Online Orientation Guide

a comprehensive guide to navigating your courses

Marian University & Canvas Online Info

Important Marian University Links

- **All Marian Portals:** http://www.marian.edu/my-marian
- **Marian Email Portal:** https://exchange.marian.edu
- **CAMS Student Portal:** https://camsap.marian.edu/eStudent

Marian Username and Password Information

- **Canvas Portal:** https://marian.instructure.com

- **Students will receive a tech sheet with username and password information for the above portals in approximately 24 hours after registering for their first course at Marian University.**
  - To ensure security, an email will be sent to the home email address provided on the application for admission and delivered via Barracuda, a secure email system.
  - Students will need to create an account by entering a password twice.
  - Once an account has been established, the student will be able to log in and view the email from Marian University.
  - If you do not see an email from MUAccountInfo-DoNotReply@marian.edu please check your spam filter.
  - Note: To ensure that your password hasn't expired, please log into your Marian University email account first.

Main Support References

Marian University Help Desk

Contact the Help Desk for assistance with:

- Account Information
- E-mail
- CAMS Student Portal
- Computer Access
- Password Resets (**Including Canvas**)
- Printing
- Wireless/Internet Connection

Help is available 24 / 7
317-955-6444
helpdesk@marian.edu

Canvas Support

Contact Canvas Support for assistance with issues relating only to MAP Online Courses and the Online Nursing Program:

- Software assistance for Canvas performance
- Canvas technical issues
- Curriculum issues will be escalated to Course Delivery Support

Help is available 24 / 7 / 365
855-976-3713

Technology Information

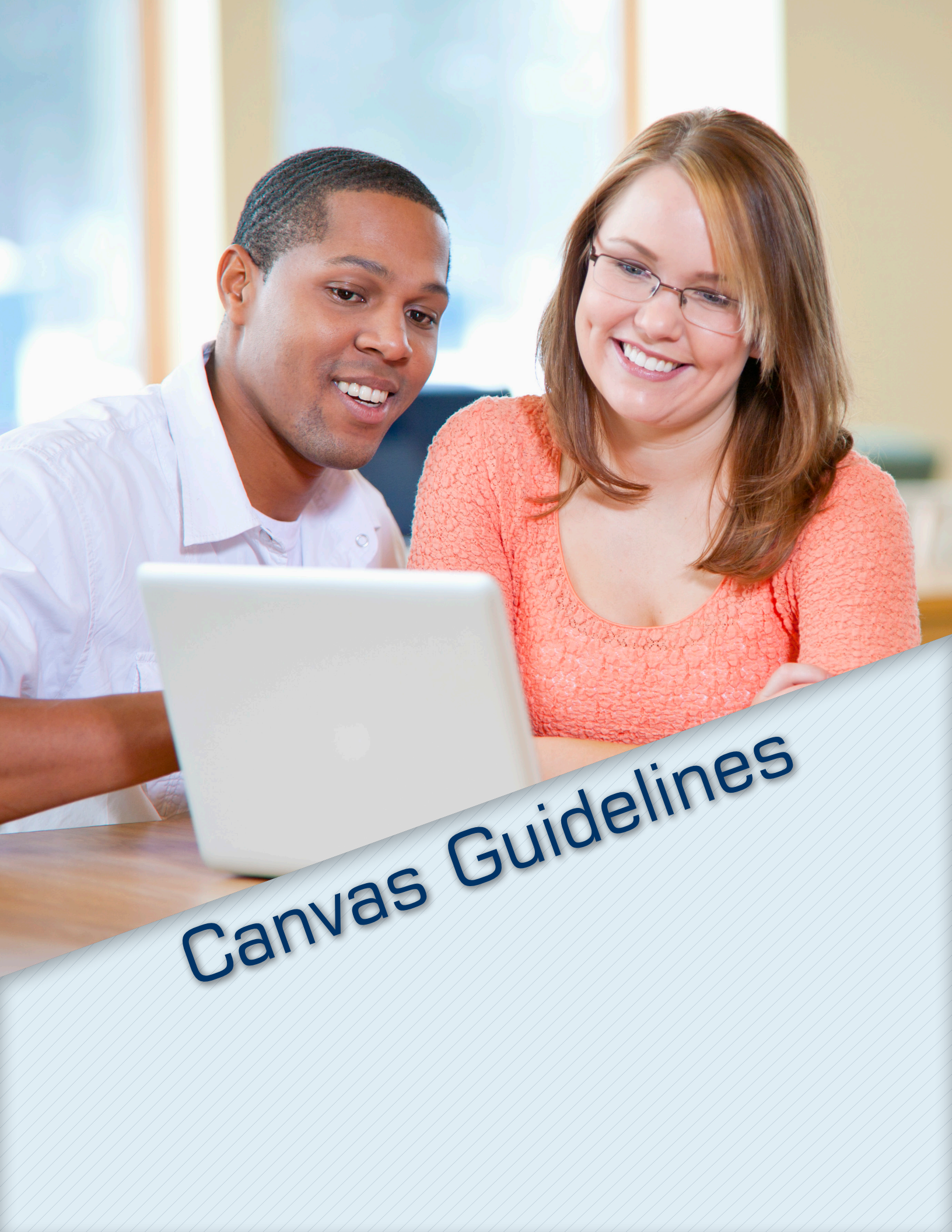# Minimum Technical Requirements

Important Tips

- A laptop computer is strongly recommended

- 3G and 4G Hotspots should NOT be your primary internet connection or used for testing in Canvas

- We highly recommend using the Firefox web browser
  - Internet Explorer is supported, but not recommended due to negative features such as preventing content from being viewable without first enabling it.

- We have found http://www.ninite.com helpful for a "one click" installer for various software programs. You will still have to ensure that you acquire everything from the list below for Canvas.

PC Requirements

- Windows 7, 8, or 10
- Dual Core Processor (Intel or AMD)
- 13 Inch or larger screen
- 2 Gigabytes of Memory (2 GB of RAM)
- 80 Gigabyte Hard Drive (5 GB of free Hard Disk Space)
- Microsoft Office 2007, 2010, or 2013 (Word, PowerPoint, Excel)
- Wired Network Connection for Testing
- Anti-Virus Protection Software
- Anti-Spyware Protection Software
- Latest Software Versions [available for free]:
  - Mozilla Firefox: http://getfirefox.com
  - Adobe Flash: http://get.adobe.com/flashplayer
  - Adobe Reader: http://get.adobe.com/reader
  - Apple iTunes: https://www.apple.com/itunes
  - Apple Quicktime: https://www.apple.com/quicktime
  - Sun Java: http://java.com

Mac Requirements

- Mac OS X 10.6 or higher
- Dual Core Intel Processor
- 13 Inch or larger screen
- 2 Gigabytes of Memory (2 GB of RAM)
- 80 Gigabyte Hard Drive (5 GB of free Hard Disk Space)
- Microsoft Office for Mac 2008 or 2011 (Word, PowerPoint, Excel)
- Wired Network Connection for Testing
- Anti-Virus Protection Software
- Anti-Spyware Protection Software
- Latest Software Versions [available for free]:
  - Mozilla Firefox: http://getfirefox.com
  - Adobe Flash: http://get.adobe.com/flashplayer
  - Adobe Reader: http://get.adobe.com/reader
  - Apple iTunes: https://www.apple.com/itunes
  - Apple Quicktime: https://www.apple.com/quicktime
  - Sun Java: http://java.com

Canvas Guidelines

Quick Guide to Canvas

Logging into Canvas

Canvas Learning Management System: https://marian.instructure.com
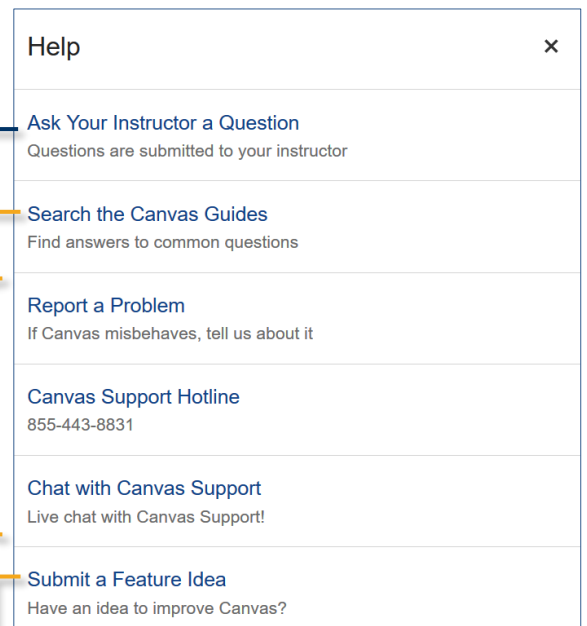**Login Credentials:**

- Username: Your Marian User ID
- Password: Your Marian Password
  - **This password is managed through your Marian University account.**
  - **If you forget your password or have trouble logging in, contact the Helpdesk at:** http://www.marian.edu/current-students/information-technology/helpdesk

Canvas Technical Support

The Help link will take you to the Canvas Support links to provide you with technical support:

- **Before you login:** Below the login area:
- **Inside Canvas:** At the top, right of the screen:

- **Need curriculum assistance with your courses?**
  - See Course Delivery Support (next section)
- **Want to search for your own answers?**
  - **Search the Canvas Guides**: Find answers to common technological issues
- **Cannot login or have a technical difficulty related to the Canvas system?**
  - **Report a Problem**: Submit a ticket for your technical issue with Canvas
  - **Request Assistance from Marian Technology Services**: Send an email to MU's Academic Technology Services
  - **Access Video Tutorials**: Step-by-step guides to using Canvas
  - **Canvas Support Hotline**: Provides you with the number to call for technical support
  - **Chat with Canvas Support**: Live chat online with a Canvas Support team member for your technical issues
- **Have an idea for improvement on the system?**
 - **Request a Feature**: Submit ideas to improve Canvas

Course Delivery Support

Course Delivery Support is available when you need <u>assistance with your courses</u> for items like:

- Curriculum questions
- Broken links

- Quiz or assessments are not open
- Typos in the course content

Contact us:

- **Click on the Help link to access "Ask Your Instructor a Question"**
  - o This method sends a message to both your Instructor(s) of record and Course Delivery Support. *preferred method of contact.*
- **Send a Conversation**
  - o Go to the Inbox
  - o Select "Compose a New Message"
  - o Select the course you want to send a message about
  - o Click on the Address book and select "Teachers"
  - o Click on "Course Delivery Support"
  - o Compose your message and click Send
  - o Course Delivery Support will respond to your request within 8 business hours
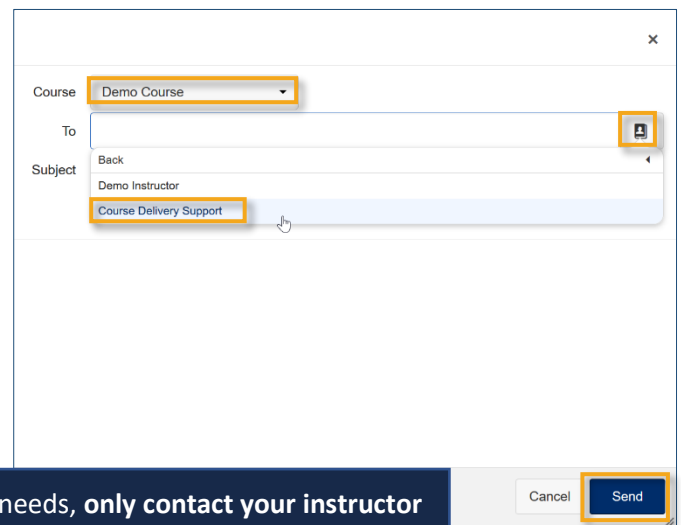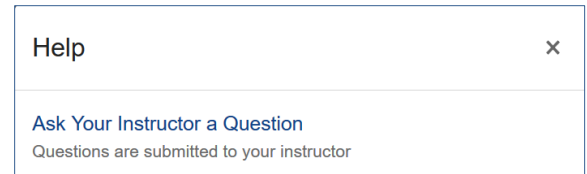
In order to properly track and support your needs, **only contact your instructor via the Canvas LMS**, <u>not</u> through their personal or Marian University e-mail(s).
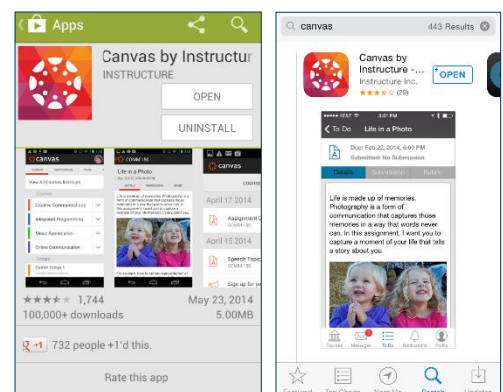
Utilizing Canvas on Mobile Devices

A Canvas application is available for Android and iOS devices:

- If you choose to use the mobile app, select "Canvas by Instructure" application and install it
- *Please note that while you can access Canvas through the mobile application, not all features are guaranteed to function and it is not a recommended method for quizzes or exams.*

For additional assistance, guides are available online:

- Android:
  - o Phone: http://guides.instructure.com/m/18555
  - o Tablet: http://guides.instructure.com/m/18560
- iOS (Apple):
  - o iPhone: http://guides.instructure.com/m/18561
  - o iPad: http://guides.instructure.com/m/18562

Quick Guide to Canvas

The Home Screen on Canvas

- **Global Navigation**
  - **Account**: View and edit your profile and settings, and to logout of Canvas
  - **Dashboard:** To see your preferred courses at a glance or the Global Stream
  - **Courses**: A full list of all of your courses and groups you are in. To customize the list of courses, click on the "All Courses" link and star the courses to display.
  - **Calendar**: Your complete schedule of assignments
  - **Inbox**: All Conversations (email system within Canvas- see more information below)
  - **Help:** Links to Course Delivery Support, Canvas Technical Support, and help guides
- **Sidebar Feed**
  - Recent updates to keep you on track
- **Global Stream**
  - Announcements and other recent activity
  - **Grades**: View grades for all of your courses
- **Using the Inbox (Canvas Conversations)**
  - Filter by course
  - Email messages
  - Emailing options: reply, reply all, archive, delete, forward, mark as read/unread, star/unstar using the drop down menu
  - Compose a new message
  - Search for users
  - Filter message by type
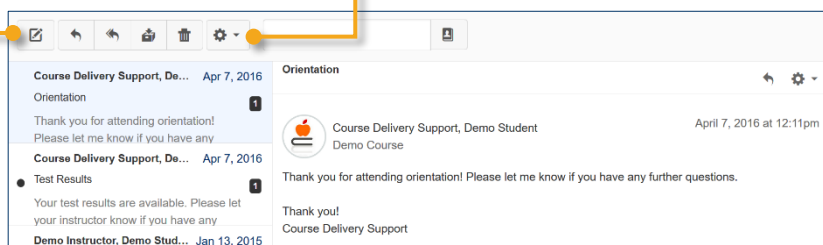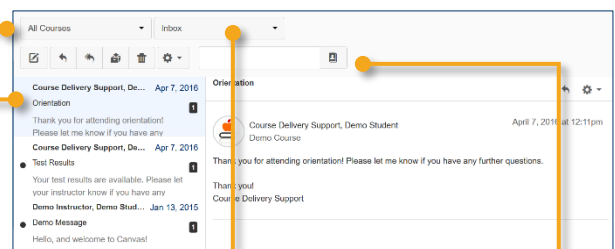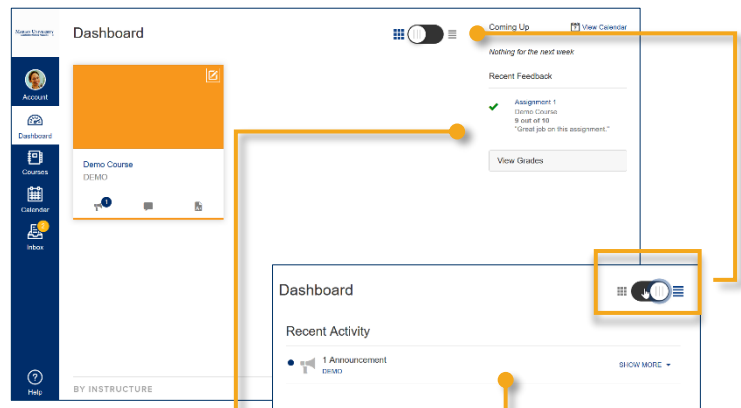
Quick Guide to Canvas

Accessing Your Course Content

- **Menu Toggle**
- **Course Navigation**
- **Course Sidebar Feed**
- **Course Home Screen**

≡ DEMO

Home
Syllabus
Modules
Announcements
Discussions
Assignments
Grades   3
People
Chat
Conferences
Collaborations

Welcome!

This is the MAP Demo course. I hope you find the information in this course useful and very exciting. T... get an A! Please don't hesitate to a...

About the Course

Course Information

- ✓ This course has assignments
- ✗ This course does not have clinical
- ✓ This course has discussions   **In this Course**
- ✗ This course does not have labs
- ✓ This course has exams
- ✗ This course does not have quizzes

Getting Started   **Quick Links**

- 🔅 Navigating Canvas
- 💻 "Prepare your Computer" links

Communication

- 👤 Course Member Profiles
- 💬 "Ask the Professor" Discussion

Course Material

- 🍎 Access Course Material

📊 View Course Stream

Coming Up   📅 View Calendar

Nothing for the next week

Recent Feedback

✓ Assignment 1
Demo Course
9 out of 10
"Great job on this assignment."

Recent Activity in DEMO

- 📣 1 Announcement   SHOW MORE

Highlights

- **Modules**: Course Content
- **People**: Everyone enrolled in the course
- **Chat**: Live chat with any member in the chat room
- **Conferences**: Meetings you will be invited to by your instructor
- **Collaborations**: Share documents with peers and instructors

Course Icons

On the Home Page of every course, there is a Navigating Canvas link under Getting Started that includes a guide to the icons you will see throughout your course

- Icons include those activities that are mobile device compatible

Icon Guide

General

The following icon appears throughout the course and denotes content that has interactions compatible with Apple OS, Android, and Google OS:

📱 Apple OS/Android/Google OS compatible item

Course Front Page

On the course front page you will find important course links as well as information about your instructor.

- 🔅 Navigating Canvas
- 👤 About your Professor
- ✏️ Announcements
- 📚 Library

Quick Guide to Canvas

Checking Your Grades

- Click on the Grades link in the Course Navigation
- View your detailed grade report

Individual Grade

Total Score

What-If Scores: Populate empty scores to see what your Total grade could change to

Grade Details like comments and rubrics

Grade Breakdown

Managing Your Course Commitments

- **Get your computer ready and up-to-date** (See Minimum Technical Requirements)
- **When you log into Canvas:**
  - Manage your profile and notifications
    - http://guides.instructure.com/s/2204/m/8470/l/41955-how-do-i-access-my-profile-and-user-settings
  - View the Calendar
- **In each course:**
  - Check out the Syllabus, Getting Started links, and the Announcements
  - Check out the Modules, particularly the Introduction which is the road map for your course

MARIAN UNIVERSITY
— Indianapolis — ®
Marian's Adult Programs

POLICIES AND PROCEDURES

GENERAL INFORMATION

Time Zone: Marian University is located in Indianapolis, IN and is part of Eastern Standard Time (ET). Students are responsible for adhering to ET and will need to make the necessary accommodations to complete the coursework within that time frame.

Course Load: Due to the accelerated nature of the courses, students may not take more than two MAP classes at one time (including both terms and sessions). Although it is not recommended, exceptions will be permitted for second degree and non-degree seeking students. Students earning a second degree will not be allowed to take more than 18 credit hours in a full semester. This allowance will be pro-rated if students only enroll in select terms or sessions.

Marian University Technology Information: All MAP classes will utilize the Canvas Learning Management System (LMS). Marian University account information (i.e. e-mail, CAMS Student Portal and Canvas LMS) username and passwords will be sent to the e-mail address listed on the application prior to the start of the student's first course. Questions regarding Marian University account information should be addressed with the Help Desk at 317.955.6444. Students should call 855-976-3713 for Canvas LMS support.

TUITION, FEES, AND PAST DUE ACCOUNTS

Tuition: Currently, tuition for the MAP courses is $375 per credit hour. Beginning with Term 1 / Session 1 2017, tuition for all courses offered through MAP will be $390 per credit hour. Tuition will be assessed if a course is repeated.

Deferred Tuition: Tuition for MAP classes is due approximately 28 days after each term/session is completed. Please refer to the MAP calendar for specific dates and deadlines. Please note: Marian University's second degree nursing students will be required to pay their account balances in full prior to registering for online nursing courses.

Tuition and Fees (Drop, Withdrawal, and Late Payment): Tuition and fees will be applied as follows for each term/session:

Fees	Timelines		Fees	Transcripts
Registration - Drop Period	**Begins:** The drop period (including a drop fee) will begin at 4:30 p.m. ET, 10 days prior to the start of the term/session.	**Ends:** The drop period ends at 4:30 p.m. ET on the Friday of the first week of classes.	Tuition $0 Drop Fee $50	No record
Registration - Withdrawal Period	**Begins:** The withdrawal period (including a drop fee) will begin at 4:30 p.m. ET, on the Friday of the first week of classes.	**Ends:** The withdrawal period ends at 4:30 p.m. ET on the Friday of the second week of classes.	Tuition 50% of total Drop Fee $50	"W" for each course
Tuition Due Date	28 days after each term/session		$375 per credit hour $390 / hour (as of 8/21/17)	Grades recorded as earned.
Late Fee	Assessed for payments received after Tuition Due Date		$100	NA

- Refer to the MAP calendar for specific drop fee, tuition and registration dates and deadlines.
- Students will be dropped from all future courses and will not be allowed to register for subsequent terms until tuition payments are current.
- Students must communicate directly with a MAP staff member to make schedule changes or to drop a course. Students will be considered enrolled in the course and they will be financially responsible for the tuition and fees if

they do not notify the MAP staff within the time period specified above and receive confirmation of the registration changes.

- **Note: Failure to participate in an online course or attend a classroom based course does not drop a student from the class and may result in the loss of financial aid.** Non-attending and non-participating students will be charged 100% of the tuition and a grade of "F" will be recorded.

Past Due Accounts: Outstanding account balances for students who have ceased enrollment at Marian University will be forwarded to an outside billing service for installment billing. At the time the account is sent for installment billing, the account will be assessed interest at the rate of five percent annually. If regular payment on a student account fails to occur during the monthly billing process, the student account will be forwarded to a collection agency or attorney's office. All collection costs associated with the collection of an outstanding balance which may include collection costs, interest, and attorney fees are the responsibility of the student.

ONLINE COURSES

Student Conduct and Communication: Please remember, your online instructor will expect the same courtesy and behavior from you that he/she would expect if you were in a face-to-face class. The difference is that in a traditional classroom-based course, your instructor would also have visual and auditory cues on which to judge student comments. Please keep this in mind.

- In the MAP online courses, all communication must be done through the Canvas email system.
- Be sure to check announcements in the Canvas LMS daily!
- Instructors may not be able to respond to your email right away; however, they will respond to you within 48 hours.
- Cheating and plagiarism will not be tolerated.
- While students may register for classes up to the posted registration deadline, the instructors will not make special accommodations for students who do not have access to their book(s) or lab kit/access when the course begins.
- Your instructor is not an advisor. The instructor's role is to provide and deliver academic course content and guidance to the students on the course roster. Examples include providing lectures, answering questions, responding to student e-mails that are content related, and grading work product in a timely manner.
- Instructors do not give financial advice nor can they handle financial issues, questions, or concerns of the students, or make special accommodations due to a student delay in ordering course materials, such as textbooks and labs. Instructors cannot act as advisors or withdraw you from a course. For any concerns other than the academic content of the course, please contact your advisor or a member of the MAP staff.
- Please review the Marian University Code of Student Rights and Responsibilities.
- **Note: Failure to participate in an online course or attend a classroom based course does not drop a student from the class and may result in the loss of financial aid.** Non-attending and non-participating students will be charged 100% of the tuition and a grade of "F" will be recorded.

Textbooks and Lab Orders: Students will need to purchase textbooks and labs (if applicable) for all online courses.
- **ISBN Numbers:** ISBN numbers will be available on the MAP website. We recommend that students purchase the textbook(s) and labs no more than two weeks prior to the start of the course, as they are subject to change.
- **Lab Kit:** Students taking BIO 214 are also required to purchase a lab kit through HolScience.com. The lab kit and fees may change each term or session. Ordering instructions are found on the MAP website.
- **Online Access Codes:** Students taking BIO 226 are required to purchase the online Mastering A&P lab. Ordering instructions and a Course I.D. for BIO 226 will be provided by the instructor once the course begins. Students taking MUS 127 are required purchase both the textbook and listening access code. Please use caution when ordering a used book or rental for BIO 226 or MUS 127, as they may not have the online access code needed to complete the course.
- **Marian University Book Store:** MAP recommends that students purchase textbooks and supplementary materials through the Marian University Book Store, located on campus or online www.bkstr.com/marianustore/home. If eligible, degree seeking students at Marian University may utilize financial aid to order textbooks and lab kits through the book store.

CLASSROOM BASED COURSES

Attendance: MAP attendance and participation are considered essential to facilitate learning.
- Under emergency circumstances, a student may miss one class during a course that meets once a week or two classes during a course that meets two times per week. Additional absences will result in a failing grade for the course.
- Students will be counted absent if they arrive after 6:15 p.m. for evening classes.
- Students are required to be in attendance until the class ends and students are dismissed. Those leaving prior to dismissal will be counted absent.

Individual class policies are included on each instructor's syllabus. Absent students should review the posted course materials on the Canvas LMS since they are responsible for their missed work and any missed lecture material.

Textbooks - Hybrid Courses: Students will need to purchase textbooks for the hybrid courses.
- **ISBN Numbers:** ISBN numbers will be available on the MAP website. We recommend that students purchase the textbook no more than two weeks prior to the start of the course, as they are subject to change.
- **Marian University Book Store:** MAP recommends that students purchase textbooks and supplementary materials through the Marian University Book Store, located on campus or online www.bkstr.com/marianustore/home. If eligible, degree seeking students at Marian University may utilize financial aid to order textbooks through the book store.

Textbooks - Classroom Based Business and General Education Courses: MAP tuition for the classroom based business and general education courses includes the use of textbooks.
- Textbooks and ancillary items are shipped directly to students via UPS, approximately 10 days prior to the start of a term/session. Students are required to review each book and ancillary item for damage upon receipt. All damage must be reported in writing to the academic advisor by Friday (4:30 p.m. ET) of the first week of classes.
- If the MAP office is not informed of an address change and course materials are sent to the wrong address, the course materials will not be reshipped. Students must inform the MAP office of any undelivered or lost packages prior to the start of class. Shipment dates are posted on the MAP calendar.
- Textbooks cannot be shipped to a PO Box; however, they may be sent to an employer or an alternative address.
- Students will be assessed a **$150 fee for each book or ancillary item** that is sent to the wrong address (due to an unreported address change), has damage that is unreported, is damaged during the term/session (contains writing, highlighting, water stains or other damage), is not returned to the MAP office by the deadline, or is returned after the due date. Returned items after the deadline become the property of MAP. Please refer to the MAP calendar for textbook return dates.

STATEMENT OF UNDERSTANDING

For a complete list of MAP policies, refer to the MAP Student Handbook located in the Schedules and Handbooks section of the MAP website at www.marian.edu/MAP.