



DePaul University

School for New Learning SNL Online Handbook

Key Contact Information

SNL Online

Phone:.....(866) SNL-FORU

Fax:(312) 362-8809

E-mailsnlonline@depaul.edu

<http://www.snlonline.depaul.edu>

Visit us Online

DePaul University

<http://www.depaul.edu>

School for New Learning

<http://snl.depaul.edu>

Student Advising

1-866-SNL-FORU

snladvising@depaul.edu



Registering for SNL Online courses

You can register for courses on Campus Connect by visiting <http://campusconnect.depaul.edu>. If you do not have Campus Connect information, you can contact the DePaul Technology Contact Center at 312-362-8765.

You can also register by submitting a registration form. The form can be downloaded from <http://www.snlonline.depaul.edu/WebMedia/StudentResources/RegistrationForm.doc> and faxed to 312-362-8809 or emailed to snlregistration@depaul.edu.

All competences are two credits unless otherwise noted. Most courses can be taken for up to two competences, but not more than two.

All SNL Online courses have an enrollment limit. Instructors are not able to grant permission for students to register over the cap. There is no waiting list for online courses. You can always check Campus Connect for space availability.

Course information

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

The Academic Calendar with registration and tuition deadlines is available at <http://oaa.depaul.edu/what/calendar.jsp>.

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.** The book listing for online courses is available on the SNL Online website at <http://www.snlonline.depaul.edu/Current/books.asp>. You can download your course syllabus from <http://www.snlonline.depaul.edu/Current/registration.asp>.

Campus Connect

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

If you are not yet familiar with DePaul's Campus Connect system, you should login at <https://campusconnect.depaul.edu> using your assigned username and password and see the various options available to you, including registration, grades, billing, payment options, and more.

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

Please refer to <http://www.snlonline.depaul.edu/Current/blackboardresources.asp> for many other resources, videos and handouts on using different parts of the Blackboard system. You can also visit <http://www.itd.depaul.edu/website/Students/studentblackboard.asp> and click on 'Blackboard Student Tutorial' for an interactive tutorial on using Blackboard.

New Students

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

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

Participating in Discussion Board

Each online class has a website which contains course materials, links to research and discussion forum. In addition, each course has a study guide that explains course objectives and assignments.

The discussion forum is the main means of student and faculty interaction, and it addresses all issues related to content and procedures of the course. Students do not need to log on at any particular time, but do need to participate in the discussion several times each week throughout the duration of the course.

Email Address

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

Contact with your instructor

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

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



Technical Requirements

Consistent access to a computer with an Internet connection and an email account is a requirement for all online courses. Please be certain your hardware and software requirements are met throughout your course.

Please see <http://snlonline.depaul.edu/CourseMasters/snOnlineCourseAssets/TechRequirements.html> for technical requirements your computer systems must meet.

General Blackboard information can be found at <http://www.snlonline.depaul.edu/Current/Blackboardresources.asp>

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 to Friday, 8am to 8pm, Saturday, 10am to 6pm and Sunday, Noon to 6pm. The TCC is closed during all university holidays. You can also request help by submitting a ticket on Campus Connect. For instructions on how to submit a ticket, please refer to the PDF document in the link <http://www.snlonline.depaul.edu/HowtosubmitacaseinCampusConnect.pdf>.

SNL Online Support

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

DePaul Central

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

The Learning Center

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

Academic Integrity

Information about academic integrity can be found at <http://academicintegrity.depaul.edu/>. This page has links to academic integrity resources for students and faculty.

Student Advising

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



DePaul ID Card

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

Library Services

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

Scholarships

In addition to assistance offered through the DePaul Financial Aid office, SNL offers scholarships for students. For more information and application, please visit: http://www.snl.depaul.edu/StudentResources/Scholarships/Undergraduate_Scholarships.asp

Writing Centers

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

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