

Sunway-TES Learning Management System (LMS)

(User Guide)

This manual provides users with guidelines on how to access and navigate the learning components in the Learning Management System (LMS).

The interactive tools, activities and webinars are personalised to facilitate active engagements and are structured to give a holistic learning experience to the participants.

Users can always contact the support team by emailing to:
techteam_stescae@sunway.edu.my

Sunway-TES wishes you a successful journey through the course.

VERSION 2.2

Update by: SunwayTES (Tech Team)

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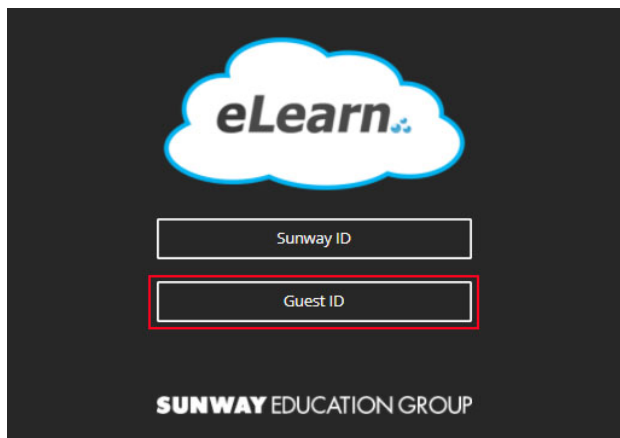
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1.0 What is eLearn

Sunway-TES's Learning Management System (LMS) is hosted on Blackboard Learn. This system or platform is called eLearn among the Sunway learners and will be used for your online learning needs. eLearn provides a convenient one stop learning platform to interact and engage with other users.

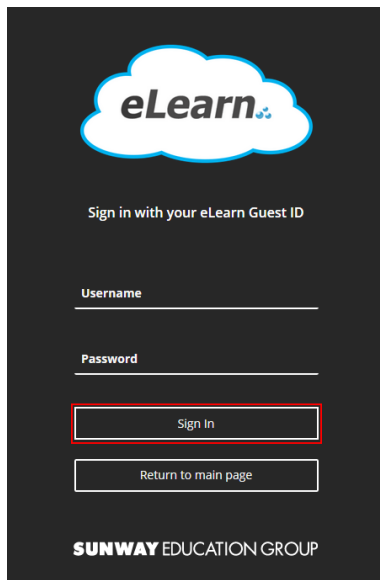
1.1 Access to eLearn

- a. Visit the website at <https://elearn.sunway.edu.my/>
- b. Choose "Guest ID" as highlight in red box.



⚠ Do not choose "Sunway ID" because it is for Sunways' Full time students.

- c. Enter the username and password and click "Sign In".



- d. Upon successful login, you will be directed to Activity Stream.

2.0 eLearn Overview

A successful login will direct you to a landing page which by default is a Stream page.

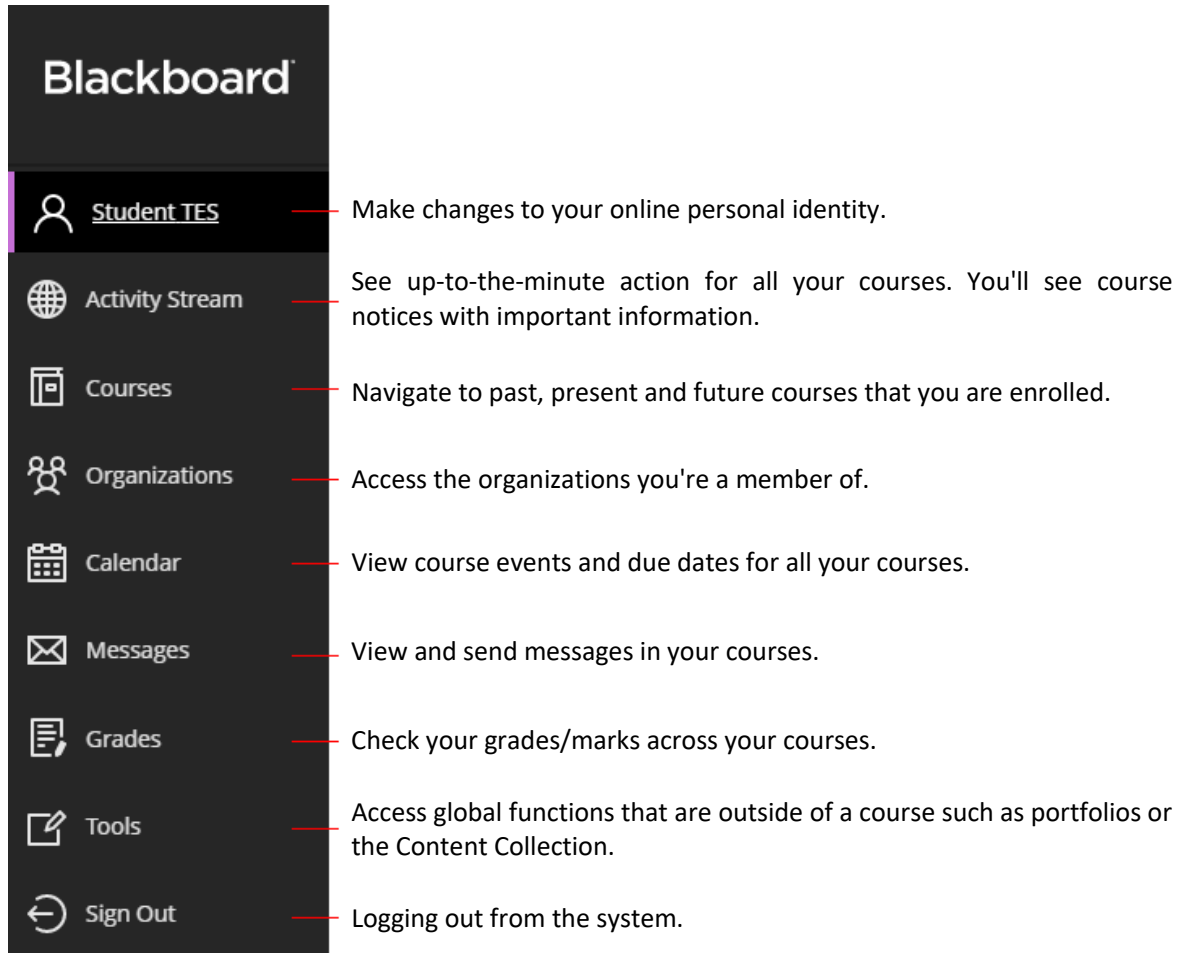
The screenshot shows the Blackboard user interface. On the left is a dark sidebar menu with the Blackboard logo at the top. The main content area is titled 'Stream' and contains two sections: 'Important' and 'Recent'. The 'Important' section lists two overdue assessments from the SUNTES Tech Team. The 'Recent' section lists several items added by the SUNTES Tech Team, including a study plan and various hybrid course offerings. A filter dropdown is located in the top right, and a help icon is in the bottom right. Numbered callouts (1-4) point to the 'Stream' heading, the sidebar menu, the filter dropdown, and the help icon respectively.

Legend:

- 1 Heading - showing on which page you are viewing. Eg: Activity Stream, Courses
- 2 Side Menu - list all links to a dedicated area.
- 3 Filter - allow you to filter information listed in Stream
- 4 Icon BlackBord HELP – by clicking this button, it will direct you to the Blackboard HELP for support.

2.1. Side Menu

When you select any link from the list, you see a global view across all your courses. For example, “Grades” shows your scores across all your courses, without having to navigate to each one.

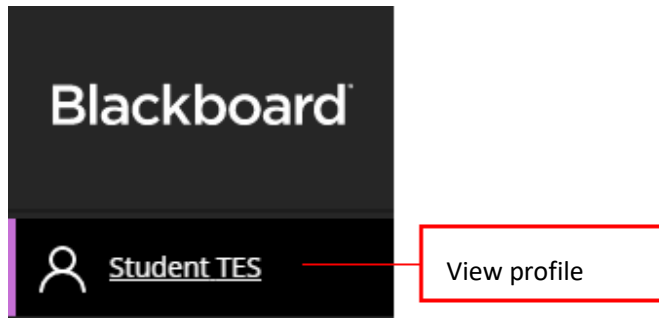


The image shows a vertical side menu from the Blackboard system. The menu is dark grey with white text and icons. At the top, the word "Blackboard" is written in white. Below it, there are nine menu items, each with an icon and a text label. To the right of each menu item, there is a red horizontal line pointing to the item, followed by a descriptive sentence. The items are: "Student TES" (person icon), "Activity Stream" (globe icon), "Courses" (book icon), "Organizations" (two people icon), "Calendar" (calendar icon), "Messages" (envelope icon), "Grades" (document with checkmark icon), "Tools" (pencil icon), and "Sign Out" (back arrow icon).

Menu Item	Description
Student TES	Make changes to your online personal identity.
Activity Stream	See up-to-the-minute action for all your courses. You'll see course notices with important information.
Courses	Navigate to past, present and future courses that you are enrolled.
Organizations	Access the organizations you're a member of.
Calendar	View course events and due dates for all your courses.
Messages	View and send messages in your courses.
Grades	Check your grades/marks across your courses.
Tools	Access global functions that are outside of a course such as portfolios or the Content Collection.
Sign Out	Logging out from the system.

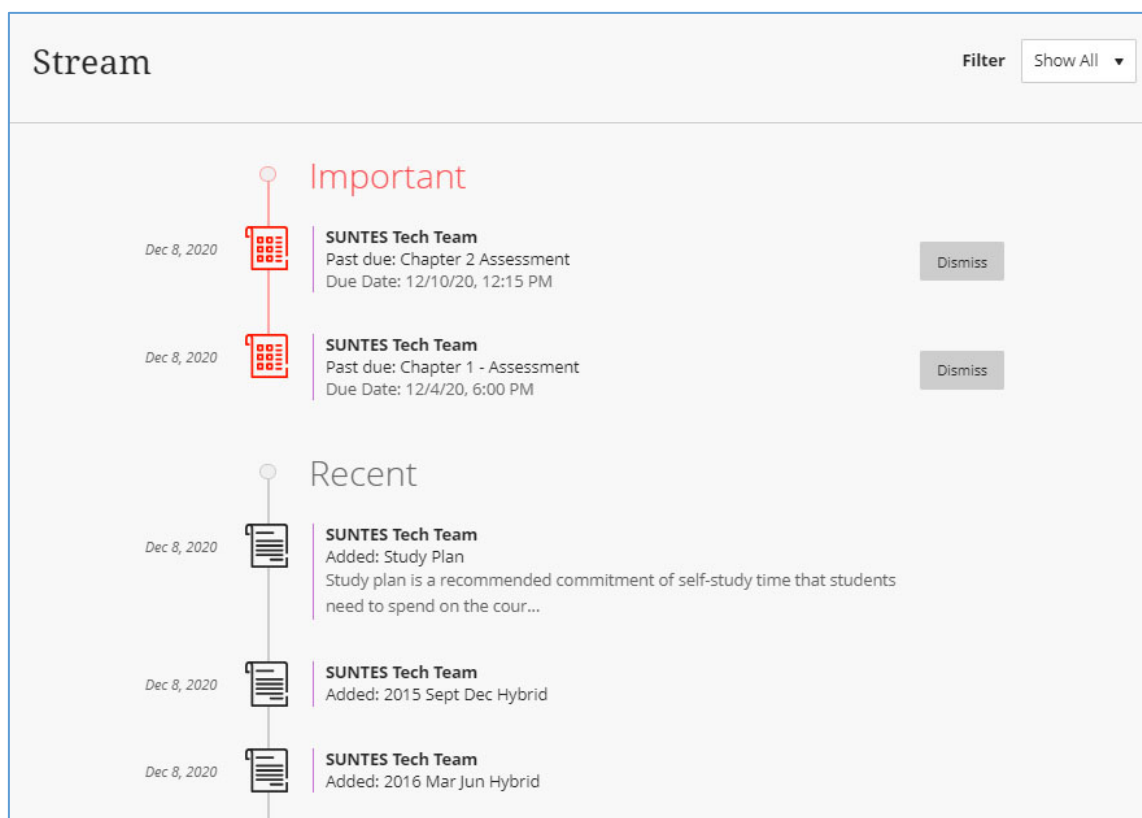
2.2. Updating Personal Information

A profile enables you to define your personal identity to share with those in your academic network. After you upload your image, it replaces the empty profile icon.



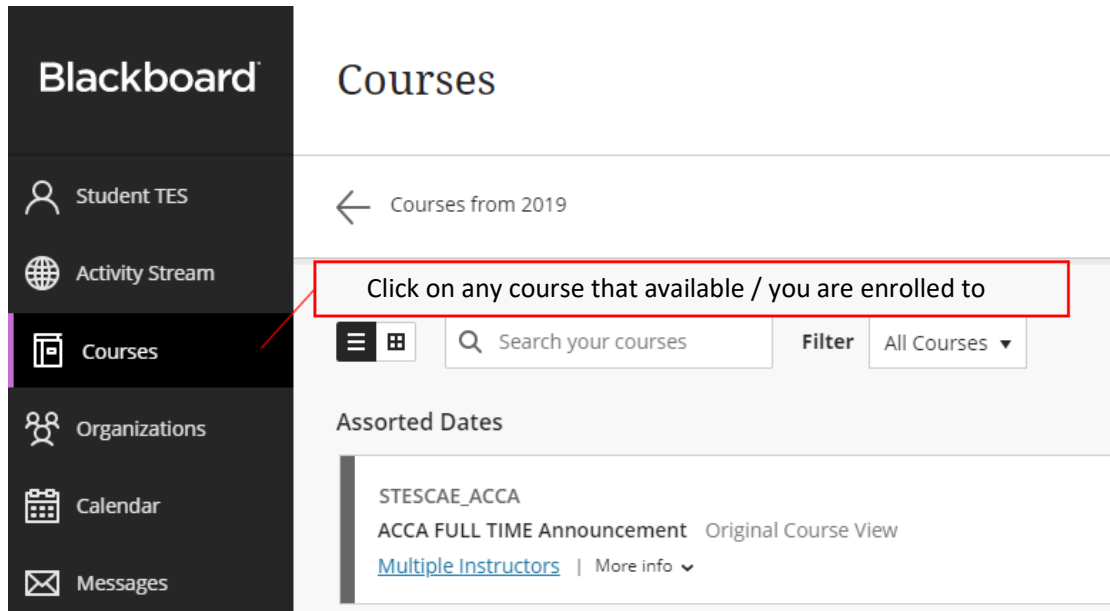
2.3. Activity Stream

This stream posts all the changes that have occurred since you last logged in, any upcoming events, and other important messages from your institution. You can also be notified of assignments ready to be graded, any responses from a discussion, and filter any content that you want to focus on in the stream.



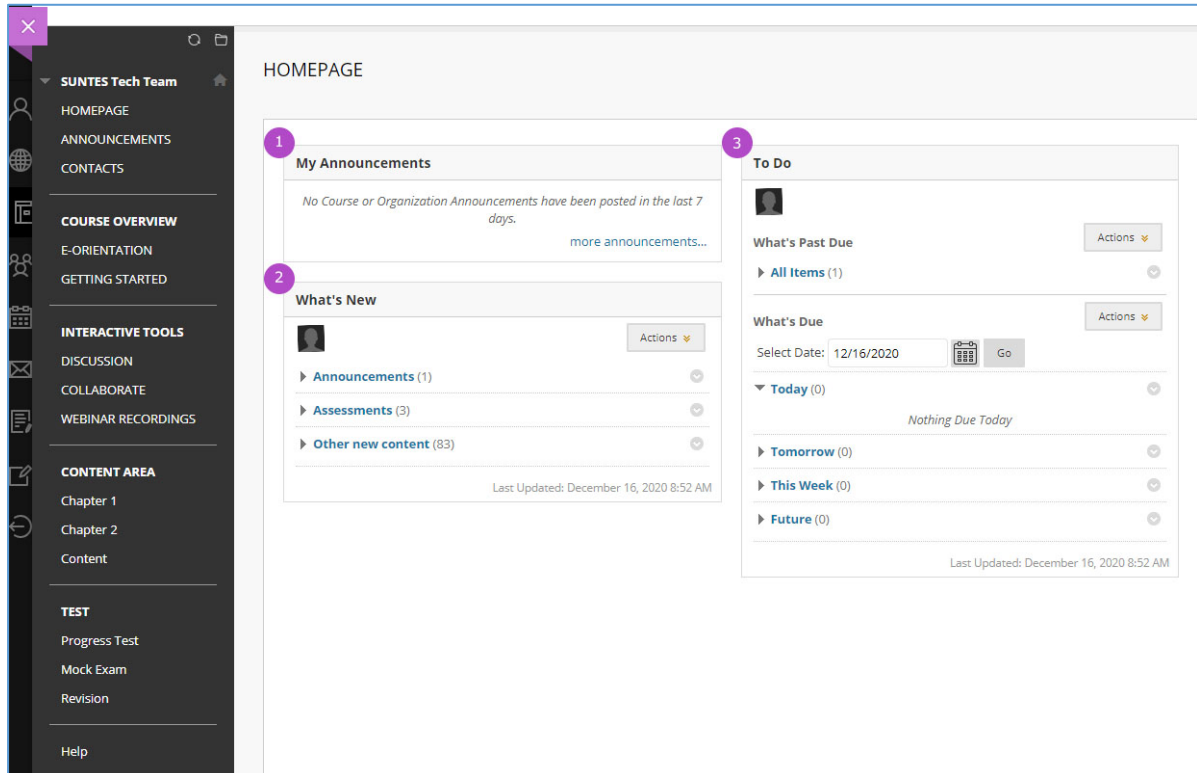
3.0 Navigating a Course

eLearn provides a central location for uploading course content, communicating with students, and assessing student progress. To access the Course Home page, click the course as shown below:



3.1. Homepage

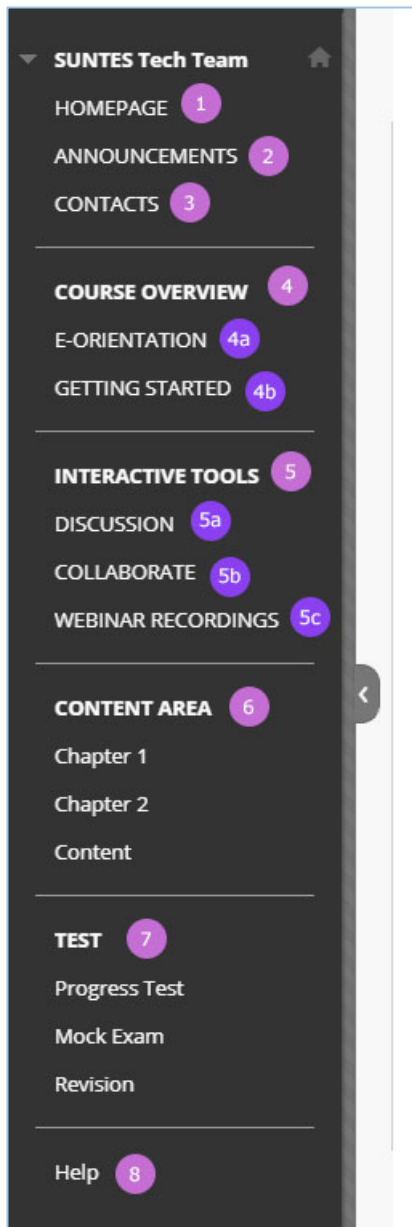
The eLearn Course Home Page is the first page visible when the course is accessed. This page displays information about new course content, announcements and due dates. The following modules will appear in your course by default:



- 1 My Announcements** : This module displays the most recent course announcements.
- 2 What's New** : This module displays recent activity such as new discussion board posts, new content uploaded, etc.
- 3 To Do** : This module shows students upcoming and missed due dates.

3.2. Course Menu

The Course Menu is the panel on the left side of the interface that contains links to all top-level course areas (as shown below):



1 Homepage

This is the main page of the course site.

2 Announcement

Course announcements are usually used for important reminders and notifications from your instructor (e.g. due dates, changes in schedule, webinar, etc.)

3 Contacts

Here you can get the contact details of your instructor as well as the technical support team.

4 Course Overview

In this section, you will find information and resources that will assist you throughout the semester. Under this section, there are e-orientation and getting started.

4a E-orientation

This is your first step towards online learning. You need to attend to e-orientation to get familiar with the resources available in eLearn.

4b Getting Started

The information available in Getting Started are:

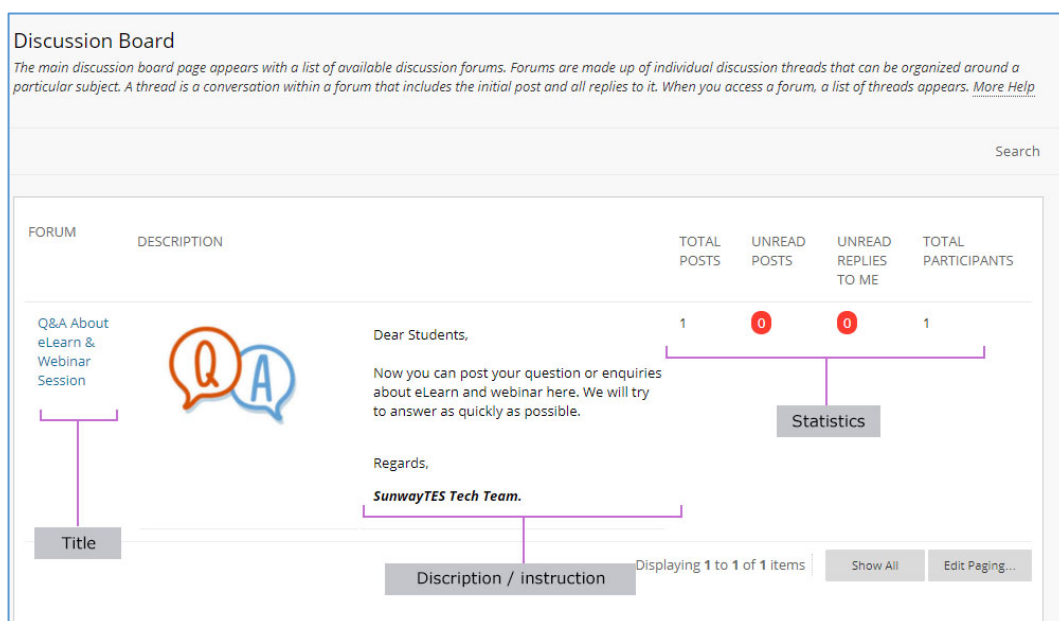
- SunwayTES Learning Management System (LMS) Guideline
- eLearn Collaborate User Guide
- Study Plan
- Accessing Embedded Video using Zappar
- Course Introduction by the instructor

5 Interactive Tools

In our online learning environment, we provide the tools for you to interact and have conversations with your peers and instructor. In eLearn we have:

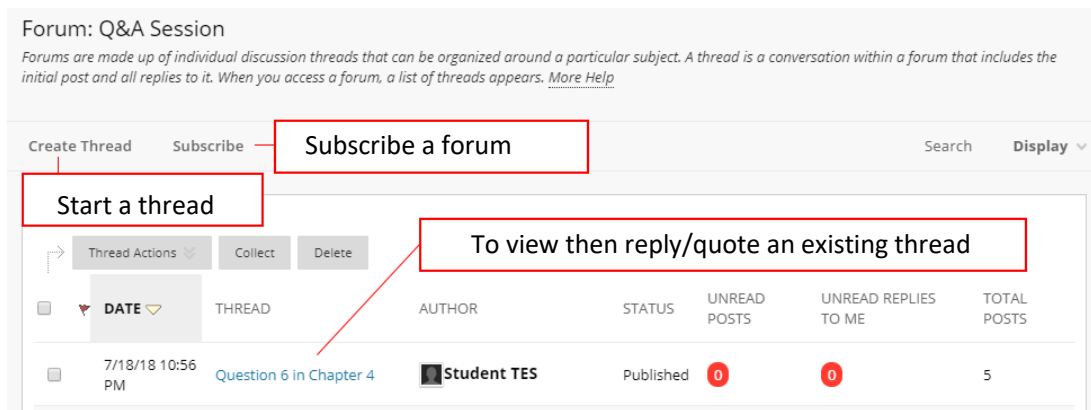
5a Discussion Board

The *Discussion Board* allows instructors and students to interact with each other within a Course. Below, you can see the entry page discussion board where each forum is processed into the following view:



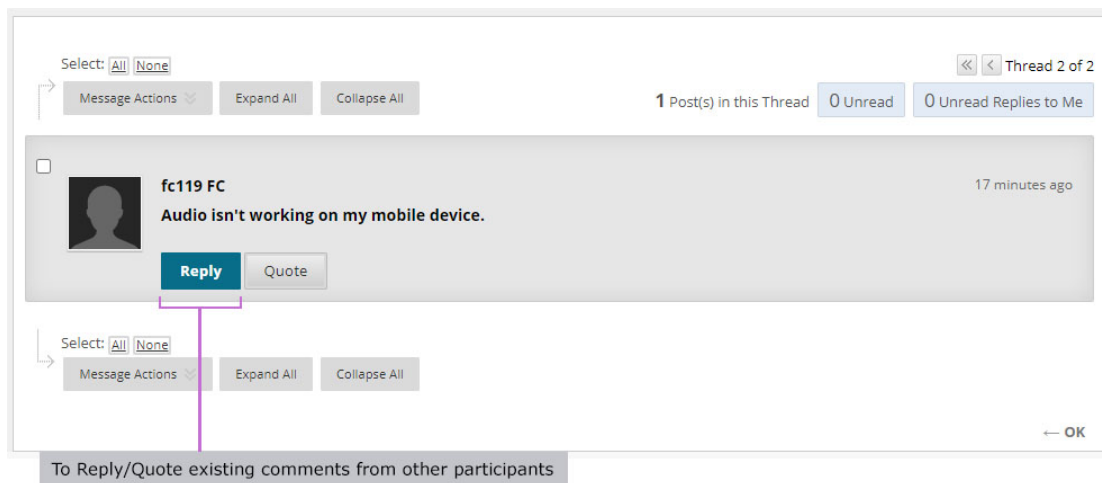
Discussion title:	Name of forum. (Click this name if you want to participate in the particular discussion)
Description:	Place for teacher’s instructions or questions, it may include introduction to the topic.
Statistics:	Continuously updated counter of total postings, unread postings and total participants within the particular forum.

Once you open a concrete discussion, you must decide whether you want to set up your own (new) thread or react on some of existing threads. To do so, use respective buttons as displayed at the image below.



Creating a completely **new thread** is pretty simple. You just need to type in the subject and text of your message, eventually, you can attach a file to your message.

If you click on **existing thread**, you would get to a forum view (see below) with the very first message highlighted and related responses. To post your reply, choose a message you want to comment and **CLICK** the **REPLY** button.

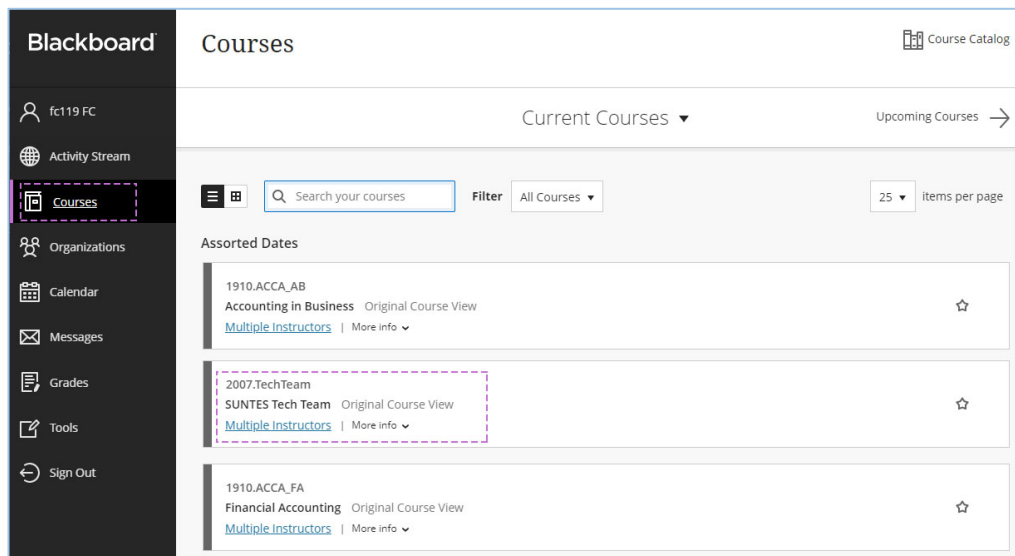


5b Collaborate

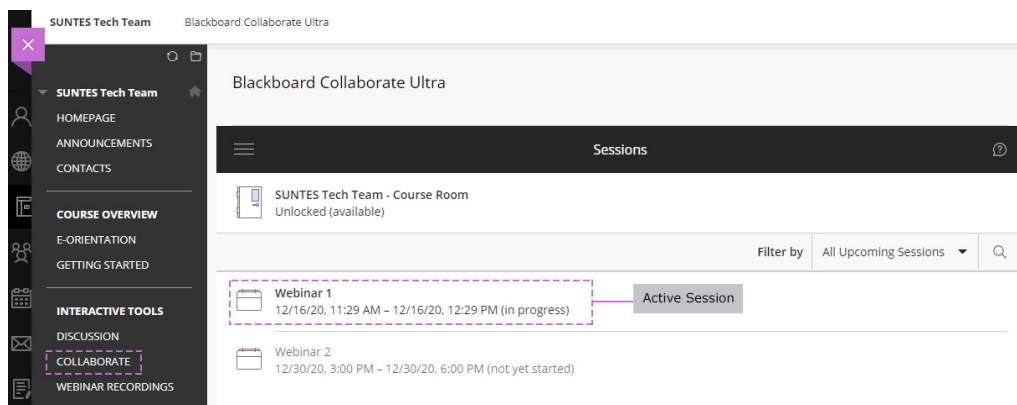
Collaborate is a web conferencing/webinar platform designed for use in online teaching. Instructors create virtual classroom and online meeting spaces to share presentation material and communicate with the students via synchronous audio, video and chat tools.

How to join a session?

- i. Login to eLearn.
- ii. On the side menu, click at “Courses” and find the course you enrolled in.
- iii. Click at the selected course. In this example; Strategic Business Leader.



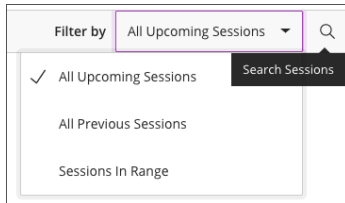
- iv. From the course side menu, click at “Collaborate” and you will see the list of available sessions. Click at the active session.



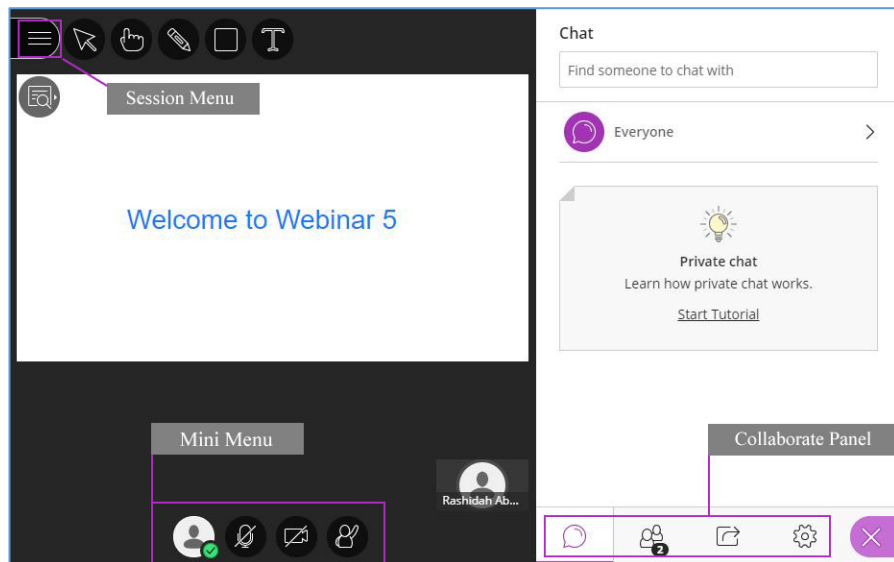
- v. Click the “Join Session” button to start attending the online class

Filter and Search for Session

You can filter the list of sessions that appear by all upcoming sessions, all previous sessions, and sessions in a date range. Use the filter to help you find the session you are looking for.



Collaborate Functions



The **collaborate panel** is where you will go to:

- Control your setting
- Share content
- View the Participant List
- View the Chat

Mini menu at the bottom of the screen includes controls for audio, video and raising your hand

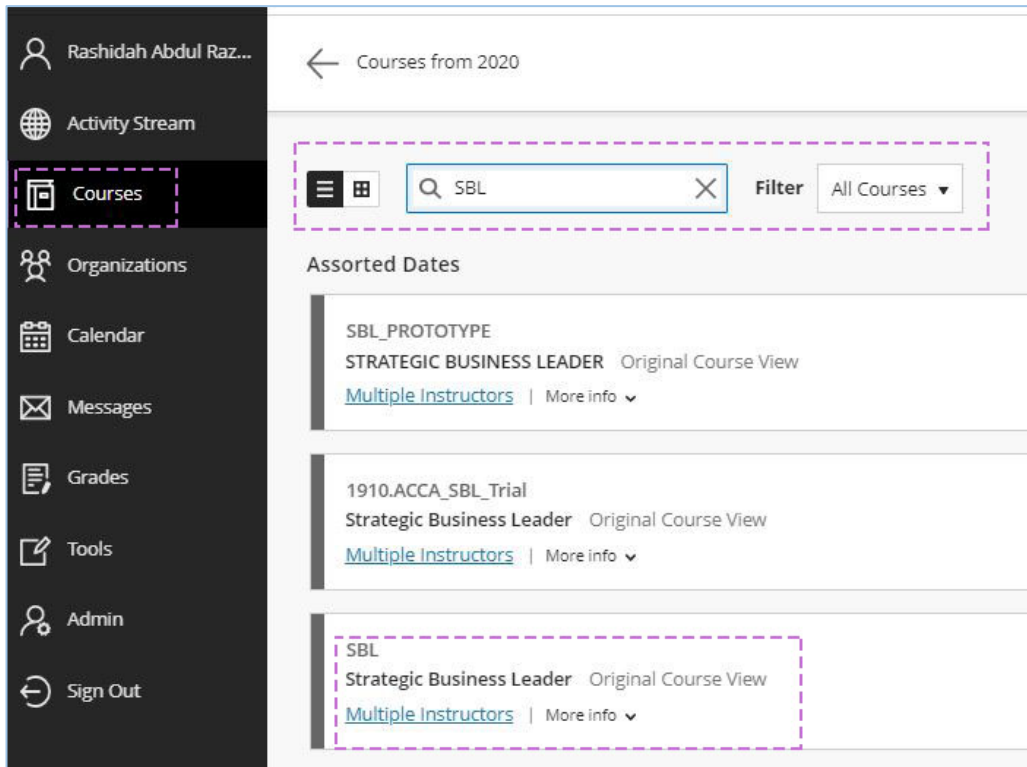
The session menu includes links to

- Report an Issue
- Navigate you through Collaborate via the link “Tell me about Collaborate”
- Blackboard Collaborate Help
- Leave your session

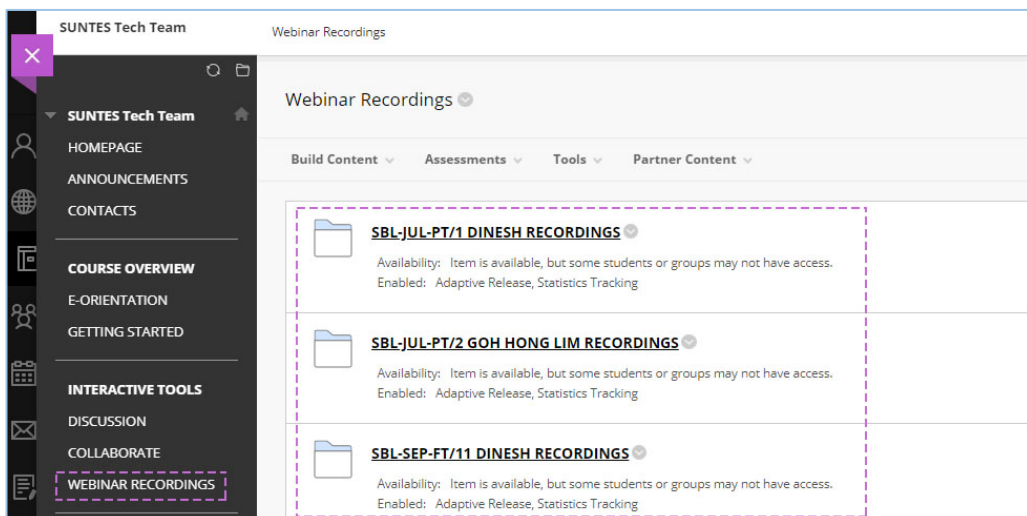
5c Webinar Recordings



Below are the steps on how to Access Webinar Recordings

- I. Login to eLearn.
- II. On the side menu, click at “Courses” and find the course you enrolled in.
- III. Click at the selected course. In this example; Strategic Business Leader.

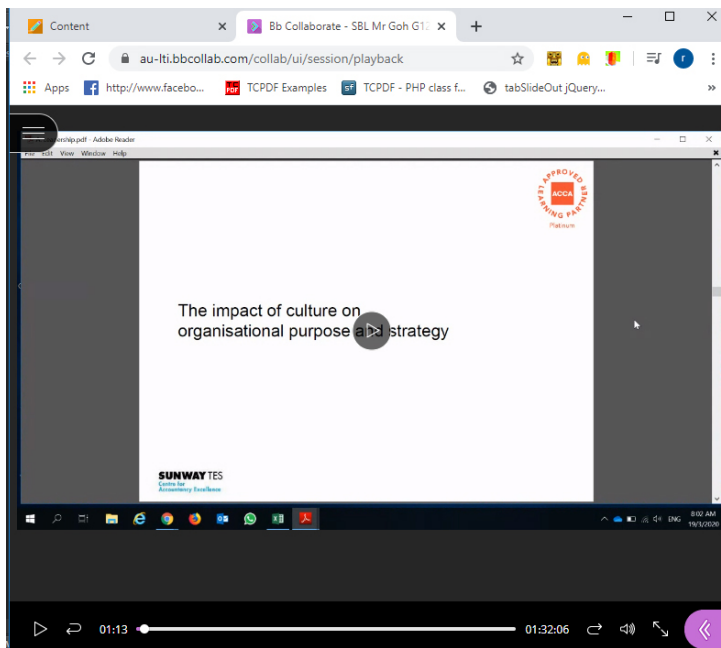


- IV. From the course side menu, click at the link “Webinar Recordings” and you will see the list of available videos.



	<p>Folder</p> <p>Depository containing structured and related materials.</p>
	<p>External Link</p> <p>Hyperlink to an external website.</p>







- V. Click at the title to start viewing the recording. The video will be open in a new tab.



6

Content Area

Represents a space for sharing course related materials or learning resources between instructor and students. There are many types of course content and students can easily recognize it by the icon to the left of its name.

	Folder	Depository containing structured and related materials.
	Item	General piece of content to which items (e.g. files) may be attached.
	Learning Module	Organized collections of contents that students move through on a structures path similar to a slide show, they can contain documents, assignments, links, quizzes, surveys, etc.
	Assignment	Graded task based on a given number of points possible (e.g. research paper, essay, case study, group project, etc.)
	Test/Quiz	Online evaluation of student knowledge and skills, usually with a limited time and based on a given number of points possible.
	External Link	Hyperlink to an external website.

Students can access information through clicking any of these icons shown below:

Chapter 1

Study Guide: Chapter 1 — File

Chapter 1: Managing Information — Learning Module

- 1.1 Role of Information Systems
- 1.2 Costs and Benefits of Information Systems
- 1.3 Internet, Intranet, Wireless Technology and Networks
- 1.4 Principal Controls in Generating and Distributing Internal Information
- 1.5 Procedure to Ensure the Security of Highly Confidential Information
- Chapter 1: Summary

Chapter 1 Assessment — Assessment

Learning Module

Learning Module is a container for content that holds an organized collection of material presented with a table of contents.

Table of contents shows the files uploaded and the file can be viewed in a sequential method.

Downloading the Study Guide

A printable Study Guide is available for download for the course that you have enrolled.

Instructions:

- i. Login to eLearn then click “Courses” on the side menu bar.
- ii. Select the course from list of courses available.

Student TES

Activity Stream

Courses

Organizations

Calendar

Messages

Grades

Tools

Sign Out

← Courses from 2019

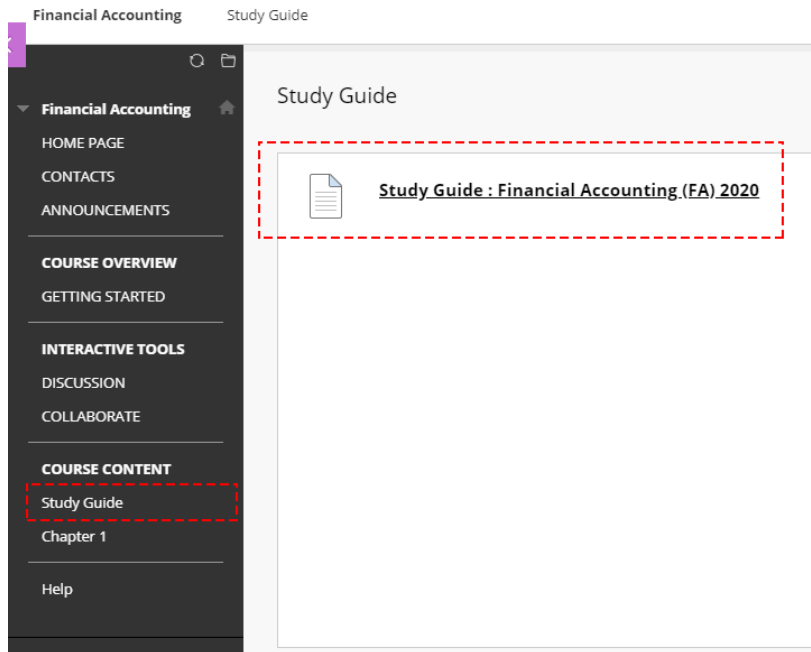
Q fa Filter All Courses

Assorted Dates

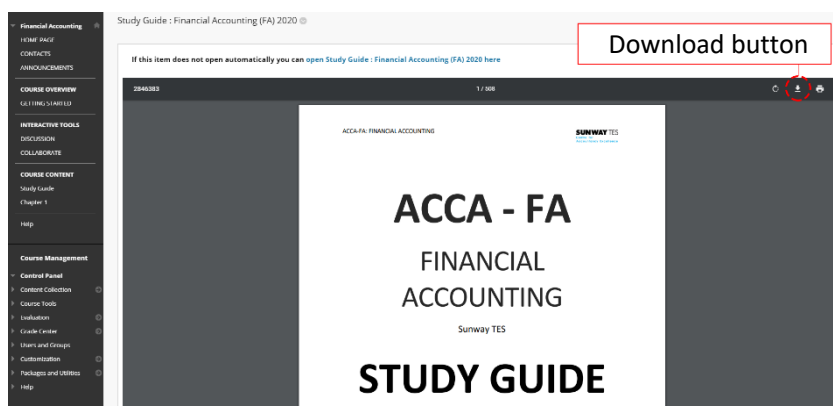
1910.ACCA_FA_Global
Financial Accounting Original Course View
[Multiple Instructors](#) | More info

2006.SCKL.STES.FAR
Mar - FINANCIAL ACCOUNTING AND REPORTING Original Course View
[Multiple Instructors](#) | More info

- iii. From “Course Content”, click on “Study Guide” then click the study guide link.



- iv. Once the content loaded, you can download the document by clicking the download button at the top of content container.

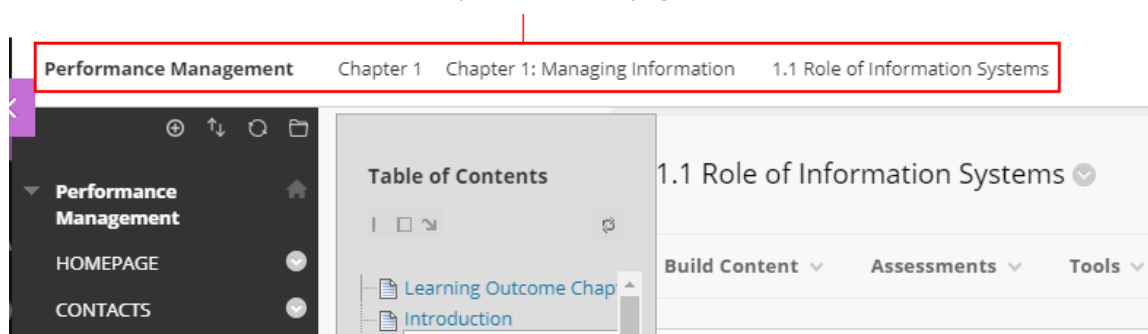


Breadcrumb Navigation

Breadcrumb is a navigation aid that allows students to keep track of the location within a course. The breadcrumb is located in the upper left corner. Students can return to previous menus simply by clicking the corresponding portion of the breadcrumb. The current page is on the far right of the breadcrumb.

For example: If you want to go back to main Chapter – Click on Chapter 1

Breadcrumb: Click any part of the page hierarchy to access the page



7 Tests

Online courses, just as in traditional classes, have tests, quizzes and other assessments. Unless set up otherwise by the instructor, assessments (test, quiz, etc.) can only be accessed one time, and must be completed once opened. Because assessments are administered online, there are some technical requirements and suggestions. To reduce the possibility of experience issues during an assessment, do the following:

Assessment Recommendations

- **Do not use a wireless connection.** Use a computer that is physically connected to a network with a wire.
- Wireless connections can time out or lose connectivity, which will lock up the assessment and make it unavailable.
- **Do not use a mobile device.** The test features may not be available on a mobile device, and mobile devices may lose connectivity. Assessments should only be taken on a computer.
- **Only have one (1) browser window open.** Multiple browser windows or sessions can cause error or the browser to shut down unexpectedly.
- **Do not have any other programs open on the computer.** Other programs may interfere or cause problems with the assessment.

- **Do not close the browser window during the assessment.** This will “close” the test and it will not be accessible.
- **Do not leave the test page in Blackboard once the assessment has been started** (e.g. attempting to view course materials, another website, etc.). This could cause the assessment to crash or malfunction, and students will become locked out of the test and unable to access it.
- **Once started, complete the assessment.** Assessments, unless otherwise specified by the instructor, can only be accessed once. If it is not completed during that time, it will not be available.
- **Be aware of time constraints** on the assessment. The instructor can set a time limit and the test must be completed within the allotted time.
- Click the “**Submit**” button when the assessment is complete. This will ensure that it is submitted.

Completing an Assessment

1. Click on the title of the assessment to access it.
2. The first page provides the **Instructions**, indicates if it is a
 - a. **Timed Test, Timer Setting** - if the test will save and submit when the time expires, and
 - b. **Force Completion** - if the test can be completed in multiple sittings or must be completed at one time.

Click “**Begin**” to start. Click “**Cancel**” to return to the menu with no changes.

INSTRUCTIONS

Description **Topical questions**

Instructions Answer all questions.

Force Completion Once started, this test must be completed in one sitting. Do not leave the test before clicking **Save and Submit**.

Multiple Attempts This test allows multiple attempts.

Click **Begin** to start: Chapter 1 Assessment. Click **Cancel** to go back.
You will be previewing this assessment and your results will not be recorded.

- Once the assessment begins, the information will remain displayed at the top of the screen. If *timed*, a timer will appear below the information and will let the student know how much time is left to complete the assessment. The screen also displays the point value for each question, which question is displayed and how many questions there are total. This can be useful for time management.

The screenshot shows a test interface with the following elements:

- Test Information:** Includes fields for Description, Instructions, Multiple Attempts (Not allowed), and Force Completion (This test can be saved and resumed later. Your answers are saved automatically).
- Question Completion Status:** A row of buttons labeled 1, 2, and 3. A red box highlights the '1' button, with an arrow pointing to the text "To view number of questions".
- Navigation:** A button labeled "Click to go to next question" with a right-pointing arrow icon. A red box highlights this icon, with an arrow pointing to the text "Click to go to next question".
- Question 1:** Titled "QUESTION 1", it asks to "Match the statements to the most appropriate terms." It lists three statements and six options (A-F). A red box highlights the "Save Answer" button next to the question, with an arrow pointing to the text "To save answer for the question".
- Points and Submission:** The question is worth "40 points". At the bottom, there are buttons for "Save All Answers" and "Save and Submit".

Assessments can be in a number of different forms, requiring different types of answers. For example, True/False, Multiple Choice, Short Answer, Essay, Fill-In-The-Blank, Matching, etc.

- Once a question has been completed, click **“Save Answer”** to continue.
- If the Forward icon, represented by a left facing arrow or greater than sign (>) is clicked, the answer will be automatically saved, and the next question will display.** A dialog box may appear when the answer is saved. Click **“OK”** to continue, then click the Forward (>) icon. No dialog box appears if the Forward icon is used.
- When the assessment is completed, and all the questions have been answered, click the **“Save and Submit”** icon. A confirmation box will appear. Click **“OK”** to continue and submit the assessment. Click **“Cancel”** to return to the test.

A confirmation page will be displayed containing information about the assessment, such as the course name, assessment title, date and time started, date and time submitted, and time used. Some test results may be available immediately.

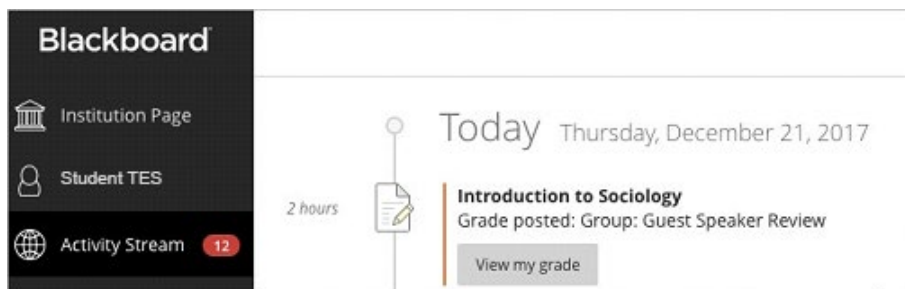
In these cases, click “OK”, located in the lower right corner to view the test results. The Review Test Submission page will contain a summary of the assessment. The preliminary grade will appear in the “Attempt Score” field.



My Grades

On the **My Grade** page, you can view your grades for each assignment, test, or activity in all of your courses. Sort the grades by date or course.

When grades are posted, you'll find them in your activity stream. Select View your grade to display your grade. If your instructor added feedback, you'll see it after the item's title.



If your work hasn't been graded, grade status icons appear. You can filter and order your view.

My Grades

All Graded Upcoming Submitted Order by: **Course Order**

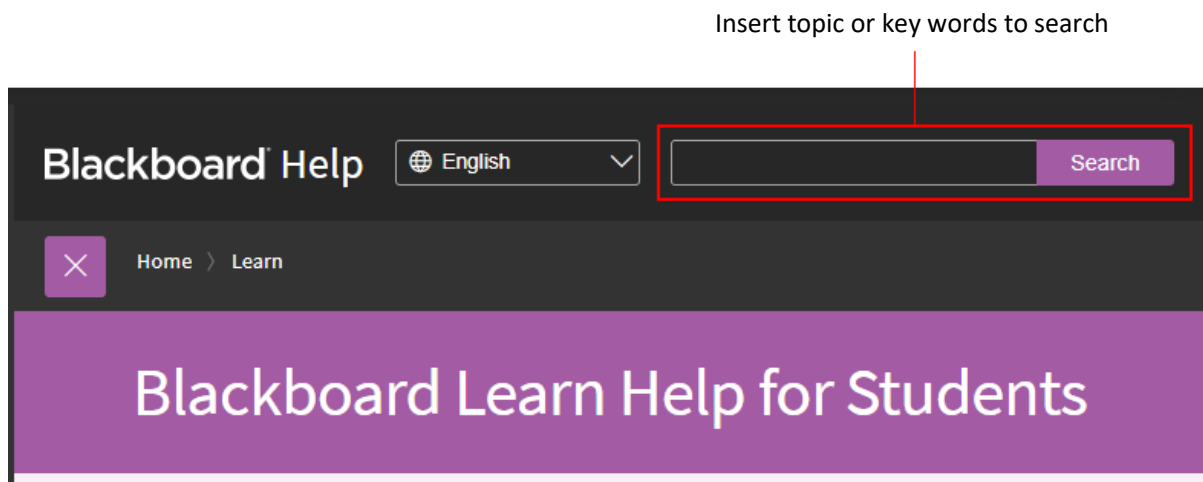
ITEM	LAST ACTIVITY	GRADE
What do you know? Survey	Jun 3, 2017 12:24 PM GRADED	
Unit 1 Quiz Test	Jun 5, 2017 4:53 PM GRADED	30.00 /30.00000
Unit 2 Quiz Test	Jun 12, 2017 4:40 PM SUBMITTED	-
Group Jupiter: Most Unexpected Fact? Journal	Jun 15, 2017 3:19 PM SUBMITTED	30.00 /30.00000
Space Exploration Journal	Jun 19, 2015 5:40 PM SUBMITTED	-
Group Jupiter: Most Unexpected Fact? Journal	Jun 20, 2017 3:19 PM SUBMITTED	-
Group Plan Assignment	Jun 24, 2017 9:56 AM SUBMITTED	-
Planet Presentation DUE: JUL 7, 2015 Assignment View Rubric	Jun 27, 2017 10:54 AM GRADED	89.00 /100.00000
Attendance Attendance	Jun 27, 2017 3:08 PM GRADED	90.00 /100.00000

Not graded

Select an item's title to view details. For example, your instructor can type comments and highlight text in your document. Select an assignment's title to access the assignment's Review Submission History page and review the grade, annotations, and feedback in context. If your file doesn't open automatically in the browser, your institution hasn't turned on inline viewing.

8 Help

Blackboard Help is also available from the Course. A new page will open for the Official Blackboard Help site. You can either browse based on the topic or search for the topic or key words.



4.0 Smart Tips for Best Online Experience

- **Use a hard-wired (Ethernet) connection**, if available. If not available, use a Wi-Fi connection. If using Wi-Fi, try to be as close to the router as possible. If use mobile hotspot, try place mobile at strong signal strength area.
- Close other programs. Close all programs and streaming services on your computer except for the browser you are using for your Collaborate session.
- Keep your browser current. Only use up-to-date Internet [browsers that are supported by Blackboard Collaborate](#). Use Chrome & Firefox browsers for best experience. **Internet Explorer browser NOT supported.**
- **Limit video use.** Turn on webcam/Use video during the session only when necessary.
- **Use supported mobile browsers.** If on a mobile device, use a [supported mobile browser](#). For the best experience, use Safari on iOS devices and Chrome on Android devices.
- **Use headphones.** Cut down on the background noise and use headphones.

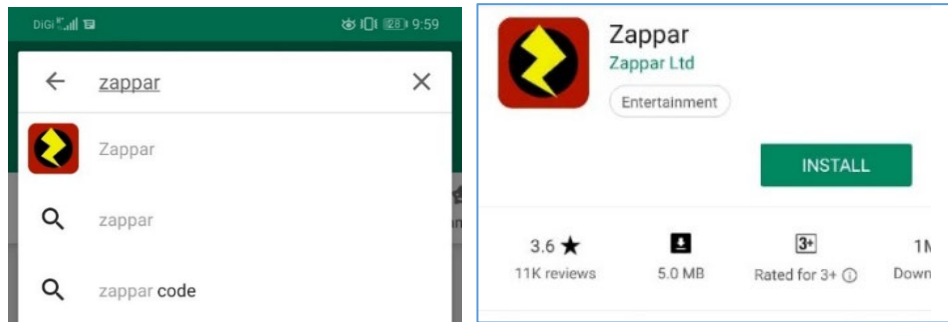
5.0 Accessing the Active Embedded Videos and Audio Explanation using Mobile Device

The same videos and audio explanation in the e-course are also accessible via the Study Guide. You can access the videos using a mobile device by scanning the printed code on the pages.

5.1 Download and Install Zappar

For you to be able to scan and access the video or audio by using mobile device, you need to download and install the Zappar app to your mobile device by following these instructions:

- i. Find Zappar from Google Play (Android) or App Store (iOS) then download it, upon finished, click “Install”.

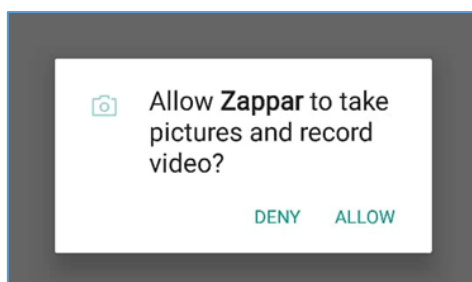


- ii. Once installation completed, open the application to start using it.

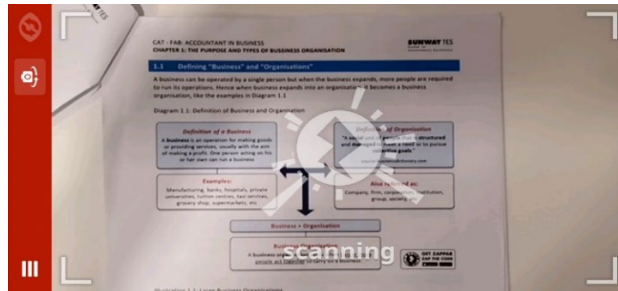


5.2 Accessing Interactive Contents

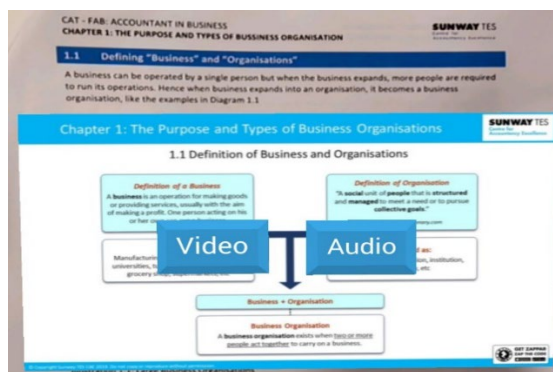
- i. Open Zappar and click “Start Zapping” then you need to allow Zappar to take pictures and record voice.



- ii. Place phone in scanning mode over scanning perimeter.



- iii. Once code detected, click to either Video or Audio.



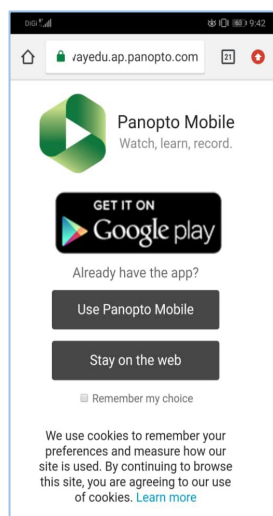
- iv. If Play button is clicked, Panopto (a secured server where all the videos are stored) will prompt you to either view the content using:

- a. Panopto Mobile

If you have Panopto Mobile installed on your device, content will be displayed using Panopto Mobile. Else, you need to download and install Panopto Mobile.

- b. Stay on the web

Content will be displayed using your default mobile browser.



Choose **“Stay on the web”** and tick **“Remember my choice”**. Panopto will view your content in the same option in the future.