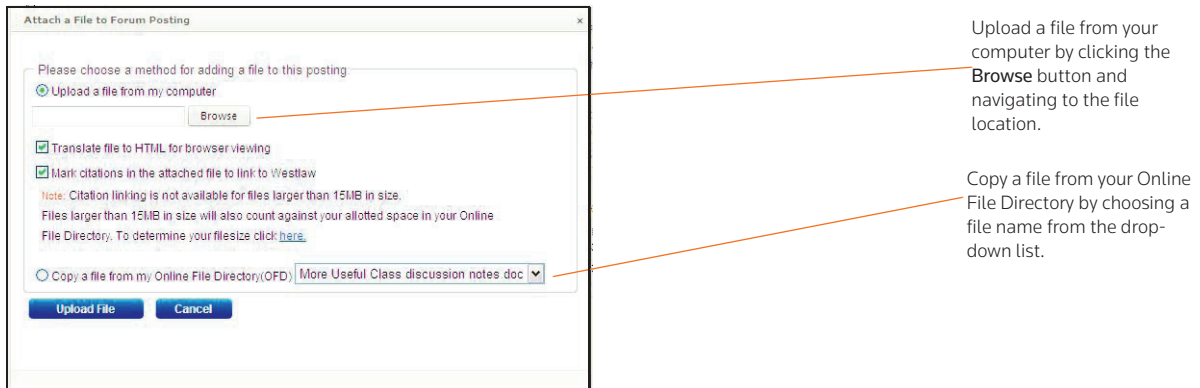


Figure 6-4. Attach a File to Forum Posting page

- 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 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** If you do not see the Browse button, you need to update your browser version. See "Signing On to TWEN" on page 2 for the minimum browser requirements.

9. 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.
10. 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.
11. Click **Upload File**.
12. If anonymous postings are allowed, a check box labeled **Post anonymously?** is displayed. Select this check box if you do not want to display your name and e-mail address with your posting.
13. Specify when you want students to be able to view the posting. Select 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.
14. 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 13) 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.
15. 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.)
16. Click **Submit** 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, as displayed in Figure 6-5. Follow the steps below.

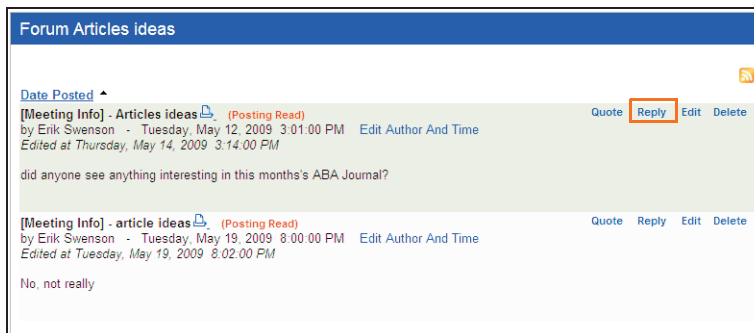


Figure 6-5. Reply to a post

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 94.
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, as displayed in Figure 6-6 on page 97. You can edit the

quoted text if you want to quote only a portion of the original post.

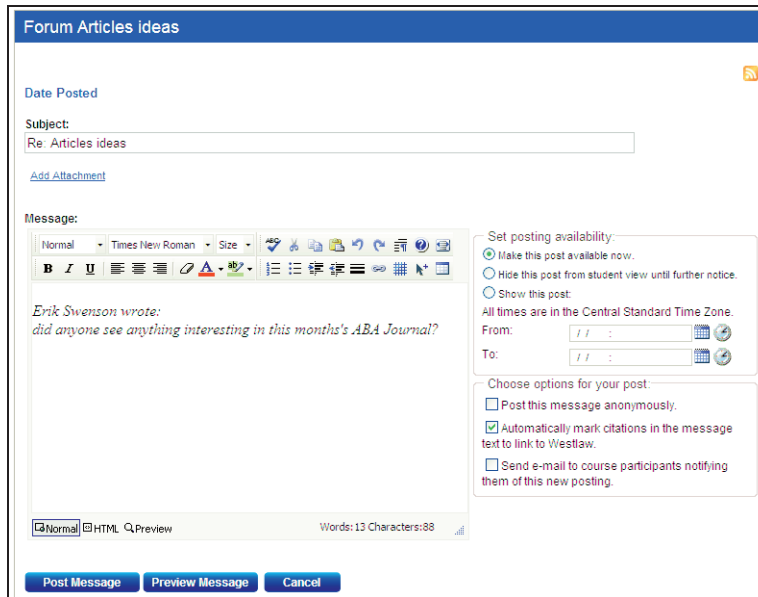


Figure 6-6. Quote from original text in the reply

3. You can edit the contents of the post by clicking **Edit** in the post. You can also delete the post by clicking **Delete**.
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** in the left navigation area of the course home page.
3. Click a forum title on the course home page. The forum is displayed. Figure 6-7 on page 98 shows a sample forum.

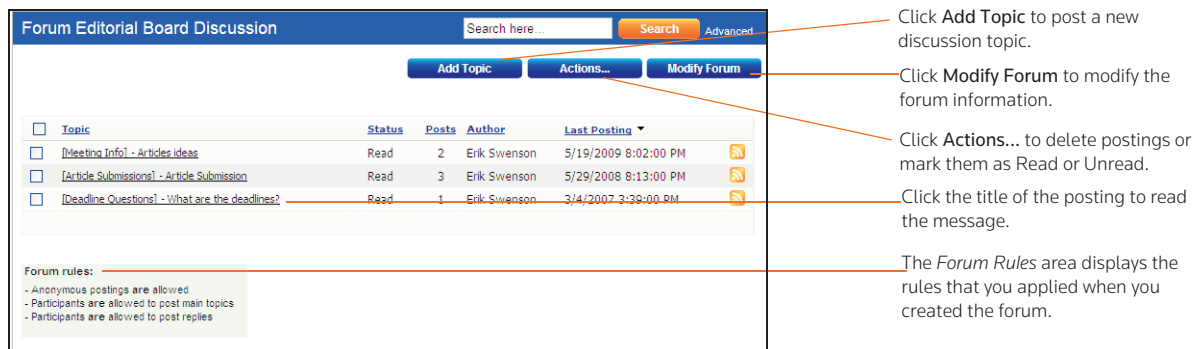


Figure 6-7. Sample forum page showing postings

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

## Modifying Forum Postings

### 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** in the left navigation area of the course home page.
3. Click the forum name and then open the posting by clicking the posting name.
4. Click **Edit**.
5. Type over or select 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, see "Text Formatting Options" on page 73.

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. Choose a new author from the *Author* drop-down list.
3. Type a new date and time in the appropriate text boxes or choose a date and time from the calendar and clock.
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** in the left navigation area of the course home 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 Information page is displayed, as shown in Figure 6-8 on page 99. You can modify the forum using the options on this page. For more information, see these sections below:
  - "Modifying Forum Information and Access" on page 99
  - "Sharing a Forum with Another Course" on page 100
  - "Printing Postings" on page 100
  - "Enabling or Disabling WestCheck" on page 101

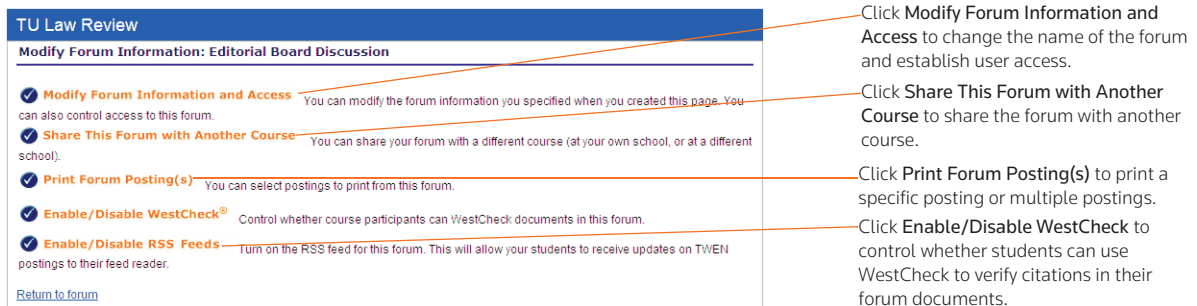


Figure 6-8. Modify Forum Information page

## 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. 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* text box.
  - Password-protect the forum by selecting the **Password-protect the forums** check box and typing a password in the *Password* text box.

- Indicate whether you want to receive an e-mail notification each time a user accesses your password-protected forum.

3. Click **Submit**.

### 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. Select 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 select 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** to remove the posting. Click **Delete** again to confirm the deletion.

#### Deleting a Topic

You can delete a topic in a forum.

1. Open the forum and select the check box next to the topic you want to delete.
2. Choose **Delete** from the *Actions* drop-down menu. 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. Choose **Delete** from the *Actions* drop-down menu. Click **Delete** again to confirm the deletion.

### ENABLING OR DISABLING WESTCHECK

WestCheck is West's automated citation-checking software. To choose whether students can use WestCheck to check citations in this forum, complete these steps:

1. Click **Enable/Disable WestCheck** on the Modify Forum Information page.
2. On the Enable/Disable WestCheck page, click **Enable** or **Disable**.

**Note** If you disable the WestCheck feature, citations in your forum postings will still be automatically converted to hypertext links to Westlaw.

### 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. Choose **Archive** from the *Actions* drop-down menu and 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. Select **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. Choose **Restore** from the *Actions* drop-down menu.
6. Click **Restore** to archive the forum.

### 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, 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. Choose **Delete** from the *Actions* drop-down menu.

5. Click **Delete** to remove the forum from TWEN.

## 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, as shown in Figure 6-9.

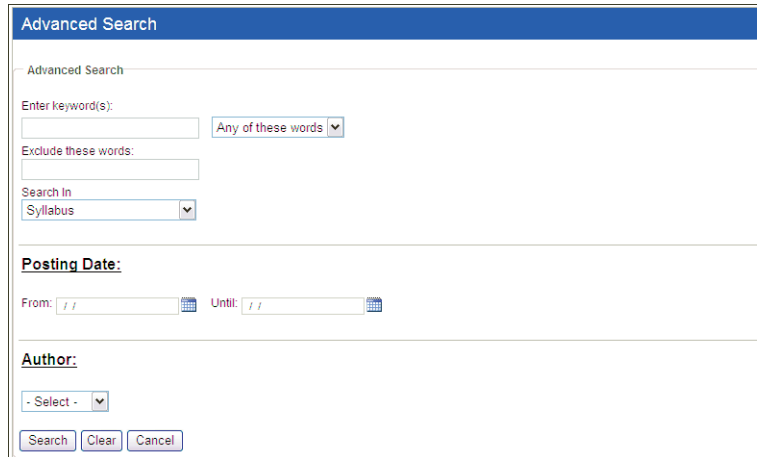


Figure 6-9. Advanced Search page

2. On the Advanced Search page, enter keywords in the *Enter keyword(s)* text box.
3. You can choose to search on any of the keywords, all of the keywords, or only an exact match of the keywords that you provided by choosing the appropriate option in the drop-down list.
4. Choose the forum to search in from the *Search In* drop-down list.
5. Type the search dates or choose the dates from the calendars in the *Posting Date* text boxes.
6. You can restrict the search to postings by a particular author in the *Author* drop-down list.
7. Click **Search** to perform the search. You can also reset your search fields by clicking **Clear**. The search result is played, 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.

# 7 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 and Assignments page, click **Grade Book & Assignments** on any course page.

On the Grade Book and Assignments page, you can do any of the following tasks:

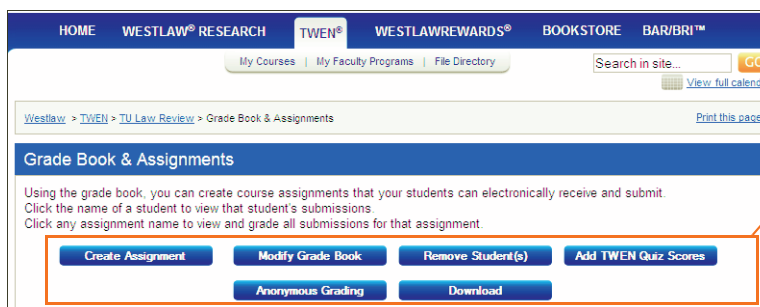
- Create and manage course assignments.
- Have your students complete and submit their assignments online using the Assignment Drop Box.
- View and grade assignments that your students submit.
- Download multiple submissions for an assignment in one batch.
- Calculate and store quiz scores in the grade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

## Creating, Modifying, or Deleting an Assignment

### CREATING AN ASSIGNMENT

To add 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 & Assignments page is displayed, as shown in Figure 7-1.



Click **Create Assignment** to add an online assignment for your course participants.

Click **Modify Grade Book** to set up your grading system.

You can download the grade book data into a spreadsheet.

Click **Add TWEN Quiz Scores** to import scores into your grade book.

You can remove students from the grade book if they drop your course.

Figure 7-1. Grade Book & Assignments page

3. Click **Create Assignment**. The Create Assignment page is displayed.
4. Type a title for your assignment in the *Title* text box.

5. Type a description of your assignment in the *Description of the assignment* text box. For information about formatting your description, see “Text Formatting Options” on page 73.
6. Clear the **Automatically mark citations in your description to link to Westlaw** check box if you do not want to have citations in your assignment description automatically link to Westlaw.
7. To upload a file from your computer, click **Browse** next to the *File to upload* text box. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the File to upload text 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* text box.
 

**Note** If you do not see the *Browse* button, you need to update your browser version. See “Signing On to TWEN” on page 2 for more information.
8. Specify when the assignment will be available to students by selecting the appropriate availability option (e.g., **Start showing this assignment on...**) and other options from the corresponding options and drop-down lists.
9. If you set up anonymous grading for your grade book, you can choose to record student names for this assignment
  - Select the **Display student names instead of anonymous IDs during grading** check box.
  - The student entries for the assignment will appear in a separate table in your grade book.
  - You may find this option useful if you want to grade students based on factors such as class participation.
10. Choose the assignment’s due date and time using the appropriate drop-down lists.
11. If you do not want your students to have the ability to submit this assignment online, clear the **Allow submission of assignments online** check box.
12. To allow your students to submit an assignment more than once, select the **Allow resubmission (multiple submissions) of assignments** check box.
13. To allow students to submit assignments after the due date, select the **Allow submissions after the Due Date** check box.
14. Clear the **Send an e-mail message to me each time a student submits an assignment** check box if you do not want to receive notification (via e-mail) each time a student submits an assignment.
15. You can have TWEN add a time stamp to the assignment.
  - 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.
16. Specify how much this assignment counts toward the participant’s total grade by choosing a percentage from the *Percent of total grade* drop-down list.
17. Select 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.
18. 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. For more information, see “How Students Submit Assignments” on page 105.

## 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 & Assignments page is displayed.
3. Click the assignment name in the table to view a detailed page about the assignment, including:
  - a description of the assignment
  - the percentage the assignment is worth (compared to the total grade)
  - information on whether the assignment is currently hidden from students
  - details about student submissions
  - class average for each assignment
4. You can also use this page to modify and delete assignments and record grades for assignments (see “Viewing and Grading Student Submissions” on page 108).

## 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 & Assignments page is displayed.
3. Click the name of the assignment in the table. The Assignment Page is displayed.
4. Complete one of these steps:
  - To edit an assignment, click **Edit**. The Modify Assignment page is displayed. Update the information on the form and then click **Submit**. For more information about the form, see “Creating an Assignment” on page 103.
  - To delete an assignment, click **Delete**. Click **Delete** again to confirm the deletion.

## HOW STUDENTS SUBMIT ASSIGNMENTS

Your students use the Assignment Drop Box to submit their assignments. The drop box appears on each course home page. The Assignment Drop Box provides these features:

- If you allowed multiple submissions for the assignment, the student specifies the version as Draft or Final.
- As an option, the student can send you a message.
- By default, citations in the assignment are automatically converted to hypertext links to Westlaw. The student can choose to not display these links.
- The student can attach a file 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 assignment, the student can view the response.

## Working with 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. The course home page is displayed.
2. Click **Grade Book & Assignments**. The Grade Book & Assignments page is displayed.
3. Click **Modify Grade Book**. The Set/Modify Grade Book Properties page is displayed, as shown in Figure 7-2 on page 107. These options are available:
  - **View Student Grades**—Select whether you want students to be able to receive their grades via e-mail as soon as you enter them.
  - **Calculation of Course Grades**—Select how grades are calculated for the course. For example, you might calculate the course grades by averaging all assignments.
  - **Choose Grading Scale**—Select whether you want to use numeric or letter grades for assignments.

#### Note

- If you select **Use Numeric Grades**, you must also choose a numeric value from the *Each assignment is graded...* drop-down list.
  - If you select **Use letter grades and assign values**, additional drop-down lists are automatically displayed. You can assign point ranges for letter grades and enter values for calculating averages.
4. Click **Submit**.



**Grade Book & Assignments**  
**Set/Modify Grade Book Properties**

**View Student Grades**  
 You can permit students to request an automatic e-mail message containing their grades. If you allow this, students will be able to access grades for their submissions as soon as you enter them.

Allow students to view their grades  
 Do not allow students to view their grades

**Calculation of Course Grades**

Calculate course grades by averaging all assignments (if you choose this option, each assignment is given the same weight when calculating a grade average and this will override any percent weight you assign on the Modify Assignment page).  
 Calculate course grades by using the percentages selected on the Modify Assignment page. [Adjust Weights](#)  
 Do not calculate course grades.

**Choose Grading Scale**  
 You can set your grading scale by choosing to assign either numeric or letter grades. Select the appropriate option below.

Use numeric grades. Each assignment is graded on a  point scale.  
 Use letter grades and assign values. (Select this option and use the drop-down lists.)

Letter	Point Range LOW to HIGH	Value for Calculating Averages
P	75 to 100	95
F	1 to 74	50
	- to -	-
	- to -	-
	- to -	-
	- to -	-
	- to -	-
	- to -	-
	- to -	-
	- to -	-
	- to -	-
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	- to -	-

**Note:** If you choose to assign numeric grades, you must also designate the total point scale using the drop-down lists. If you choose to assign letter grades, you must assign both a point range and a single value for each grade. The point range will be used to assign letters to the final averages (e.g., any student whose average is between 95 and 100 would receive an "A"), and the numeric value will be the number used in the averaging calculation (e.g., if you gave a student an "A," a 92 will be used for averaging purposes).

Select whether you want your students to receive an automatic e-mail message containing their grades.

Select how the course grades are calculated.

Select the grading scale for the course (such as numeric grades or letter grades).

If you choose to use letter grades and assign values, additional fields are automatically displayed. Type a grade letter, select a corresponding point range, select a value for calculating averages, and then click **Submit**.

Figure 7-2. Set/Modify Grade Book Properties page

**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.

To implement anonymous grading in 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 & Assignments page is displayed.
3. Click **Anonymous Grading**. The Anonymous Grading page is displayed.
4. Select **Use anonymous grading for this course**.
5. Select the appropriate check boxes (**Assignment Drop Box submissions** or **Quizzes**) corresponding to the feature for which you want to use anonymous grading.

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

6. For courses that use anonymous grading, students are required to submit an identifier.
  - Identification numbers can be any combination of letters and numbers.

- In the displayed text box, type instructions explaining what number (e.g., a student ID number) your students should submit.
  - When students are prompted to submit an identifier, they also receive the instructions you provide.
7. Click **Submit**, then click **Submit** again to confirm your choices.
- Once you have established anonymous grading for your course, you must contact West if you want to switch to using student names for 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.

## Viewing and Grading Student Submissions

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 & Assignments page is displayed with the names of the students for the course listed alphabetically in the table, as shown in Figure 7-3 on page 108.

The screenshot shows the 'Grade Book & Assignments' interface. At the top, there are several buttons: 'Create Assignment', 'Modify Grade Book', 'Remove Student(s)', 'Add TWEN Quiz Scores', 'Anonymous Grading', and 'Download'. Below these is a table with the following structure:

Assignments	Students	Download Submissions	Download Submissions	Download Submissions
CiteCheck Assignment #1				
BlackAcre Law Review Write-on Competition				
Quiz: Collecting and Checking Sources				
	*			
	*			
	*			
	*			
	*			
	*2674439		P	P
	* 4321122	P		
	*User1234		NG	
<b>Class Average</b>		P	P	P

Annotations in the image include:

- An arrow pointing to the assignment name 'Quiz: Collecting and Checking Sources' with the text: 'Click the assignment name to view detailed information about the assignment and any corresponding student submissions.'
- An arrow pointing to the 'Download Submissions' button with the text: 'Click **Download Submissions** to download all submissions to an assignment in one batch file.'
- An arrow pointing to the 'NG' cell in the row for '\*User1234' with the text: 'The shaded background indicates that the student has submitted an assignment, but it has not yet been graded.'

Below the table, there is a legend:

An asterisk (\*) denotes a student who has dropped this course.  
 A cell with a light blue background denotes that a student has new ungraded submissions.  
 NG denotes that a student does not yet have a grade for any of their submissions.

Figure 7-3. Grade Book & Assignments page showing student submissions

**Note** If you chose to allow anonymous grading for this assignment, TWEN displays an identifier instead of the student's name.

3. Click the name of the assignment. The Assignment Page page is displayed, as shown in Figure 7-4 on page 109. For students who submitted the assignment, the page displays information in the *Version* and *Date Submitted* columns.

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

**Grade Book & Assignments** [Rename this page](#)

**Assignment Page**

BlackAcre Law Review Write-on Competition - Due Fri, 6/15/2007 12:00 PM CDT

[Edit](#) [Delete](#)

On-line submissions are permitted for this assignment.  
 Resubmissions (multiple submissions) are not permitted for this assignment.  
 Submissions are permitted after the due date for this assignment.  
 E-mail messages are sent each time a student submits an assignment.  
 This assignment is visible to students.

[Download Submissions](#) ?

To view a student's submission, click the underlined **Draft** or **Final** in the *Version* column. To view all of a student's submissions for this course, click the student's name. If there is no information next to a student's name, that student has not submitted an assignment yet. Click **Respond** to enter comments or to upload a response to that student's submission. Click **Response** to review or edit a previously entered response. The *Grade* column will be blank until you enter a grade and click **Save Changes**.

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

Students	Version	Date Submitted	Delete	Respond	Grade (P, F)
*2674439				Respond	
	<u>Final</u>	Wed, 6/07/2006 3:41 PM CDT	<a href="#">Delete</a>	<a href="#">Respond</a>	P
*User1234				Respond	
	<u>Final</u>	Mon, 6/11/2007 10:34 AM CDT	<a href="#">Delete</a>	<a href="#">Respond</a>	

[Return to grade book](#) [Create a new assignment](#)

[Save Changes](#)

To modify or remove the assignment, click **Edit** or **Delete**.

Click the version (**Draft** or **Final**) to view a submitted assignment.

Click a student's ID (or name) to view the Assignment Drop Box, which contains all assignments and submissions for the student.

Click **Delete** to remove the assignment submission. Click **Respond** to send a message to a student.

The date and time the assignment was submitted are displayed. If the assignment is submitted late, the amount of time it was late is displayed in red below the submission date.

To submit a grade for an assignment, type the grade here, then click **Save Changes**.

Figure 7-4. 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 receive an electronic copy of the student’s submission, click **Send me this submission**.
- To delete a submission, 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 Changes**.
- To set or change your grading scale, see “Setting and Modifying Grade Book Properties” on page 106.

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

To download all of the most recent 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** in the left navigation area of the course home page. The Grade Book & Assignments page is displayed with the names of the students for the course listed alphabetically in the table.
3. Click **Download Submissions** in the column of the assignment, as displayed in Figure 7-5. The Download Submissions 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
2874439	User1234	2	<a href="#">Click Here to Download a Batch of Assignments</a>

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 7-5. Batch Download page

4. Click **Click Here to Download a Batch of Assignments** in the *Download Links* column. A WinZip 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.

5. 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 7-6 on page 111, containing details about the batch of student submissions, e.g., the course name, the assignment name, the number of student submissions in the batch, the name or ID of the first student in the batch file, the name or ID of the last student in the batch file, the date the file was created, the enrollment status of each student, and the file name of each student's submission.

TWEN Batch Assignment Drop Box Download Manifest		
Course Name:	TU Law Review	
Assignment Name:	BlackAcre Law Review Write-on Competition	
Number of Students in Batch:	2	
First Student:	2674439	
Last Student:	User1234	
Date File Created:	06/18/2009 02:12:05	
Student Assignment Submissions For Batch		
Student ID	Enrollment Status	File Name
2674439	Dropped	Collateral profile.xls
User1234	Dropped	No Uploaded File (See Cover Sheet)
* = Student has dropped from this course		

The original file name for student's submission.

Student made a submission using the text editor instead of uploading a file.

Figure 7-6. Batch Manifest file

- A cover sheet for each student is created, (see Figure 7-7), 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 7-7. 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 & Assignments page is displayed.
3. Click **Add TWEN Quiz Scores**. The Import Scores to the Grade Book page is displayed.
4. From the drop-down list, choose 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. Clear the **Automatically convert scores to averages and enter them into the grade book** check box if you do not want quiz scores converted to an average score based on a 100-point scale. For example, quiz results are recorded as “the number of questions answered correctly” out of “the total number of questions,” so “7 out of 10” would result in a grade of “70.” (You can modify these converted scores in the grade book, if desired.)
6. Click **Submit** to return to the Grade Book & Assignments page. You can view the imported quiz scores.

### **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 & Assignments 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 this course, select the **All participants who have dropped this course** check box.
5. 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.

# 8 E-mail

---

You can use e-mail in TWEN to conveniently communicate with your course participants. You can send messages to selected 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**. 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. Click **Generate E-Mail**. A blank e-mail message form is displayed on the Compose Message page.
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. If you want to send a copy of the message to additional people, type their e-mail addresses in the *Send a CC to:* text box. Separate multiple addresses with commas.
8. Type the subject in the *Subject* text box and type the content in the *Message* text box.
9. To attach a file to your e-mail message, click **Browse** to select the files.
  - You can load up to three files but the total file size must not exceed 5MB.
10. 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 selected
  - a confirmation message stating which users have a valid e-mail address and which do not

## 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. See "Viewing Course Participants" on page 115 for more information.
- E-mail sent by TWEN is sent using **TWEN-noreply@westlaw.com**. Please add this e-mail address to your SPAM filter to avoid any e-mail delay.

## 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** to display the E-Mail Options page.
3. Select individual members of your e-mail group by selecting the check box next to each participant's name.

**Note** You must select two or more participants to form a group.

4. Click **Create Group**. The Save E-Mail Group page is displayed.
5. Type a name for the e-mail group in the *E-mail group name* text 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 group** 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* text 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 Group** next to the name of the group you want to remove. Click **Yes, Delete This Group** to confirm the deletion.



# 9 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.

## 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**. The Participants & Usage page is displayed, as shown in Figure 9-1.

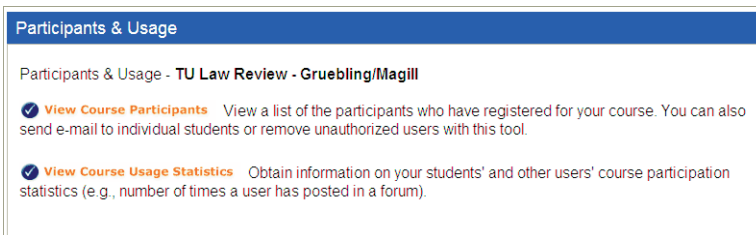


Figure 9-1. Participants & Usage page

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 from this page, click a 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 course participants, 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 next to 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 next to 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. For example, you can view these statistics for a student:

- 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 Statistics**. The Course Usage Statistics page is displayed.
4. Choose a participant or choose **All Participants** from the drop-down list.

**Note** If you select **Each Participant**, you will receive an e-mail with these results.

5. Select a date or a time period such as **Last month**, type a specific date such as **05/08/2009**, or specify a date range for which you want to receive usage statistics.
6. Click **Get Statistics**. A report is generated and displayed, listing the usage statistics for the participants. To print this page, click **Print this page** in the upper-right corner of the *Course Usage Statistics* page.

# 10 Course Maintenance

TWEN allows you to easily maintain your online courses. For example, you can perform these tasks:

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

## Updating a Course

You can update an existing TWEN course for a new semester or school year so you do not have to re-recreate your entire course. 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.

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 10-1 shows a portion of a sample Easy Course Update page.

The screenshot shows the 'Easy Course Update' page. At the top, it says 'You can update your Law Review course for a new semester or year from this page.' Below this are five numbered instructions. The 'General Course Information' section includes a 'Course to update' dropdown set to 'Law Review, Full year 2008-2009', a 'New course name' text box containing 'Law Review', and a 'Course duration' dropdown menu. The 'Keep current participants?' section has radio buttons for 'Yes' and 'No' (selected). The 'Course Elements' section lists 'Lead Articles' and 'Editorial Board Discussion', each with three radio button options: 'Keep all postings', 'Save only professor postings', and 'Keep only main topic postings'. A navigation sidebar on the left includes sections for 'NAVIGATION', 'Display for Faculty Only', and 'SUPPORT'. Three orange callout lines with text boxes point to the 'New course name' text box, the 'Course duration' dropdown, and the 'Save only professor postings' radio button under 'Lead Articles'.

Figure 10-1. Easy Course Update page

4. If you want to change the name of your course, delete the existing name and type the new name in the *New course name* text box.

5. Choose the course duration, e.g., **Full Year 2009-2010** from the *Course duration* drop-down list.
6. Specify whether to keep the current course participants:
  - Select **Yes** to include the student list from the original course.
  - Select **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.
7. Complete the remainder of the form, selecting the options for the updated course.

#### **Note**

- 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.
8. Click **Update This Course**.
  9. 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.

## **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, access 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 **Copy This Course for Your Own Use at Your School**. The Copy a Course Wizard is displayed, as shown in Figure 10-2.

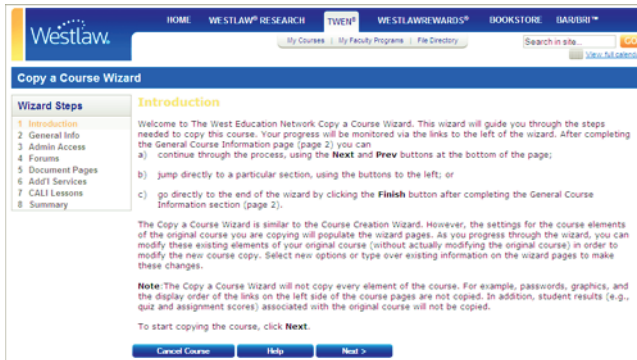


Figure 10-2. Copy a Course Wizard

4. Complete the steps in the wizard. For more information about the information requested in the wizard, see "Creating a Course" on page 7.

**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 selected 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, access the course you want to make available for copying 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. Select 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 preceding 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 appropriate 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 e-mail message on their My Courses page indicating that they can copy your course.

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

### Archiving or Restoring Your Course

You can archive a course you have created and then restore 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 the **Yes, Archive Course** button or the **Yes, Restore** button.

**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.
- As the course administrator, you can continue to modify an archived course, as it still appears on the My Courses page until you remove it.

### 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.

# 11 Westlaw Research

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With TWEN, you have the added advantage of being able to perform legal research on Westlaw—you can find and print a document, check a case or statute in KeyCite, perform a search in a recent or favorite database, view the Westlaw Directory, and more.

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

**Note** For more detailed information about using Westlaw, consult the online Help in Westlaw.

## Retrieving a Document on Westlaw via a Citation Link

Westlaw citations can be embedded in course elements such as document pages, forums, the calendar, or assignments. To view the full text of the document on Westlaw, click the citation link. The document is displayed in a separate browser window.

## Using Westlaw Research

Click the **Westlaw Research** button on the left navigation area of any course page to open Westlaw and begin your Westlaw research.

The sections that follow provide additional Westlaw research information.

### RETRIEVING A DOCUMENT BY CITATION

To quickly retrieve a document from Westlaw using its citation, complete these steps:

1. Enter a citation such as **122calrptr745** in the *Find this document by citation* text box.

**Note** To find and print this document, select the **and Print** check box.

2. Click **Go**. See Figure 11-1 for a sample document result.



Type a citation in the *Find Citation* text box and click **GO**.

Your result is displayed on Westlaw.

Figure 11-1. Westlaw Law School page and a sample document

## RETRIEVING A KEYCITE RESULT

You can use KeyCite, West's citation research service that allows you to track the history of a document and retrieve all citing references on Westlaw. You can quickly retrieve a document's KeyCite result from Westlaw by completing these steps:

1. Enter a citation such as 537p2d865 in the *KeyCite this citation* text box.
2. Click Go.



Figure 11-2. KeyCite result page



## SEARCHING A DATABASE

You can access a database by typing its database identifier. Complete these steps:

1. Type the database identifier such as **mn-cs** in the *Search for a database* text box. To search multiple databases, separate the database identifiers with commas.  
**Note** You can use the Westlaw Directory if you do not know the database identifier for the database in which you want to search. Click **View Westlaw Directory**.
2. Click **Go** to display the database Search page.
3. Click the **Natural Language** or **Terms and Connectors** tab, depending on your preferred search method.
4. Type a Natural Language description (e.g., **spousal right to pension benefits**) or a Terms and Connectors query (e.g., **drug /s manufactur! /s liab! /s fail! /s warn!**) in the text box. Figure 11-3 shows an example of a Terms and Connectors search.

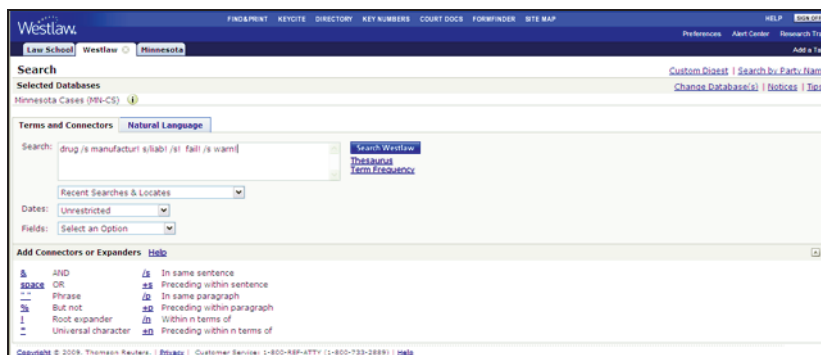


Figure 11-3. Westlaw Terms and Connector search

5. Click **Search Westlaw**. Your search result is displayed.

## COPYING AND PASTING TEXT FROM WESTLAW WITH THE CITATION

When you are viewing a document, 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.

From a document result page, complete these steps:

1. Select the text you want to copy, choose **Copy with Ref** from the Tools menu, and click **Go**. (See Figure 11-4.) The text is displayed in a new browser window.



Choose Copy with Ref to copy the text you selected in the document.

Figure 11-4. Westlaw Copy with Reference feature

2. Click Copy.
3. Paste the text, which includes the citation, into your word-processing or text document. You can now print this document using your word processor's Print command or add additional Westlaw references to the document.

**Note** You can print entire documents by clicking the Print icon at the top of the page.

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