



SUFFOLK  
UNIVERSITY  
SAWYER BUSINESS SCHOOL

# MBA Online

## New Student Orientation





It is my first time taking  
an online course, how do  
I prepare?

The New Student Orientation has been designed for students who have never taken an online course before. It provides students with an opportunity to test their computer system configuration and to participate in a live-chat session, similar to an actual course.

During the New Student Orientation, it is highly recommended to:

- Use the computer that you will normally use for your online course.
- Use Mozilla Firefox (Windows) or Safari browser

## **Frequently Asked Questions**

### **How do I join the NSO?**

In order to participate in the NSO, students must register for it. The course number is: **MBA 001 W1**. This is a 0-credit, 0-fee course. For information on how to register for a course, visit: <http://suffolk.edu/offices/5768.html>

### **When is the NSO held?**

The NSO live chat is held the Thursday prior to the start of the semester from 7:00PM to 8:00PM (EST). It is hosted online via Blackboard.

### **I am a newly admitted student and I get an error message when I register for the NSO.**

Newly admitted students cannot register for the session on their own. Please send an email to Ana Perez, Assistant Director, MBA Online at [aperez@suffolk.edu](mailto:aperez@suffolk.edu). Because your start date is on the first day of the semester and the NSO is held prior to the start of the semester, the system will not recognize you and will prevent you from registering.

### **How do I prepare for the NSO?**

To prepare for the NSO or any other online course, you must purchase a headset, perform the Wimba Wizard test on your computer system, and participate in the NSO.

For headset requirement, you may visit, SKYPE at: <http://shop.skype.com/headsets/>

For information regarding Wimba, visit: <http://suffolk.edu/business/8454.html> and click on “MBA Online Course Information”

### **What are the technical requirements?**

For technical requirements, visit: <http://suffolk.edu/business/8897.html>

### **Do I need to buy textbooks for the online course?**

No textbook is required.

### **Is the NSO required?**

No, however, it is highly recommended. Many students who have participated in the NSO said:

*“I thought the Chat and the Live Classroom discussions were informative”*

*“It was a good time and I'm glad I did it.”*

*“I think the orientation is well worth it for first time users. It gives students a chance to develop a comfort level with the online chat in an informal environment. Personally it removed some of the apprehension I had.”*

## Wimba Classroom

### What is Wimba?

It is a live, virtual classroom environment. It allows users to use audio, video, application sharing and content display capabilities

The following is an overview of the features you will learn about and test during the NSO Wimba Classroom live chat.

- **Media bar**
- **Text chat area**
- **Participant area**
- **Content frame**

---

### MEDIA BAR

The **Media Bar** is located on the left corner. It contains: a network status indicator, Talk button, Volume control, Video, Telephone Simulcast (with a pin #).

- **Network Status Indicator**



The **network status indicator** shows you the strength of your Wimba connection. It is similar to the bars on your cell phone. Normally, the bars should be green, which indicates you have connectivity.

If they change to red, it may be an indication that you are experiencing less than optimal performance in your session.

**A quick fix: Try closing your Wimba window and reopening the room.**

- **Talk Button**



To speak in Wimba, you must press and hold the **Talk** button and speak with your headset/microphone.

Your instructor will indicate how the speaking rights will be given. Either he/she will ask students for a raise of hands, or call on individuals.

- **Volume Control Slider**



The media bar also contains volume control sliders for your headphones or speakers. When you click on it, the left side controls your speakers and the right side, controls your microphone.

- **Webcam**



The webcam allows you to see and transmit video. If your faculty is using video, he/she will let you know. The video should appear on your screen automatically.

If you cannot see your professor's video, click the camera icon to display it manually.

If you want to transmit a video when you speak, click the camera icon. A small window will appear, click on the eye icon (the first one on the left) to transmit the video. Hold down the Talk button to speak. In a few seconds, your video will appear.

**Quick tip:** If you are experiencing audio and video problems, try resetting your connection. To disconnect, click the Options link (it is next to the phone icon), and then select Disconnect Media. Wait a few seconds, click the Options link again, and select Reconnect Media.

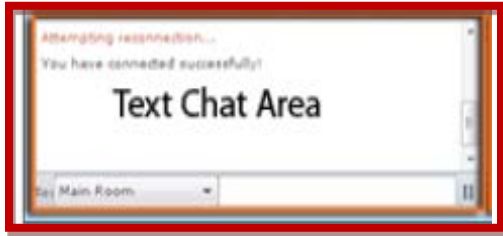
- **Phone Simulcast**



If your network connectivity is down and/or not working, you can participate by using the **phone simulcast**. When you click on the phone icon, it will provide you with a phone number and pin number.

---


## TEXT CHAT AREA



Text area is where you can type and send messages. There are two types of chat messages you can send: **Public** (everyone can see) or **Private** (only the person selected will see it). Once you type your message, click the "Enter" key and your message will be displayed.

To send a private message, select the name and type your message.

### **Resizing the text area chat:**

Place your mouse over the bar separating the Media Bar from the bottom areas. The cursor changes to an up/down arrow  click and hold your mouse and drag the window to the desired size.

---

## PARTICIPATING AREA



Participant area lists the names of users in Wimba. At the bottom of the Participant List, you'll find feedback icons.



A green checkmark indicates YES and red X indicates NO



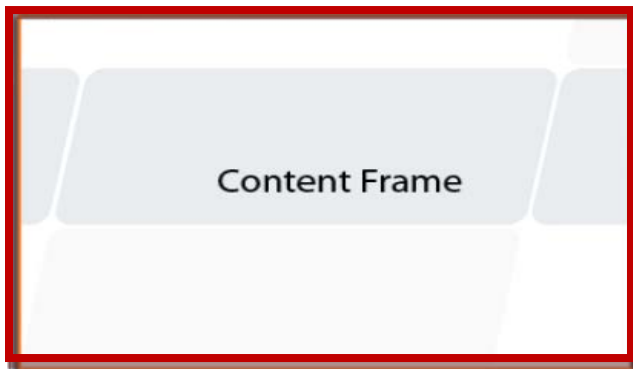
When you click the **handraise** icon, a number appears next to your name. It lists in the order participants raise their hands. The faculty will call on you. If you want to lower your hand, just click on the raise icon again.



The smiley face icon is the **status indicator**. When you click the status indicator, a drop-down menu appears with more icons. These icons are mood indicators and they describe your current status. If you hover your mouse over the icon, it will tell you what they mean. When you choose a mood icon (emoticon), it will appear in the status column next to your name. To reset your status, click the smiley face again, and click on the empty circle to clear it.

---

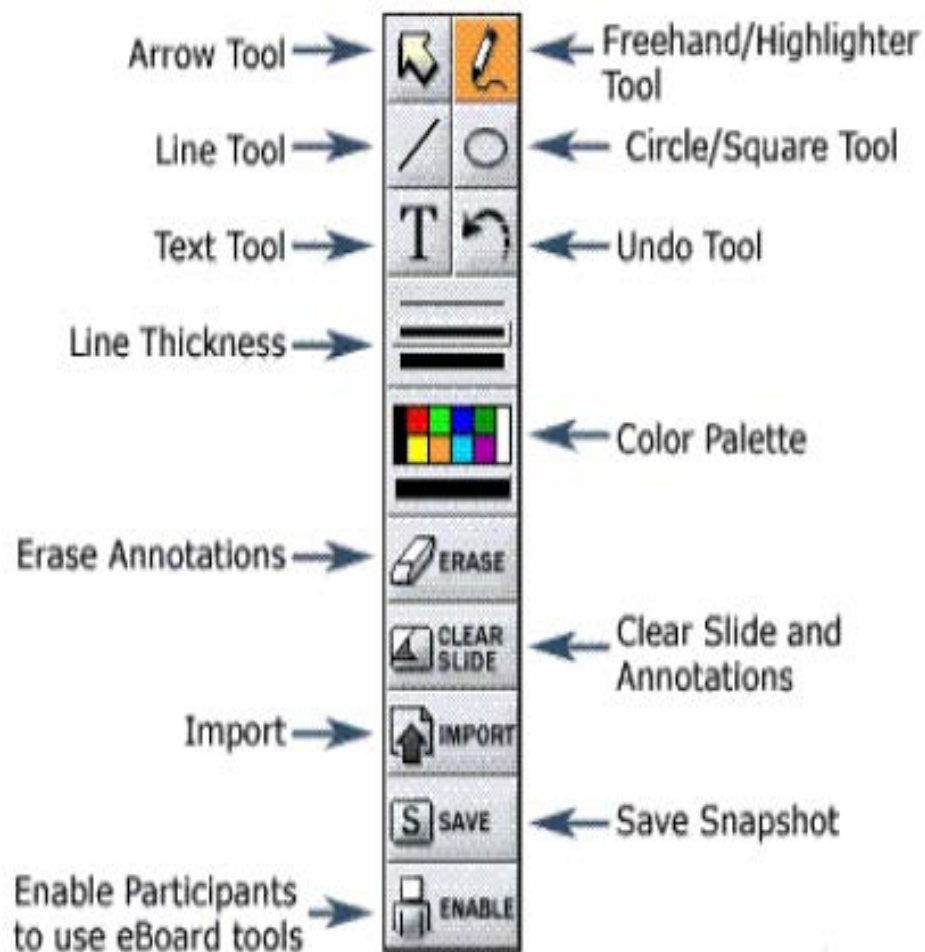
## CONTENT AREA



The content frame is used by your professor to display material such as PowerPoint slides and images.

## eBoard Tools

The eBoard tools allow you to draw shapes, type text, and import image files onto a whiteboard. You can also mark up or annotate PowerPoint slides. When you use the eBoard tools, what you draw or type is visible to everyone in the session.



## **Support Services**

If you encounter technical difficulties with your online course, please reference the support services below for assistance:

### **Suffolk Help Desk**

For technical help regarding Email and/or MySuffolk, please contact the Suffolk University Help Desk at:

Phone: (617) 557-2000

Email: [helpdesk@suffolk.edu](mailto:helpdesk@suffolk.edu)

Hours of operation: 8:30 AM - 8:00 PM ET, Monday - Friday.

### **Blackboard/HorizonWimba**

For technical assistance for Blackboard and/or HorizonWimba, contact our 24 Hour Blackboard and HorizonWimba support line at:

Phone: 1-866-886-4861.

For HorizonWimba, choose option 1

For Blackboard, choose option 2