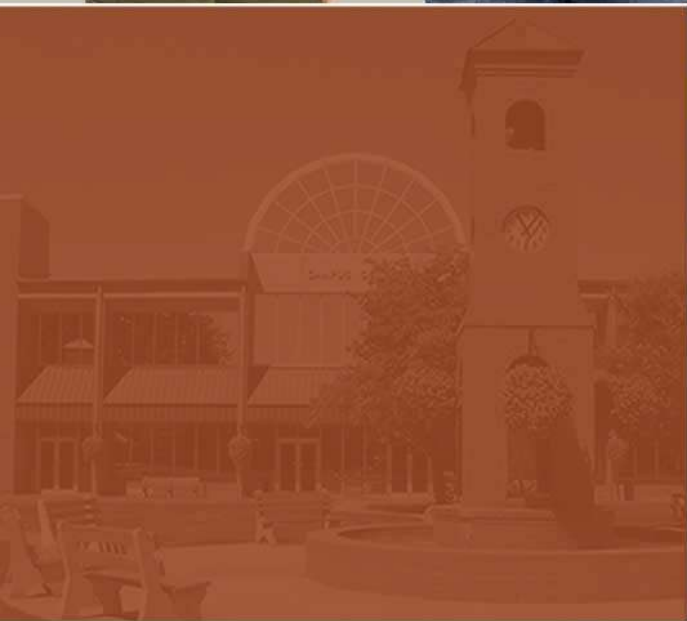




Introduction to BUonline



Who to Contact, School
Resources, and Online
Class Interaction



BRESCIA

Who to Contact, School Resources, and Online Class Interaction

Introduction

Welcome to Brescia University and the world of online learning! To ensure your online educational experience is successful, please review the following to resolve any initial questions you may have and for future reference.

Who to Contact

Brescia University

If you are experiencing difficulty logging into your email account or into your courses through Moodle, please contact Brescia University for assistance. The primary person to contact will be Debra Brown, Office Assistance of BUonline at debra.brown@brescia.edu or at 270-686-4353.

The Learning House, Inc.

If you experience technical issues such as difficulty uploading the course or chat forum, difficulty uploading assignments, or related technical issues with Moodle operation, please contact Learning House. As noted in the photograph below, once you log in BUonline there is a Help Center with the option to access live technical support 24/7. The phone number and email address for technical assistance with Learning House are as follows: (800) 985-9781/support@learninghouse.com.



Academic Advisor

If you need to speak with someone in reference to your course selection or to drop or withdraw from a course, you will need to contact your advisor.

If you do not know who your academic advisor is, that information can be found in netclassroom at:

<https://netclassroom.brescia.edu/NetClassroom7/Forms/login.aspx?ReturnUrl=%2fnetclassroom7%2fDefault.aspx>

School Resources

Library

As part of your educational experience, accessing the Fr. Leonard Alvey Library will serve as one of the most important resources. As displayed in the picture below, you access the library from your home screen after logging in to BU Online, click on school resources, and then click on Library Access. Once you click on the link, you will see direct instructions on how to access print materials, obtain photocopies of journal articles, and how to access online databases. You also have the opportunity to meet our librarian by clicking on the link “Meet the Librarian.”



Bookstore

Purchasing your textbooks early prepares and readies you for your online education. To access the bookstore online as in the picture below, visit to your home page after accessing BUonline, click school resources, and click bookstore access. Once on the page, you may search for your course. Be sure to space between the department code and the course number (ie: SW 280 OL). You must make sure that you select the course with OL after it (ie: SW 280OL) to ensure you are ordering the books required for the online course.



Online Class Interaction

Many students have questions regarding the format of online interaction if they are just starting in online education or if they are transferring from another institution.

News Forum

The news forum is a forum designed for instructors to post information regarding general news and announcements. They may post a welcome letter, changes to due dates, etc. in this forum. To locate the news forum for your course, login to BUonline and navigate to your course home page by clicking on your course name and number located under the heading **MY COURSES**. On your home screen you will find a section titled **Are You Ready?** The first option for selection reads **News Forum**. Click on **News Forum** and you will see if your instructor has submitted any announcements. You will see the topic of discussion, who started the discussion, who replied last and when the last post took place.



Chat Forum

The chat forum used by BU Online is serviced through Adobe Connect. As noted by the green arrow above, in some courses, students will access the chat room for their course at the designated time each week by clicking on the chat room icon under the **Are You Ready?** section of the student's home page. In other courses, the chat icon will appear in the weekly

outline for students to enter the chat forum for that specific week. There are several options for instructors to use for chat depending on what the instructor feels is important and appropriate for the course. Some instructors will use a general chat format with the instructor typing and posting questions and students typing and posting responses. Students will see who has written each comment and at what time. There may be times when it seems difficult to see your responses due to a high volume of students responding at the same time, so remember to be patient and scroll up or down to find your comment if this happens. Other instructors will use audio and webcam devices and conduct chat in this format. If your course requires the use of a headset or webcam, you can find that information in the course syllabus. In addition to these formats, some instructors will use links to videos and white board tools for sharing information with students during chat.

Assignment Submission and Course Evaluation

When you are on the home page for your course, you will find an outline for each week. The outline will include icons for your assignments and generally those will include lesson lectures, lesson objectives, reading assignments, discussion boards, and assignments for grading. Sometimes the instructor will name the assignments graded assignment or the title of a specific assignment. In order to submit an assignment, click on the appropriate icon and it will direct you to a screen that will further prompt you to upload your file and submit the assignment for grading.

Topic 1

Lesson 1 / Week 1

Foundations of Social Welfare

-  Lesson 1 Lecture
-  Lesson 1 Objectives
-  Internet Links
-  Reading Assignment
-  Lesson 1 Discussion Board
-  Comprehensive Assignment Step Lesson 1 

Your feedback in the course evaluations is vital to help us correct issues and improve the overall learning experience at BUonline. Course evaluations are included in the Wrap Up and Evaluation portion of the course outline on the home page of each course. As noted below, students should click on **Mandatory Course Evaluation** and complete the questions as prompted. Some questions will prompt students to respond to questions with a scale from strong agreement to strong disagreement. Others will allow students to write comments to provide feedback. Please refer to the picture below to visualize how to access the course evaluations.

WRAP UP AND EVALUATION



"Mandatory Course Evaluation"



PARTICIPATION

Course Concerns

If you have concerns about any of your online courses that you are unable to resolve by conversations with the instructor, Brescia University has the following procedure:

1. For general education courses, contact the Associate Academic Dean, Jeff Barnette at jeffrey.barnette@brescia.edu
2. For online major courses, contact the instructor's supervisor at:
 - Business - Rohnn Sanderson at rohnn.sanderson@brescia.edu
 - Graphic Design - David Stratton david.stratton@brescia.edu
 - Human Services - Susan Howard at susan.howard@brescia.edu
 - Integrated Studies & Teacher Leadership - Patricia Akojie patricia.akojie@brescia.edu
 - Political Science - Anna Kuthy anna.kuthy@brescia.edu
 - Psychology - Vicki Will at Vicki.will@brescia.edu
 - Social Work - Todd Palmer at todd.palmer@brescia.edu
 - Theology - Stuart Squires stuart.squires@brescia.edu