



Connections NOW™

**Quick Start: How to Navigate
the Modules**



Noel-Levitz®

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For Technical Support, call the Connections NOW Support Team at 800-876-1117 (9 a.m. to 6 p.m. Eastern M-F) or e-mail ConnectionsNOWsupport@noellevitz.com.

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Appendix III: Quick Start: How to Navigate the Modules

Topics Covered

This reference will assist you with navigating the Connections NOW course Web site. The web address is connectionsnow.noellevitz.com. Your e-mail address is your login. Your password has been established by your Campus Coordinator.

If you have questions, please e-mail us at ConnectionsNOWsupport@noellevitz.com or call 1-800-876-1117 between 9 a.m. and 6 p.m. Eastern.

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Access requirements

Internet Explorer is required and its “pop-up blocker” must be de-activated. View the complete [System Requirements](#) and [Troubleshooting Questions](#).

5 easy steps

Here are five basic instructions for navigating the program:

1. After logging into Connections NOW using Internet Explorer (while Firefox and Netscape browsers are recognized in the program, we strongly encourage the use of Internet Explorer 6.0 or higher), choose the My Catalog link at the top left of the screen.
2. Next, you will see the heading My Catalog-By Category. Below the heading is the list of course modules. To open a module, click VIEW to the right of the module title. This will open the module in a pop-up. You must use this new pop-up (not a new 'Tab' in the same browser) to view the module properly.

Note: In order for your progress in the modules to be recorded properly, be sure to leave the original My Catalog browser open during your time in Connections NOW. Closing this browser or navigating from this browser window to another site while working on a module will cause errors in reporting your progress.

3. Use the buttons above and below the viewing area to navigate—and be sure to use the CLOSE button after you finish viewing a module. If the CLOSE button is not used, it may cause problems accessing other modules
4. When you are on a page that contains a video, be sure to give the video time to load before attempting to watch it. In most cases, the video will load in the time it takes to read the text on the page. Progress of the video download is tracked by the 'red' bar that moves across the bottom of the video screen.

5. When you finish your session, use the SIGN OUT link in the top right-hand corner or you will receive an error message the next time you log in. (If you receive the message “Already logged on”, simply click OK to accept.)

Note: Do not use the upper right-hand corner X to close the modules or to close out of the course. Your login and progress in the course will be recorded incorrectly if the modules or the course is closed with the X.

Pre- and post-assessments

Pre- and post-assessments are included to assist users with evaluating their knowledge and how much they have learned from the course. See [sample screens](#) and [instructions](#) below.

Detailed navigation guide


Here is a more detailed guide to the navigation.

Within the Connections NOW site, the top toolbar is a roadmap for navigating the course. First, click on My Catalog. Note that the secondary tool bar confirms your location.

You should see a heading, My Catalog-By Category. Below this heading is a list of course modules 01 through 12. Review the names of the modules. Then to open the module you prefer to see, click on VIEW on the far right side next to that module’s name.

Always begin by reading the sentences or paragraphs in the main area of the Web page, then use the buttons above and below the square viewing area to continue. When you see buttons above and below the viewing area, use the buttons below the viewing area first. They start the video/audio segments and/or audio players.


Example:

- To begin Module 01, read the sentences or paragraphs in the main areas of the Web page.
- Click the  button below the square viewing area to view the video/audio segment.
- Click the NEXT button above the square viewing area to continue.
- After viewing part or the entire module, choose CLOSE before continuing to the next module.

Before leaving the Web site, be sure to click SIGN OUT at the top of the page in the right-hand corner so that the last page you viewed will be “bookmarked” and to avoid

receiving an error message the next time you log in. The next time you come back, you will automatically be returned to where you left off.

Navigation tips

- Use the BACK button to return to the previous page.
- Skip forward or backward within each module by simply clicking the title of the section you want to view within the vertical listing of topics on the far left-hand side of the page. Hint: To view every available topic within each module, click on the scroll bar and drag up or down, or use the arrows at the top and the bottom of the scrolling field.
- To track your progress within a module, you can: 1) view the page numbers above the viewing area, or 2) view the vertical blue navigation bar on the left-hand side of the screen.
- To track your progress within a video segment, simply view the horizontal bar below the square viewing area. Note: Segments range in length from 12 seconds to 3 minutes, 39 seconds.
- Click the  button to stop a video segment.
- Click Open Window to view the transcript of an audio segment.
- Remember to CLOSE when you want to end a module. You will not be able to access another module if a module remains open.
- Before leaving the site, be sure to SIGN OUT in the top right-hand corner. Please do not use the upper right-hand corner X as exiting this way will cause errors.

Pre- and Post Assessment Instructions

Connections NOW features pre-assessments and post-assessments within modules 2-12 to monitor how much you learn from the information presented in each module. [Sample screens](#) appear below.

NOTE: The assessments are required; if you attempt to proceed without completing an assessment, a message will appear reminding you to make a selection.

About the pre-assessment

The pre-assessment consists of a brief survey that asks you to respond **Agree** or **Disagree** to a number of questions. Simply select your response, then press Submit. You will receive immediate feedback. For example, “It’s a match!” indicates a correct response. “Sorry, not a match.” indicates an incorrect response.

Continue through the assessment by clicking the NEXT button at the top of the page.

At the end of the pre-assessment, cumulative responses are tallied for the user's review.

Click the NEXT button to continue through the module.

About the post-assessment

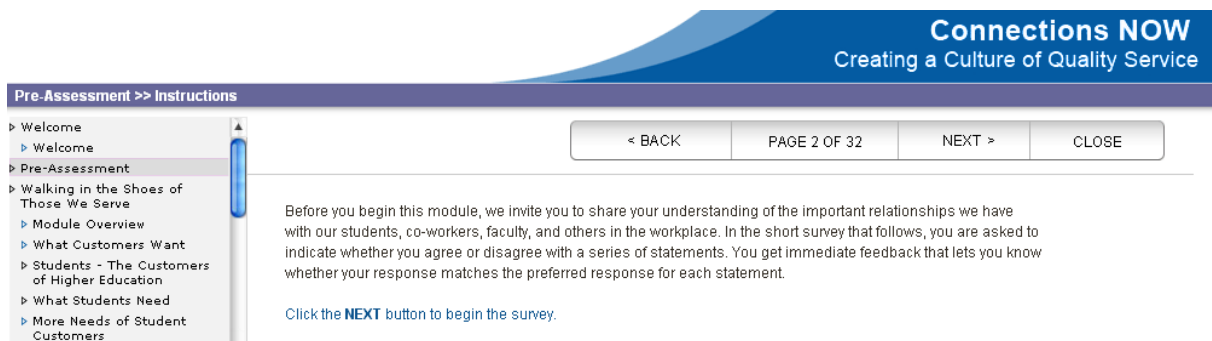
The post-assessment consists of a series of questions similar to the pre-assessment. You again indicate whether you **Agree** or **Disagree** and click the NEXT button to move to the next page. Upon completion, the results are displayed in a table, with an indication of whether you have a good understanding of the quality service content presented in the module or not.

Tips for navigating the assessments

- If you log out before completing the assessment, your answers will be lost and you will need to start again.
- You may take the assessment as many times as you wish.*
- If you do not get all answers correct on the post assessment, you may review the entire module or just the areas of the course containing the content that you missed.*
- After you have completed the post-assessment, you may download and print a Certificate of Completion from the My Catalog module list.

*Reminder: To skip backward within a module, simply click the title of the section you want to view or try again (such as post-assessment) on the vertical listing of topics on the far left-hand side of the page. Hint: To view every available topic within a module, click on the scroll bar and drag up or down or use the arrows at the top and the bottom of the scrolling field.

Addendum: Examples of selected pre- and post-assessment screens in the order they appear within Module 02.



Pre-Assessment >> Question 1

- Welcome
- Welcome
- Pre-Assessment
- Walking in the Shoes of Those We Serve
 - Module Overview
 - What Customers Want
 - Students - The Customers of Higher Education
 - What Students Need
 - More Needs of Student Customers
 - Uncovering Customer Needs
 - The Great Expectations of Students
 - Decisions, Decisions
 - Ignoring Customer Needs
 - Knowing Needs is Half the Battle
 - What They Don't Say

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▶ NEXT >
CLOSE

Indicate whether you agree or disagree with the statement below. Click the **SUBMIT** button to see if your response matches the preferred response.

1. The relationships you have with students, co-workers, faculty, and administrators are very different from those found in the business world.

- Agree
 Disagree

Submit

It's a match!

Click **NEXT** to continue.

Pre-Assessment >> Summary

- Welcome
- Welcome
- Pre-Assessment
- Walking in the Shoes of Those We Serve
 - Module Overview
 - What Customers Want
 - Students - The Customers of Higher Education
 - What Students Need
 - More Needs of Student Customers
 - Uncovering Customer Needs
 - The Great Expectations of Students
 - Decisions, Decisions
 - Ignoring Customer Needs
 - Knowing Needs is Half the Battle
 - What They Don't Say
 - Destination: Satisfaction

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NEXT >
CLOSE

Congratulations! Your responses indicate that you bring a good understanding of some basic quality service concepts needed to complete this module successfully.

User's Name: Campus Coordinator	
Assessment Summary for: Pre-Assessment	
Question No.	Response
1	Correct
2	Correct
3	Correct
4	Correct
5	Correct
6	Correct

Post-Assessment >> Summary

- Welcome
- Welcome
- Pre-Assessment
- Walking in the Shoes of Those We Serve
 - Module Overview
 - What Customers Want
 - Students - The Customers of Higher Education
 - What Students Need
 - More Needs of Student Customers
 - Uncovering Customer Needs
 - The Great Expectations of Students
 - Decisions, Decisions
 - Ignoring Customer Needs
 - Knowing Needs is Half the Battle
 - What They Don't Say
 - Destination: Satisfaction
 - Taking the "Dis" out of "Dissatisfaction"

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NEXT >
CLOSE

Congratulations! Your responses indicate that you have a good understanding of the basic quality service concepts introduced in this module.

Click **NEXT** for the Module Wrap-Up.

User's Name: Campus Coordinator	
Assessment Summary for: Post-Assessment	
Question No.	Response
1	Correct
2	Correct
3	Correct
4	Correct
5	Correct
6	Correct

Appendix IV: System Requirements

Requirements for software plug-ins and more appear below. Note: headsets and printer access are optional; see descriptions. In addition, a computer access plan is recommended; see description.

SPECIFICATIONS	REQUIREMENTS
Computer Type	Windows Intel Celeron 1.06 GHz Macintosh G4 and G5 Processors
Operating System	Windows 2000 Pro SP4 Windows XP Pro SP2 Windows XP Tablet Ed SP2 Windows Server Std Ed 2003+ Windows Vista Professional Windows 7 Pro Professional Mac OS 9 and OS 10
Processor(s)	Intel PIII, PIV Core I5, I6 and I7
Memory	Min 256 MB
Bandwidth	A minimum of 128 KPS per user
Hard Disk	20 GB
Network Card/Modem	56 K
Browser	While Firefox and Netscape browsers are recognized in the program, we strongly encourage the use of Internet Explorer 6.0 or higher.
Video Card	32 bit
Audio Card	Yes
Speakers	Yes
Headsets	Because the modules feature video and audio segments, it may be desirable to offer headsets, depending on the individual circumstances of participants.
Printer access	Downloadable PDFs are incorporated throughout the modules. The documents may be viewed online while participants are engaged in the modules. Some participants may wish to print the documents for further review. In this case, printer access should be available.

Appendix V: Troubleshooting Questions for Connections NOW

Web site: <http://ConnectionsNOW.noellevitz.com>

First, please review the Quick Start: How to Navigate the Modules or the Coordinator's Guide for information regarding your issue. Please review the [System Requirements](#) and confirm your computer setup.

If assistance is needed, please contact your Connections NOW Support Team at Noel-Levitz, toll free, 800-876-1117, 9 a.m. to 6 p.m. Eastern Monday through Friday.

Please be prepared to provide detailed answers to the following questions so we can best resolve your issue as quickly as possible.

The middle column in the table below provides an example of the type of information needed or provides you with instructions on how to complete the last column. In some cases, the questions may help identify necessary plug-in upgrades. The Plug-In Chart provides links for quick download of the latest version.

PLUG-IN'S	DOWNLOAD (URL)
Adobe Acrobat Reader 8	http://www.adobe.com/products/acrobat/readstep2_allversions.html
Macromedia Flash Player 8	http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash
Apple QuickTime	http://www.apple.com/quicktime/download
WinZip 8 Free Evaluation	http://www.winzip.com/downwz.htm

Question	Example	Information from Learner
Have you tried accessing the Connections NOW site from more than one computer?	Circle →	YES NO
If yes, does the problem occur on more than one computer?	Circle →	YES NO
What processor does your computer have?	166Mhz, 800mHz, Pent II	
What amount of Memory does your computer have?	128MB, 256MB	
What version of Windows do you have?	Windows XP, Vista	
What browser are you using? Please note: While Firefox and Netscape browsers are recognized in the program, we strongly encourage the use of Internet Explorer 6.0 or higher.	Internet Explorer	
What is the version of the browser you are using?	Internet Explorer 6.0, 7.0, 8.0	
What version of Flash Player are you using?	Flash 8	
What is your type of Internet connection?	Dial Up, ISDN, Cable, Wireless	
What is your Internet connection speed?	128Kbps, 256Kbps	
Do you access internet via VPN	Circle →	YES NO
Are you able to access the Web site http://www.noellevitz.com or any other public Web sites such as http://www.msn.com ?	Circle →	YES NO
Is there an error message? What is it?	'Page cannot be displayed'	YES NO
If there is an error message, is it consistently the same with each attempt?	Circle →	YES NO
If you reboot your computer, do you still experience the same problem?	Circle →	YES NO
Do you have Pop-up Blocker activated? Note: Pop-up Blocker must be de-activated.	Circle →	YES NO
If you are able to access http://connectionsnow.noellevitz.com Web site, are you then able to log in?	Circle →	YES NO

If you are able to log into the Web site, are you then able to start any of the modules?	Yes I can begin but it fails...
	Yes, and no issues
What is your username?	xxx@yyy.com
What is your password?	quality
In which part of the site was the problem occurring?	Login Starting Module Changing password Etc.
What action were you attempting to perform when the problem occurred?	Starting Module 01
What other applications were you running at the time the problem occurred?	Microsoft Word Microsoft Outlook
Please describe the problem and provide screenshots of the error(s), if possible.	