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**Preface**

**Document Version and Introduction**

V 1.1 - 0τι|η|β|12

The purpose of this document is to provide Mid-Continent University’s online students with a comprehensive, easy to use companion resource that details how to best utilize the major functions and features of the Online Learning Center. At any time and without notice to the student, the information, images, and/or guidelines contained herein may require an edit or change. As such, those who attend Mid-Continent University Online are encouraged to regularly verify or download the most current version of this document through the Online Learning Center.

Throughout this guide, special icons can be found calling attention to specific bits of information and data.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Category</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Note Icon" /></td>
<td>Note</td>
<td>Information pertaining to non-critical functions or features of the OLC. Generally, this data is purely informative and will not affect a student’s ability to access or complete coursework.</td>
</tr>
<tr>
<td><img src="image" alt="Pro Tip Icon" /></td>
<td>Pro Tip</td>
<td>Information or hints regarding the general use of a personal computer or a specific software application. Items listed may support novice to advanced users of personal computers; but, should not be critical for students to successfully complete coursework.</td>
</tr>
<tr>
<td><img src="image" alt="Important Icon" /></td>
<td>Important</td>
<td>Information or feedback that is critical for students to review; pertains to the student’s ability to successfully access the OLC, coursework, materials, and/or support.</td>
</tr>
</tbody>
</table>

Also, please note the document navigation panel found in the top-right corner of each page. The buttons found here act similar to those in a web browser, allowing users to navigate between previously viewed, hyperlinked pages.

- The cougar icon acts as a *Home* button, allowing users to navigate directly to the Table of Contents.
- The left and right-facing arrows will allow the user to navigate forward and backwards through previously viewed pages.
System Requirements for the OLC
By utilizing the Moodle Course Management System, MCU’s Online Learning Center provides students, faculty and staff with a robust, feature-rich online learning environment that effects little to no negative impact on a user’s system. Even so, it is important to note that Mid-Continent does require user systems to meet and/or exceed certain standards in hardware and software configuration.

NOTE: “Moodle is an Open Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). It has become very popular among educators around the world as a tool for creating online dynamic web sites for their students.” – http://moodle.org/about

The Personal Computer Requirements detailed in this section are provided to help ensure a quality learning experience within the OLC. Minimum Requirements detail the basic components and software that personal computers must have installed in order for the user to access and complete coursework as designed; where the Recommended Requirements define system components that would work to further ensure compatibility and prevent unwanted technical issues.

How to Check Your System Specifications
On a PC running Windows XP¹, Vista, or 7, run the DirectX Diagnostic Tool.

1. Click Start, or the Windows Start Icon
2. In the Search/Run dialog box, type “dxdiag”
3. Hit Enter, or select the dxdiag executable in the search results

What to look for in your diagnostic report (See Table 1 for a cross-reference of minimum and recommended system requirements):

- On the System Tab
  - Operating System
  - Processor
  - Memory
- On the Display Tab
  - Approx. Total Memory (VRAM)
  - Current Display Mode

¹ The Online Learning Center does not support versions of Windows prior to XP.
Hardware Requirements

<table>
<thead>
<tr>
<th></th>
<th>Minimum PC</th>
<th>Recommended PC</th>
<th>Minimum Mac</th>
<th>Recommended Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel® Pentium® II 450MHz (est. 1997); or AMD Athlon™ 600MHz (est. 1999)</td>
<td>Intel® Pentium® 4 2.5GHz (est. 2002); AMD Athlon™ 64 2800+ (est. 2004); or better</td>
<td>PowerPC® G3 500MHz (est. 2000)</td>
<td>PowerPC® G5 1.8GHz (est. 2004); Intel® Core™ Duo 1.33GHz (est. 2006); or better</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP (32-bit) w/ Service Pack 3</td>
<td>Windows Vista, 7, or 8 (32-bit or 64-bit)</td>
<td>OS X 10.5 (Leopard)</td>
<td>OS X 10.6 (Snow Leopard) or better</td>
</tr>
<tr>
<td>Memory (RAM)</td>
<td>128MB if Desktop</td>
<td>1GB or more</td>
<td>512MB</td>
<td>1GB or more</td>
</tr>
<tr>
<td>Hard Drive Space²</td>
<td>1.5GB or better</td>
<td>25GB or better</td>
<td>10GB</td>
<td>25GB or better</td>
</tr>
<tr>
<td>Display</td>
<td>800 x 600 (SVGA) w/ 256 Colors (8-bit)</td>
<td>1024 x 768 (XGA) w/ 16 million colors (24-bit) or better</td>
<td>800 x 600 (SVGA) w/ 256 Colors (8-bit)</td>
<td>1024 x 768 (XGA) w/ 16 million colors (24-bit) or better</td>
</tr>
<tr>
<td>VRAM (Video/Display RAM)</td>
<td>64MB</td>
<td>128MB or better</td>
<td>64MB</td>
<td>128MB or better</td>
</tr>
<tr>
<td>Internet Access</td>
<td>56k Modem w/ Dial-up Internet Service</td>
<td>High-Speed DSL or Cable Internet Service</td>
<td>56k Modem w/ Dial-up Internet Service</td>
<td>High-Speed DSL or Cable Internet Service</td>
</tr>
<tr>
<td>Sound</td>
<td>Enabled and accessible through speakers and/or headphones</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 1: OLC Hardware Requirements

Software Requirements

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Browsers</td>
<td>Internet Explorer 7</td>
<td>Apple Safari 4.1</td>
</tr>
<tr>
<td></td>
<td>Firefox 3.6</td>
<td>Opera 9</td>
</tr>
<tr>
<td></td>
<td>Google Chrome 4</td>
<td></td>
</tr>
<tr>
<td>MS Office or</td>
<td><strong>OpenOffice.org™</strong> (aka, OOo): free software that includes several <strong>Microsoft Office</strong> compatible apps: <strong>Writer</strong>, for text documents; <strong>Calc</strong>, for spreadsheets; <strong>Impress</strong>, for slideshows; and <strong>Draw</strong>, for image editing and design.</td>
<td>PC: 2003 or newer versions of Microsoft’s <strong>Word</strong>, <strong>Excel</strong>, and <strong>PowerPoint</strong>.</td>
</tr>
<tr>
<td>Compatible Software³</td>
<td></td>
<td>Mac: Microsoft Office for Mac, Home &amp; Student 2008 or newer</td>
</tr>
<tr>
<td>PDF Viewer</td>
<td>PC: Adobe Reader 8.3</td>
<td>Latest version of Adobe Reader</td>
</tr>
<tr>
<td></td>
<td>Mac: Adobe Reader 8.2 for Mac</td>
<td></td>
</tr>
<tr>
<td>Adobe Flash Player⁴</td>
<td></td>
<td>Latest version available</td>
</tr>
<tr>
<td>Shockwave Player</td>
<td></td>
<td>Latest version available</td>
</tr>
<tr>
<td>Java Runtime</td>
<td></td>
<td>Latest version available</td>
</tr>
<tr>
<td>Multimedia Player</td>
<td>Latest version of any one of the following (or comparable): <strong>Windows Media Player</strong>, <strong>Apple QuickTime Player</strong>, or <strong>VLC media player</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

Table 2: OLC Software Requirements

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² MCU provides new students with a Microsoft Live@edu student email account, which also includes a free 25GB SkyDrive®. Please note that this is a “cloud-based” storage system, where access is only achieved by logging into the Live@edu account while connected to the internet.

³ MCU provides new students with a Microsoft Live@edu student email account; which also includes access to limited, 2010 versions of Word, Excel, PowerPoint, and OneNote. Please note that these applications are web-based and require an active connection to the internet in order to be used. However, the files and/or documents created with this software can still be saved to a local hard drive or storage device for additional access or editing offline.

⁴ Google Chrome utilizes an imbedded version of Adobe Flash Player; maintaining updates to the browser will ensure that the latest version of Flash is installed.
About MCU Advantage & Online

The university is comprised of 2 academic colleges: the James W. Cecil Baptist College of the Bible, and the Baptist College of Arts and Sciences. **Advantage** is uniquely designed for adult learners and offers degree programs from both of colleges, with enrollment now exceeding 2,000 students. In conjunction with Online, courses are offered at multiple locations throughout Kentucky and Southern Illinois in face to face classes that meet one night a week.

As a part of **Advantage**, the Online Learning Center is a virtual campus that supports students who are either unable to attend one of MCU’s physical locations or would simply prefer the accessibility offered by a web-based learning environment. The Online Learning Center provides flexibility and convenience; yet, it maintains the same accredited academic standards of excellence upheld by the University in all its locations.

Classes are 10 weeks in length and are typically taken two at a time. A student must participate in their assigned classes each week, but are not restricted to any specific time or day; access to the Online Learning Center is available to enrolled students 24 hours a day, 7 days a week. Students are provided with opportunities to communicate with their classmates and professors through interactive discussion forums, the OLC message center, MCU appointed email, and live chat rooms (when available).

University staff and faculty provide a multitude of services in the online format, and encourage online students to understand that they are indeed a part of the university. All students who complete their program online are invited to attend their graduation ceremony - to walk proudly beside fellow graduates when receiving their diploma.
From the Director of Online Operations

Welcome to the Online Learning Center! I am very glad you decided to embark on your educational journey with Mid-Continent University. I would like to welcome you to an innovative, accelerated adult program that meets the needs of busy, working professionals. Our primary mission is to provide a high quality, Christ-centered education that is accessible to you.

The student user guide was designed to assist you in successfully navigating and locating student resources within the Online Learning Center. Our goal is to remove any obstacles to your learning experience. Please use this guide as a resource throughout your tenure as a student. This guide and all of our student resources continue to be a work in progress. That is, we are continually looking for ways to improve our student resources to make them more user-friendly and comprehensive. Your feedback is very important to us. If you are unable to find information on a particular resource, or need additional guidance, please do not hesitate to contact me, our technical support helpdesk, or your student advisor.

I look forward to seeing you cross the finish line!

Sincerely,

Traci Wallrauch

Traci Wallrauch
Director of Online Operations
1-888-628-4723 Ext. 624
twallrauch@midcontinent.edu
OLC Access

1. Open Your Web Browser
Log on to your computer and launch your preferred web browser. The Online Learning Center should support the use of most major browser platforms: Mozilla Firefox, Google Chrome, Apple Safari, Opera, and Microsoft Internet Explorer.

Click on one of the icons above to download the latest version of that browser.

ProTip: Regardless of browser choice, it’s important to use the most up-to-date version available. Not only does it help to ensure that the websites and content you’re looking for can be accessed as intended - it’s safer! Viruses, spyware, and malware often have to be re-developed and/or updated in response to new security measures imbedded within newer browser versions. The longer you use an out-of-date browser = the more you risk a corruption making its way onto your system. - Safe browsing!

2. Enter the OLC Web Address
Click inside the browser address bar and type:
http://online.midcontinent.edu

3. Log-In with Username & Password
On the right side of the OLC landing page, there are two fields to enter a valid Username and Password. The Advantage Advising Assistant sends this information to students at or before 5:00 PM (CST) on the start date of their first enrolled course.

IMPORTANT: If you do not receive your login information email by 5:00pm (CST) on the date of your first class, please contact Dawn Hopwood at 270-251-9400 Ext 365; or by email at the following address - dhopwood@midcontinent.edu.
Navigating the OLC Homepage

There’s no place like homepage!

OLC Homepage Diagram

Login Confirmation / Profile Access
Each page within the OLC will have the same header; the dark blue area with gold borders, shown by (a) in the legend above. A login confirmation (and logout link) for the active user account can be seen at the top-right edge of this section. Please note that the username listed here is also an active link, directing users to the Profile Page for that account.

Main Menu
The main menu is located on the left side of the OLC homepage. The button images under this header are active links that direct to a number of important resources, such as MCU’s Live@edu student services, the Kentucky Virtual Library, and the Federal Student Aid (FAFSA) website. It is strongly recommended that new students familiarize themselves with each of the resources listed in the main menu, referring back to this document for additional information or assistance if support is needed in accessing or identifying specific resources.

Welcome Area & Support Documents
This portion of the home page will contain direct download links for the Advantage Student Handbook, the OLC User Guide and Tech Manual (this document), an APA style tutorial, and a general writing tutorial. Additional information and resources may become available at any time, so check this area regularly when logging in.

Site News
Site News is located in the bottom-center of the OLC homepage. Special announcements and general information for students will be posted here.

My Courses
The courses that you are current enrolled in will be located on the left hand side under the Main Menu section. To enter a course, simply click on the title link located here.
Messages
Your message center is located on the top right hand side of the home page and will also be located within each of your course pages. The message center will allow you to send and receive messages within the OLC - to any student and/or professor (See section on Sending a Message for more information).

Account Information
This section notes the resources that can be accessed for login info and/or technical support requests. Please see the How To for instructions on accessing the OLC Technical Help Desk for more information.

Clock
This clock will show the current server time, which should be followed as a baseline for when assignments are due.

Calendar
Assignments, quizzes, and special events are linked directly into this calendar. Simply hover your mouse over a date on the calendar and it will list the specific assignment or resource tied to that date. Click on a date, and it will take you to a special page that provides additional detail surrounding the event tied to that day.

Navigating Course Pages and Resources
Supplemental course materials and module-specific downloadable content may vary. However, the general look, feel, and methods to access data from within the OLC should follow a uniformed structure. The following section provides information on how to navigate course pages and access the appropriate assignments and materials for each week.

First: Locate Your Course
The My Courses menu is available on the left side of the OLC homepage, just under the main menu. The menu can also be found in the same general area on each Course Overview page, as seen with item (g) on the following page. To access a course, simply click on the link as listed within the menu and that will take you to the course overview page for that specific module.

IMPORTANT: Assigned courses may not show up in the My Courses menu until 5:00 PM (CST) of their scheduled start date. In the event that a course has not shown up and/or you have not received an enrollment confirmation email from the Advantage Advising Assistant by that time, please contact Dawn Hopwood at 270-251-9400 Ext 365; or by email at dhopwood@midcontinent.edu.
Course Introduction Area
The center column of the course overview page outlines a week-by-week timeline for your class. The first section at the top of this column is the introduction area; offering general information and materials specific to the course plus any additional information and/or messages from the course professor.

People
The Participants link in this section, located at the top of the left page column, directs students to a table of all other OLC users currently enrolled in the given course—including the module professor and assigned MCU staff.

Activities Menu
Just below the People section, the Activities menu provides access to several course-specific assignment and resource review pages. Some of the more common activities include: Assignments, Forums, Quizzes, and Resources. Other resources may include: Chats, Glossaries, Databases, and Choices. Please see Assignment and Activity Descriptions (p13) for more information.

Contact Form
This form is linked to the administering professor’s email address and should only be used only for questions, comments, and suggestions specific to course content and/or the module syllabus. For technical issues, students should reference this document first, then access the OLC Technical Help Desk if necessary.

Forum Search
This search box allows users to seek out specific forum posts based on keywords entered into the input field.

Administration Menu
The Administration Menu provides easy access to two key pages for the student: Grades, and Profile.

My Courses & Messages Menu
Same as the OLC Homepage.
Unanswered Discussions
Discussion links in this menu are categorized as either “Oldest Unanswered Discussions”, or “Your Oldest Unanswered Discussions”. The discussion titles are active links, directing users to the associated discussion page for more detailed review and/or participation.

Accessibility Tools
The options in this menu allow visually impaired users to switch between higher and lower contrast settings, as well as adjust the size of the font displayed by the OLC.

Latest News Menu
The most recent updates to the course News Forum will be listed as clickable links here.

Upcoming Events Menu
Similar to the calendar that is accessed on the OLC Homepage, this menu provides links with direct access to the next round of weekly activities and assignments, along with their.

Recent Activity Log
This section provides the user with an overview of all participant activity occurring since their last login. Items populating this list are provided as clickable links for easy navigation to the given assignment, forum, or resource.

Weekly Assignment Blocks
Weekly assignment blocks are stacked just below the Course Introduction area; starting with Week 1 at the top and ending with Week 10 at the bottom. In addition to a scheduled week number and its administered date range, each block provides users with a list of links that direct to the assignments, activities, and/or resource pages required for that week of instruction.

Example of a weekly assignment block; hyperlinks directing users to download a PDF file, participate in a forum discussion, download a PowerPoint presentation, and access an assignment submission page.

NOTE: Some modules are designed in a way that allows users to access the entire schedule of assignment blocks as soon as the course opens. In other modules, weekly assignments are hidden until the Monday of their scheduled week. With both systems, it is the student’s responsibility to ensure that attendance requirements have been met each week. Please see the MCU Online attendance policy for more information.

NOTE: While navigating any course page, the Mid-Continent link just above the “Participants” menu will take the user back to the OLC Homepage.
### Assignment and Activity Descriptions

<table>
<thead>
<tr>
<th>Icon</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📂</td>
<td><strong>Assignments</strong></td>
<td>Assignments are defined by their requirement for students to upload one or more files to the OLC. Examples include: research papers, chapter reviews, essays, workbook assignments, etc. Please see <a href="#">How to Submit an Assignment</a> for more information.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Chats</strong></td>
<td>Chats are scheduled activities that allow students to simultaneously communicate - in real-time - with a professor, the MCU support team, and/or fellow classmates.</td>
</tr>
<tr>
<td>🎨</td>
<td><strong>Choices</strong></td>
<td>An activity that allows students to elect their personal preference for an item within a list; often as a precursor for an assignment activity. Choices are different from Quizzes, Questionnaires, and Feedback activities; in that each option can only be selected a limited number of times before it becomes unavailable to the other students as a possible choice.</td>
</tr>
<tr>
<td>📘</td>
<td><strong>Databases</strong></td>
<td>Databases are organized repositories that store collections of documents and/or files for easy access and review.</td>
</tr>
<tr>
<td>📝</td>
<td><strong>Feedback</strong></td>
<td>Feedback activities are often utilized for course and/or teacher evaluations; where students may be asked to respond with comments and/or multiple-choice selections regarding their learning experiences and impressions toward the end of a class module.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Forums</strong></td>
<td>Forum discussions are the most frequently utilized activity on the OLC. Often, a class will be asked a question (or a series of questions) that each student must publicly respond to. Forums differ from Chats, in that all of the participants are not required to be online at the same time and can make a response hours or days later. Please see <a href="#">How to Participate in a Forum Discussion</a> for more information.</td>
</tr>
<tr>
<td>📚</td>
<td><strong>Glossaries</strong></td>
<td>Much like what is found in a textbook or publication, a course Glossary provides students with a collection of frequently used subject-specific terms and definitions. Unique to the OLC, however, is the option for students to look up terms (or definitions) by keyword search; as well as an opportunity to browse terms by an assigned category or date added to the collection.</td>
</tr>
<tr>
<td>🎨</td>
<td><strong>Quizzes</strong></td>
<td>Quiz activities might utilize any combination of several possible question types; including but not limited to: essay, short answer, multiple choice, and true-false. Other quiz factors may vary by course and/or professor; including time limit, as well as allowed number of (penalized) quiz or question attempts.</td>
</tr>
<tr>
<td>📜</td>
<td><strong>Resources</strong></td>
<td>The Resources page lists all of the downloadable documents, files, and multimedia resources by their assigned week number in the course. Common resources include Adobe PDF files, Microsoft Word documents, PowerPoint presentations, and Flash videos.</td>
</tr>
</tbody>
</table>
How To...

Create/Edit Your Student Profile

1. Access your Profile Page
First, please ensure that you are logged in to the OLC. At the top right corner of the page it should read: *You are logged in as “Your Name” (Logout).* Simply click on your name and you will be directed to your Online Learning Center Profile page.

2. Select the Edit Profile Tab
On your profile page, you will notice a collection of tabs just under your name. Locate and select the “Edit Profile” tab, as seen in the example to the right.

3. Compose/Edit a Profile Description
Approximately half-way down the Edit Profile page is a text box to enter and edit your profile description. Write a brief biography and share some information about yourself.

4. Upload/Edit Profile Picture
Just below the text editor is an upload dialog that will allow you to browse your computer for a picture to upload as a profile image. Please note that the best images to use are close-ups, but you can use any image you like so long as it doesn’t contain any offensive and/or vulgar content. Some notes to consider when selecting an image:

- The picture must be in JPG or PNG format.
- The picture must be less than 100MB in size.
- The picture will be cropped and scaled to measure 100px X 100px.

5. Save and Verify Your Changes
Once satisfied with your changes, simply select the “Update Profile” button at the bottom of the Edit Profile page and this will take you back to the profile overview.

**NOTE:** If your profile picture hasn’t changed (or isn’t visible) upon return to your profile overview, try refreshing your browser cache. If this doesn’t correct the issue, try logging out of the OLC, and then log back in. If you’re still experiencing issues while trying to view your profile picture, please contact the [OLC Technical Help Desk](#) for support.

**ProTip:** With most web browsers, refreshing the cache is as simple as holding down the Alt key while clicking on the refresh button - found in the browser navigation menu.
Utilize the OLC Message Center

Opening the Message Center

1. **Log on to the OLC**
2. **Click on the Messages link, located in the Messages menu**
   This action will open the message center in a new pop-up window.

**IMPORTANT:** If pop-up windows are blocked, the message center may not function correctly. Please ensure that pop-ups are not blocked for the online.midcontinent.edu domain. For additional assistance, please access the help menu for your preferred web browser.

Add a New Contact / Send a New Message

1. **Open the Message Center**
2. **Select the Search Tab**
3. **Enter the first and/or last name of contact**
4. **Find the user within the list of search results**
5. **Click on the silhouette next to the user’s name to add them to your list of Contacts. Then, simply click on their name and you will be directed to a text input to compose a new message.**

**NOTE:** When performing a search for new contacts within the OLC, checking the “Only in my courses” box will narrow the results down to users who are officially enrolled in any one of your active courses - including professors. However, if you are attempting to add MCU support personnel - such as an Academic Advisor or Financial Aid Counselor - please leave this box unchecked.

Read New Incoming Messages

1. **Access the Message Center pop-up window**
   Upon logging into the OLC, if there any new messages waiting for you in the Message Center, a pop-up window will immediately notify you how many messages you have as well as who they were from.

2. **Click on the name of the person who sent the message**
   This will direct you to the most recent message sent by that contact. For a complete transcript of all previous messages between you and the sender, you may also select Message History under their name at the top of this window.

3. **Use the provided textbox to respond to messages**
   Just below the message transcript area is a textbox that can be used to compose a response. Simply enter your new message or response in this area, and then click “Send Message” to send it to the recipient.

**NOTE:** New messages that are not read immediately upon login can be accessed from the Message Center on the OLC homepage at any time by clicking the small envelope icon next to the sender’s name.
Participate in Forum Discussions

The OLC utilizes two different systems for posting/responding to discussions: Open Forums, and Question and Answer Forums.

Open Forums

In an Open Forum, students are allowed to read and/or respond to other student posts before they formulate their own personal response to that week’s discussion topic. Forums like this are characterized by the fact that each week the Discussion page will grow with a number of topic responses made by each student. To create a new post and reply to others, please see below.

1. Access your discussion assignment for the current week of class.
2. Verify the assignment, noting any specific questions and/or parameters for an appropriate response.
3. Click on the “Add a new discussion topic” button at the top of the discussions list.
4. Compose your contribution to the forum with the text editor that has been provided.
5. When finished, click the “Post to Forum” button, found at the bottom of the page.

Q&A Forums

In a Q&A Forum, students are not allowed to read and/or respond to other student posts until after they have submitted their own post for the assigned topic of the week. Here, the discussion page will have a single post written by the course instructor; as well as an explicit declaration of its Question and Answer format.

1. Access your discussion assignment for the current week of class.
2. Click on the discussion topic that has been presented by the professor.
3. Verify the assignment, noting any specific questions and/or parameters for an appropriate response.
4. In the bottom-right portion of the discussion frame, click on “Reply”.
5. Compose your answer to the discussion question(s) with the text editor that has been provided.
6. When finished, click the “Post to Forum” button found at the bottom of the page.

Pro Tip: Some students may prefer to compose their forum messages in an external program like Microsoft Word, and then copy the content into the OLC text editor. It is important to note, however, that the editing document should first be saved as an .rtf (rich text format) or .txt (plain text format) file before copying and pasting over the text, as to avoid unintended changes to the structure and composition of the post.
Submit an Assignment

File Formats and Compatibility

Students using any version of Microsoft Office Word may save and submit assignments in the default .doc (standard for 97-2003) or .docx (standard for 2010) format.

Students that utilize other complex-text editors, such as Microsoft Works, WordPerfect, OpenOffice.org, WordPad, etc., may save and submit assignments as an .rtf (Rich Text Format), or a .pdf (portable document format) file.

**IMPORTANT!** WordPerfect uses a .doc file extension that is not the same as the Microsoft Word ‘97-2003 .doc format. Users of WordPerfect will need to save their assignments in one of the other formats that have been specified above.

Save your file in an appropriate format

1. **Save a backup**
   Once the assignment task is finished, click on “File” (often found in the top-left of a program window), then “Save”. Most Windows-based programs, simply press CTRL+S.

2. **Click on “File”, then “Save As”**
   In most windows-based programs, the “Save As” function will open a new window, where users may verify and/or change: the location that their file will be saved to, the name that the file will be saved as, and the file format the data will be saved in.

3. **Select an acceptable file format**
   The “Save as type” selector is most often found just beneath the “File name” input. Once the filetype has been selected, the file name should automatically include the three-letter extension. Please note that if the file name is changed here, it is not necessary to manually include the three-letter file extension at the end of the text.

4. **Click “Save”, close the program, then re-open the newly saved file to verify it’s content.**

**ProTip:** If the program or operating system you’re using does not follow the above steps for saving files into a specific format, a quick Google search may provide the specific step-by-step directions for your configuration. Simply go to www.google.com, and enter a search string such as “Save as an rtf in __________”, where the blank would denote the name of your specific text editing program or word processing software. Similarly, step-by-step instructions for most major complex-text editors can be found in the APA Style Tutorial found on the OLC Homepage.

**IMPORTANT!:** Students should carefully review each assignment to verify whether or not a document should be submitted in a specific format. If there is any question as to whether or not a certain filetype will be acceptable for an assignment submission, the professor should be contacted first. For technical issues pertaining to the file upload interface, the OLC Technical Help Desk can be accessed for support.
Uploading and Confirmation

Once you have saved a completed assignment in an OLC-friendly format, the file should then be uploaded to your course instructor through the OLC.

1. **Access the assignment page on the OLC**
   Login to the OLC and navigate to the appropriate course overview page. Scroll down to the assignment block for the current week of class, then click on the hyperlink for the assignment task that you’ve completed.

2. **Find your copy of the completed assignment**
   Towards the bottom of the assignment page, click on the *Choose File* button. An explorer window will pop-up, allowing you to navigate to the storage device and/or folder where your completed assignment has been saved. Once you locate the file, simply select it and then click *Open*. This will close the file explorer window and take you back to the course assignment page on the OLC. Here, you should notice that next to the *Choose File* button, the name of your assignment file is listed. This serves to confirm that your file is ready for upload to the OLC.

3. **Upload the file to the Online Learning Center**
   When you are certain that there are no additional changes, edits, or corrections that need to be made to the assignment, click the button labeled *Upload This File*. The OLC may take a moment to fully respond, but once your file has been successfully uploaded the browser will automatically refresh and display a confirmation message stating “File uploaded successfully”.

**IMPORTANT!**: If you run into difficulty getting your assignment uploaded to the OLC, please contact your professor first. They may have a preferred secondary method to receive student files. After you have contacted your professor, please access the Help Desk to report any issues you’re experiencing with the OLC.
Access Student Email and Live@edu Services
Mid-Continent University has partnered with Microsoft to offer a suite of **FREE** online services to help students organize their academic lives, stay on top of assignments, and prepare for life after school by using the same tools they will use in the work force. Benefits of these services include: email syncing with mobile phones, 25 GB of password protected online storage and file sharing, tools to easily work with peers online and more!

Email and Web App Access
Access to all of the available Live@edu services will be provided through a single login that utilizes your MCU email address as the username.

1. **Go to** [https://login.live.com](https://login.live.com)
2. **Enter your MCU Email/Windows Live ID and Password**
Your Midcontinent University email address acts as your Windows Live ID. The email address should follow this format:
   
   `firstname.lastname@email.midcontinent.edu`

   If accessing your MCU Live account for the first time, the password will be set as “password”.

   **IMPORTANT!** As soon as you gain access to your new MCU Live@edu account, the first thing you should do is change your password! If you cannot access your Live account for any reason, please contact the MCU IT Department at: [http://www.midcontinent.edu/student-email-help-request](http://www.midcontinent.edu/student-email-help-request)

Web-based Office® Applications (Web Apps)
Once you have logged in to your MCU Live@edu account, you should have an overview of your student email as provided by the Microsoft Outlook Express web interface. The left and top areas of this page provide all of the features and navigation elements one would come to expect with any fully functional email interface.

At the very top of the Live@edu interface are three menu options: **Mail, Office, Photos**, and **More**. Here, students can access a number of invaluable applications to support their endeavors at Mid-Continnet and beyond. For tutorials that are specific to any given feature or app, please see [http://office.microsoft.com/en-us/web-apps](http://office.microsoft.com/en-us/web-apps)

**Mail**
Here, you can view your inbox, add/remove items from your Outlook calendar, and organize all of your contacts that have been added or imported to your Live@edu account.

**Office**
This menu option will connect you to the free web-based Office applications - Word, Excel, PowerPoint, and OneNote. Also available in this menu are some quick links to gain access to recently edited documents, stored files, and group assignments.
Access the Kentucky Virtual Library

The Kentucky Virtual Library provides MCU students with a robust catalog of research materials and academic journals. To access the Kentucky Virtual Library, please follow below.

1. Go to http://www.kyvl.org
   The OLC homepage will have a direct link for the KYVL homepage, found in the main menu just beneath the button for Live@edu services.

2. Access the Login Screen
   On the left side of the KYVL landing page, click the link that says “Log in from home”.

3. Enter the MCU Username and Password
   The Username and Password are provided to you during orientation.

4. Log in

   IMPORTANT!: If you have lost the KYVL username and password, or if it appears the username and password have been changed, please contact the OLC Helpdesk for support.

   NOTE: The Kentucky Virtual Library offers a number of tutorials to help students utilize all of the resources available to them through the site.

Access the ProQuest Research Database

The ProQuest research database is another online resource for students to access journal articles and reference materials.

1. Go to http://search.proquest.com

2. Enter the MCU Account Name and Password

3. Select “Connect”

   ProTip: In-depth tutorials for the ProQuest database (as well as several others) can also be found alongside the KYVL tutorials at http://www.kyvl.org/tutorials.
Lookup Grades
Only a handful of courses are designed in a way that will allow you to have an accurate running GPA for the class; however, accessing the following page within a course should allow you to see the grades that you’ve earned for any assignments that have been graded by your professor.

1. Log in to the OLC
2. Access the course you wish to review
3. Click on “Grades”
   Found within the Administration menu on the left side of the course overview page.

Access the OLC Technical Help Desk
The OLC Technical Help Desk should **ONLY** be utilized for technical issues pertaining to the use of the Online Learning Center. The Help Desk is **not** for questions pertaining to grades, tuition, financial aid, or any other issue that otherwise falls under the banner of Student Services. Please see the Contact Information table for support related to non-technical issues.

1. Navigate to the OLC Homepage
2. Click on OLC Technical Help Request link, found in the Account Information menu.
3. Detail your technical issue(s) in the provided text editor. Please ensure that your issue details include the following:
   - Cohort
   - Course
   - Professor
   - Week of participation
   - Assignment
4. Click the Submit Question button to send your issue to the Help Desk.

**IMPORTANT!**: The OLC Technical Help Desk is not actively moderated on the weekends. Please ensure that you contact your professor IMMEDIATELY and alert them to any issues that would prevent you from participating in class or turn an assignment in on time.
Helpful Hints

- All online courses will be open by 5:00 pm (Central Standard Time) on their scheduled start date.
- Students who have signed up for an online course should receive an email by 5:00 pm (Central Standard Time) on the scheduled start date with logon information. If a student does not receive an email, please contact Dawn Hopwood, dhopwood@midcontinent.edu.
- Students are required to submit ALL assignments through the Online Learning Center, UNLESS given other instructions by the professor.
- When taking an online class, it is important to communicate with your instructor. If a student has any technical problems, please contact the OLC Support for assistance.
- A student must participate in class weekly to be considered in attendance for the course. Be sure to turn in weekly assignments as posted.
- A student should view all that the instructor has posted through text, icons or hyperlinks. Each item will have information listed that will guide you through your online class.
- You must notify your Academic Advisor to withdraw from a course. Please do not log back into the online class after requesting a withdrawal, because charges are prorated based on the number of weeks you have logged into the site.
- Please be sure to complete each “Course Evaluation” posted during the last couple weeks of class. MCU strives to provide a successful online experience for all their students, and they need your feedback to continue with this success.
Contact Information

OLC Tech Support
Please use the OLC Technical Help Request link on the OLC Homepage for technical support. If you need more urgent assistance, you may contact one of the individuals below.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dawn Hopwood</td>
<td><a href="mailto:dhopwood@midcontinent.edu">dhopwood@midcontinent.edu</a></td>
<td>270-251-9400 x365</td>
</tr>
<tr>
<td>Advantage Advising Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traci Wallrauch</td>
<td><a href="mailto:twallrauch@midcontinent.edu">twallrauch@midcontinent.edu</a></td>
<td>270-251-9400 x624</td>
</tr>
<tr>
<td>Director of Online Operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CJ Turner</td>
<td><a href="mailto:cjturner@midcontinent.edu">cjturner@midcontinent.edu</a></td>
<td>270-247-8521 x391</td>
</tr>
<tr>
<td>Associate Dean of Online Learning</td>
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</table>

Academic Advising
Add or Drop Courses | Graduation Plan Information | Credit Hours
Your Academic Advisor’s contact information will be listed in your Orientation Week module, which should remain accessible for as long as you are enrolled with MCU Online. If you were not enrolled into an Orientation Week module, or if you are unable to reach your Academic Advisor, please contact either of the Co-Directors of Advising as listed below.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benetta Woods</td>
<td><a href="mailto:bwoods@midcontinent.edu">bwoods@midcontinent.edu</a></td>
<td>270-251-9400 x262</td>
</tr>
<tr>
<td>Co-Director of Advising</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lisa Demarest</td>
<td><a href="mailto:ldemarest@midcontinent.edu">ldemarest@midcontinent.edu</a></td>
<td>270-251-9400 x306</td>
</tr>
<tr>
<td>Co-Director of Advising</td>
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Financial Aid
Grants | Loans | Disbursements
Your Financial Aid Counselor’s contact information will be listed in your Orientation Week Module, which should remain accessible for as long as you are enrolled with MCU Online. If you were not enrolled into an Orientation Week module, or if you are unable to reach your Financial Aid Counselor, please contact:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Rhonda Long</td>
<td><a href="mailto:rlong@midcontinent.edu">rlong@midcontinent.edu</a></td>
<td>270-251-9400 x264</td>
</tr>
<tr>
<td>Financial Aid Administrative Assistant</td>
<td></td>
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</table>

Professor
As Assigned
Please use the Message Center or course Contact Form. If unsuccessful, then please contact OLC Tech Support.

Admissions
New Applicants | Status of Application Process

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamie Hughes</td>
<td><a href="mailto:jhughes@midcontinent.edu">jhughes@midcontinent.edu</a></td>
<td>270-251-9400 x291</td>
</tr>
<tr>
<td>Online Admissions Representative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wendy Puckett</td>
<td><a href="mailto:wpuckett@midcontinent.edu">wpuckett@midcontinent.edu</a></td>
<td>270-251-9400 x236</td>
</tr>
<tr>
<td>Director of Graduate Admissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traci Wallrauch</td>
<td><a href="mailto:twallrauch@midcontinent.edu">twallrauch@midcontinent.edu</a></td>
<td>270-251-9400 x624</td>
</tr>
<tr>
<td>Director of Online Operations</td>
<td></td>
<td></td>
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</tbody>
</table>