

# Online Student Handbook



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**SNL**ONLINE

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School for New Learning

## Course Registration

You can register for courses on Campus Connect at <http://campusconnect.depaul.edu> or by filling out a registration form at <http://www.snlonline.depaul.edu/WebMedia/StudentResources/RegistrationForm.doc> and emailing it to [snlregistration@depaul.edu](mailto:snlregistration@depaul.edu). Most courses can be taken for up to two competences, but not more than two. All SNL Online courses have an enrollment limit. Instructors are not able to grant permission for students to register over the limit.

## Campus Connect

Your Campus Connect Credentials are mailed to you after your admission to SNL. Please keep that information in a safe place as you will refer to it often. If you do not have your Campus Connect information, you can call DePaul's Technology Contact Center (TCC) at 312-362-8765.

## Course and Syllabus information

You can find course and syllabus information on the SNL Online website at <http://www.snlonline.depaul.edu/Current/registration.asp>. The page is updated on a regular basis to reflect any updates in the registration schedule as well as quarterly deadlines.

## Books

You can order your books at <http://www.mbsdirect.net>. Visit <http://snlonline.depaul.edu/multimedia/howtobuybooks/howtobuybooks.html> for an interactive tutorial on how to order your books on MBS Direct. **Please note: books for SNL online courses are not available at the on-campus bookstore.**

## New Online Students

If you are new to online learning through the School for New Learning, and would like to learn more about the Blackboard course format, please visit:

<http://www.itd.depaul.edu/website/Students/studentBlackboard.asp>. Be sure to read through the "New to Online?" section of your online course, as well as the Technical Help and Student Support sections for important information about how to take an online course. The New To Online section has an interactive tutorial on taking an online course.

## Course Access

You can login to your course in Blackboard at <http://oll.depaul.edu> with your Campus Connect username and password. **Please do NOT insert "www" into this URL; it will take you to an access portal that only allows part of your course to be viewed.** We recommend that you login to your course several days before it begins during preview week, so that you can be sure your username and password are correct.

## Using Blackboard

Please refer to <http://www.snlonline.depaul.edu/Current/studentTechnologyResources.asp> for interactive demos on how to use the features of your online course., videos and handouts on using different parts of the Blackboard system. Instructions on how to use Blackboard are also available at <http://www.itd.depaul.edu/website/Students/studentblackboard.asp>.

All SNL Online courses will be offered of the upgraded version of Blackboard. This new version has a redesigned gradebook and a more flexible Discussion tool. Look for instructions on how to use the new system at <http://www.itd.depaul.edu/website/blackboard8.asp#Student> and in your Blackboard course.

## Participation in Discussion Board

Each online class has a website which contains course materials, links to research and discussion forum. In addition, each course has a study guide that explains course objectives and assignments. The discussion forum is the main means of student and faculty interaction, and it addresses all issues related to content and procedures of the course. Students do not need to log on at any particular time, but do need to participate in the discussion several times each week throughout the duration of the course.

## Email Address

You will be receiving important information via email at your “Preferred” email address listed on Campus Connect. If your email address has recently changed, you **must update your email address** under the “Home” and “Preferred” fields on Campus Connect. Log into Campus Connect at <https://campusconnect.depaul.edu> go to 'Demographic Portfolio' and update your email address. You can find more information about obtaining a DePaul student email account at <http://is.depaul.edu/communication/email/student.asp>.

## Contact with your instructor

If you have course specific questions regarding assignments, course discussion, or projects you should contact your instructor via e-mail. Your instructor’s contact information can be found at <http://snl.depaul.edu/People/Faculty/index.asp>.

Your instructor may choose to designate “office hours” when he/she will be online and available and will immediately respond to questions. Depending on the instructor, this response may be by e-mail, instant messenger or telephone.

## Technical Requirements

Consistent access to a computer with an Internet connection and an email account is a requirement for all online courses. Please be certain your hardware and software requirements are met throughout your course. Please see <http://snlonline.depaul.edu/TechRequirements> for technical requirements your computer systems must meet.

## Technical Support

For general technical support or assistance with your Blackboard course, please call DePaul's Technology Contact Center (TCC) at 312-362-8765. TCC's hours of operation are Monday thru Thursday 8am to 8pm, Friday 8am to 5pm, Saturday 8am to 4pm and Sunday, Noon to 4pm. The TCC is closed during all university holidays. You can also request help by submitting a ticket on Campus Connect. For instructions on how to submit a ticket, please refer to the PDF document in the link <http://www.snlonline.depaul.edu/HowtosubmitacaseinCampusConnect.pdf>.

## SNL Online Support

SNL Online staff are available to assist current students with administrative questions related to the online courses. You can reach SNL Online Support Services via phone at 1-866-SNL-FORU or 312-362-8001, or via email at [snlonline@depaul.edu](mailto:snlonline@depaul.edu).

## DePaul Central

Visit <http://depaulcentral.depaul.edu/> for help with questions related to financial aid, tuition, grades and other student service related questions. You can get live online help on the DePaul Central website.

## The Learning Center

Visit The Learning Center at <http://depaul.edu/learningcenter> for learning how to perform important transactions through Campus Connect. The navigation videos at the Learning Center will show you step-by-step videos on how to view and update your demographic information, add or drop classes, accept or decline your financial aid, view your grades and many other transactions.

## Academic Integrity

You can find information on academic integrity at <http://academicintegrity.depaul.edu/>. The website has information on policy, resources and frequently asked questions regarding academic integrity.

## Student Advising

If you have any questions or need assistance with the registration process, you can contact the SNL Advising Center. Advisors can help make course selections, clarify correct competencies, and plan for future quarters. Feel free to contact the Advising Center by email at [snladvising@depaul.edu](mailto:snladvising@depaul.edu) or by telephone at 1-866-SNL-FORU.

## DePaul ID Card

SNL Online students who reside outside the Chicago area are also eligible to receive a DePaul Card to show their affiliation with DePaul, access library resources and apply for student discounts. For information on obtaining a DePaul ID card, please visit [http://is.depaul.edu/systems/cards\\_passes/depaul\\_id.asp](http://is.depaul.edu/systems/cards_passes/depaul_id.asp).

## Library Services

Several of the DePaul SNL online courses require direct access to the University Library through Campus Connect. Library resources are available at <http://www.lib.depaul.edu/>.

## Scholarships

In addition to assistance offered through the DePaul Financial Aid office, SNL offers scholarships for students. For more information and application, please visit:

[http://www.snل.depaul.edu/StudentResources/Scholarships/Undergraduate\\_Scholarships.asp](http://www.snل.depaul.edu/StudentResources/Scholarships/Undergraduate_Scholarships.asp).

## Writing Centers

SNL's online Writing Guide, at <http://snل.depaul.edu/writing/index.html>, has a great deal of information to help SNL students write a variety of papers.

In addition, DePaul's Center for Writing-Based Learning provides assistance to students who need individualized help in writing. For more information, please visit <http://condor.depaul.edu/~writing/>.