Distance Learning Program
Policies & Procedures

The University of Alabama in Huntsville

Distance Learning, COE
Olin B. King Technology Hall, Room N138, Huntsville, AL 35899
Telephone: (256) 824-6976, Fax: (256) 824-6608
DL Student Helpline: (256) 824-6563 or dlhelpatuah@gmail.com
http://www.engdl.uah.edu

Distance Learning Unit & Personnel Procedures

The Distance Learning Administrative Office Will:

1. Serve as primary point of contact for assisting students in answering questions and solving problems related to registration, class drop, add, and withdrawals, and proctoring.
2. Register DL students after advisor signature has been obtained.
3. Proctor exams for local DL students according to the DL Proctoring Policy.
4. Serve as primary point of contact for remote DL proctors, including establishing proctor certification, providing examinations at least 2 work days (48 hours) in advance of examinations to proctors, and maintaining an updated database of proctoring contact information.
5. Direct students to their advisor for academic advice, and to other DL personnel for appropriate services, where needed.
6. Return exams received after proctoring to the assigned course faculty member by way of his or her academic departmental secretary. Graded copies will be placed in a class box for local students. For remote students, graded exams will be scanned and emailed. Scanned copies of examinations will be maintained until 2 weeks after the end of each semester, after which time they will be destroyed.

The Distance Learning Production & Operations Office Will:

1. Capture lecture material and produce digital class files for each DL class session, including oversight of Videography and room scheduling.
2. Post material to web from DL-captured classes and events through the *Mediasite* interface.
3. Return graded assignments and exams to remote students via an emailed scanned copy directly to students within a 2-day turnaround time of receiving these from instructors. Assignment hardcopies may be picked up by local DL students in the DL Mail Room in TH N154 inside the labeled DL class boxes. Assignment hardcopies will be mailed to remote DL students after midterm and after final exams each term (a total of two times per semester).
4. Assist students in getting questions answered and problems solved relating to *Mediasite* access, material distribution, and technical difficulties via email, phone, and in person.

REV: 07/12/2013

5. Provide timely information in the newsletter available each semester to DL students and faculty.

6. Evaluate the effectiveness of the DL program through creation, distribution, and analysis of online surveys administered to students and faculty. Necessary and feasible improvements will be made from the results of these evaluations.

Faculty Teaching Distance Learning Courses Will:

1. Provide students with a course syllabus or schedule during the first week of classes containing:
   a. Class times, phone numbers, and email information necessary for communication with the course instructor

   b. Dates on which the course may not be meeting and/or will not need to be captured, such as for examinations, outside class activities, study days, or class cancellations. Instructors are asked to notify the DL Operations Mgr. at the beginning of the semester with these dates, or as soon as possible, should these dates arise during the term.

2. Provide an Exam Control Form with detailed instructions to the DL Administrative Office along with the examination to be administered in the course at least 2 work days (48 hours) prior to the scheduled administration of the exam.

3. Where possible, instructors are asked to use the provided templates configured in optimal screen viewing colors for slides presented during each class period. Instructors may download these templates from the DL Faculty Support Webpage for preparation of slides outside of the classroom.

4. Faculty are expected to attend at least one initial training session and/or orientation relating to distance learning specific technology. Faculty members are further encouraged to attend workshops related to their instructional methods offered periodically throughout the term with the goal of attending at least one workshop a year.

5. Configure class material into a format accessible for viewing via the instructional station in distance learning classrooms. Instructors are requested to verify material playback in media such as audio and video files PRIOR TO THE DAY PLANNED FOR CLASS VIEWING.

6. Provide students adequate instructions and information for carrying out assignments, such as how to access software, the UAH library, etc., as well as how to access online videos for DL class through the *Mediasite* server.

7. Where appropriate, provide students access to course management tool (i.e., *Angel*) along with instructions on how to access and proceed with this tool.

8. Provide instructions and due date for major course projects on the syllabus.

9. Make reasonable additional requirements such as additional course assignments, mandatory attendance of special sessions where oral reports are given, etc., well in advance of due date.

10. Grade and return course assignments to students within two weeks of receipt, including electronically, or through submission to DL for return.

11. Submit graded assignments needing distribution to the DL Production Office through the mail delivery slot in TH N154.

12. Refrain from reviewing solutions to exams locally until all students have completed the exam.

13. Expect DL students to finish course requirements within the term's academic schedule. With special exceptions, faculty members may allow students to complete work *within 3 days of the end of the semester.* **An "incomplete" must be assigned** by prior arrangement initiated by the student and granted at the instructor's prerogative.

14. Turn in all student grades within University deadlines, even if this requires an incomplete to be assigned.
15. Consider visiting Industry Partners where significant numbers of students are enrolled through the DL programs.
16. Complete the DL Evaluation Survey at the end of each term to provide feedback to the DL Office on performance and measures of improvement.

Distance Learning Students Will:

1. Ensure personnel computer requirements meet the minimum standards required for course access. This includes access to all supportive learning tools required for course access, including but not limited to *Mediasite* and *Angel*.
2. Identify appropriate personnel for proctoring exams and submit contact information to DL administrative office prior to the first day of class.
3. Arrange an appointment time with proctor to take exam within deadlines specified by the instructor and communicate this time to the DL Administrative Office at least 2 work days (48 hour) prior to the assigned exam.
4. Submit course assignments according to the instructor's syllabus requirements. Remote DL students submit assignments along with the on-campus deadline, unless the instructor states otherwise. DL students should consult their faculty members each semester to determine individual faculty policy on assignment due dates. DL promotes electronic submission of assignments wherever possible.
5. Take examinations as indicated by the instructor. If scheduling prohibits a student from abiding by the exam control form, instructor approval as well as proctor approval must be obtained before rescheduling the exam..
6. Review and abide by the University Student Handbook, the Academic Honesty Policy, and the Academic Misconduct Policy found in Chapter 7 of the Student Handbook. http://www.uah.edu/main/academics/policy/
7. Contact the instructor if the course cannot be completed within three days after the term ends to arrange for a grade of "Incomplete" or "I" and to make arrangements as to when the course can be completed. The "I" must be removed within the next term registered or 1 year whichever comes first. After this time the Graduate School policy automatically assigns a grade of "F" for the course. This is a privilege granted from the instructor, not an automatic right.
1. Should complete the DL Evaluation Survey at the end of each term to provide feedback to the DL Office on performance and measures of improvement.

Procedures for Participation in the Distance Learning Program

Each class session is captured and published for on-demand viewing within 1 hour of lecture completion. Any delay in posting is due to post-production needs for the class. Allow 24 hours M-F prior to notification of the DL office of a lack of a session posting for your class. Content remains available throughout the semester students are registered for a class; students do not have access upon the end of the academic term in which they are registered (special cases provided by the faculty member excluded).

Local Distance Learning Students Are:
1. Expected to conduct all registration business through the Distance Learning Administration Office, located in TH N138. This includes all class adds, drops, and withdrawals.
2. Expected to pick up assignments from the student class mailbox area outside the Production Office, located in Technology Hall N154, throughout the semester. If you have not previously accessed the Mail Room through the key-code, call the Production (256) 824-6563 or Administrative Office (256) 824-6976 of DL to obtain the room combination. This code allows access at night or on the weekends. This code may be changed periodically for security reasons. Current DL students needing access to the mailbox area will be alerted via email of the new code.
3. Expected to take examinations with the on-campus class if they normally attend lectures with the live class. Students should gain instructor approval to deviate from this policy. If students require proctoring services from the DL Administration Office, guidelines for local proctoring are as follows:

   a. Proctoring is offered twice a day, M-F, by appointment: 9:30am and 1:30pm.
   b. Students are responsible for scheduling exam dates with the DL Administration Office at (256) 824-6976.
   c. All examinations will begin on time.
   d. Students who are as late as 15 minutes will be allowed to begin but will not be given extra time at the end of the exam.
   e. Students who are later than 15 minutes will be asked to reschedule within the guidelines/deadlines set by the instructor.
   f. The instructor guidelines for proctoring will be closely adhered to; i.e., student will be allowed to take only those materials specified on the Exam Control Form into the testing room, NO EXCEPTIONS.
   g. Students are not allowed to bring electronic personal belongings, including but not limited to cell phones, PDA's, and other devices, into the proctoring environment. All students will be asked to leave these devices in a secure environment prior to test administration.

4. Expected to call the appropriate person in Distance Learning (e.g. Administration Office, Production Office, or DL Director) to resolve any concerns or issues as soon as they occur within an academic term.
5. Expected to complete the DL Evaluation Survey each term to provide feedback to the DL Office on performance and measures of improvement.

Remote Distance Learning Students Are:
1. Expected to conduct all registration business through the Distance Learning Administrative Office. This includes all class adds, drops, and withdrawals.

REV: 07/12/2013

2. Expected to receive assignments from the DL Post-Production Office via email within a 2 day work day turnaround of instructor grading. Assignment hardcopies will be mailed to remote DL students after midterm and final exams each term.
3. Expected to follow the proctoring guidelines:

   a. Identify a willing proctor at your location.
   b. Proctors cannot be related to the student or under their supervisory line in the organization. We recommend the use of a training officer or Human Resource officer.
   c. The student should submit contact information for the proctor on the DL registration form or contact the DL Administrative Office at (256) 824-6976 if the proctor is not known at the time of registration once this information becomes available. The DL Administrative office maintains records of all remote DL student proctors.
   d. The student is expected to schedule a time for taking the exam with the proctor.
   e. The student is expected to follow the instructor's guidelines for taking the examination.
   f. Any problems relating to completing the examination through the proctor under the time frame provided by the instructor should be addressed between the student and the instructor.

4. Expected to call the appropriate personnel in Distance Learning (e.g., DL Administration Office, DL Production Office, or Director) to resolve any concerns or issues as soon as they occur within an academic term.
5. Should complete the DL Evaluation Survey at the end of each term to provide feedback to the DL Office on performance and measures of improvement.

UAH Distance Learning Proctoring Policies

1. ***Local DL students*** (living and/or working in Madison County) are expected to take examinations with the on-campus class if they normally attend lectures with the live class. Students should gain instructor approval in each class in order to obtain permission to deviate from this policy. Students requiring proctoring services from the DL Administration Office must adhere to the guidelines detailed herein.
2. Proctoring for local DL students at UAH is offered twice a day, M-F, by appointment only, at 9:30am and at 1:30pm.
   a. Students are responsible for scheduling exam dates with the DL Administration Office at (256) 824-6976 at least 3 business days (72 hours) in advance of the scheduled date and time.
   b. All examinations will begin on time at either 9:30am or 1:30pm, therefore DL students are expected to arrive 15 minutes early to check in before testing.
   c. Students who are as late as 15 minutes will be allowed to begin but will not be given extra time at the end of the exam.
   d. Students who are later than 15 minutes will be asked to reschedule within the guidelines/deadlines set by the instructor, and must follow up with the DL Administrative Office with the rescheduled date and time.
   e. The instructor guidelines for proctoring provided on the Exam Control Form or otherwise will be closely adhered to, i.e., students will be allowed to take only those materials specified on the Exam Control Form into the testing room, NO EXCEPTIONS.
   f. A clock for timekeeping will be provided in the room in which the student is testing. No cell phones will be allowed during test taking.
3. ***Remote DL students*** (living outside of Madison County) are responsible for identifying the proper proctor at their location and submitting the name and contact information to the DL Administrative Office as soon as this information is known, preferably at the time of course registration. The DL Administrative Office will then contact and certify the proctor. Exams are sent directly to the proctors with instructions for administration.

DL PROCTORING PROCEDURES

1. The DL Administrative Office will provide the examination files at least 2 work days (48 hours) in advance of examinations to proctors, sent with a requested confirmation of read receipt.
2. Further, the DL Administrative office will maintain an updated database of proctoring contact information, which will be securely maintained and updated throughout the term.
3. DL students exams proctored on-site and off-site are returned to the instructor of record for grading at the end of each business day. Delivery of the examination grade and material to the student after grading varies by instructor. In circumstances in which a graded paper copy of the examination is provided to the DL Office for distribution, an emailed copy of this examination will be delivered to the student within 2 business days of it being received by our office, while a copy will be maintained until 2 weeks after the end of each semester in order to serve as backup copies, after which time they will be destroyed.
4. Paper copies of these examinations will be made available to students in local DL class boxes, and mailed out after midterm and after final exams for remote DL students.

REV: 07/12/2013

Proctor Consent Sheet

Proctor Will:

1. Abide by proctor instructions as specified on the Exam Control Form according to length, conditions, and due date. An Exam Control Form accompanies every set of exams.
2. Ensure student has received instructor permission before deviating from Exam Control Form instructions (i.e., taken past due date, etc.).
3. Personally oversee the administration of the examination to the student in question, throughout the entire period of examination completion.
4. Signify receipt of electronic copy of examination through confirming the "Read Receipt" and/or via an email reply to the DL Administrative Office at each instance in which an examination is sent.
5. Email or Fax a copy of the completed exam to the DL Office at luked@uah.edu or (256) 824-6608 as soon as completed by the student.
6. Send original examination back to DL Office through the address on Exam Control Form, where requested.
7. Delete and/or destroy all email and/or other files containing exams after a 2 week period of time from the end of each semester.
8. Notify the faculty and the DL Office if any student violates policies pertaining to Academic Honesty, Academic Misconduct, or otherwise.
9. Notify the DL Office immediately of any changes in proctoring personnel or contact information.

By signing the document below, I consent that I have read the Distance Learning Proctoring Policy listed above and understand the expectations therein.

_____   _____

Proctor (Please Print Full Name)   Date

_____

Proctor (Please Sign Full Name)

_____

Working relationship with student

_____

Student(s) for whom you proctor

*Please email, mail, or fax to the DL Administrative Office at: dluke@uah.edu;
FAX--(256) 824-6608; or Mail—Distance Learning, TH N138, UAH, 301 Sparkman Drive,
Huntsville, AL 35899*

REV: 07/12/2013