Student Guide
to
Online
Learning

Hiram College
Office of Professional and Graduate Studies
Instructional Design Services
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ABOUT THIS DOCUMENT

This document serves as guidance for Online Learning at Hiram College. This document should be reviewed annually for accuracy and updates. Changes to Moodle or the Hiram online learning website may make it necessary to update this document more frequently.

This document is maintained by the Office of Professional and Graduate Studies. The document owner is the College’s senior instructional designer and the Moodle system administrator.

If you have a disability that prevents you from reading or viewing this document’s contents, please go to the website through the Office of Professional & Graduate Studies at http://www.hiram.edu/resources/health-counseling-and-disability-services/disability-services for assistance.
INTRODUCTION TO ONLINE COURSES

What to Expect from an Online Course

A self-disciplined student will find online college courses to be rigorous, challenging, and engaging. A typical online college course will require as much or more work as a traditional college course. Most online courses require substantial reading and writing skills to master the subject. You should expect to spend 10-15 hours per week working in the course in order to complete the learning activities and assignments, take quizzes or exams, and participate in the classroom discussions.

Being a successful online student requires knowing where to go for the information you need and activities you are to complete.

Become familiar with the Moodle environment and the technology necessary to be successful in an online classroom. You will want to learn how to: access course materials, communicate with classmates and your instructor, submit homework, take tests, and check your grades.

Students enrolled in online courses need good time management and communication skills to be successful. Below are guidelines to help you be a successful online student:

- **Pace yourself.** You will need to pace yourself and stay on top of the course schedule at all times. You also will need to set aside blocks of time to do your coursework when you will not have distractions. Be diligent and protective of your study time.
- **Do not fall behind.** If you must be away from the course for a legitimate reason such as illness, contact your instructor immediately and arrange for when you will be able to get caught up with your coursework.
- **Follow up with your instructor(s)** if you think something is wrong within the course. It may be that you missed something and need clarification, or that the instructor has not had a chance to respond to something in a timely manner.
- **Engage yourself.** You will need to communicate regularly with your instructor(s). You also will engage with your classmates in discussion forums or other types of learning activities. The more you communicate within the course, the more comfortable you will become with your instructor and classmates.
- **Log into the course often** and check for new announcements, assignments, and messages.
- **Review the course schedule** and keep track of due dates for projects, assignments, exams, etc.
- **Ask questions** when you don’t understand something, and don’t wait until the day before an assignment is due or you may not be able to get the help you need.
- **Save all your work** in the appropriate file format, such as MS Word or Excel, PDF, or other file format that the instructor can download and open. Save all of your work in a save and recoverable storage location, such as an external hard drive.
- **Contact the helpdesk** if you have a technical problem accessing the course.
  - Problems logging into Moodle – Contact Hiram College Helpdesk at 330-569-5313.
  - Other technical problems within Moodle – Contact the 24/7 Help Center at 800-985-9781 or [24/7 Help Center](#).
**TECHNOLOGY NECESSARY FOR THE ONLINE STUDENT**

**Hardware Requirements**

<table>
<thead>
<tr>
<th>Hardware:</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows XP, Vista or 7</td>
<td>Windows Vista or 7</td>
</tr>
<tr>
<td></td>
<td>Mac OSX 10.5, 10.6 or 10.7</td>
<td>Mac OSX 10.6 or 10.7</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>1 GHz processor</td>
<td>2 GHz or faster processor</td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td>512 MB of RAM</td>
<td>2 GB of RAM or higher</td>
</tr>
<tr>
<td><strong>Monitor Resolution</strong></td>
<td>1024 x 768</td>
<td>1024 x 768 or higher</td>
</tr>
<tr>
<td><strong>Free Hard Disk Space</strong></td>
<td>5 GB of free disk space</td>
<td>20 GB or higher of free space</td>
</tr>
</tbody>
</table>

**Additional Required Programs**

<table>
<thead>
<tr>
<th>Required Program</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Java</td>
<td><a href="http://ualr.edu/blackboard/welcome/system-requirements/java/">http://ualr.edu/blackboard/welcome/system-requirements/java/</a></td>
</tr>
</tbody>
</table>

**Internet Access Requirements**

Students will be required to have access to the Internet.

**Recommended internet speeds:** Cable modem, DSL, or Hiram Local Area Network (LAN) connection (wireless or hard connection). Dial-up connections are not supported.

- The Hiram online learning website is compatible with most modern web browsers including Internet Explorer (v7 or Higher), Mozilla Firefox (v24), Google Chrome (v4 and higher) and Safari (v3 and higher). **You may not be able to access all of the Hiram online learning website’s features in every browser.**

- The recommended browser for the Hiram online learning website is Mozilla Firefox 24 or later. Also, Safari OSX supports most the Hiram online learning website functions except for the text editor in Forum posts and other areas (you will see a plain text box instead of an editor window). You can still post to these areas, you just cannot easily format your text with bullets, bold, italics, etc.

- Disable pop-up blocking software you may have installed on your computer or pop-up blocking features that you may have enabled in your browser while using the Hiram online learning website. Please note that some additional browser toolbars that you may have installed can also act as pop-up blockers. These could include the Yahoo toolbar, Google toolbar, MSN Toolbar and more. Please check to see if your browser has any of these, or other toolbars that may block pop-ups, installed and disable their pop-up blocking feature while using Moodle.
<table>
<thead>
<tr>
<th>Browser Downloads</th>
<th>PC</th>
<th>Mac</th>
</tr>
</thead>
</table>

**Browser Settings for PC:**

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Enable Cookies</th>
<th>Enable Pop-ups</th>
<th>Enable Java/script</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox 24</td>
<td>Tools &gt; Options &gt; Privacy &gt; Check &quot;Accept cookies from sites&quot;</td>
<td>Tools &gt; Options &gt; Privacy &gt; Ensure &quot;Block pop-up windows&quot; checkbox is not selected.</td>
<td>Tools &gt; Options &gt; Content &gt; Check &quot;Enable Javascript&quot; and check &quot;Enable Java&quot;</td>
</tr>
</tbody>
</table>

**Browser Settings for Mac:**

<table>
<thead>
<tr>
<th>Web Browser</th>
<th>Enable Cookies</th>
<th>Enable Pop-ups</th>
<th>Enable Java/script</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox 24</td>
<td>Enabled by default</td>
<td>Firefox &gt; Preferences &gt; Content &gt; Ensure &quot;Block pop-up windows&quot; is not selected.</td>
<td>Firefox &gt; Preferences &gt; Content &gt; Ensure &quot;Enable Javascript&quot; is selected.</td>
</tr>
<tr>
<td>Safari 3.x or later</td>
<td>Safari &gt; Preferences &gt; Security &gt; Select either &quot;Always&quot; or &quot;Only from site you navigate to&quot;.</td>
<td>Safari &gt; Preferences &gt; Security &gt; Ensure &quot;Block pop-up widows&quot; is not checked.</td>
<td>Safari &gt; Preferences &gt; Security &gt; Check &quot;Enable Java&quot; and check &quot;Enable Javascript&quot;.</td>
</tr>
</tbody>
</table>
**USING HIRAM COLLEGE’S WEBSITE**

You will be able to access any online resources that you need from Hiram’s website: [my.hiram.edu](http://my.hiram.edu).

**Home Page**

![Hiram College Website Screenshot](image-url)
Student Portal

1. Student Portal is your access to information like transcripts, e-bills, class evaluations and other important information. Click on “Portal Login”.

2. Type your Hiram username and password.
3. Click on Student Portal at the bottom of the main screen to access the resources available.
Web 4 Student

Web4Student is accessed by clicking on the drop-down menu labeled “Students” on the my.hiram.edu page. Web4 Student allows you to add/drop classes, accept financial aid, and view your schedules. To access Web4 Student you will need to enter your banner ID, which is on your student ID and your pin, which you will set.
Hiram College Library

The Library has its own website with access to online journals and documents as well as the Hiram College collection. They also have resources about research that may be useful for your classes. The link to the Library site is found under the “General” drop-down menu.

Online Helpdesk

The Online helpdesk can be accessed under the drop-down menu labeled “Computers”.

The online helpdesk offers resources to help with technology issues that you may encounter. They have resources on compatibility, resources for new students, FAQ’s, and various how-to’s.

**NOTE:** FOR HELP WITH YOUR FULLY ONLINE COURSES, CONTACT THE 24/7 ONLINE PHONE SUPPORT CENTER AT 1-800-985-9781.

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### PASSWORD MANAGER

Sometimes you may find that you are locked out of your HiramNet ID account. This may be due to the following reasons:

- Your password has expired and needs to be changed.
- If you mistype your username or password over time, the system may lock you out. If that happens, you will need to unlock your password.

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#### HIRAM COLLEGE HELPDESK

**Online Helpdesk**

**GAME CONSOLES**

February 19, 2013 - by supbakerja - in How To's, Student Accounts

If you are an enrolled student and living in one of our dorms you have the option of getting internet access for your gaming systems. The most common systems are the Xbox, Playstation, and Wii. In order to set up...

**WIRELESS NETWORKS ON CAMPUS**

February 19, 2013 - by supbakerja - in Faculty & Staff

As a growing community, Hiram College offers three distinct wireless networks that students, faculty/staff, and guests can utilize while on campus. Each has specific attributes designed specifically for each group. It is important that everyone on our campus utilizes the...

**SETTING UP YOUR WIRELESS – FACULTY/STAFF**

January 20, 2013 - by supbakerja - in Faculty & Staff

Here at Hiram we offer three different wireless options: our secure network just for faculty and staff, our student network, and our guest network. As faculty/staff you will be using Hiram-Secure as your main network. Since this is a secure...

**SUPPORTED SOFTWARE**

October 31, 2012 - by suptarccj - in Computer Recommendations

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**PAGES**

- Acceptable Use Policy
- Contact Us
- New Students

**CATEGORIES**

- Computer Maintenance
- Computer Recommendations
- Faculty & Staff
- HiramNet
- How To's
- Mobile Devices
- Outlook Live
- Password Manager
- Student Accounts
- Web 4 Student
- Windows 7 and Office 2010 Upgrade with Student Accounts

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**TECH-LINKS**
To Unlock Your Password

1. Select Password Manager from the Hiram College home page.

2. Select UNLOCK YOUR HIRAMNET ACCOUNT.
3. Type your Username (example: SmithAB@hiram.edu)

4. Answer the questions to unlock your account.

5. Your account should be unlocked.
   If your account is not unlocked, contact the Hiram College Help Desk.
To Change Your Password (Reset)

1. Select RESET YOUR HIRAMNET PASSWORD
2. Follow the same steps that you used to unlock your password (listed above).
MOODLE FOR BEGINNERS

How to Log into Moodle

1. Go to my.hiram.edu
2. Click on Moodle from the large links in the middle of the page.

3. Click on “Moodle – For students enrolled in classes that meet online.”
4. Use your HiramNet username and password to log into Moodle.

**How to Log out of Moodle**

1. From your home page, click logout in the top right-hand corner.
Editing Your Moodle Profile

Your profile is your identity in Moodle. All Hiram Moodle users can see it, including your instructors.

To edit:

1. Click on your name next to the Logout link in the upper right side of the page.
2. On the left you will see a blue bar. Under the heading “Settings” click on “My profile settings” then select “Edit Profile”

3. Several settings accessible from your profile can be customized. Some of the more useful ones are:
   - **Email format**: Emails sent from Moodle can be sent in "Plain text format" or "Pretty HTML format." HTML format includes images and Moodle color scheme, but messages are slightly larger in size.
   - **Email digest type**: You may choose to receive all emails from Moodle in one daily message.
   - **Forum auto-subscribe**: If set to Yes, you will be subscribed to any forum to which you post a message.
   - **Forum tracking**: If set to Yes, unread forum messages will be highlighted so you can easily see which messages are new.
   - **Adding an image**: Select Browse next to the New Picture field. Use GIF or JPG format and keep the picture small (about 100x100 pixels max with a file size less than 500 KB). Reminder: Your profile is visible to all members of the Hiram College community—your professors and everyone else will be able to see this icon. The same caution is applicable to any personal description you might include.
   - **Notifications**: Select Messaging. You can check and uncheck your preferences for receiving notifications about new messages and items on the site.

4. When you are finished editing your profile, click “Update Profile” to save your changes.
How to Find Your Course

1. From the main site page, click on “My Courses” in the Blue Navigation block.
2. Click on “My courses” to expand the list.
Viewing Participants in Your Course

1. To view who is in your course, click on your chosen course and then click on Participants, which should be the first link under “Current course” in the Navigation bar.
2. This will give you a list of the participants in your course.
Sending a Message (email) from the Course in Moodle

To send the instructor or a classmate a message from Moodle, follow these steps:

1. Select which participant you want to send a message to by placing a check mark in the Select box. You can select one or more participants to receive your message.
   Note: To select all, or deselect all, use the appropriate button at the bottom of the page.

2. Type the message in the Message window.
3. Click the Preview button to review your message.

![Preview button image](image)

4. When you are satisfied with your message, click the Send message button.

![Send message button image](image)

5. Moodle provides a Confirmation message that your message was sent.

![Confirmation message image](image)
Viewing a Message (email) in Moodle

To view a message sent to you from one of the course participants or your instructor, follow these steps:

1. Click Messages under the Navigation menu.

2. Options available:
   a. You can see contacts listed under the Message navigation drop-down menu.
   b. You can enter a name and select Search people and messages.
   c. You can select the advanced function to expand your options.
3. Advanced options:

![Advanced options interface]

- Search for a person
  - Name: 
  - Only in my courses

- Search messages
  - Keywords: 
  - Include blocked users
  - Only messages to me
  - Only messages from me
  - All messages to me or from me
  - All messages from all users
Navigating in Your Moodle Course

Course Landing Page

When you first access your course, you will see the course introduction and Weekly folders. These folders contain the course materials for each week.

In the upper-right area of the page, you will see a Plus Sign (+) and a Minus Sign (-). Use these signs to expand or collapse the folders.

Collapsed Folder View

Course materials are contained within the Weekly folders. To view the contents of a folder, click on the folder to expand its contents.
Navigating in Collapsed Folder View

When viewing one of the Weekly folders in Collapsed Folder View, a menu displays at the bottom of the page. Use this menu to quickly navigate to another week.
Return Course Page to List Weekly Folders

The 3-Bar icon to the right of the page displays when only one Weekly folder displays and the navigation menu displays at the bottom of the page. Clicking on the 3-Bar icon will return the course page to display the introductory materials and the list of folders.

<table>
<thead>
<tr>
<th>Week 1 - March 11 - 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>The 3-Bar icon to the right displays when you are viewing the contents of only 1 weekly folder. When you click on the 3-Bar icon, all weekly folders display within the content viewing area of Moodle.</td>
</tr>
</tbody>
</table>

Welcome to Week 1 of Conflict Management

To start we are going to first try to identify the general nature of conflict and the behaviors and skills that affect conflict and its resolution. We are also going to differentiate between two approaches to conflict: positional and interest based. Lastly, we will determine the costs of unresolved conflicts.

Start by reading chapter 1 in our book, Conflict Survival Kit and review PowerPoint 1, which is below. Then read “The Impact of News Coverage on Conflict,” by Richard C. Reuben, found under course readings. In addition, there are several activities for this week. There is a speech by FDR to watch/read and then write an essay about, two discussion forums and a short essay on your vision of a successful resolution to a personal conflict. There are two articles posted under, Web Exploration Activity, that will help you
How to Check Your Grades

When you are in a course, you can view your overall grade or by assignment.
Note: Not all professors show course grades. If not, you will not be able to do these next few steps.

1. If you want to see your grades in a course, click on "Grades" located in the Settings menu on the left side of the site. This shows you the total grade in your course.
What a Moodle Course Looks Like

Your Moodle course will look like some variation of this:
**Basic Moodle Tools**

**Using a Resource**

Your professor may choose to use Moodle to post a variety of online resources from PDF’s to links to online resources that are relevant to your course. Using these resources is very simple.

Go to the selected topic/week and click on that particular resource. This may bring up either a link to an online resource or an embedded PDF copy of the resource.

**Uploading an Assignment**

1. First you can view the assignment by going to that particular week and click on the assignment name.

2. From there you will be able to view the assignment, your submission status, the grading status, the due date and the time you have left to complete the assignment.

3. To add a submission, click on the gray oval that says, “add submission”
4. You will then be taken to the file uploader. You can either drag and drop a file from your computer to the blue arrow, or you can click on “Add” to choose a file.

5. When you click Add, choose “Upload a file” on the left and then click on “Choose File.” Choose the assignment file and then click “Upload this file”.

6. Then, click on “Save changes”.
7. Then, when you click on the assignment, the Submission status will say, “Submitted for Grading”. You may also have the option to edit your submission. In some cases, an assignment may say “draft uploaded” this means you must select “submit for grading” at the bottom of the assignment page. Always check the submission status of assignments you have uploaded.

**Viewing Feedback on an Assignment**

1. To view your grade on an assignment, click on that particular assignment from your course page.
2. If the assignment has been graded, the grading status will say “Graded”.

3. Then, scroll down to view your feedback. You will see a grade, and possibly comments on your assignment.

4. You will receive an email from Moodle when your assignment has been graded.
Taking a Quiz on Moodle

Your professor may also have you take quizzes on Moodle.

1. First, go to your course page and click on the quiz.

2. You will then see how many attempts you will be allowed and when the quiz opens and closes. Click on, “Attempt quiz now” when you are ready to take the quiz.

3. Answer the questions in the quiz and click “next”.
4. You will then be asked to submit your quiz or return to attempt. If you are done, click “Submit all and finish”.

You may then review the quiz.
FORUMS: WHAT ARE THEY AND HOW DO WE USE THEM?

Forums are online discussion tools. In a forum, students and teachers can post and respond to discussion topics. This tool can be very useful for classes because it gives users the chance to fully think through their response before contributing to the discussion. In addition, this tool can allow you to read the points of view for every student in your class as opposed to those of the students that would typically voice them during class discussion.

Important Tips When Posting:

- **A reminder**: When communicating in any fashion online, you must be aware that important visual/auditory cues like tone of voice or facial expressions cannot be relied on. Be careful that things like sarcastic comments cannot be misinterpreted.
- **Respect**: Make sure to treat others on the forum with respect, especially when you are commenting on point of views held by others. Along with this, be sure not to use ALL CAPS as this implies that you are yelling.
- **Educational focus**: A forum for a class should be treated as such. Be sure to avoid things like text-speak and casual language. Also, make sure that your post has educational relevance to the prompt.
- **Thorough and thoughtful responses**: Before posting, look over class notes/materials and prepare the points you wish to address in your post. When composing your post, refer to your textbook/class discussions for support. Cite anything that is not your own work. If possible, provide a link to any outside resources you are pulling in. Lastly, always proofread anything before you post it!
- **Keep Discussions Going**: Be sure to comment on other’s posts and check back for comments on your own posts. Forums should create discussions, not simply a list of viewpoints.

Format of a Good Forum Post:

- **Beginning**: Start by introducing the topic that you are posting about and your position on that topic.
- **Middle**: Provide details and examples to support your position. This is where you should be citing your textbook or bringing in class discussions. Make sure that your argument is logical and supported.
- **End**: Summarize your position.

Post to a Forum

1. To post to a forum, first click on the forum from the course page.
2. Then click, “Add a new discussion topic”

3. You can then type you post or upload a file to the forum. You can also choose whether or not you want to receive emails anytime someone posts to the forum. When you are finished, click “Post to Forum”.
Reply to a Forum

Your professor may also wish for you to comment on what others post in a forum.

1. First, go to the forum. You will see the subjects of posts and the names of who posted them. Click on a post to read it.

2. Then at the bottom corner of the post you will see “Reply”. Click on Reply to post your comment. Note: You will have 5 minutes to review your post to make changes or delete it and start over.

3. You can then type your comment and click, “post to forum”