



Administrator's guide to TWEN

2021

Technical support

If you have general or technical questions about TWEN, call Customer Technical Support at 1-800-850-WEST (1-800-850-9378).

About this guide

Thomson Reuters continues to develop new features and improve existing features for its products. Because of these improvements and the evolving nature of internet technology, there may be recent changes to the product interface and functionality that are not reflected in this documentation.

Information in this guide is current through January 2021.

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Getting started

Welcome to lawschool.westlaw.com/twen, the West Education network. TWEN® is a course management tool that allows you to:

- 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® Edge cases, statutes, and other materials

System requirements

To use lawschool.tr.com or TWEN, you will need:

- A valid registration key for your institution (please contact your librarian for access)
- A OnePass username and password
- Access to the internet
- Microsoft Internet Explorer 8 or later, Apple Safari 4.0 or later, Google Chrome 2.0 or later, or Mozilla Firefox 3.0 or later is required
- JavaScript enabled

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.

Signing on to TWEN

TWEN is available at lawschool.tr.com. To sign on to TWEN, you need a OnePass username and password. To access TWEN, complete these steps:

1. Go to lawschool.tr.com
2. Sign in with your OnePass username and password
3. Access TWEN from product dropdown menu in the top right corner of the screen

Modifying your user information

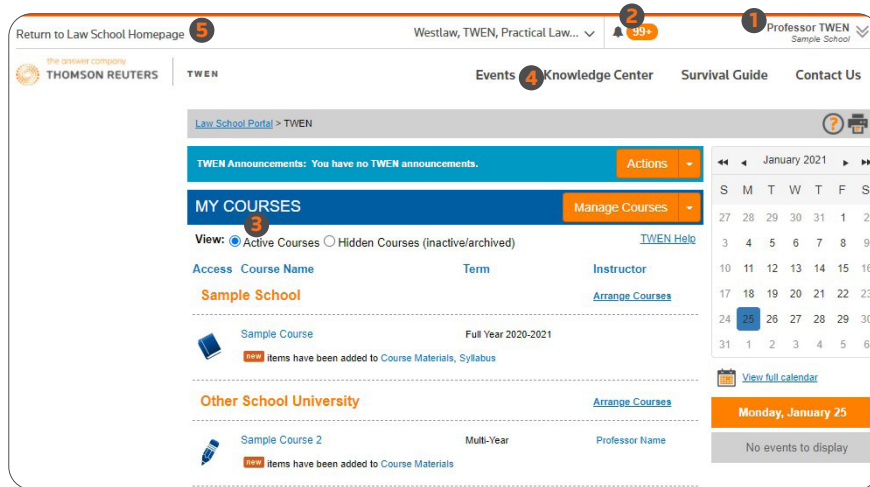
If you need to change your user information (such as display name or email address), complete these steps:

1. After signing on, click on the dropdown menu under your name in the top right corner of the screen
2. Click on Manage Account
3. Click on Manage OnePass Profile
4. Sign in to your OnePass profile using current credentials
5. Click on Profile
6. Click on Edit for Personal Information
7. Update your name or email address and click on save
8. Your email address will update within 24 hours of signing off and back on to lawschool.tr.com

Creating and working with a TWEN course

After you sign on to lawschool.westlaw.com/twen, you will be on the main TWEN home page. This page is the entry point to the TWEN courses you create or in which you participate.

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



- 1 Click your name to modify your account, sign off, and access school contacts.
- 2 Click the **bell** to see notifications from your courses.
- 3 Click **here** to access available products.
- 4 Click **Knowledge Center** to access on-demand training.
- 5 Click **Return to Law School Homepage** to return to lawschool.tr.com.

Figure 1-1. My Courses page

Course creation

TWEN courses are online extensions of your law school classroom. Student organizations can also use TWEN courses. For each course, you can set up:

- Document pages to distribute information to your students, including links to files as well as Westlaw Edge 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 (if your institution subscribes)
- Polls and live discussion sessions
- Quizzes
- Grade books, which let you distribute, grade, and manage course assignments
- Sign-up sheets for appointments, paper topics, and other entries

Create Course

School: Select a School

Course Name: [Text Input]

Display visible administrator(s) on course listing

Topic: Select a topic...

Semester: Select a Semester

Registration: [Date Picker] to [Date Picker]

Course Password: Password (optional)

Buttons: Cancel, Create

Figure 1-2. Course creation

To create a course, complete these steps:

1. Under the Manage Courses dropdown menu on the My Courses page, Click Create Course. The Introduction page of the Course Creation Wizard is displayed (Figure 1-2).
2. Type the name of your course in the Course Name of your course box.
3. Click a Course Topic from the list. For some topics, you can choose a subtopic to filter your topic list (Figure 1-2). For example, you might choose First-Year Courses as the topic and Constitutional Law as the subtopic.
4. Choose the course semester (e.g., Fall 2021).
 - 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 1 to September 1), Fall (July 15 to January 15), Winter (December 15 to February 15), and Full Year (August 1 to June 15).
 - You can modify term registration dates on the Course Administration Information page. Click a course topic from the list. For some topics, you can choose a subtopic to filter your topic list (Figure 1-2). For example, you might choose First-Year Courses as the topic and Constitutional Law as the subtopic.

Notes: If your school has a CALI subscription, you can manually add CALI lessons after you create the course. (See "CALI lessons")

5. Click Finish to complete your course creation.

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."
- Use an Announcement box to post announcements. See "Using the Announcement box."
- Add a course created by another professor at your school. See "Adding courses created by other professors."
- Arrange courses and faculty programs on the My Courses page. See "Arranging courses or school names on the My Courses page."
- Access a course to view the course home page (see "Accessing a course") or modify course elements (see "Understanding course elements").

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

Using the master calendar

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

To view the master calendar, click **View full calendar** on the right side of the My Courses page (Figure 1-3).

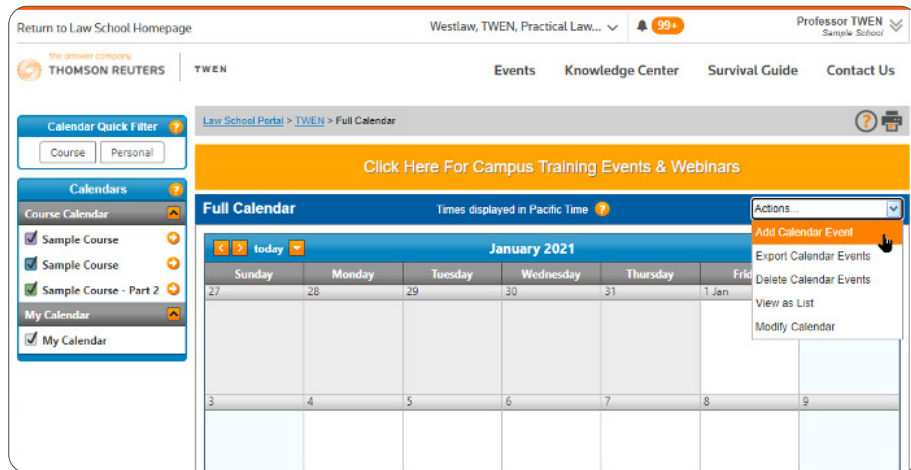


Figure 1-3. Master calendar monthly view

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

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

Using the Announcement box

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

Creating announcements

1. Towards the top of your screen under the **Actions** dropdown menu, click **Manage** and then click **Create Announcement**. The Manage System Announcements page is displayed.
2. Click **Create Announcement**. A form for creating your announcement is displayed (Figure 1-4).

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

Type the text for the announcement.

Choose the course for which you want to display the announcement.

Figure 1-4. Manage System Announcement page

3. Choose the date and time you want to display the announcement from the lists.
4. Type the announcement in the Announcement box.
5. Choose who you want the announcement displayed to (students, faculty, or both students and faculty).
6. Choose the courses for which you want to display the announcement from the Users by Course list.
7. Click **Save** to create your announcement and continue. A confirmation message is displayed.
8. Verify that the displayed text and the availability options are correct, then click **Submit** to post the announcement.
9. Students can view the announcement on their My Courses page if they have added the courses (that you chose in step 5) to their My Courses page.

Editing and deleting announcements

To edit or delete an announcement, under the **Actions** dropdown menu, click **Manage**. You will see tabs for upcoming, current, and expired announcements.

- Choose the announcement you want to revise, then click **Edit/View Details** to change the announcement or add or remove course participants
- Click **Delete Announcement** to remove an announcement. Click **OK** to confirm the deletion. View expired announcements by clicking on the **Expired** tab.

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. Towards the top of your screen under the **Manage Courses** dropdown menu, click **Add Course**.
Note: The ability to view and/or add a course is determined by the professor who created the course.
2. Click the **Add** button next to each course you want to add. If a password is required to add the course, type the password in the Passwords box. (You need to obtain the password from the professor who created the course.)
3. Click **Close** 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. From there, you may be able to participate in course forums, view document pages, or access other course materials depending on the level of access you have to the course. For more information, see "Accessing a Course" below.

Note: To remove courses from the My Courses page, click **Drop Course** under the **Manage Courses** dropdown menu, clear the check box next to the course you want to remove, and click **Drop Course(s)**.

Arranging courses or school names on the My Courses page

You can sort your courses based on parameters such as course name, term, and faculty name on the My Courses page. You can also change your view from Active Courses to Hidden Courses. To sort your entries, complete these steps:

- Click the column heading (e.g., Access) to sort by that parameter.
- To view any hidden or archived courses, click Hidden Courses (inactive/archived).

Accessing a course

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

- The course home page provides access to the materials associated with the course.
- Click **Manage Features** to arrange your course links to suit your needs better.
- Click **Customized Polling** to create and save surveys.
- Click **Grade Book** to create course assignments that your students can receive and submit online.
- Click **Participants & Usage** to view your course participant list, view course usage statistics, and more.
- The course home page may also include announcements, graphics, or an audio or text message.
- Using the links on the course page, course participants can enter document pages to view the posted materials; access interactive forums to post and read messages; access the course calendar, CALI lessons, and online assignments; and more.
- If you are the course instructor, you can personalize the course elements. For more information, see "Understanding course elements."

Understanding course elements – Manage Course, Manage Users, and working with features

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

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

Some features are discussed in greater detail in subsequent sections. For more information, see these sections:

- “Incorporating TWEN into your classroom lectures”
- “Grade book and assignments”
- “Managing your TWEN course”

Complete the following steps to personalize or modify your course:

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

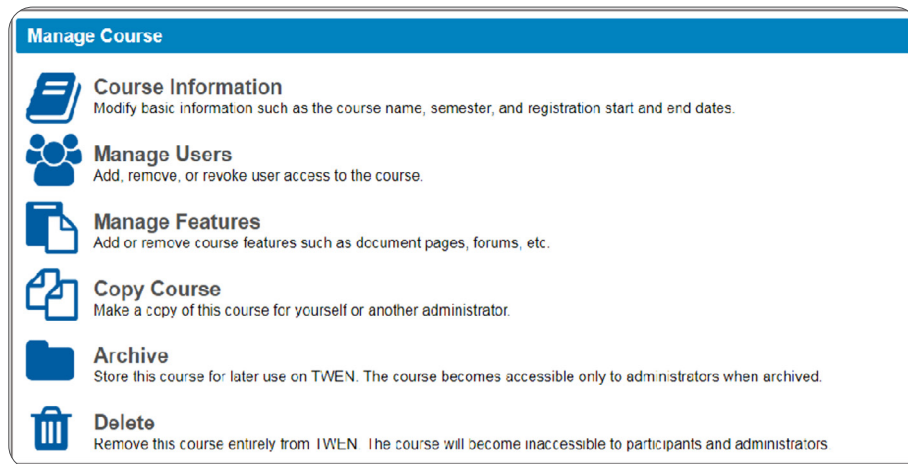


Figure 2-1. Manage Course page

Course information

You can modify the information you specified when you created the course, such as course name, course duration, or email options. To Manage Course information, complete these steps:

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

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.
- Semester – You can change when the course is held.

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

Course	Default Date
Summer 2021	September 1, 2021
Fall 2021	January 15, 2021
Winter 2021	December 15, 2021
Spring 2021	June 15, 2022
Full Year 2021-2022	June 15, 2022

- Registration password – By default, access to your course is limited to students at your school. You can further limit access by requiring that students enter a password to register. (You need to give this password to your students so they can enter it when they add your course to TWEN.) If you want to use this feature, type a password in the Registration password box and click “Save Changes” button.
- 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, the course is visible to students, and other participants and anyone at the school will be able to add this course to their My Courses page.

Note: If your course is not visible to students at your school, your registration start and end dates may be outside the appropriate date range. Edit the registration dates in the boxes and click “Save Changes” button.

Manage users

Use the Manage Users section to set up course participants and co-administrators. You have these options:

- Add course participants as observers or full participants. See “Adding course participants” below.
- Add co-administrators for your course. See “Adding co-administrators.”
- Specify faculty access to your course. See “Limiting faculty access.”

Adding course participants

You can register students or other TWEN users for your course. Users can be full participants or observers. You can add them by looking at the alpha list of names from your school or add by email address.

- 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 can register course participants by clicking on Add to the right of the participant type. (Figure 2-2).

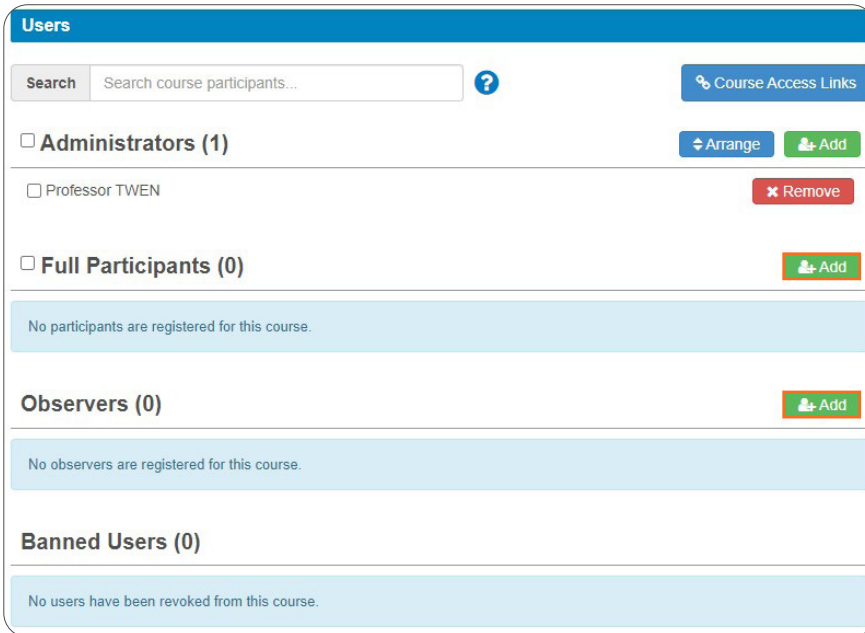


Figure 2-2. Registering course participants

Adding co-administrators

TWEN allows you to add a co-administrator, who is a full partner in the administration of your course. In addition to forum participation, co-administrators can access the grade book, post documents on document pages, as well as create and modify forums, quizzes, and other course features.

To add a co-administrator to your Course, simply click on **Add** to the right of Administrator.

Note: A student or professor cannot be both an administrator or participant for the same TWEN page. So, if you don't see their name on the list to add, make sure to check if they have already added themselves. The administrator will need to remove the person as a participant before they can be added as an administrator.

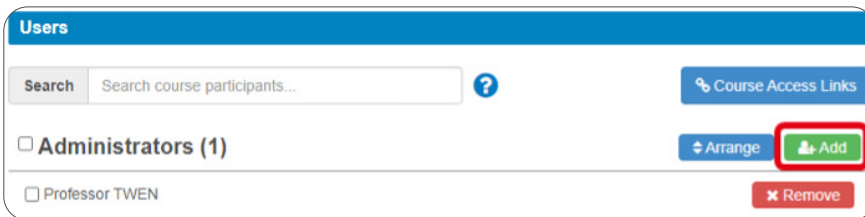


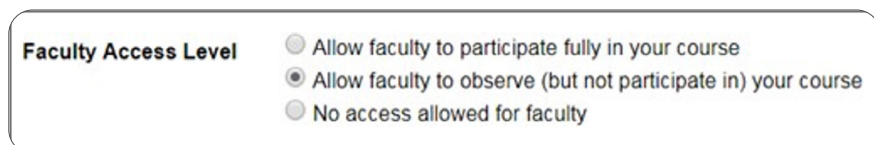
Figure 2-3. Adding co-teachers

Note: Your co-administrator can teach at your law school or any other law school. If the professor teaches at a different school, you can add them by email address.

Limiting faculty access

To limit faculty access, go to Manage Course in the left pane. Next, click on Course Information. Choose the level of access to your course for your school's faculty. You have the following options (Figure 2-4):

- 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 section titled "Faculty Access Level" with three radio button options. The second option, "Allow faculty to observe (but not participate in) your course", is selected.

Faculty Access Level

- Allow faculty to participate fully in your course
- Allow faculty to observe (but not participate in) your course
- No access allowed for faculty

Figure 2-4. Faculty access section

Guest users

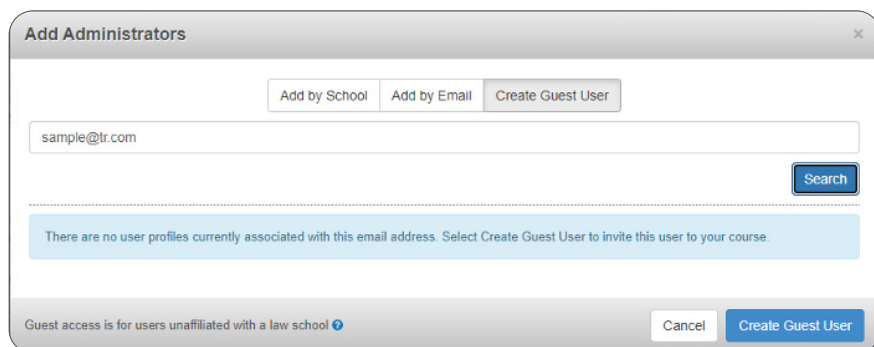
You can set up a guest user password that allows a person who is not a law student or professor to participate in your TWEN course or forum. For example, you might provide guest user access to a judge or attorney.

Note: Guest user passwords should not be created for any student or professor that has Westlaw Edge access through a law school. If the student or law professor is not part of your school, you can add by email address.

Note: Guest user passwords do not allow access to content from Westlaw Edge.

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 **Manage Course** under Display for Administrators Only to display the Manage Course page.
3. Click on **Manage Users**.
4. Click on Add for the type of guest user you wish to add.
5. Click on Create Guest User.
6. Enter the email address of your guest user and click on Search.
 - If the guest user already has a TWEN account, select the relevant account to add them to your course.
 - If the guest does not have a TWEN account, you will see a confirmation message. Click on Create Guest User to add them to your course.
 - Type the guest email address and click **Add**.



The screenshot shows the "Add Administrators" dialog box. It has three tabs: "Add by School", "Add by Email", and "Create Guest User". The "Add by Email" tab is selected. An email address "sample@tr.com" is entered in the search field. A "Search" button is visible. Below the search field, a message states: "There are no user profiles currently associated with this email address. Select Create Guest User to invite this user to your course." At the bottom, there are "Cancel" and "Create Guest User" buttons. A footer note says: "Guest access is for users unaffiliated with a law school".

7. If you created a guest account, a registration key is sent via email to the guest participant, and the participant is automatically added to your course and any associated forums. You will receive a copy of the email 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.

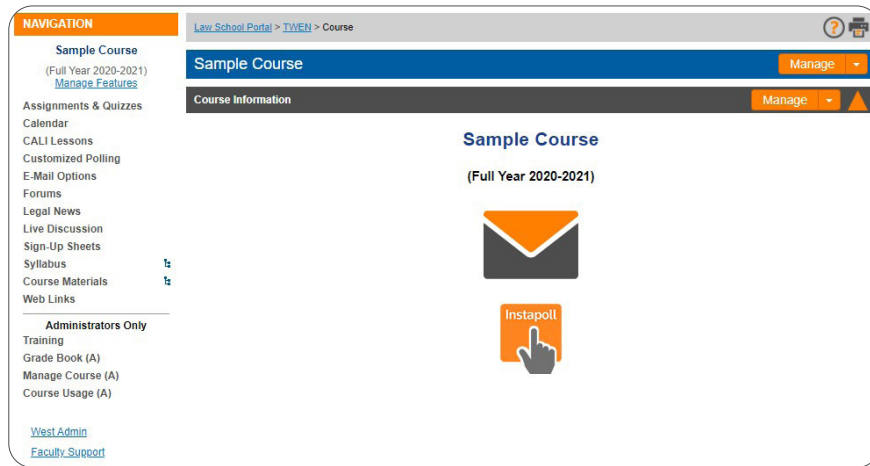


Figure 2-5. Course home page

Personalizing the course home page

The Manage 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. Under the **Manage** dropdown at the top, click **Modify Home Page**.

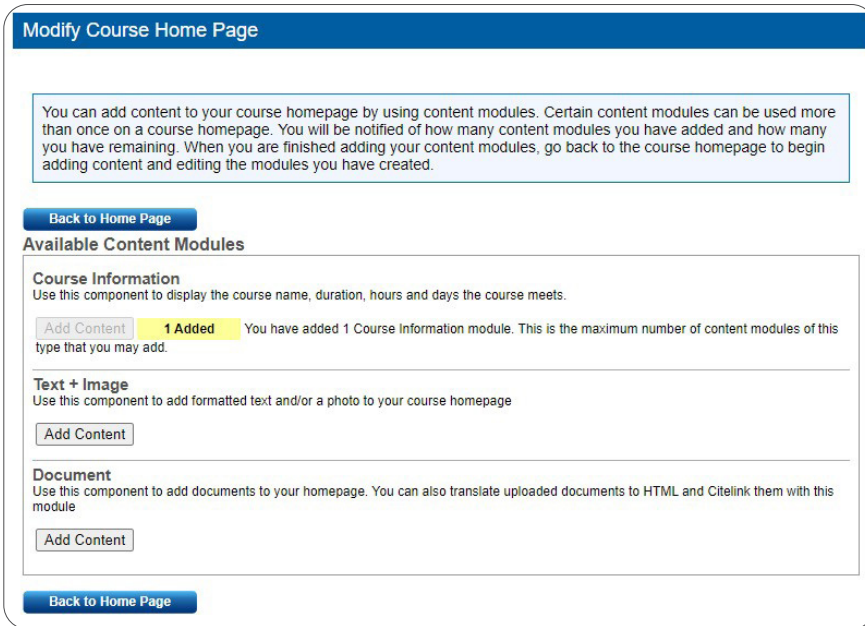


Figure 2-6. Modify Course Home Page

3. Personalize or modify the information by adding one or all of the following content modules by clicking the Add Content buttons. After you add a content module, go back to the Course Home Page and click Edit to edit the contents.
 - Course Information – This content module is already created for you when you create the course. You can edit the information by clicking **Edit** under the Manage dropdown menu. You can type the name and email address of any additional professor or contact person you want to include on your course home page. The **InstaPoll** feature allows professors to orally ask questions in class, which students can respond to anonymously. You can poll the class with yes/ no, true/false, or multiple-choice questions. You and your students can view responses as a bar graph or pie chart. If you wish to remove the **InstaPoll** feature, you can delete the icon. For more information about InstaPolls, see “Incorporating TWEN into your classroom lectures.”

Note: If you made changes to your course information and want to revert to the default information, click Reset Home Page 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) to your course home page, click the **Browse** button in the Add a Photo area. Locate the file you want to attach and then click **Open**. The path and file name (such as c:\picture.gif) are displayed in the box. Figure 2-7 shows an example of a graphic on a course home page.

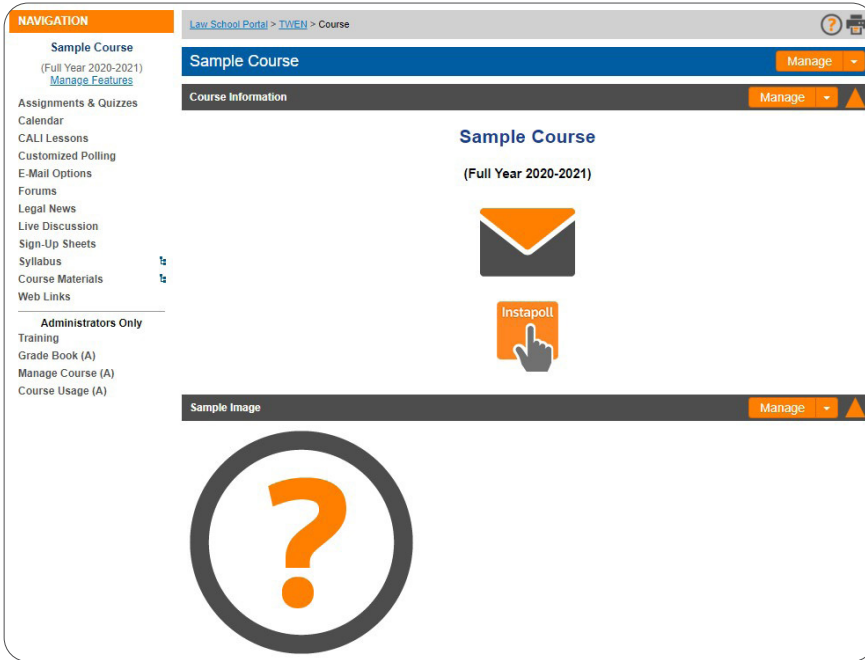


Figure 2-7. Graphic on course home page

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

Managing features

Course links appear in the left navigation area of your course home page and are fully customizable. To manage your course links, you can either:

1. Click Manage Features under Navigation on the left side of the course home page. (Figure 2-8).

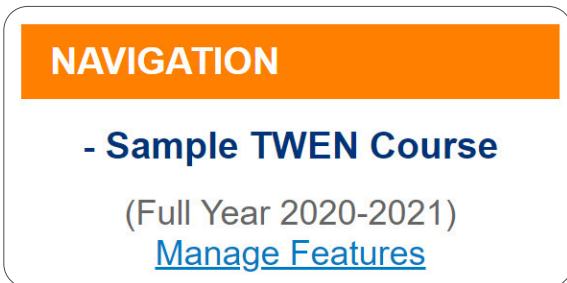


Figure 2-8. Manage features

2. Click **Manage Course** under Administrators Only to display the Manage Course page and then click on **Manage Features**.

Hiding/showing/renaming course links

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

To show, hide, or rename course links, access Manage Features using one of the two steps listed above and click on the appropriate button to the right of the course link.

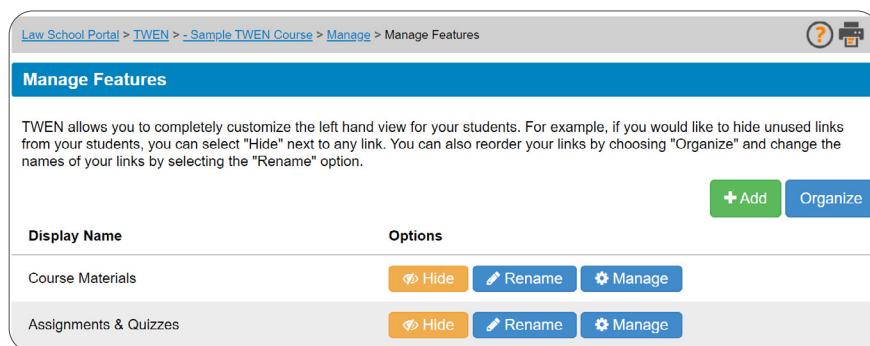


Figure 2-9. Hide, rename, and manage links in the Manage Features page

Notes:

- Clicking on the **Hide link** moves the Course Link to the Administrators Only and is no longer visible to your students.
- The Manage Course, Participants & Usage, and Grade Book & Assignments course links are for administrator 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.

Organizing 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 organize your course links, access Manage Features by using one of these two complete steps:

1. Click Manage Features under Navigation on the left side of the course home page to access the Manage Features page. (Figure 2-8).
2. Click Manage Course under Administrators Only to display the Manage Course page and then click on Manage Features.
3. Click on Organize in the upper right-hand corner.

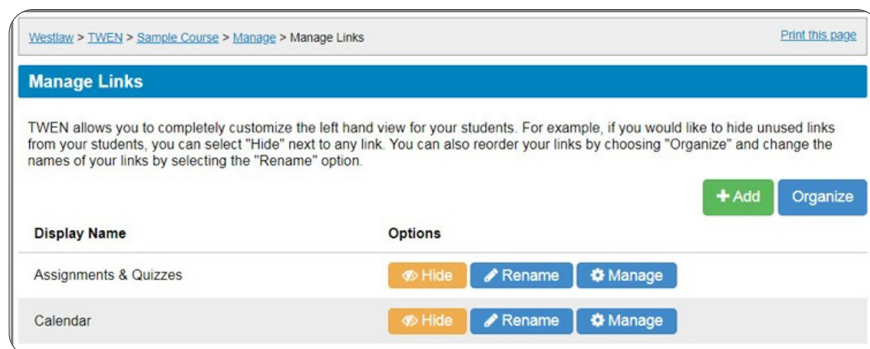


Figure 2-10. Organize links displayed to Students page

4. Choose a course element and click a button (e.g., Move Up or Move Down) to arrange the links in the desired order. You can also click and drag to change the order.
5. When you are done arranging your course links, click Save Changes 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. The Calendar course link appears in the left frame.

Note: You can also view a master calendar that shows the events for all your courses. For more information, see “Using the master calendar.”

Creating and accessing your course calendar

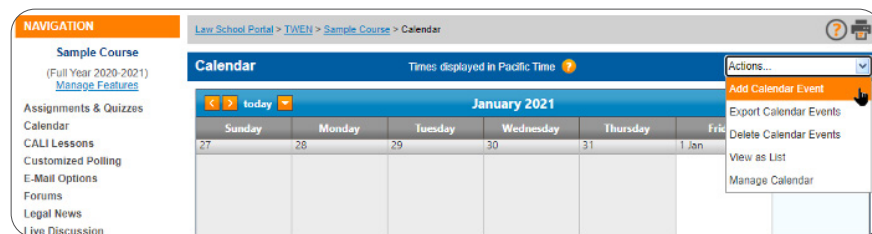


Figure 3-1. Course calendar

While viewing your course calendar, you have these options:

- Customize your calendar by clicking one of the calendar view options, such as Day, Week, or Month.
- Choose one of these options from the Actions menu:
 - Add Calendar Event
 - Export Calendar Events
 - Delete Calendar Events
 - View as a List
 - Manage Calendar

Adding an event to your course calendar

To add events such as exams or meetings to your course calendar, click **Add Calendar Event** from the Actions menu or by double-clicking on a calendar date.

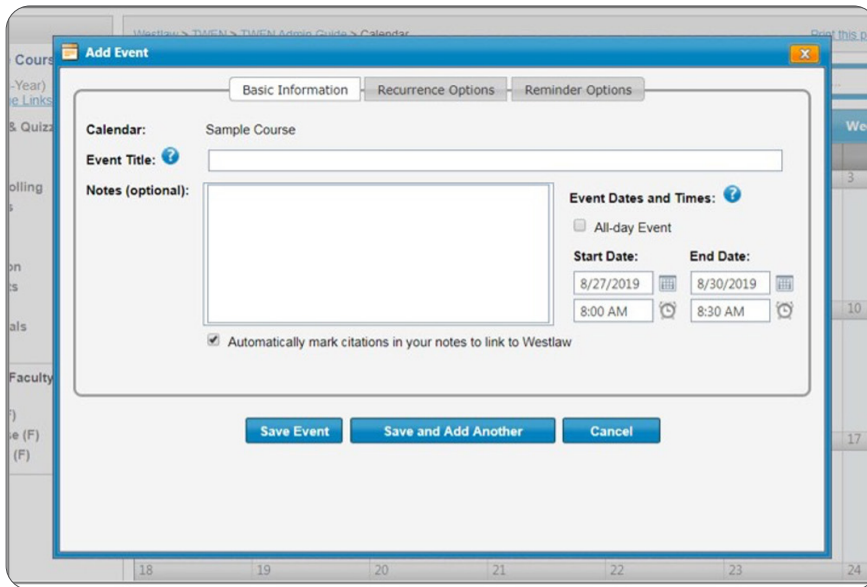
The image shows a screenshot of a web application's 'Add Event' dialog box. The dialog has three tabs: 'Basic Information', 'Recurrence Options', and 'Reminder Options'. The 'Basic Information' tab is active. It contains the following fields and options: 'Calendar:' with a dropdown menu set to 'Sample Course'; 'Event Title:' with a text input field; 'Notes (optional):' with a large text area; 'Event Dates and Times:' with an 'All-day Event' checkbox (unchecked), 'Start Date:' (8/27/2019) and 'End Date:' (8/30/2019) date pickers, and time pickers for '8:00 AM' and '8:30 AM'; and a checked checkbox for 'Automatically mark citations in your notes to link to Westlaw'. At the bottom are three buttons: 'Save Event', 'Save and Add Another', and 'Cancel'. The background shows a calendar grid with dates 18 through 24.

Figure 3-2. Add Event Basic Information page

Basic Information tab

Click the Basic Information tab on the Add Event page to:

- Select the Course Calendar you want to view.
- Enter the Event Title in the box.
- Add event Notes that might be helpful to you.
- Choose the Event dates and times.

Recurrence Options tab

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

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

Reminder Options tab

Click the Reminder Options tab to have an automatic email reminder sent for this event. Reminders can be sent to all course participants or to groups that have been created on the email options page.

Reminders must be set up 24 hours before the start of the event.

Viewing event details

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

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

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

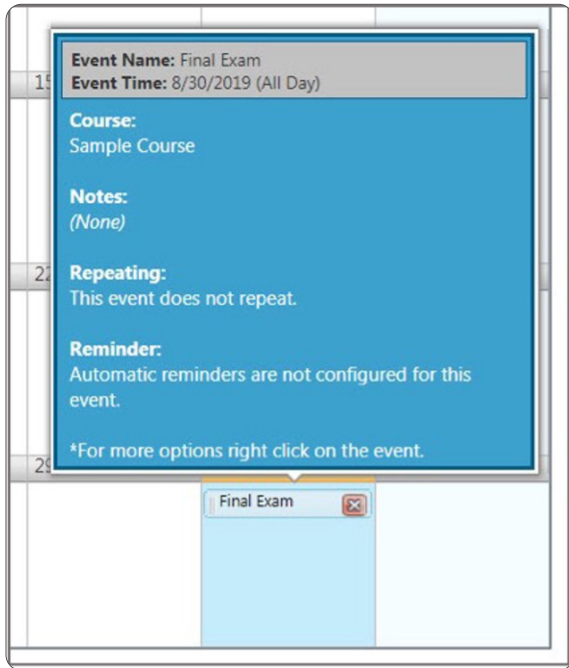


Figure 3-3. Event Details page

Exporting calendar events

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

Choose the calendar events you want to export and then click Export.

Deleting calendar events

To delete calendar events from your calendar, click **Delete Calendar Events** from the Actions menu. Right-click the event and then click **Delete Event**.

View as list

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

Modifying or deleting a calendar event

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

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

Archiving or deleting your course calendar

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Calendar to display the Course Calendar page.
3. Click Manage Calendar from the Actions menu. 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: If you archive or delete a course calendar, the calendar events are no longer available on your master calendar.

Sign-up sheets

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

Creating a sign-up sheet

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Sign-Up Sheets** on the course home page and then click Create Sign-Up Sheet.
3. 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.”
 - Manually enter the appointment information for the sign-up sheet. See “Creating a sign-up sheet for appointments by entering the information.”
 - Manually create a sign-up sheet for assignments or other topics. See “Creating a sign-up sheet for assignments or other items.”

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, choose “Create a sign-up sheet for appointments by defining a pattern for the appointment times” and click **Continue**.
2. Specify the date for your sign-up sheet by typing it in the box or clicking the calendar to choose it.
3. Choose a pattern to define how often you want the sign-up sheet to repeat (e.g., Daily or Weekly).
4. Choose the length of each appointment, from the Frequency list.
5. Specify the start time of the first appointment and the end time of the last appointment.
Note: If you need to exclude specific appointment times, you will have that option in step 9.
6. Click **Continue**. The Sign-Up Sheet Information 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 choose these options:

- Determine how many students can sign up for each time slot.
 - Set sign-up sheet availability.
 - Receive an email notification when a student signs up for an appointment.
 - Prevent students from canceling an appointment after they sign up.
 - Restrict students from seeing other students’ names on the sign-up sheet. The sign-up sheet displays “Full” for appointments that other students reserved.
 - Add a box next to each student’s name for additional comments.
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 Rows) and TWEN will add these boxes. To delete a time slot, highlight the time in the box and delete it.
 9. Click **Submit**.

Note: 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 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 **Sign-Up Sheets** on the course home page and then click **Create Sign-Up Sheet** and choose "Create a sign-up sheet for items by manually entering all information."
2. Click **Continue**. The Sign-Up Sheet Information page is displayed.
3. Type a name for the sign-up sheet and enter any instructions you want to display with your sign-up sheet. You can also choose these options:
 - Determine how many students can sign up for each time slot.
 - Choose the sign-up sheet availability.
 - Receive an email notification when a student signs up for an appointment.
 - Prevent students from canceling an appointment after they sign up.
 - Restrict students from seeing other students' names on the sign-up sheet. The sign-up sheet displays "Full" for appointments that other students reserved.
 - Add a box next to each student's name for additional comments.
4. Click **Submit**.

Editing or deleting a sign-up sheet

On the Sign-Up Sheets page, select a sign-up sheet and then click **Edit** to make changes. For example, you can update the name of the sign-up sheet or add new time slots or dates. For more information about the sign-up sheet options, see "Creating a sign-up sheet."

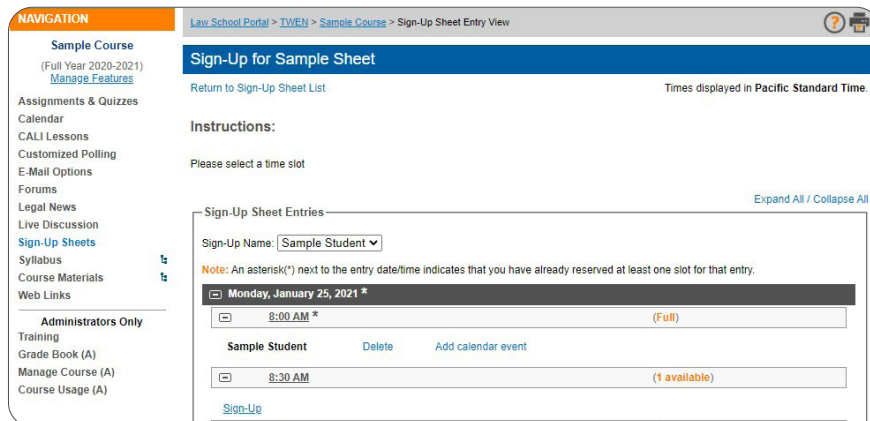
Note: An asterisk (*) after a date in the form indicates that a student has signed up for an appointment on that day. Two asterisks (**) after a time listing indicate that a student has signed up for an appointment at that time. To modify the date or time in these two instances, you must first delete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

Select a sign-up sheet and then click Actions, then choose Delete if you want to remove the sign-up sheet from your course.

Scheduling an appointment for yourself or another user

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

1. On the Sign-Up Sheets page, click the sign-up sheet for which you want to schedule an appointment. The sign-up sheet is displayed (Figure 4-1).
2. Click the name of the user for which you want to schedule an appointment from the Sign-Up Name list.
3. Click **Sign Up** next to the meeting time you prefer. A confirmation message is displayed.



The screenshot shows the 'Sign-Up for Sample Sheet' interface. At the top, there is a navigation bar with the breadcrumb 'Law School Portal > JIVEN > Sample Course > Sign-Up Sheet Entry View'. Below this, the page title is 'Sign-Up for Sample Sheet'. A 'Return to Sign-Up Sheet List' link is visible. The 'Instructions' section says 'Please select a time slot'. The 'Sign-Up Sheet Entries' section shows a dropdown for 'Sign-Up Name' set to 'Sample Student'. A note states: 'Note: An asterisk(*) next to the entry date/time indicates that you have already reserved at least one slot for that entry.' There are two time slots listed: 'Monday, January 25, 2021 *' with a sub-slot '8:00 AM *' marked '(Full)', and another sub-slot '8:30 AM' marked '(1 available)'. Below the time slots are buttons for 'Delete' and 'Add calendar event'. A 'Sign-Up' link is at the bottom.

Figure 4-1. Sign-up sheet

Viewing or saving a sign-up sheet as a Microsoft Excel spreadsheet

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

1. On the Sign-Up Sheets page, select the checkbox next to the sign-up sheet that you want to export.
2. Click **Actions**.
3. Click **Export**.
4. Click **Open** to view the sign-up sheet in Excel. Click **Save** to save the sign-up sheet in Excel format.

Hiding a sign-up sheet from student view

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

1. On the Sign-Up Sheets page, select the checkbox next to the sign-up sheet that you want to hide.
2. Click **Actions**.
3. Click **Hide Sign-Up Sheet**.

You can make the sign-up sheet available to students again by clicking **Actions** and then clicking **Show Sign-Up Sheet**.

Sharing a sign-up sheet with another course

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

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

Legal News

The Legal News feature allows you and your students to view the latest legal news. Legal News is powered by Westlaw Edge Topical Highlights. You can choose the Topical Highlights that you would like to see in Legal News.

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the **Legal News** link on the left side of the page. The Legal News page is displayed (Figure 5-1).

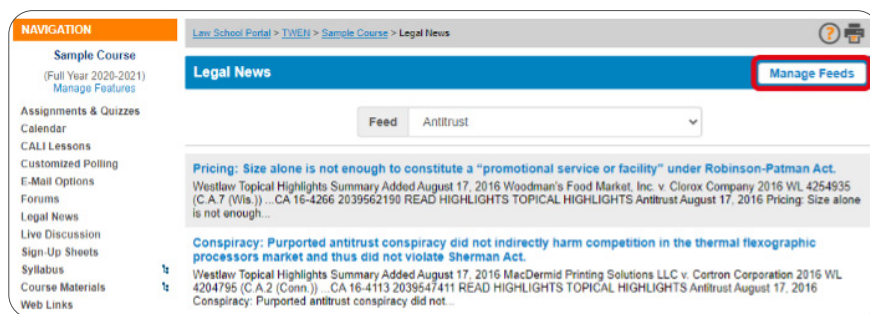


Figure 5-1. Legal News page

3. To customize your Legal News display, click **Manage Feeds** in the upper right corner. The Legal News setup page is displayed (Figure 5-2).

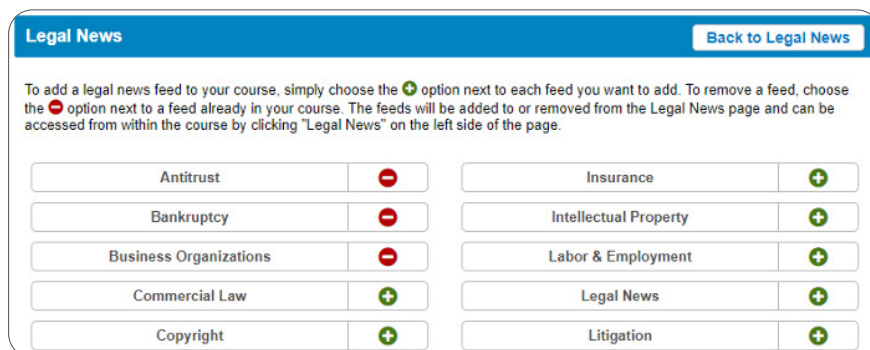


Figure 5-2. Legal News set up page

4. Add the Topical Legal News you want to display in TWEN and click on "Back to Legal News."
5. Choose which topical highlight you want to read or have your feed include all of your chosen topical highlights.

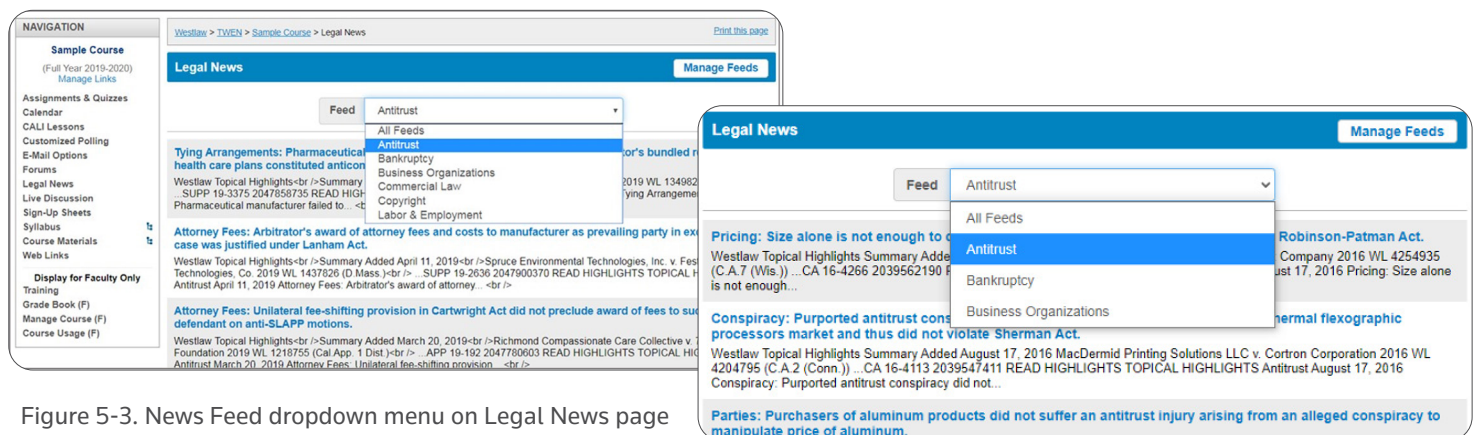


Figure 5-3. News Feed dropdown menu on Legal News page

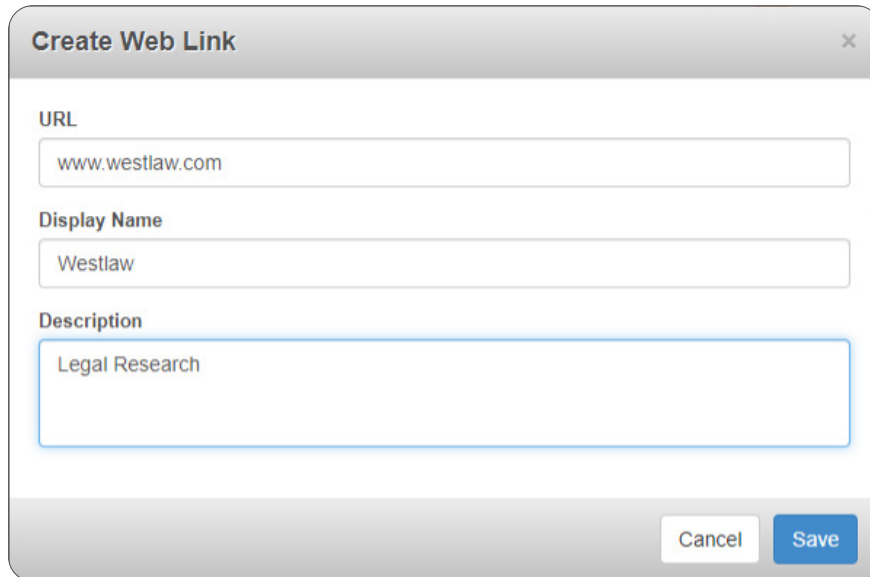
Web Links

You can create a course page that hosts links to websites of your choice. You can create a 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.
2. Click on the Web Links course link and click on Add to enter your Web links information



The image shows a 'Create Web Link' dialog box with the following fields and values:

- URL:** www.westlaw.com
- Display Name:** Westlaw
- Description:** Legal Research

Buttons at the bottom: Cancel, Save

Figure 6-1. Modify Web Links page

3. Type the name of the link you want to display on your Web Links page. This is the name of the link that you click to access the given site.
4. Type the URL or copy and paste it for the website.
5. 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.)
6. Complete the above steps for each website you want to include on the Web Links page for the course. Then click **Save**.

Note: You can display the names of your web links on the left navigation bar by checking the box next to Display the web links in the left navigation for this course.

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 website. Figure 6-2 shows a sample Web Links page.

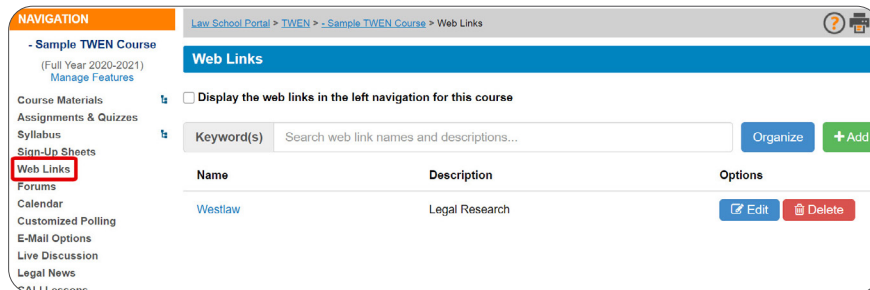


Figure 6-2. Sample Web Links page

Modifying your Web Links page

Open the Web Links page by clicking Web Links on your course home page. Click on Edit to the right of a web link to modify the link and click Save. Type new information, or delete or type over existing information, then click Save. You can also delete a web link by clicking on the Delete button to the right of a web link.

Note: To arrange the order of the links on your Web Links page, click on Organize. 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. Participants will still need their CALI password to access the specific lessons. (See your law library if you do not have a CALI account.)

Accessing and modifying CALI lessons

To access the CALI lessons associated with your course, open the course home page and then click CALI Lessons on the left side of the course home page. The CALI lessons related to your course are displayed as links on the CALI Lessons page (Figure 6-3). Click a link to access a lesson and follow the online instructions to view it.

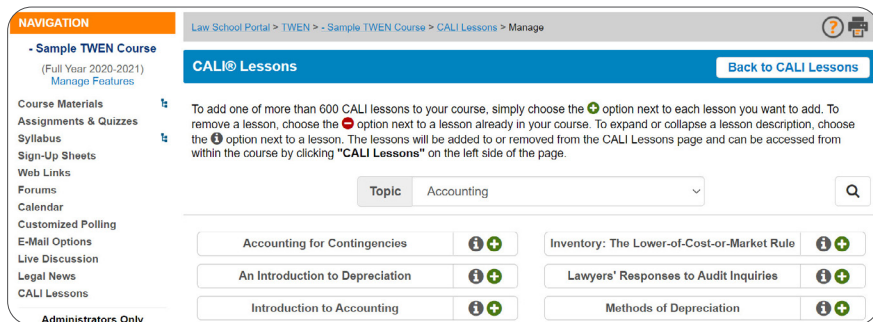


Figure 6-3. CALI Lessons page

1. Click **Manage CALI Lessons** to add or remove CALI lessons for this course.
2. Click on the blue arrow to the right of the CALI lesson to access the course.

Note: You can also click **Manage Course** in the left side of the Course Home Page, click **Manage Elements** and then click **Manage CALI Lessons**.

Adding content to your TWEN course

TWEN allows you to attach materials to your course in areas called document pages. Students with access to the materials can download them for viewing and 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:

- Course syllabus
- Text supplements
- Class notes
- Attached files (e.g., Microsoft Word, Microsoft PowerPoint, Corel WordPerfect, or PDF files)
- Any other materials that you want to make available to your course participants

Also, you can password-protect individual document pages. Only participants with whom you share the associated passwords can access these pages.

There are two default document pages when you create a course:

- The two pages are "Syllabus" and "Course Materials." You can use and modify these default document pages. See "Modifying document pages."
- You can create additional document pages. See "Creating a document page."

Document pages

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 **Manage Course** under Administrators Only, then choose **Manage Features**.
3. Click **+Add/Document Page**. The Modify Document Pages page is displayed (Figure 7-1).

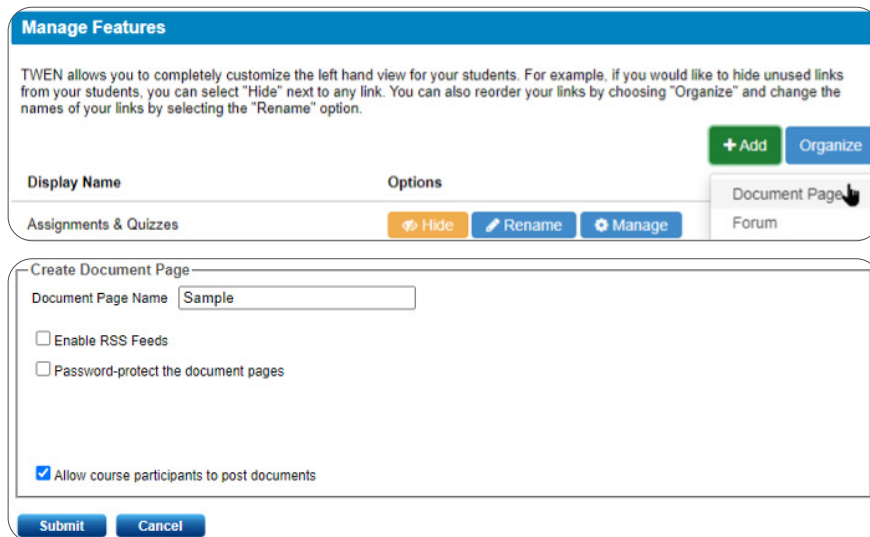


Figure 7-1. Modify Document Pages page

4. Type a name for your document page in the Document page name box.
5. Choose whether to be able to receive updates on TWEN postings in your RSS feed reader.
6. You can password-protect the document page so that access is limited to those students with whom you share a password. Select the Password-protect document pages box and enter a password in the Password box.
7. Choose whether you would like your students to be able to post documents to the page.
8. Finally, click **Submit** and you will be returned to the Manage Links page where you may repeat the above steps to create additional document pages.
9. You may access your new document page using the link with the new document page name that is displayed in the left frame of the course home page. (You may need to refresh your browser display by using your browser's Refresh command.)

Posting items on document pages

You can post items (such as text files, slide show presentations, graphics, video, or audio files) in your document page. When you post items, you can give your students the ability to view and/or download the files. To post an item, complete these steps:

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

Note: You can add multiple items by choosing "Add multiple items" from the list. Drag a file directly from your computer into the course by clicking Add via Drag and Drop. You can also organize items in your document page using folders. To add a folder, click **Add a folder** from the list. To add a link to your document page, click **Add a Link**.

The screenshot shows the 'Add an Item' form with several sections and annotations:

- Document Title:** A text input field with an annotation: "Click **Modify Page** to edit the document page."
- Note:** "If a title is not entered, the file name of the attachment will be used as the title."
- Upload a file from my computer:** A text input field and a 'Browse' button with an annotation: "Click **Add an Item** to add an item to your document page."
- Description / Notes for this document:** A rich text editor with an annotation: "Type the title of your item."
- Set posting availability:** Radio buttons for "Make this post available now.", "Hide this post from student view until further notice.", and "Show this post: [calendar icon] [clock icon]". Below are "From:" and "To:" fields with calendar and clock icons. An annotation: "Select **Show this post** to make the item available to students at a specific date and time."
- Choose options for your post:** A checked checkbox "Automatically mark citations in the message text to link to Westlaw" and an unchecked checkbox "Send e-mail to [all course participants] notifying them of this new posting." with an annotation: "Select this checkbox to send an email to all participants of the course to notify them of the new item."
- Buttons:** 'Submit' and 'Cancel' buttons with an annotation: "Click **Preview** to view your item before you submit it. Then click **Submit** to post your item."

Figure 7-2. Posting new items (other than video or audio files)

4. In the Document Title box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.
5. To upload a file from your computer, click **Browse**. Locate the file and then click **Open**. The path and file name are displayed in the **Attach a file...** box. Or, if you know the exact path of the file you want to attach, type the path and file name (e.g., c:\bnkrptcy\article.doc) in the "Upload a file from my computer" box.

The table below describes the rules that apply to uploading, based on the file type:

File type	Notes
Word-processing documents, spreadsheets, graphics, slide show presentations	<ul style="list-style-type: none"> • Attach files up to 50 MB from your computer. You can add a file as an attachment or display it in HTML format within the document page. • If you update the HTML version of the document, the original document is not updated. • Files larger than 15 MB cannot be converted into HTML. • Citations in your message and in the attached file are automatically converted to hypertext links to Westlaw. Users can access the full text of documents on Westlaw by clicking these links. • Citation markup is not available for files larger than 15 MB in size.
Multimedia, Audio	<ul style="list-style-type: none"> • The maximum file size for multimedia and audio files is 1.25 GB. • File types that will play within the TWEN Multimedia Player are: MP4, WMV, MP3, MPG, AVI, MOV, 3GP, M4A, WAV, AAC. • Use Add an Item to upload audio and video files. • Use Add a Link to insert YouTube or iFrame video links.

6. Select the Translate file to HTML for browser viewing box to translate the file to HTML for viewing in the TWEN web browser. Many file formats can be converted and displayed in the body of your posting. For a complete list of file formats, consult Technical Support. (Not available for multimedia files.)
7. Select the Mark citations in the attached file to link to Westlaw box if you want the citations in your document to be linked to text documents on Westlaw Edge. (Not available for multimedia files.)
8. Add descriptive text about your item, if desired. This text is displayed next to the item on the document page and also on the item page.
9. Specify when you want students to be able to view the document page. Select one of the availability options (e.g., Show this post) as well as options from the lists.
10. Select the Send email to course participants checkbox if you want to send an email message to all course participants to notify them that a new item has been added to the document page.

Note: If you have chosen to delay the display of this item and have selected the Send an email... box, the notification email message is not sent until the item is displayed for students.
11. When you are finished, click Submit to add your item to the document page.

Uploading multimedia files from your hard drive or cloud storage

Complete these steps to post audio and video files from your hard drive or cloud storage:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., Course Materials).
3. Click "Add" at the top of the document page, then click Add an Item from the list.
Note: The Add Multiple Items and Add via Drag and Drop options are not available.
4. In the Document Title box, type the name of your item. The name you enter will also be the hypertext link on the document page that users click to view the item.
5. Click Browse, then locate the file you want to upload and click Open. The path and file name are displayed in the "Attach a file" box.

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

The screenshot shows the 'Add an Item' form. At the top, there is a 'Document Title' field and a 'Return to Document Main Page' link. Below this is a 'Note' stating that if a title is not entered, the file name will be used. The main section is 'Upload a file from my computer:', which includes a file icon and a 'Remove' button. Below the file upload area, there are three checkboxes: 'Students can download this document.', 'Students must acknowledge that they viewed/listened to the entire media file.', and 'I certify that I have permission to upload this document or that this document is in the Public Domain.' The bottom section is 'Description / Notes for this document:', which features a rich text editor toolbar and a text area. To the right of the text area are 'Set posting availability:' options (radio buttons for 'Make this post available now', 'Hide this post from student view until further notice', and 'Show this post') and 'Choose options for your post:' options (checkboxes for 'Automatically mark citations in the message text to link to Westlaw' and 'Send e-mail to all course participants notifying them of this new posting.'). At the bottom of the form are 'Submit' and 'Cancel' buttons.

Select this checkbox to allow participants to download the multimedia file.

Select this checkbox to require participants to acknowledge that they listened to or watched the media file.

You are required to select this checkbox confirming that you have permission to upload the file.

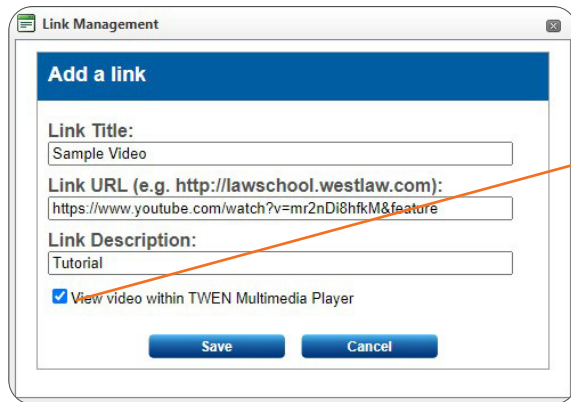
Figure 7-3. Posting new multimedia items

6. Select the Students can download this document checkbox if you want to allow participants to download the multimedia file.
7. You can require participants to acknowledge the use of the multimedia file by selecting the Students must acknowledge that they viewed/listened to the entire media file checkbox.
Note: For detailed tracking of participants' usage, see "Managing course participants and usage."
8. Select the mandatory "I certify that I have permission to upload this document or that this document is in the Public Domain" checkbox to confirm that you have permission to upload the file.
9. Add a description regarding the multimedia item, if desired. This text is displayed along the bottom of the TWEN Multimedia Player when the file is launched, after clicking Expand.
10. Specify when you want students to be able to view the document page.
11. Select the Send email to course participants checkbox if you want to send an email message to all course participants to notify them that a new item has been added to the document page.
12. When finished, click Submit to add your item to the document page.

Adding YouTube and iFrame links

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click the name of the document page to which you want to post items (e.g., Course Materials).
3. Click Add at the top of the document page, then click Add a Link from the list (Figure 7-4).



This checkbox appears if the video format is compatible with the TWEN Multimedia Player. If the video is compatible with the TWEN site but not the multimedia player, the video will open and play in a new window.

Figure 7-4. Posting YouTube and iFrame videos

4. Paste in the URL for the YouTube video or iFrame link.
5. If the linked video is compatible with the TWEN Multimedia Player, the View video within TWEN Multimedia Player checkbox is displayed.

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

6. When finished, click **Save** to add the link to the document page.

Viewing document pages and items

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

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

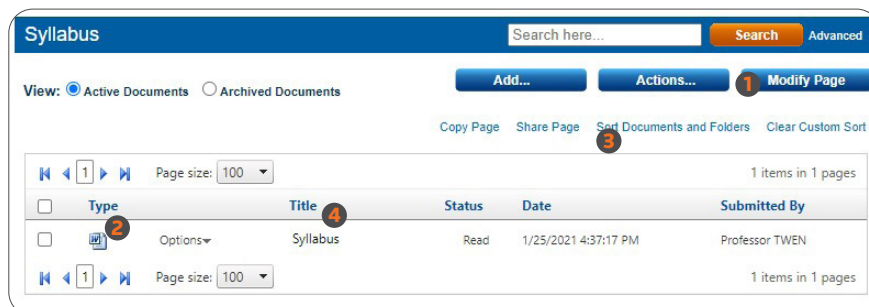
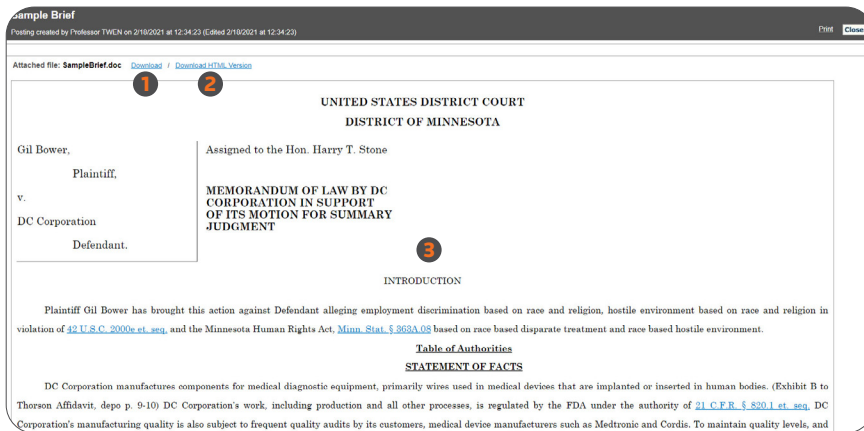


Figure 7-5. Document page display

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

Note: The first document page item may be open if you (or the professor of the course) have chosen to display the content of the first document page item.

3. Click the name of an item in the Title column to view the full text of the item (Figure 7-6).



1. Click **Download** to download the document to your computer.
2. 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.
3. You can view the HTML version in the body of your item.

Figure 7-6. Sample document page showing an open 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 Options next to the title of the item you want to edit and select Edit from the dropdown menu. A template is displayed that is similar to the one used to add an item. For more information, see "Posting items on document pages."
4. Type over any information you want to update or browse your hard drive to replace the attached file.

Note: You can edit files attached in the body of your document page item that has 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 finished, click Save Changes.

5. Click Submit.

Deleting or archiving a document page item

To remove a document page item, select the checkbox next to the item you want to delete and click "**Delete**" from the Actions menu at the top of the document page. Click **Delete** again to confirm the deletion.

Note: Deleted document pages cannot be recovered.

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

Note: To view or restore an archived item, click Archived Documents view at the top of the page. Click the document page item you want to restore and click "**Restore**" from the Actions menu at the top of the document page.

Sorting document page items

You can sort the items on your document page by clicking the **Sort Documents and Folders** link at the top of the page. To sort items on your document page, click an item and drag it to the desired position. Click **Update** when finished.

Modifying document pages

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

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

For information about the features on the Modify Document Pages, see these sections:

- “Sharing a document page with another course”
- “Printing items”
- “Enabling or disabling RSS feeds”
- “Uploading multiple document page items”
- “Deleting document pages”

Sharing a document page with another course

In TWEN, you can share a document page you have created with other courses at your school or with other courses at law schools across the nation.

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

To share a document page, complete these steps:

1. Click Share This Page Allowing Another Course to Edit It (located at the top of the document page).
2. Click the school that hosts the course with which you want to share this document page.
3. Select the course with which you want to share your document page, and you will receive a confirmation.
4. The recipient (professor) of this request receives an email message indicating that you have requested to share the document page. The professor receiving the request can accept it, decline it, or send you an email message requesting more information.

Printing items

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

1. Select the document you want to print by clicking the box beside that document.
2. Click Actions and select Print from the dropdown menu.

Note: If you click 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. Select the document you want to delete by clicking the box beside that document.
2. Click Actions and select Delete from the dropdown menu.
3. A warning message is displayed. Click Delete again to delete the item.

Enabling or disabling RSS feeds

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

1. Click Modify Page.
2. Select or de-select Enable RSS Feed.

Uploading multiple document page items

You can post multiple items at one time to a single document page.

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

To post multiple items, complete these steps:

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

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

6. Click **Submit**.

Hiding document pages

You cannot archive a document page, but you can hide it from the student view by selecting **Hide from Participants** from the Actions dropdown menu.

Deleting document pages

Note: If you delete a document page, all items associated with the document page also are 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:

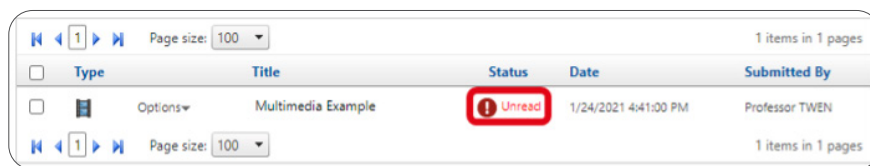
1. Click the course name on the My Courses page.
2. Click **Manage Course** under Display for Faculty Only to display the Manage Course page.
3. Click **Manage Features** on the Manage Course page, then select **Manage** next to the page you would like to delete.
4. Click Delete to permanently remove it from TWEN.
5. Click **Delete** again to confirm the deletion.

Student postings

You have the option of allowing students to post items on document pages. To do this, click on Course Materials under the navigation menu, then select Modify Page from the document page. Students will be restricted in their actions and options, and they will not be able to post multimedia files.

Multimedia expiration indicator

If a multimedia file on your document page is within 90 days of expiration, you will see an "!" indicator within the Status column. To view the number of days remaining before deletion, click on the "!" indicator or go to Manage Multimedia in your user menu.



The screenshot shows a table with columns: Type, Title, Status, Date, and Submitted By. The Status column for the row 'Multimedia Example' contains a red circle with a white exclamation mark and the text 'Unread'. The Date is '1/24/2021 4:41:00 PM' and Submitted By is 'Professor TWEN'. Navigation controls and 'Page size: 100' are visible at the top and bottom of the table area.

Type	Title	Status	Date	Submitted By
<input type="checkbox"/>	Multimedia Example	Unread	1/24/2021 4:41:00 PM	Professor TWEN

Figure 7-7. Multimedia expiration indicator

Incorporating TWEN into your classroom lectures

TWEN provides different ways to interact with your students within your classroom lectures including using quizzes, live discussions, and student polls.

Quizzes

You can create online, interactive quizzes for your students. TWEN can record quiz scores for evaluation or grading purposes. Students access your assigned quizzes by clicking on the Assignments & Quizzes link within your TWEN course.

Creating a quiz

To create a quiz, complete these steps:

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Add a Quiz**.

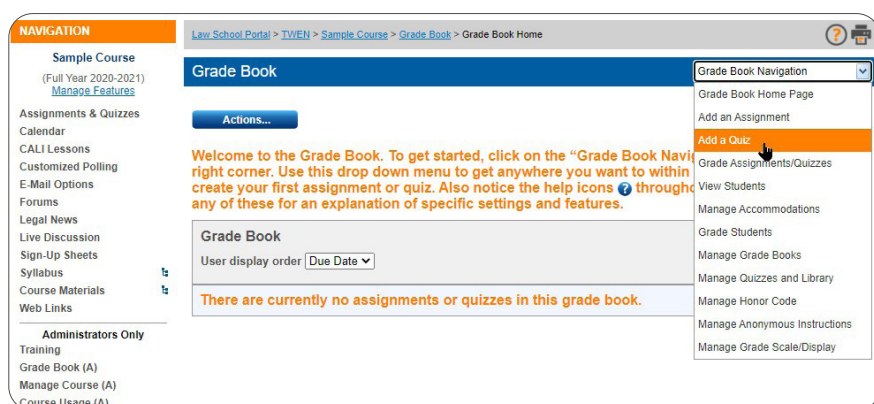
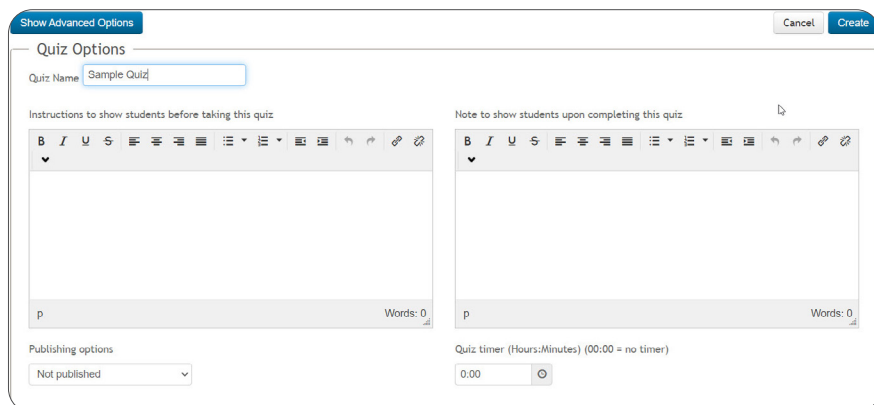


Figure 8-1. Multimedia expiration indicator

4. Select your desired grade book from the dropdown and click on **Next**. Most of the time, you will use one grade book. TWEN provides you with the opportunity to have multiple grade books, though, in case you are teaching multiple sections and want to keep the grade books separate.
5. Click on **New Quiz**.



6. Click on **Create**.
7. Type a name for your quiz, as well as any online instructions that you want to display for your users. You can add instructions at the beginning or end of the quiz.
8. Set your publishing options to determine when the quiz will be visible to students:
 - Not published – not visible to students
 - Publish – visible to all students immediately upon completion of quiz creation
 - Choose Date Range – set a specific timeframe where students may view the quiz
9. Quiz timer – an optional feature if you want to limit the amount of time students will have to complete a quiz.
10. If you would like to customize your quiz rules further, click on the **Show Advanced Options** button.

Points

By default, the Quiz score is the sum of the points set at the Question level. To set a total score at the quiz level as well as the individual points, select the Points checkbox and choose the desired total quiz points. Question level points will be automatically scaled to equal the total quiz points and are overridden for a scaled quiz.

Access

The Access feature allows you to set a Quiz password. The Quiz password can consist of any combination of letters and numbers and MUST be distributed to all Course participants to allow them access to the Quiz. Passwords are case sensitive.

Attempts

Attempts allow you to provide your students with the ability to retake a Quiz. The total number of attempts allowed defaults to one (1) attempt. The default grade for each student is the grade for their last attempt. You can change the default to use their grades from their first attempts by clicking First Attempt.

Practice

The Practice feature allows students to practice taking the Quiz and does not record results. To select either or both Practice sub- options, click the checkbox next to the option. If you select Display questions and submitted answers in results, you can elect to Show correct answer(s), Show explanation, or both.

TWEN grade book options

This feature allows you to set certain options related to grading. Including a Quiz grade in students' total Course grade calculations is the default option; if you do not wish to include a Quiz grade in the students' overall total Course grade, uncheck the Include in Total Grading Calculation box.

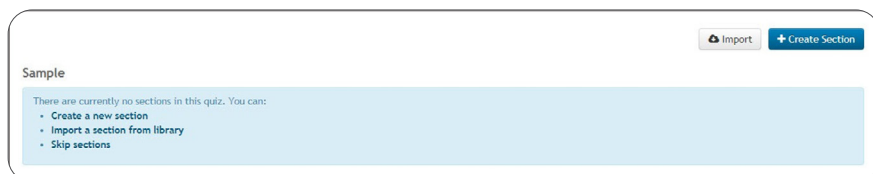
Taking

These options relate to the format of the Quiz as displayed to students. Set Sequential Quizzing to ensure that questions are served up one at a time; each question must be answered by the student before the quiz progresses to the next question. Non-sequential quizzing allows students to pick and choose the order in which they answer each question. Question order may be rearranged at the Section and Question levels of a Quiz. Selecting Suppress Section Heading(s) will hide all Section headings while students are taking the Quiz. You may also toggle whether multiple choice options are lettered (A, B, C..) or numbered (1, 2, 3...).

Results

This option relates to the information displayed when students complete a Quiz. The default display includes displaying the score upon quiz completion and displaying the questions and submitted answers. If you do not wish to display either the score or questions and answers, uncheck the appropriate checkboxes.

11. If you are happy with your selected quiz options, click **Create**.
12. Sections within a quiz allow you to create pools of questions. If you would like to create a section, click on the **Create Section** button in the top right corner. If you would prefer to have just one section, click on **Skip sections** in the message box.

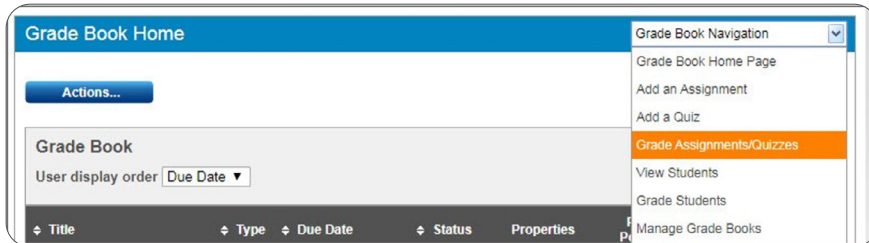


13. If you've previously created a quiz and would like to import questions, check out **How to Import**. If you'd like to create a new question, click on **create a new question**.
14. Title your question and then select your question type:
 - Multiple Choice – present multiple answers and set correct answers.
 - True/False – present a true or false question and select a correct answer.
 - Short Answer* – allows your respondents to provide a short text response.
 - Fill in the Blank* – insert a blank space within a question to which your users must provide an answer. You can add accepted answers for automatic grading.
 - The bottom portion of the Create a Question page may change, depending on the type of question you choose.
 - *Requires manual grading.
15. Set the number of points to assign the question.
16. Type out your question.
17. If desired, you can provide an explanation for the correct answer to the question.
18. Complete the remainder of the form.
 - The fields vary, depending on the type of question (such as Multiple Choice) you chose above.
 - Any field that you leave blank is not displayed for the quiz question.
19. 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 specific responses to a Multiple Choice, True/False or Fill in the Blank question, click on the Add Explanation button. Any explanation left blank will not be displayed to students.
 - To provide a single explanation, type the explanation in the Explanation box above the Answer Details section.
20. When you are happy with your question, click **Create**.
21. If you would like to create another question, click on **Create Question**. If you are done, click on **Close Window** to return to the grade book.

Viewing quiz results and grading quizzes

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

1. Within your TWEN Course, click on **Grade Book (A)**.
2. Within the Grade Book Navigation dropdown menu, select **Grade Assignments/Quizzes**.



3. Select your quiz.

If your quiz was automatically graded:

1. Your student's grades will be displayed automatically in the Grade column.
2. If you would like to see reports or responses by user or question, click on the **Quiz Results** button.
Note: If you have allowed anonymous quizzing, "Anonymous" or a student-assigned identifier may be displayed instead of the student's name.
3. Click on **Release Grades** to make the quiz score available to your students.

If your quiz requires manual grading:

1. You will see a link labeled **Grade in the Grade** column. Click on it.
2. For each question requiring manual review, mark the answer correct, incorrect, or select custom to provide partial credit.
3. Once you've graded all students' responses, their results will be updated upon refreshing the grading page within the grade book.
Note: If you required anonymous quizzing, "Anonymous" or a student-assigned identifier may be displayed instead of the student's name.
4. Click on **Release Grades** to make the quiz score available to your students.

Managing quiz settings

If you would like to manage the settings, such as publication status, of a previously created quiz:

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the Grade Book Navigation dropdown menu in the top right corner and select **Manage Quizzes and Library**.

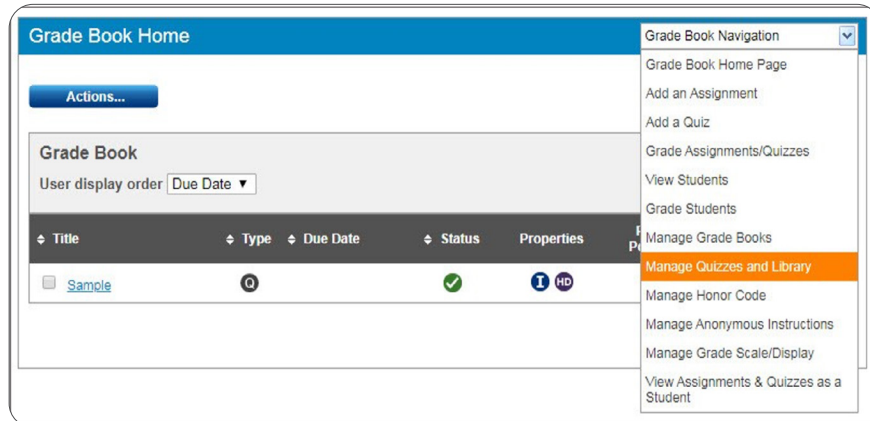


Figure 8-5. Multimedia expiration indicator

4. To edit your quiz settings, hold your mouse over your quiz, and select the gear icon to proceed.

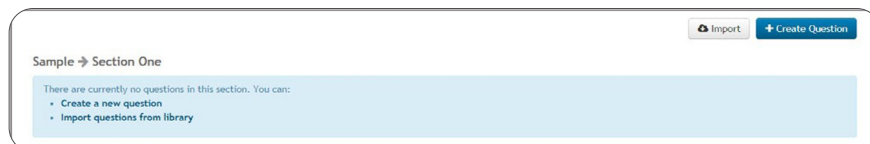


5. Once you've made your changes, click on save.

Managing quiz questions

To manage questions within a previously created quiz, complete these steps:

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Manage Quizzes and Library**.
4. Click the quiz you would like to edit.
5. Click the section you would like to edit.
6. Click on the question you would like to edit or click on **Create Question**.



7. Once you are finished editing your question, click **Save**.

Sharing quiz content

Adding content to your library

If you would like to share quizzes, quiz sections, and quiz questions with your other TWEN courses, you can do so by adding them to your quiz library:

1. Head to the home page for the course that contains the quiz content that you would like to share.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Manage Quizzes and Library**.
4. Select the quiz, section, or question you would like to add to your library by checking off the box and then selecting **Export Copy to Library**.



Importing items from your library

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Manage Quizzes and Library**.
4. Click on Import.



5. Select your desired quiz.
6. Click on Import.

Deleting a quiz

To delete a quiz, complete these steps:

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Manage Quizzes and Library**.
4. Check off the box for your desired quiz, quiz section, or question.
5. Click on the **trash can** icon.



Printing a quiz

To print a quiz, complete these steps:

1. Head to the home page for your course.
2. Click on **Grade Book (A)**.
3. Click on the **Grade Book Navigation** dropdown menu in the top right corner and select **Manage Quizzes and Library**.
4. Click the **My Library** link to view all your quizzes.
5. Check off the box for your desired quiz.
6. Click on the **Print** icon.
7. Select whether you would like to display the correct answers and/or show explanations.
8. Click on **Print**.

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

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

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

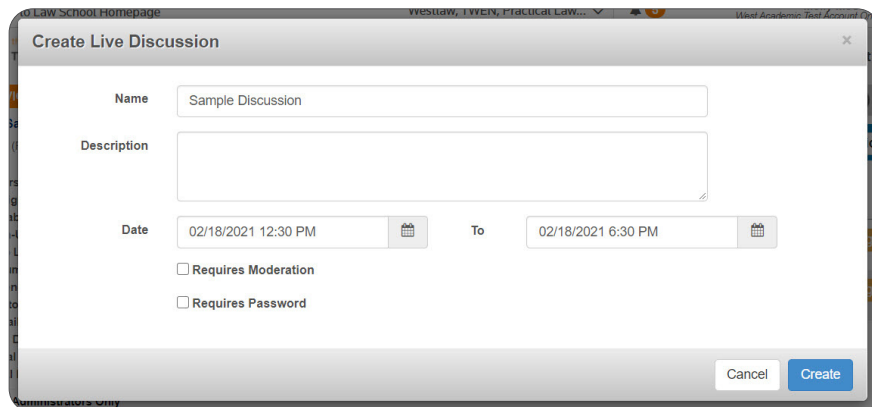
Live discussions

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

Creating a live discussion session

To add a live discussion session to your course, follow these steps:

1. From your course home page, click on **Live Discussion**.
2. Click on **+ Create new discussion**.
3. Name your discussion.
4. Enter a description, if desired.
5. Set the start and end time for your live discussion.
6. If you would like to have a moderator to approve messages, select **Requires Moderation**.
7. If you would like to password protect your session, select **Requires Password**.
8. Click on **Create**.
9. Your discussion session will be listed as Active.



The screenshot shows a 'Create Live Discussion' dialog box. The 'Name' field contains 'Sample Discussion'. The 'Description' field is empty. The 'Date' field is set to '02/18/2021 12:30 PM' and the 'To' field is set to '02/18/2021 6:30 PM'. There are two checkboxes: 'Requires Moderation' and 'Requires Password', both of which are unchecked. At the bottom right, there are 'Cancel' and 'Create' buttons.

Editing a discussion session

To edit a live discussion session, complete these steps:

1. From your course home page, click on **Live Discussion**.
2. Click on the **Manage** link for your discussion session.
3. Make your desired adjustments and click on **Save Changes**.

Note: You cannot adjust the timing of the live discussion session once it has begun.

Entering a live discussion

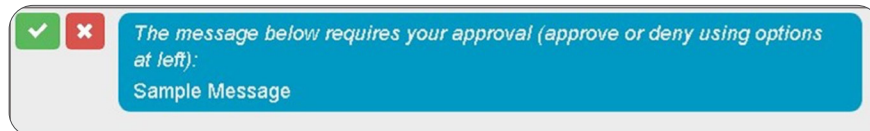
To access a live discussion session, follow these steps:

1. From your course home page, click on Live Discussion.
2. Click on Enter Room.
3. If you are the course administrator and opted to have a moderator, you will be a moderator by default.

Moderating a live discussion

As a live discussion moderator, you control which messages are posted to the live discussion.

1. When a participant posts a message, you can select whether to display or deny the message.



2. Select the approve button to post the message to the discussion and select deny to remove it.

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 10 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. To remove a live discussion session, complete these steps:

1. From your TWEN course home page, click on **Live Discussion**.
2. Click on **Manage**.
3. Click on **Delete**.

Polling

TWEN provides polling features you can use in your courses to survey students. You and your class can view poll results as a pie chart or a bar graph. You have these polling options:

- InstaPolls – You orally ask students a question in class, and they respond using their computers.
- For more information, See “Polling.”
- 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”.

InstaPoll

The InstaPoll feature allows your students to respond to in-class questions using their computers anonymously.

- 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

1. Go to your TWEN course home page.
2. Click on the **InstaPoll** icon.



3. Ask your students a question and present them with their answer options.
4. After you pose the question, students vote by clicking the InstaPoll icon on the course home page and clicking an answer to your question.

Please select your answer

- A/True/Yes
- B/False/No
- C
- D
- E

5. To display the poll results, click on **Finish Poll**.
6. Click on **Voting Status** to see who in the class has not yet voted.
7. Click on **Refresh** to update the poll results.
8. Click on **Hide Pie Chart** to hide your pie chart and present to **Show Bar Graph** option instead.
9. To move onto another question and reset the current results, click on **Reset Results**.

Hiding the InstaPoll feature

If you do not want to display the InstaPoll icon on your course home page, complete these steps:

1. Click on the **Manage** drop down and select **Edit** in the Course Information pane of your course home page.
2. Highlight the **InstaPoll** icon in the HTML editor.
3. Press the **delete** key on your keyboard.

Customized polling

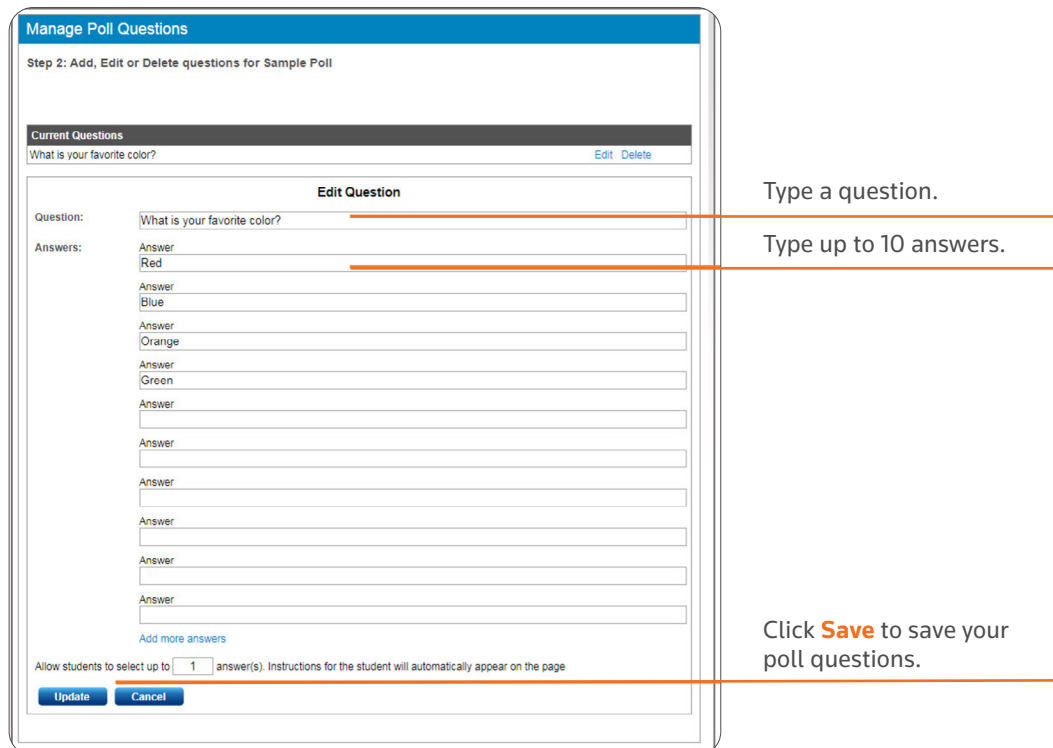
Customized polling allows you to create polls that students can respond to anonymously.

- 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, follow these steps:

1. On your course home page, click **Customized Polling** in the left navigation area of the page.
2. Click **Create a Poll**.
3. Title your poll, set your voting options, poll result options, and availability.
4. Click on **Save and Add Questions**.
5. Enter your poll question and answers.
6. Once your question is configured, click on **Save**.
7. If you would like to create additional questions, click **Add New Question**. If your poll is complete, click on **Finish Poll**.



The screenshot shows the 'Manage Poll Questions' interface. At the top, it says 'Step 2: Add, Edit or Delete questions for Sample Poll'. Below this, there's a section for 'Current Questions' with a table. The first row shows the question 'What is your favorite color?' with 'Edit' and 'Delete' links. Below the question, there's an 'Edit Question' section. The 'Question:' field contains 'What is your favorite color?'. The 'Answers:' section has a list of input fields for answers, with 'Red' entered in the first one. Below the answers, there's a link for 'Add more answers'. At the bottom, there's a text field for 'Allow students to select up to' followed by a dropdown menu set to '1' and the text 'answer(s). Instructions for the student will automatically appear on the page'. There are 'Update' and 'Cancel' buttons at the bottom left.

Type a question.

Type up to 10 answers.

Click **Save** to save your poll questions.

Figure 10-3. Customized poll questions

Taking a poll and viewing the results

To take a customized poll and view the results, follow 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 will click the name of the poll to open it. Figure 10-4 shows an example of a poll question. These options are available to students:
 - They can choose an answer for each question.
 - When they've answered all questions, click on **Finish poll** to submit their answers. If you've enabled result displays, TWEN will immediately display the poll results as a bar graph.
 - They can click **Return to Poll Home** to close the poll without voting.
3. The Poll Results page displays the responses as a bar chart (Figure 10-4). These options are available to you as a professor:
 - Click **Refresh** to update the results as more students vote.
 - Click **Show 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.

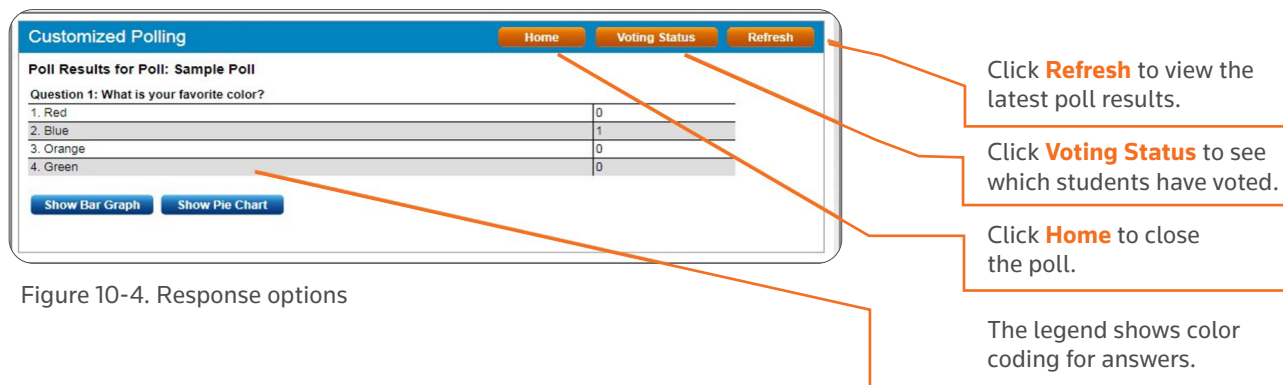


Figure 10-4. Response options

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** checkbox.

Note: Hiding poll results is different from hiding the poll from student view. If you hide the poll from student view, they cannot take the poll. If you hide the poll results, the students can take the poll but cannot see the results until you release them.
2. The student takes the poll and chooses an answer 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.
4. Click Release Results to make the poll results available to students.

Editing a customized poll

To edit a customized poll, complete these steps:

1. Click **Customized Polling** on the course home page. All polls you have created are displayed.
2. Click **Edit** next to the title of the poll you want to change.
3. If results already exist for the poll, you can delete them and start over the next time you conduct the poll. Click **Yes** next to Would you like to rest the results of this poll?

Deleting a customized poll

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

1. Click Customized Polling on the course home page. All polls you have created are displayed.
2. Click Delete next to the title of the poll you want to delete.
3. Click OK to confirm the deletion.

Communicating within your TWEN course

With TWEN, you can communicate with your participants through forums and email.

Using forums in TWEN

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. Forums also allow students to add attachments to their messages.
- 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.”

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

Creating a forum

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Forums under Navigation on the left side of the course home page to display the Forums page.
3. Click the Create Forum button at the top of the page.

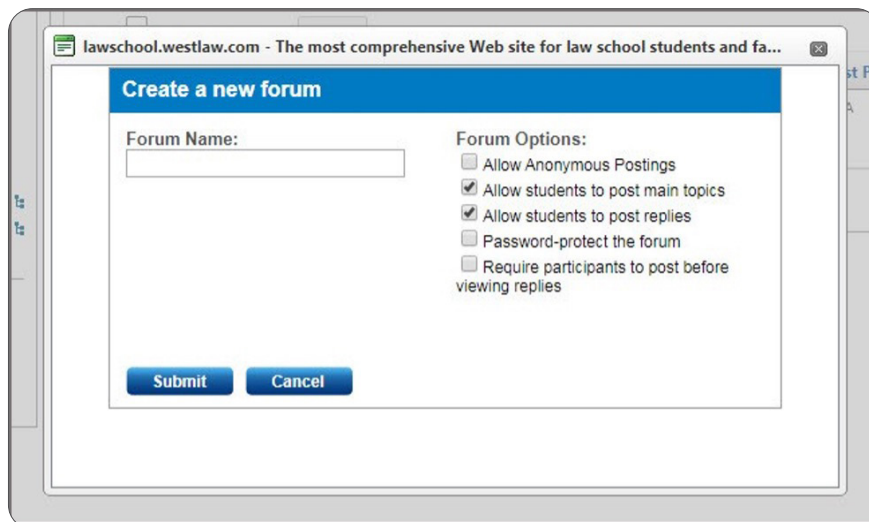


Figure 11-1. Create a new forum page

4. Type the name of the new forum in the **Forum Name** box.
5. Select the **Allow Anonymous Postings** checkbox to allow students to post messages without their names and email addresses.
6. Select the **Allow students to post main topics** checkbox to allow students to post main topic messages.
7. Select the **Allow students to post replies** checkbox 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** checkbox and type a password in the Password box.
9. Click Submit.

Posting messages in forums

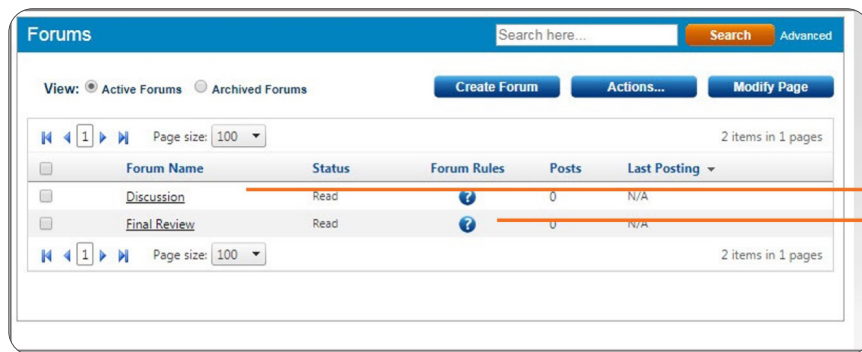
Postings contain the information published in a forum. A posting can include text, graphics, spreadsheets, charts, quiz questions, or other materials. There are two ways to create a posting:

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

Posting a main topic message

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

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

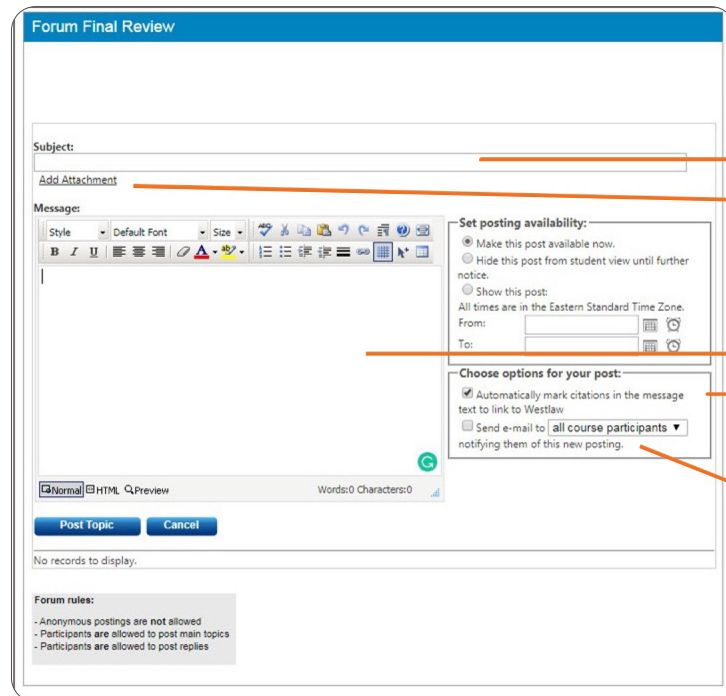


Click the name of the forum you want to open.

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

Figure 11-2. Forum page

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



Type the subject of your message.

Click **Add Attachment** to upload a file to your post.

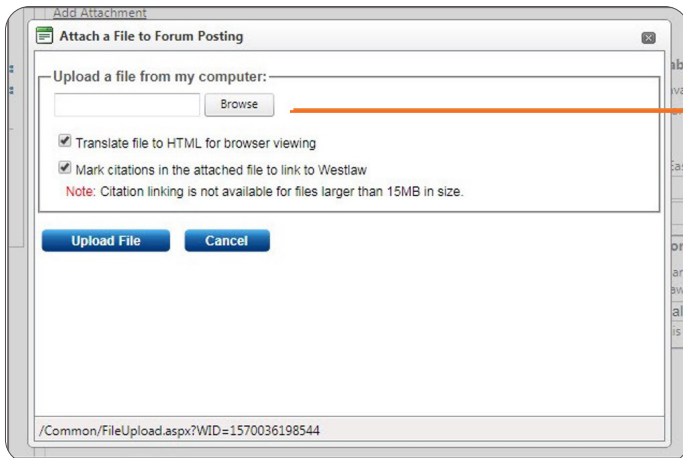
Type the text of your posting here.

Clear this checkbox if you do not want citations in your message and attached file to be converted to hyperlinks to Westlaw Edge.

Select this checkbox to send an email to all forum participants to notify them of the new posting.

Figure 11-3. Add topic page

7. To add an attachment to the posting, click **Add Attachment**. The Attach a File to Forum Posting dialog box will be displayed.



Upload a file from your computer by clicking the **Browse** button and navigating to the file location.

Figure 11-4. Attach a File to Forum Posting page

8. To attach a file from your computer, click **Browse**. Locate the file you want to attach and then click **Open**. The path and file name are displayed in the text box. If you know the exact path of the file you want to attach, you may type the path and file name (e.g., c:\bnkrptcy\article.doc) in the text box.
9. Select the **Translate file to HTML for browser viewing** checkbox 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.
10. Select the **Mark citations in the attached file to link to Westlaw** checkbox if you want your citations in your document to be linked to full-text documents on Westlaw.
11. Click **Upload File** once you have selected your attachment. Your attachment will now appear within your post.
12. If anonymous postings are allowed, a checkbox labeled **Post this message anonymously** is displayed. Select this checkbox if you do not want to display your name and email address with your posting.
13. Specify when you want students to be able to view the posting. Click one of the three availability options (e.g., Make the post available now).
Note: The scheduling option is available only when posting main topic messages. It is not available when you are responding to a posting.
14. Select the **Send email to** checkbox if you want to send an email 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 and have selected the Send an email to... checkbox, the notification email message is not sent until the item is displayed for students.
15. Click Post Topic to add your posting to the discussion list.

Responding to a posting

To respond to a main topic posting, you must be viewing the posting. Follow the steps below.

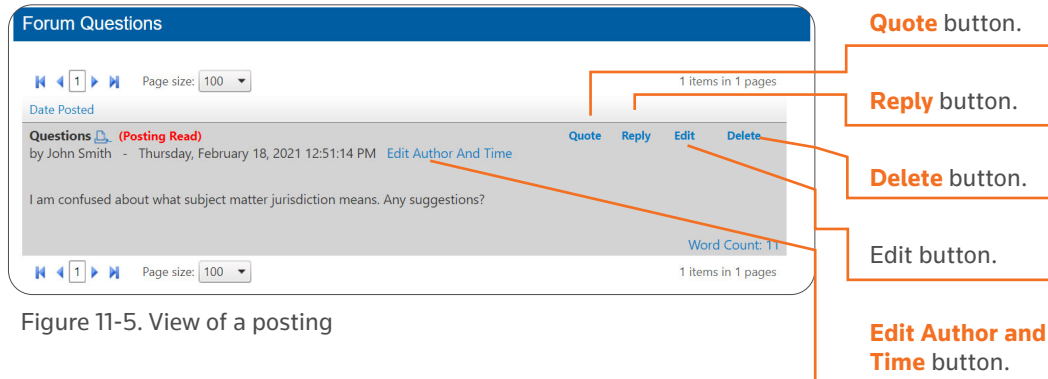


Figure 11-5. View of a posting

1. Click **Reply**. You can follow the same steps as required for posting a main topic message. For more information, see "Posting messages in forums."
2. You can quote the original post in your response by clicking the **Quote** button in the post. The text in the original post is copied into your reply. You can edit the quoted text if you want to quote only a portion of the original post.

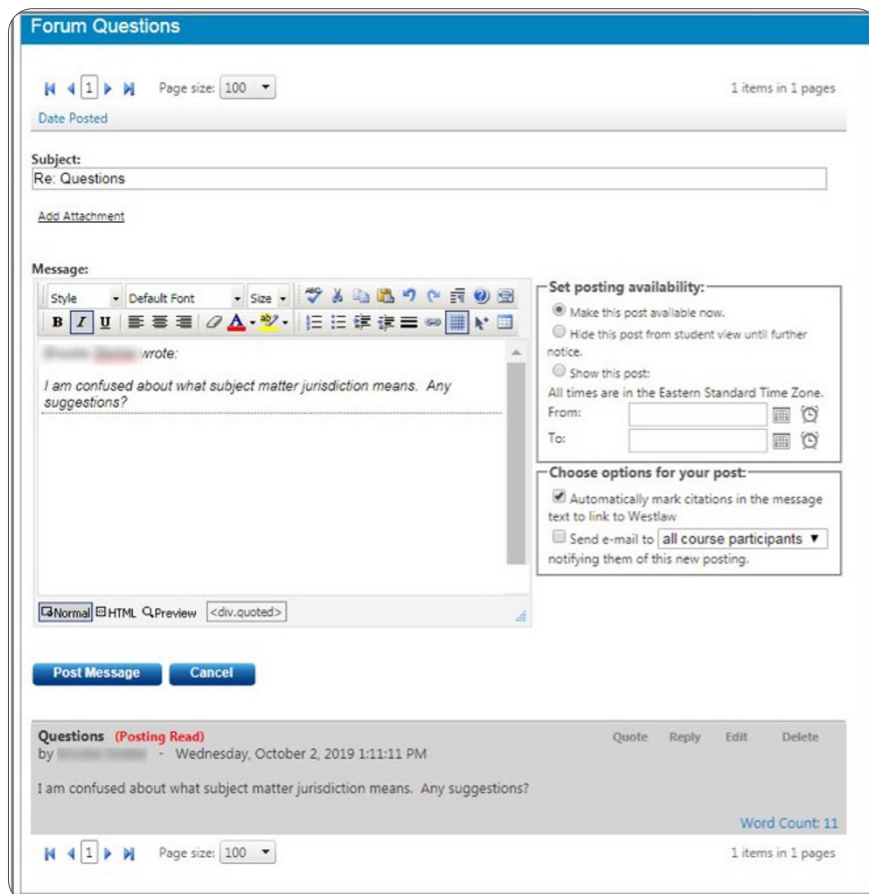


Figure 11-6. Quote from the original text in the reply

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

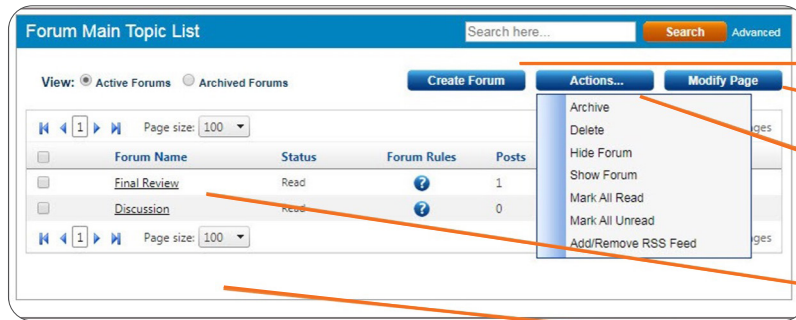
Sorting forum postings

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

Viewing forums and postings

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

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



Click **Create Forum** to create a new forum.

Click **Modify Page** to modify the forum information.

Click **Actions** to Delete a forum, Hide or Show the forum to Participants, Mark all posts as Read or Unread, or Add/Remove RSS Feeds.

Click the title of the post to read the messages contained within the forum.

Forum Rules are displayed at the bottom of the post.

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

Editing a forum posting

You can edit a post by completing the following steps:

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

Note: You can edit files attached in the body of your posting that has 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**.

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 forums

You can modify forum properties by completing these steps:

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

Modifying forum information and access

To modify forum properties, complete these steps:

1. Open the forum you wish to modify and click **Modify Forum** at the top right of the page. The Modify Forum page is displayed.
2. Some ways you may modify the forum are:
 - Change the name of the forum by typing a new forum name over the existing name in the Forum name box.
 - Password protect the forum by selecting the Password protect the forums checkbox and typing a password in the Password box.
 - Select the checkbox if you want to allow Participants to post documents to a Forum.
3. Click **Save Changes**.

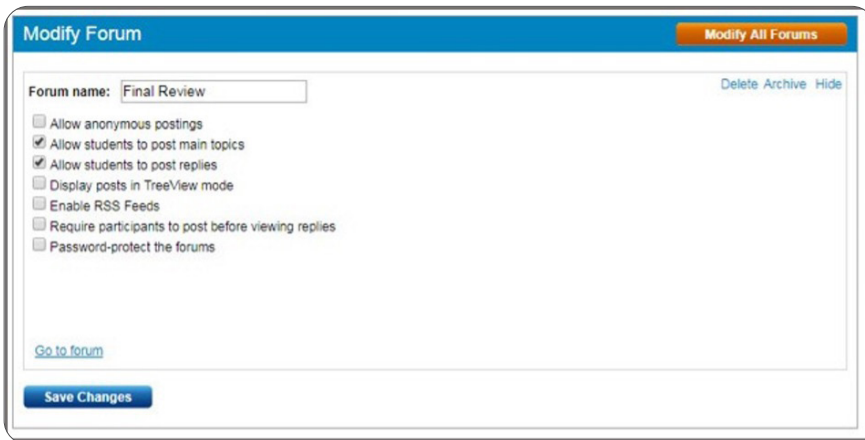


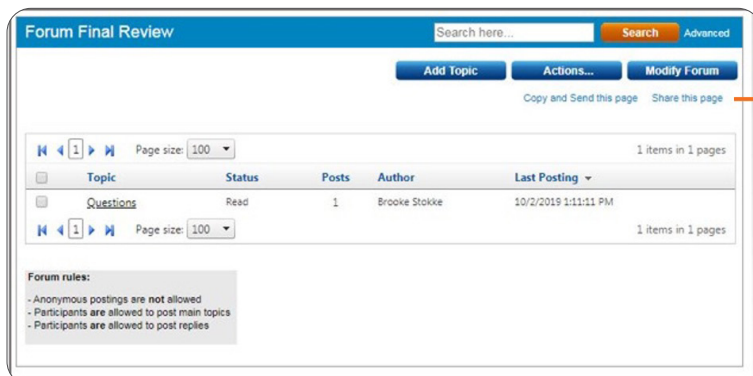
Figure 11-8: Modify Forum page

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 page** on the forum's main page (Figure 11-9).
2. Click the school that hosts the course with which you want to share the forum.
3. Click the course or courses with which you want to share your forum. The Share Forum confirmation page is displayed 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 email message requesting more information.



Share this page link.

Figure 11-9. Sharing a forum

Printing postings

To print postings from a forum, complete these steps:

1. Open the Forum you want to print and either select an individual posting or view all postings.
2. Click the **Print** icon next to an individual posting or click the print icon at the top of the screen to print all postings.

Deleting topics and posting

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

Deleting a single posting

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

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

Deleting a topic

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

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

Deleting multiple topics

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

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

Archiving and restoring forums

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

To archive a forum, complete these steps:

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

To restore a forum, complete these steps:

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

Deleting forums

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

To delete a forum from TWEN, complete these steps:

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

Searching in forums

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

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

1. On the Forums main page, click **Advanced**. The Advanced Search page is displayed (Figure 11-10).

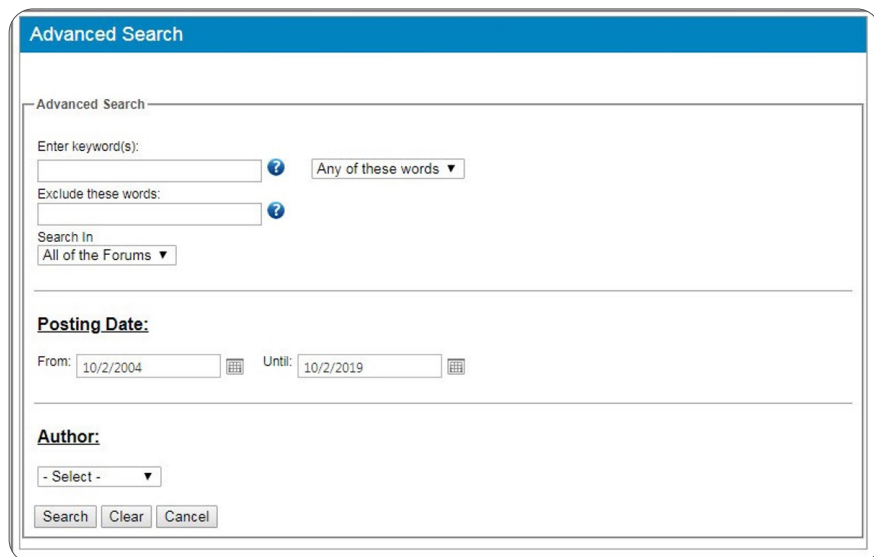


Figure 11-10. Advanced Search page

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

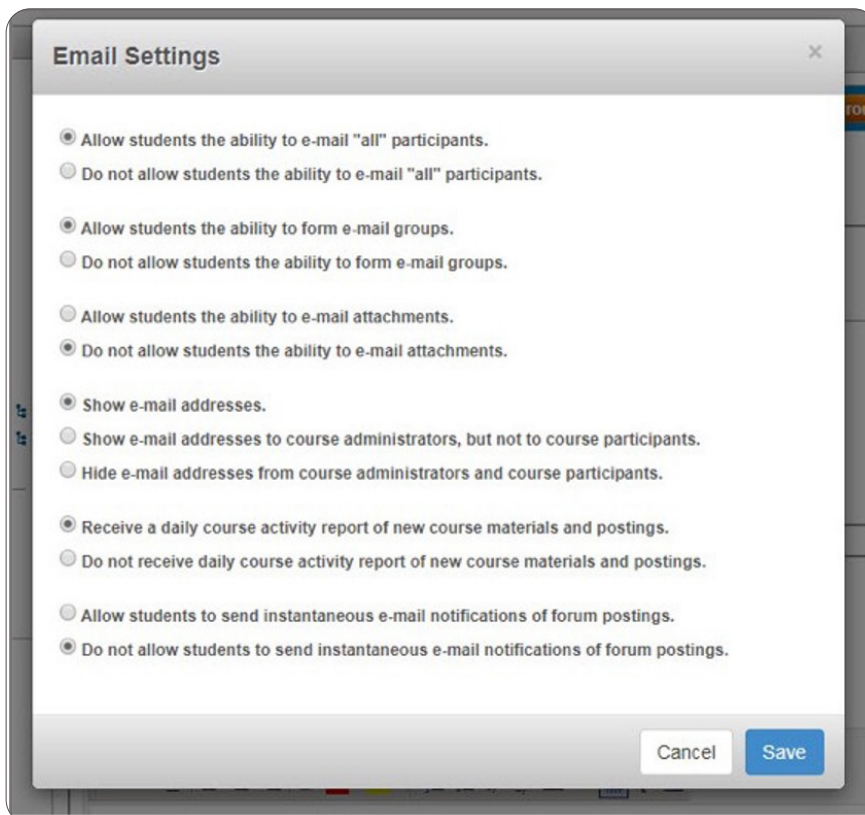
Communicating using email

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

Sending messages

To send an email message, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Email Options** under Navigation on the left side of the course home page. The Email Options page is displayed.
3. Select the **All course participants** checkbox to send a message to all of the individuals participating in your course. Or choose individual recipients by selecting the checkbox next to each participant's name.
4. If you want to send a copy of the message to additional people, type their email addresses in the Send a CC to: box. Separate multiple addresses with commas.
5. Clear the **Include Course Title in Subject Line** checkbox if you do not want to include course information in the email.
6. Select the **Send Message as Attachment** checkbox if your school restricts in-line message length.
7. Type the subject in the Subject box, type the content in the Message box and select the toggle to hyperlink any citations in your message to Westlaw.
8. You can add attachments to your email message by attaching the file in the Attachments box. To attach a file to your email message, click **Browse** and then choose the files. You can load up to three files, but the total file size must not exceed 5MB.
9. Click **Send Email** 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 email message to the users you chose
 - A confirmation message stating which users have a valid email address and which do not
10. Click **Save Draft** if you want to save the email and send it at a later date. You can view email drafts by clicking My Drafts on the Email Options page.



To access Email Settings, click on **Email Options** on the left navigation bar. Then click on orange Email Options link on the top right of your screen. You can specify how to use these email options:

- Email all course participants
- Create email groups
- Send attachments in email messages
- Show student email addresses
- Receive a daily course report
- Send instantaneous email notifications of forum postings

Also, you can choose whether you want to receive email notifications for new forum postings.

Note: A valid email address does not guarantee successful delivery of your email message.

Figure 12-1. Email Settings page

Creating email groups

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

Note: You can send an automatic reminder for a calendar event to an email distribution group. To create an email group, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Email Options** under Navigation on the left side of the course home page to display the Email Options page.
3. Click **Create Group**.
4. In the Create Group page, type a name for the email group in the Email group name box.
5. Choose the members for your email group by selecting the checkbox next to each participant's name.

Note: You must choose two or more participants to form a group.

- a. To make this group available to students and other faculty in the class, check the **All course participants** button under Share this group with.

Note: If you choose to make this group available to other participants, this group will be available from their Email Options page.

- b. Click **Save Changes** to create the email group and return to the Email Options page. The new group is available on your Email Options page.

Editing or deleting email groups

To edit or delete an email group, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Email Options** to display the Email Options page (Figure 12-2).
3. Scroll down the page to the **My Email Groups** section.
4. To edit a group, click **Edit** next to the name of the group you want to modify.
 - Modify the group name by typing over the existing text in the Email group name box.
 - Select the checkboxes next to the participants you want to add to the group.
 - Clear the checkboxes 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... checkbox.
 - Click **Save Changes**. The Email Options page is displayed, containing your updated email group.
5. To delete a group, click **Delete** next to the name of the group you want to remove, then click **Delete** again to confirm the deletion.

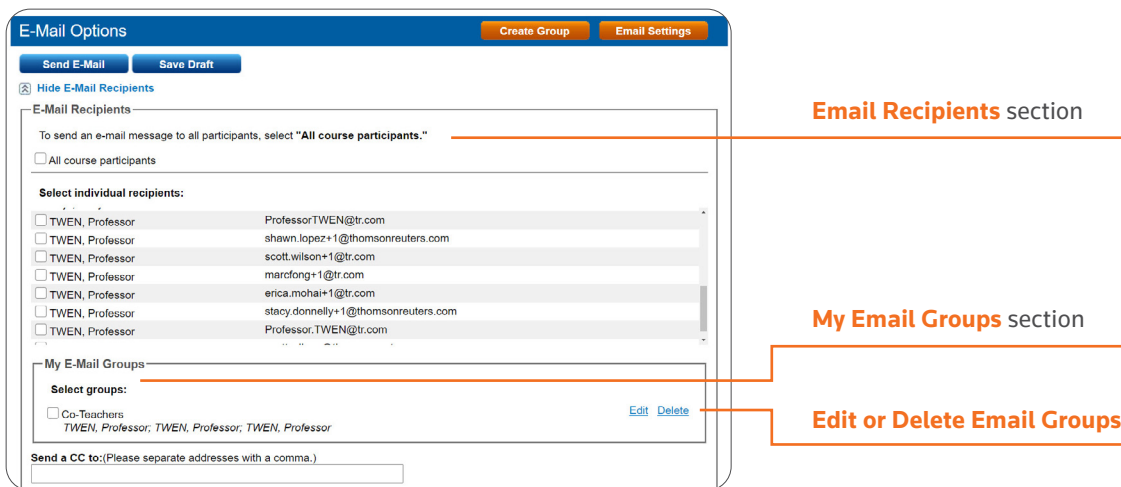


Figure 12-2. Email Recipients and Email Group options available in the Email Options page

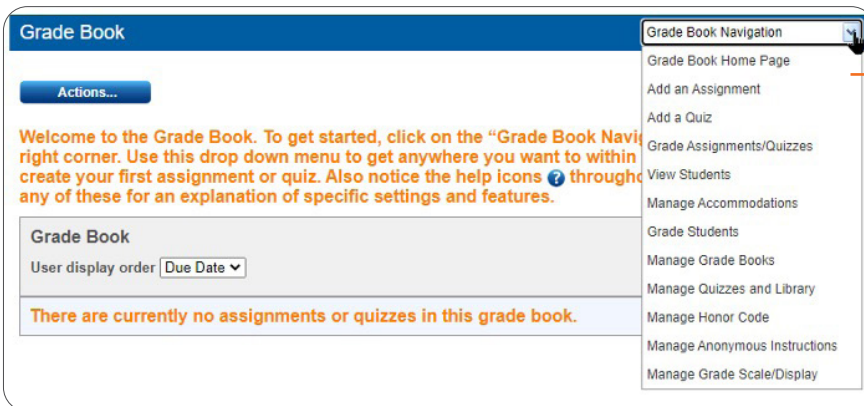
Grade book and assignments

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

Navigating the Grade Book Home page

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

- Add and manage course assignments.
- Have your students complete and submit their assignments online using the Assignments & Quizzes DropBox.
- 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.



The **Grade Book** navigation list contains the main grade book functions.

Figure 13-1. Grade Book Home page

The Grade Book Home page uses informational icons for each assignment.

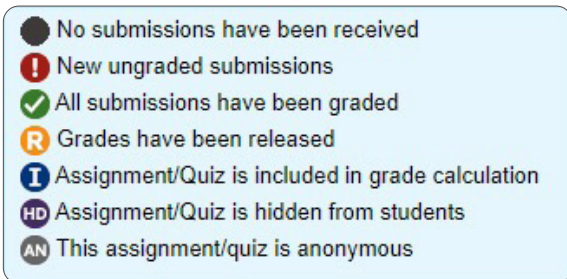


Figure 13-2. Grade book icons

Setting up the grade book

Setting and modifying grade book properties

To manage your grade book properties, complete these steps:

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

Creating multiple grade books for a course

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

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

Creating a grade book

To create a 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**. The Grade Book Home page is displayed.
3. Click **Manage Grade Books** from the Grade Book Navigation list in the upper right corner of the page.
4. Click **Add Grade Book**.
5. Type a name for the grade book in the Grade Book description box.
6. Choose whether to make this grade book the default grade book for your course by selecting the checkbox.
7. Select the checkbox preceding the name of the desired grade book administrator.
8. Click **Save**.

Removing students from grade book

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

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

Using anonymous grading

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

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

Anonymous grading schemas

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

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

Additional information

- Identification numbers can be any combination of letters and numbers.
- Type custom instructions explaining what number (e.g., student ID number provided by the registrar) your students should submit for assignments.
- Once you have established anonymous grading for an assignment, you may contact Thomson Reuters if you want to switch to using student names instead, or the Neutral Proctor you have specified may disable anonymity for your assignment. You do not have to contact us to turn it off. You can use a Neutral Proctor, or if you are not using a Neutral Proctor, you can turn it off by editing the assignment and removing the checkmark for anonymous grading.
- When you view a list of student identifiers, the list is sorted alphabetically based on the student identifiers.
- If you set up anonymous grading for your course, you can still record student names for a specific assignment. For example, you might want to grade students based on their course participation. You specify this option when you create the assignment. The grades for the assignment will be displayed in a separate table in your grade book.

Using a Neutral Proctor

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

To designate a Neutral Proctor, complete these steps:

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

Using an Honor Code

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

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

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

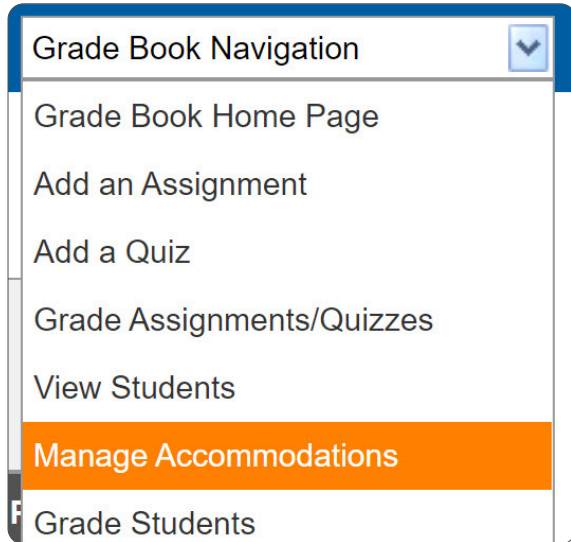
Downloading the grade book as a spreadsheet

To convert the grade book into a Microsoft Excel spreadsheet, click the download icon on the Grade Book page to view or save the spreadsheet.

Setting up quiz accommodations

You can grant accommodations for both the due date and timing of quizzes within TWEN's grade book.

1. Click **Grade Book** on the left side of the course home page.
2. Under Grade Book Navigation, select **Manage Accommodations**.



3. Choose a course participant from the dropdown to see their assignment/quiz with due date.
4. Set accommodation date and time for their assignment/quiz.

Assignment/Quiz	Original Due Date	Accommodations Due Date	Action
Sample 2 Due: 6/15/2021 12:00 AM (Tue) Time until Due: 374 days, 7 hours, 13 minutes	Due: 6/15/2021 12:00 AM (Tue)	6/18/2020 11:00 A <input type="text"/>	<input type="button" value="Apply"/>

Change Page: Page 1 of 1 Results per page:

5. Click **Apply**.

Training

Adding Knowledge Center classes to TWEN

You can now link Knowledge Center classes to TWEN. To get started, you'll need to create a class and assign lessons in the Knowledge Center.

- 1.** Go to the Knowledge Center and select your class.
- 2.** Select the Participants Tab and click on the Auto-Enroll Link button. The link will be copied to your clipboard.
- 3.** Go to TWEN and click on your TWEN course.
- 4.** Click on Training in the Navigation pane.
- 5.** Click on Add Auto-Enroll link.
- 6.** Paste your Auto-Enroll link, give it a title and click on Save.
- 7.** You're all set! Students will automatically be enrolled in your Knowledge Center class when they click on the link.

Creating an assignment

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

To create a new assignment, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click Grade Book. The Grade Book Home page is displayed.
3. Click Add an Assignment from the Grade Book Navigation list. The Add/Edit Assignment page is displayed.
4. Type a title for your assignment in the Title box.
5. Type a description of your assignment in the Description of the assignment box.
6. Clear the Automatically mark citations in your description to link to Westlaw checkbox if you do not want citations in your assignment description to automatically link to Westlaw Edge.
7. Specify when the assignment will be available to students by choosing the appropriate availability option (e.g., Make this assignment available now) and other options from the corresponding options and lists.
8. Type the assignment's due date and time in the Set Due Date box or click the calendar and clock to choose the date and time.
9. To allow students to submit assignments after the due date, select Allow submissions after the Due Date.
10. Specify how much the assignment counts toward the participant's total grade by choosing the number of points from the Total points possible list.
11. To upload a file from your computer, click Browse into the Attachments section. Locate the file you want to attach and then click Open. The path and file name are displayed in the File to upload box. Or, if you know the exact path of the file you want to attach, type the path and file name (such as c:\bnkrptcy\article.doc) in the File to upload box.
12. Select the Activate anonymous grading for this assignment checkbox if you want to have students post their submissions anonymously. You can choose from three different anonymous grading schemas:
 - Utilize the general ID numbers
 - Require students to enter a unique ID number for this specific assignment
 - Generate randomized anonymous ID numbers
13. Choose whether to require the Honor Code acceptance for the assignment.
14. If you do not want your students to have the ability to submit the assignment online, clear the Allow submission of assignments online checkbox.
15. To allow your students to submit an assignment more than once, select the Allow resubmission (multiple submissions) of this assignment checkbox.
16. Clear the Send an email message to me each time a student submits to this assignment checkbox if you do not want to receive notification (via email) each time a student submits an assignment.
17. Choose whether to include this assignment in the total grading calculation.
18. Choose whether to allow students to see their own grades for this assignment.
19. Choose whether to make the assignment timed.
 - The timestamp shows when the student accessed the assignment and when he or she submitted it.
 - You can add a message to explain to students that this is a timed assignment. This message is displayed before the student accesses the assignment.
20. Choose whether to allow students to attach multiple files to the submission.
21. Click whether you want the assignment's due date added to the course calendar and whether you want TWEN to send an automatic email message as a reminder to your course participants before the due date.
22. Click the grade book you want to be associated with the assignment from the Select grade book association list.
23. Click Submit.

Note: Students access the course assignments you create by clicking Assignments & Quizzes from the course navigation menu on any page.

Modifying and deleting an assignment

Viewing information about your assignment

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

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

Modifying and deleting assignments

To modify or delete an assignment, complete these steps:

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

Recovering deleted submissions

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

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

Viewing student information

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

To view student information, complete these steps:

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book (A)**. The Grade Book Home page is displayed.
3. Select **View Students** from the Grade Book Navigation dropdown menu in the top right corner.

Viewing and grading student submissions

Your students use the Assignments & Quizzes page to submit their assignments. The Assignments & Quizzes link appears in the course navigation menu on any page. You can have multiple grade books per course (e.g., one for a morning class and one for an evening class). Students will only see and have access to the grade book that you assign to them.

Note: Students can only be assigned to one grade book.

The Assignments & Quizzes page provides these features:

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

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

To view and grade student submissions, complete these steps:

1. Click the course name on the My Courses page.
2. Click Grade Book (A). The Grade Book home page is displayed with the list of assignments associated with each grade book.
3. Click on Grade in the Actions column next to the assignment you would like to view/grade.
4. Click Enter Grades next to the desired student in the Actions column.

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

Grade Assignments/Quizzes

Grade Book Navigation

Select an Assignment/Quiz: Final Exam

Batch Download | Assignment Details | **Edit Assignment**

Final Exam - Due 6/16/2020 3:00 PM (Tue)

Student	Submitted	Version	Comments	Grade
0013236			Respond	
Started: 6/16/2020 2:27 PM (Tue) Time until Due: 0 days, 0 hours, 0 minutes				
154282015			Respond	
Started: 6/16/2020 2:27 PM (Tue) Time until Due: 0 days, 0 hours, 0 minutes				
Submission Duration: 0 days, 0 hours, 0 minutes				
	6/16/2020 2:28 PM (Tue)	Final	Respond	
8675309 (Dropped)			Respond	
Started: 6/16/2020 2:28 PM (Tue) Time until Due: 0 days, 0 hours, 0 minutes				
Anonymous Id not set.				
Started: 6/16/2020 2:28 PM (Tue) Time until Due: 0 days, 0 hours, 0 minutes				
Anonymous Id not set.				
Started: 6/16/2020 2:28 PM (Tue) Time until Due: 0 days, 0 hours, 0 minutes				

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

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

Figure 16-1: 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 List** when you are finished.
- To delete a submission, click the submission and then click **Delete** in the Delete column. Click **Delete** again to confirm the deletion.
- To reply to a student's assignment submission, click **Respond** in the Respond column corresponding to the student's name. Complete the requested information and then click **Submit** to send your message. Students can view your response on their Assignment Drop Box page (once you release grades).
- To edit or delete a previous response, click **View comments** on the Assignment page, then click **Edit** or **Delete** next to the appropriate response.
- To grade an assignment, type a grade in the Grade column and then click **Save Grades**.
- To set or change your grading scale, see "Setting and modifying grade book properties."

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

Downloading submissions

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

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

1. Click the course name on the My Courses page. The course home page is displayed.
2. Click **Grade Book**. The Grade Book Home page is displayed with the list of assignments associated with each grade book.
3. Click on the assignment for which you would like to download the submissions. The Display Assignment/Quiz page is displayed.
4. Click **Batch Download**. The Download Assignment page is displayed showing information about the assignment, e.g., the name or numeric ID of the first student who submitted the assignment and the name or numeric ID of the last student who submitted the assignment.
5. Choose the submissions you want to download by selecting the checkbox next to the student's name.
6. Click **Download Selected**. A zip file is created containing all the submissions for the assignment as well as a Batch Manifest file containing details of each student's submission.

Note: A batch download has a maximum file size of 15MB.

Managing your TWEN course

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

- Modify course information
- Manage user access to the course
- Manage course features
- Copy course for yourself or another administrator
- Archive a course to use at a later date
- Delete a course from TWEN

Modifying course information

You can modify basic information of an existing TWEN course such as the course name, semester, and registration start and end dates.

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 **Manage Course** under Display for Faculty Only to display the Manage Course page.
3. Click **Course Information**. Figure 17-1 shows the Course Information page.

The screenshot shows the 'Course Information' page in TWEN. The page has a navigation bar at the top with the breadcrumb: 'Learn School Portal > TWEN > ... Sample TWEN Course > Manage > Course Information'. On the left, there is a 'NAVIGATION' menu with options like 'Sample TWEN Course', 'Course Materials', 'Assignments & Quizzes', 'Syllabus', 'Sign-Up Sheets', 'Web Links', 'Forums', 'Calendar', 'Customized Polling', 'E-Mail Options', 'Live Discussion', 'Legal News', 'CALI Lessons', and 'Administrators Only' (Training, Grade Book, Manage Course, Course Usage). The main content area is titled 'Course Information' and contains the following fields:

- Course Name:** A text box containing 'Sample Course'.
- Topic / Subtopic:** A dropdown menu showing 'First Year Courses / Civil Procedure'.
- Semester:** A dropdown menu showing 'Full Year 2020-2021'.
- Registration:** Two date pickers showing '08/01/2020' to '08/15/2021'.
- Course Password:** A text box with the placeholder 'Course Password (optional)'.
- School Course Identifier:** A text box with the placeholder 'School Course Identifier (optional)'.
- Faculty Access Level:** Three radio button options:
 - Allow faculty to participate fully in your course
 - Allow faculty to observe (but not participate in) your course
 - No access allowed for faculty

At the bottom right, there are 'Cancel' and 'Save Changes' buttons.

Figure 17-1. The Course Information page

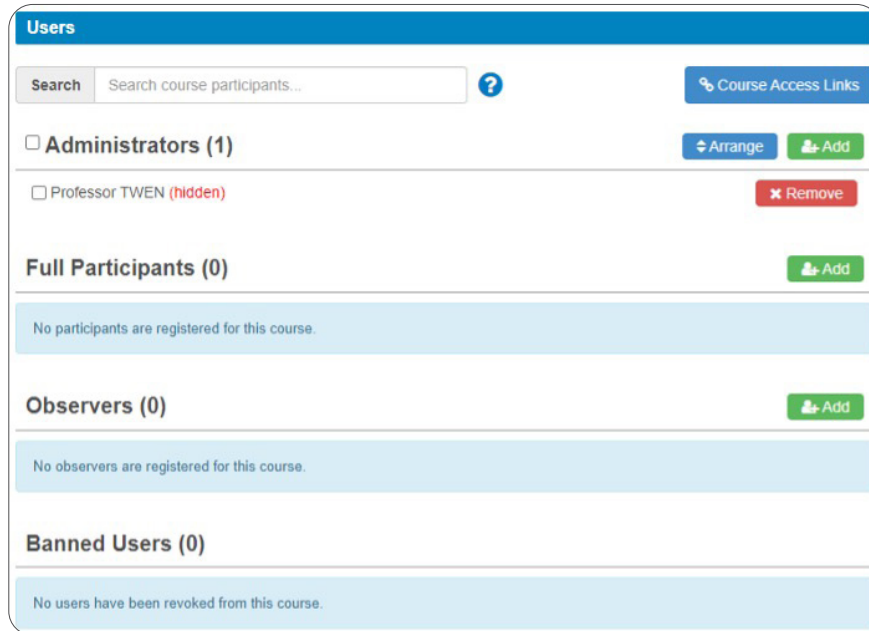
4. If you want to change the name of your course, delete the existing name and type the new name in the **Course Name** box.
5. Choose the course duration, e.g., Full Year 2021-2022 from the Semester list.
6. Choose the registration term to determine the time frame during which someone at your school can register for your course, and when your course appears as an active one.
7. If you want to set a password for the course, type in a password in the **Course Password** box.
8. Type in **School Course Identifier** (optional).
9. Choose **Faculty Access Level** to decide whether you want to allow faculty at your school to add and participate in your course.
10. Click **Save Changes**.
11. After you have saved your course, click **Manage Course** on the course home page to make other changes to your courses.

Managing course users

You can view a list of your registered course participants, add, remove, or revoke participants from your course.

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 Manage Course under the Display for Faculty Only section on the left navigation area.
3. Click Manage Users.



4. The manage users page is displayed, listing all course participants, including any users whose access has been revoked.

Managing course participants

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

1. Click Manage Course on the course home page.
2. Click Manage Users.
3. Select the checkbox preceding the name of each participant you want to remove and click the red Remove button.
4. You have the ability to Remove the user(s) or Ban the user(s). If you select Ban, the user cannot re-register for the course – only an Administrator can add the person to the course again.

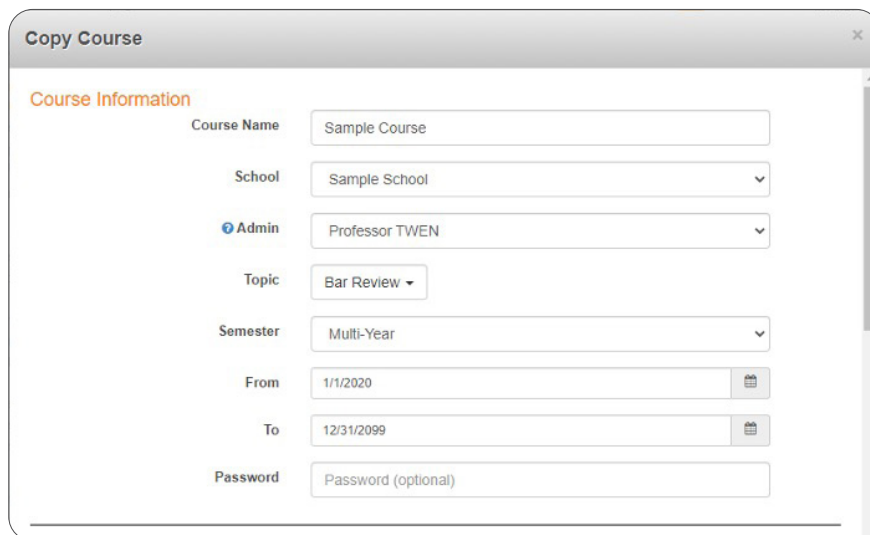
Multimedia course copy

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

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

To copy a course, complete these steps:

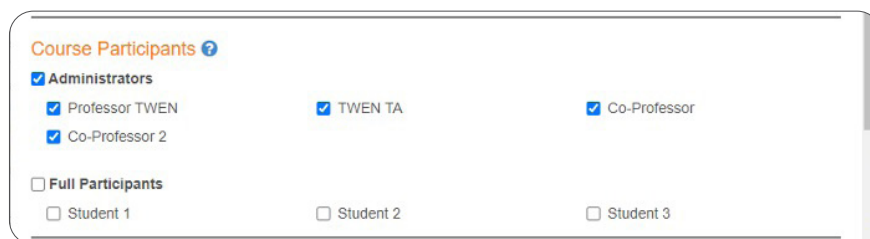
1. On the My Courses page, click the course name of the course you want to copy. The course home page is displayed.
2. Click **Manage Course** under Administrators Only in the left-hand Navigation pane.
3. Click on **Copy Course**.
4. Name your course, adjust your topic, and select your semester.



The screenshot shows a 'Copy Course' dialog box with the following fields:

- Course Name:** Sample Course
- School:** Sample School
- Admin:** Professor TWEN
- Topic:** Bar Review
- Semester:** Multi-Year
- From:** 1/1/2020
- To:** 12/31/2099
- Password:** Password (optional)

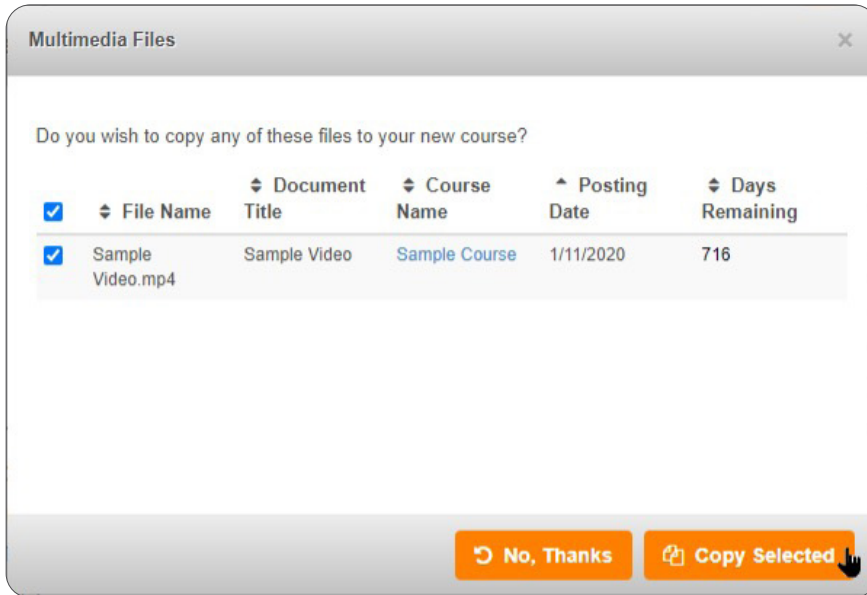
5. Review your desired administrators.



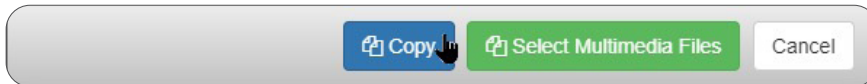
The screenshot shows a 'Course Participants' dialog box with the following options:

- Administrators:**
 - Professor TWEN
 - TWEN TA
 - Co-Professor
 - Co-Professor 2
- Full Participants:**
 - Student 1
 - Student 2
 - Student 3

6. Scroll down and look at the other Course Content such as Grade Book, Forums, and other features to determine what you want to be copied.
7. If there are multimedia files associated with this course, click **Select Multimedia Files**.
8. Check off any desired files and click on **Copy Selected**. If you prefer to not copy any files, select **No, Thanks**.



9. After making your selection, you'll not be able to click on **Copy**.



Deleting your course

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

To delete a course, complete these steps:

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

Archiving or restoring your course

You can archive a course you have created and then restore it and use it at a later time.

To archive or restore your course, complete these steps:

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

Note: When you archive a course, the course and all its associated forums are no longer available for students or other participants to register for or to access. In addition, this course is not listed on other professors' or students' My Courses pages until you restore it (i.e. Participants will no longer be able to see or access the course).

5. As the course administrator, you can continue to modify an archived course, as it continues to appear on the My Courses page until you remove it.

Obtaining course usage statistics

You can obtain information on your course participation statistics. You can see detailed usage information on a student level, which allows you to see who did what in your courses and when it happened.

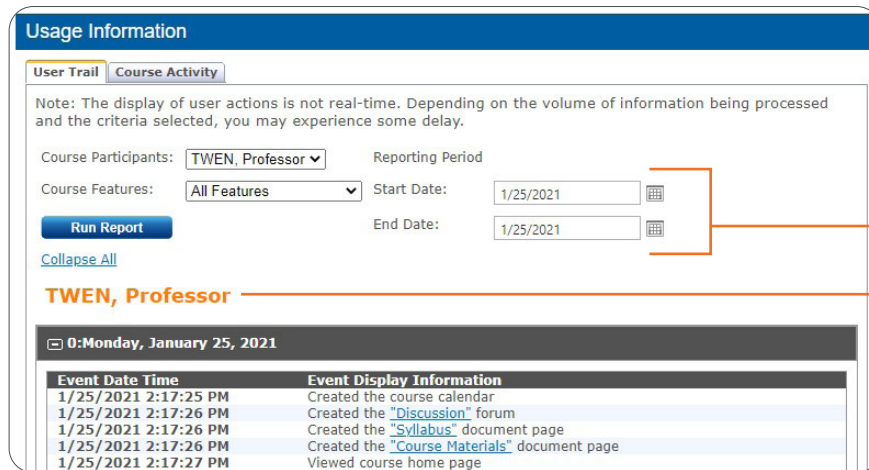
For example, you can view these statistics:

- Who deleted a document and when it was deleted
- The number of topics the student posted in a forum
- The dates and times a student accessed a quiz and/or completed it

When students first access TWEN, they receive a notification message informing them that a professor can 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 **Course Usage**. The Participants & Usage page is displayed.
3. The Usage Information User Trail and Course Activity page is displayed.

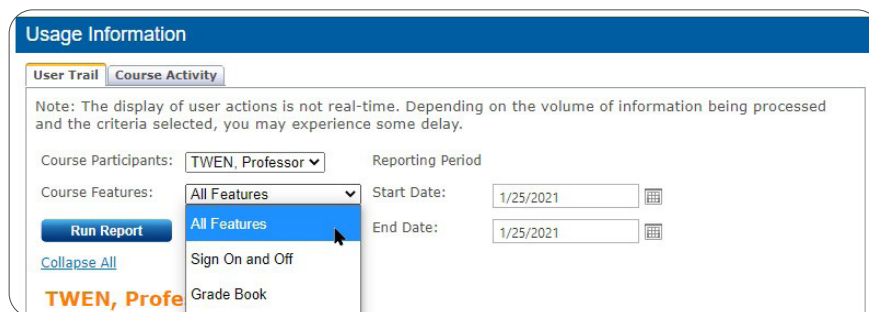


Specify a date or a date range for which you want to receive usage statistics.

You can now see what a specific user has done in your course. For example, you can see what a student has viewed, posted, added, or deleted.

Figure 18-1. Usage Information User Trail page

Click the Course Activity tab to run a specific report by feature to see what kind of activity your course has had.



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

Figure 18-2. Usage Information Course Activity page

The multimedia activity can also be tracked.

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

8/9/2013 10:41:04 AM	Viewed the "Media" document in "Course Materials" document page
8/9/2013 10:42:38 AM	Viewed the "Media" document in "Course Materials" document page
8/9/2013 10:42:42 AM	Played the "Media" media file starting at 0:00:00 (h:mm:ss)
8/9/2013 10:42:49 AM	Paused the "Media" media file at 0:00:06 (h:mm:ss)
8/9/2013 10:42:53 AM	Played the "Media" media file starting at 0:00:07 (h:mm:ss)
8/9/2013 10:42:56 AM	Seeked the "Media" media file from 0:00:10 (h:mm:ss) to 0:00:18 (h:mm:ss)
8/9/2013 10:42:59 AM	Paused the "Media" media file at 0:00:19 (h:mm:ss)
8/9/2013 10:43:02 AM	Played the "Media" media file starting at 0:00:19 (h:mm:ss)
8/9/2013 10:43:14 AM	Acknowledged the "Media" media file was watched/listened to in its entirety
8/9/2013 10:43:15 AM	Closed the "Media" media file with media time of 0:00:30 (h:mm:ss)

Figure 18-3. Multimedia usage

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

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

Multimedia – Video Acknowledgement

You can also view video acknowledgements by post under the Course Activity tab:

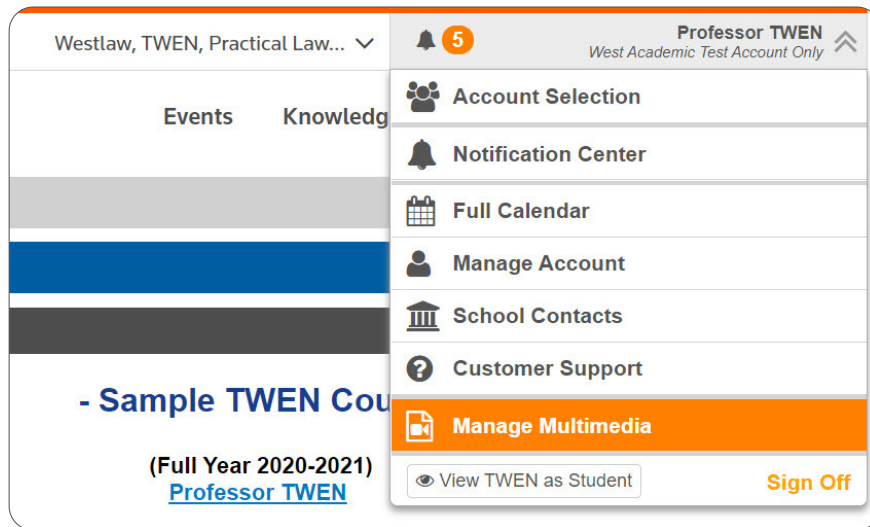
1. Click on **Course Activity**
2. Set your reporting period
3. Click on **Run Report**
4. Select the "+" next to Video Acknowledgement
5. Select the "+" next to the relevant document page
6. Select the "+" next to the relevant video

- Video Acknowledgement	1 Acknowledged	1
- Course Materials	1 Acknowledged	1
Sample Video	0 Acknowledged	0
- Sample Video 2	1 Acknowledged	1
Sample Student	1	1

Figure 18-4. Multimedia – Video Acknowledgement

Manage Multimedia

If you have uploaded any multimedia files to your TWEN site, you'll see Manage Multimedia as an option in your user menu.



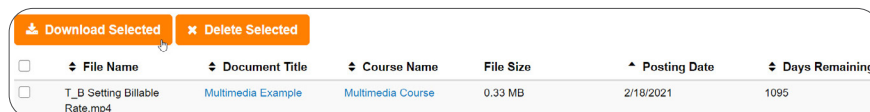
The screenshot shows the TWEN user interface. At the top, there's a dropdown menu for 'Westlaw, TWEN, Practical Law...' and a notification bell with '5' alerts. The user is identified as 'Professor TWEN' with the account type 'West Academic Test Account Only'. A sidebar menu on the left includes 'Events' and 'Knowledge'. The main user menu on the right contains several options: 'Account Selection', 'Notification Center', 'Full Calendar', 'Manage Account', 'School Contacts', 'Customer Support', and 'Manage Multimedia' (which is highlighted in orange). At the bottom of the menu, there are buttons for 'View TWEN as Student' and 'Sign Off'.

Multimedia files will be saved for up to three years and the number of days remaining until deletion will be displayed in the Days Remaining column. You'll also be able to view the file name, document title, course name, file size and posting date associated with each multimedia file.

<input type="checkbox"/>	File Name	Document Title	Course Name	File Size	Posting Date	Days Remaining
<input type="checkbox"/>	T_B Setting Billable Rate.mp4	Multimedia Example	Multimedia Course	0.33 MB	2/18/2021	1095

To download a multimedia file that is close to deletion:

1. Go to **Manage Multimedia**
2. Select the check box next to the file you wish to download
3. Click on the **Download Selected** button



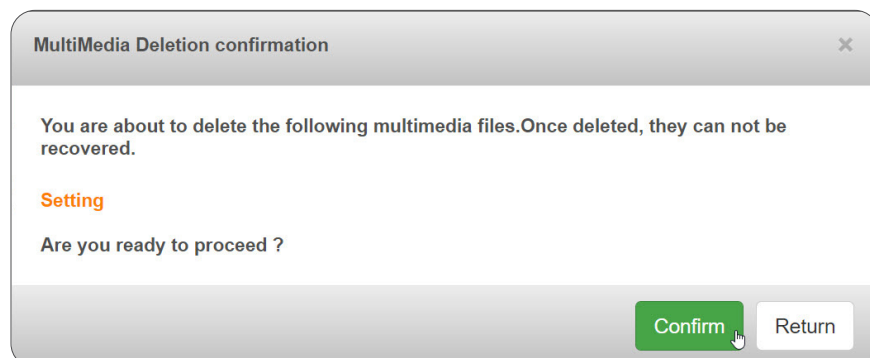
The screenshot shows the Manage Multimedia interface. At the top, there are two buttons: 'Download Selected' (highlighted in orange) and 'Delete Selected'. Below the buttons is a table with the same data as the previous screenshot. The 'Download Selected' button is highlighted with a mouse cursor.

To delete a multimedia file:

1. Go to **Manage Multimedia**
2. Select the check box next to the file you wish to delete
3. Click on the **Delete Selected** button
4. Click **Confirm**



The screenshot shows the Manage Multimedia interface. At the top, there are two buttons: 'Download Selected' and 'Delete Selected' (highlighted in orange). Below the buttons is a table with the same data as the previous screenshot. The 'Delete Selected' button is highlighted with a mouse cursor.



The screenshot shows a 'MultiMedia Deletion confirmation' dialog box. The text inside reads: 'You are about to delete the following multimedia files. Once deleted, they can not be recovered.' Below this, there is a 'Setting' section with the question 'Are you ready to proceed?'. At the bottom, there are two buttons: 'Confirm' (highlighted in green) and 'Return'.

Questions?

Thomson Reuters continues to develop new features and improve existing features for its products. Because of these improvements and the evolving nature of internet technology, there may be recent changes to the product interface and functionality that are not reflected in this documentation.

For tips on TWEN features, contact us at **1 800 850 9378**

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