

New To Online?

A Reference for Students New to SNL Online

DEPAUL



SNLONLINE

School for New Learning

A Reference for Students New to Online

Interactive Tutorial on taking an Online Course

New to online? Need a refresher? This SNL Online Orientation is for you! Visit <http://snlonline.depaul.edu/newtoonline.html> for an interactive tutorial on taking an online course.

Academic Calendar

For quarter start and end dates, registration and tuition deadlines, please visit the University's Academic Calendar at <http://oaa.depaul.edu/what/calendar.jsp>.

Please note that all courses will start the first week of the quarter, but may not start on the first day. Your instructor will notify you of the official start date for your course. If you do not receive an email from your instructor by the end of the first week of your course, please email us at snlonline@depaul.edu or call us at 1-866-SNL-FORU.

Accessing Your Online Course

You can login to your course in Blackboard at <http://oll.depaul.edu> with your Campus Connect username and password. **Please do NOT insert "www" into this URL; it will take you to an access portal that only allows part of your course to be viewed.** You can find your Campus Connect login credentials in the conditional admission letter that you received from SNL. If you do not have your Campus Connect login credentials, please call DePaul's Technology Contact Center (TCC) at 312-362-8765. The TCC will be able to assist you with your Campus Connect login credentials. We recommend that you login to your course several days before it begins during preview week, so that you can be sure your username and password are correct.

Using Blackboard

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

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

Please refer to <http://www.snlonline.depaul.edu/Current/studentTechnologyResources.asp> for many other resources, videos and handouts on using different parts of the Blackboard system.

Technical Requirements

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

Technical Support

For general technical support or assistance with your Blackboard course, please call DePaul's Technology Contact Center (TCC) at 312-362-8765. TCC's hours of operation are Monday thru Thursday 8am to 8pm, Friday 8am to 5pm, Saturday 8am to 4pm and Sunday, Noon to 4pm. The TCC is closed during all university holidays. You can also request help by submitting a ticket on Campus Connect. For

instructions on how to submit a ticket, please refer to the PDF document in the link <http://www.snlonline.depaul.edu/HowtosubmitacaseinCampusConnect.pdf>.

Email Address

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

Books and Syllabi

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

DePaul ID Card

Online learning students who reside outside the Chicago area are also eligible to receive a DePaul Card, without a face picture, to show their affiliation with DePaul, access library resources and apply for relevant student discounts. For information on obtaining a DePaul ID card, please visit http://is.depaul.edu/systems/cards_passes/depaul_id.asp.