1. How does lecture capture work, and what will I be able to view in the lectures?

At UAH, we record (capture) live classes using advanced media encoding software from Panopto to consolidate audio and video lectures alongside materials presented by faculty members. Our unique lecture capture system allows any content presented in class to be captured and made available to you through our server. These materials may include slideshows such as PowerPoint, demonstrated documents such as drawings or excerpts from textbooks, audio and/or video media clips, SmartBoard and Sympodium annotations, as well as many other technology inputs. Synchronization of this content is completed and the captured lectures are placed online for asynchronous viewing via Panopto. You have the option to watch content as many times as you need, and at any time after the lecture has completed. Some classes may also be available for downloading and live streaming, based on the settings applied by your professor. Additionally, you will be able to bookmark as well as add notes to each of your sessions.

2. How to access your OL Content/Lectures

Online Distance Learning video content can be accessed through Canvas. For information regarding features available within the Panopto system during playback, such as note taking, bookmarks, using the viewer, and other functionality, visit UAH OIT Documentation and Training or download "Viewing Sessions" from Panopto Support.
3. What features are available through Panopto when viewing a Webcast (live streamed) event?

Panopto allows viewers to watch content on-demand (asynchronously) and also via Webcasting, which is also called live streaming. Webcasting events allow viewers to see and hear the presenter while the event is being recorded, along with seeing any content being presented (i.e., PowerPoint slides) as time-synched pictures alongside the presentation, just as though you were watching asynchronously. Webcasting events may be configured to allow viewers to also see and respond to live polls, submit questions via a Q & A tool, and view linked documents that are being shown live in class along with the rest of the class. Q&A functionality is typically managed by an on-site moderator during live events.

If you are interested in seeing your class live, contact your professor to request this option. (Please note that you may also view polls that have been completed, view linked documents, and submit questions when viewing videos on-demand/asynchronously, if these tools are enabled in your event).

4. What are the Technical Specifications for Using Panopto?

Visit the Panopto Viewing Requirements page for more information on system requirements.

5. What is Canvas?

Canvas is the learning management system (LMS) used by the UAH Campus, adopted Spring 2015. Many of our OL faculty members may use this system to post syllabi, collect assignments, and distribute documents, as well as to communicate with students with asynchronous discussion forums, among other uses. If you need assistance with use of this system with your OL classes, please contact the OIT Help Desk at 256.824.3333 or helpdesk@uah.edu.
6. What are the UAH Online Learning Communication Tools?

To log into the UAH campus-wide email, web calendar, and other tools, available through Google, see the OIT Google Apps page.

For additional assistance, review the Gmail help sheet on setting up your UAH Gmail account, which includes information on forwarding your new UAH Gmail account to another address.

7. How do I Access the Online Learning Library Assistance?

OL students have full access to the UAH M. Louis Salmon Library. Contact our Online Learning Liaison and Instructional & Reference Librarian, Mr. Doug Bolden. He is located in the Salmon Library, room 119.

Email: doug.bolden@uah.edu Phone: (256) 824-6529

8. How do I Purchase Online Learning Textbooks?

Each OL student is responsible for obtaining all required textbooks for OL classes. All textbooks for OL courses (as well as traditional courses) offered at UAH may be ordered through the UAH Bookstore.

Contact your instructor for information pertaining to required textbooks, if you are unable to locate this information from the UAH Bookstore.

9. How Do I Take My Exams & What are the Online Learning Testing and Proctoring Procedures?

Proctoring of on-site and online examinations are common among OL courses offered by UAH, in order to ensure the integrity of both the student completing
the exam and also of the content presented in the examination itself. OL policy requires the OL student to identify someone in the student's local region that is willing to serve as a testing proctor.

Students who are registered as OL students are expected to complete examinations through the process noted by their instructor; some examinations may be completed in paper-based format, while others may be online. Information on examination formats will be provided by your OL instructor. Exams for OL students requiring proctoring may currently be scheduled through the OL Administrative Assistant 256.824.6976 or dorothy.luke@uah.edu.

UAH is working to install the Respondus LockDown Browser in computer labs available to students on campus. Currently, the following computer labs have the RLDB installed for student usage in online quizzes and exams:

- Business Administration Building Room 215
- Salmon Library (pending)

Guidelines for local proctoring at UAH are as follows:

- Daily proctoring on-site at UAH is offered M-F, by appointment, at 9:30 am and 1:30 pm. Proctoring of examinations ends by 5:00 p.m. each business day.
- Students are responsible for scheduling exam dates with the OL Administration Office at (256) 824.6976.
- All examinations will begin on time, as indicated in one of the two time slots above, and as agreed up on the reservation made by the student.
- 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.
- Students who are later than 15 minutes will be asked to reschedule within the guidelines/deadlines set by the instructor.
- The instructor guidelines for proctoring will be closely adhered to, and will follow all instructions provided to the OL Administrative Office on the
Exam Control Form; i.e., student will be allowed to take only those materials specified on the control form into the room.

- 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.
- Upon administration of the examination to students, once per day, completed examinations will be given to the administrative assistant of the academic department for which the faculty member teaches. These exams may then be picked up from this individual by the faculty member.

Remote (defined as outside of Madison County, AL in mailing and physical address) OL student exams must go through a designated, certified proctor. Students are responsible for identifying the appropriate proctor at their location and submitting the name and contact information to the OL Administrative Office as soon as this information is known, through use of the Proctor Certification Form. The UAH OL Administrative Office will then contact and certify the proctor. Please note that exams are sent directly to the proctors with instructions for administration, after the Proctor Certification Process is completed.

Download a copy of the Online Learning Proctoring Procedures & Proctor Certification Form

10. What technologies are used when OL students take exams remotely?

UAH is currently investigating on-campus and online proctoring technologies. In some circumstances, individual courses and Colleges may use specific products to enhance testing security, such as a lock-down browser software called Respondus. Respondus increases confidence in online testing—A custom browser that locks down the online testing environment, so students
can not cheat while taking their online exam. Use of such technology will be provided as a notification to students in individual courses.

11. What are the On-Campus Visit Requirements?
Classes listed as “O” or “Online” are 100% online and do not require any on campus visits from students. Some assignments, exams, and other course activities may offer on-campus and synchronous activities. However, students should seek alternate options for these activities when unable to attend on campus due to distance or other conflicts.

12. What are the OL Student Evaluations & Complaint Procedures?
At the end of each semester, please take a few moments to evaluate the OL course that you have completed through UAH by completing the OL Student Experiences Survey. A link to this survey will be included in an email sent out to OL students towards the end of the semester. You should complete one survey per course, per term. Thank you for your feedback! We look forward to hearing your suggestions.

Note: The OL Student Experiences Survey is anonymous. If you would like to be contacted after the survey, please add your name and email address in the additional comments field of the survey form. If you have not had the opportunity to complete the Online Student Experiences Survey and would like to do so, please contact the OL Office.

13. What are the OL Student Complaint Procedures
Students who have a grievance regarding courses or programs being completed through Online Learning are encouraged to address such concerns first informally, as guided by the UAH Student Handbook. Informal procedures
encourage students to seek resolutions by discussing their complaints informally with the relevant faculty or staff member who is most associated with the matter. A student who is uncertain about how to seek informal resolution of a concern is encouraged to seek advice from the Director of Online Learning. Formal complaints to the Director should be submitted in writing to Dr. Sherri Restauri sherri.restauri@uah.edu, and should include all course identification information and specifics of the complaint. Students will receive a response within 3 business working days on these complaints.

14. Where can I access the UAH Student Handbook?

The UAH Student Handbook can be downloaded and navigated here. The UAH Student Handbook includes the Student Code of Conduct, which lists the student rights and responsibilities, types of misconduct, procedures for disciplinary proceedings, and sanctions.

15. Where can I access the UAH Academic Calendar?

The UAH Academic Calendar can be accessed here.

16. Is there a difference in OL Tuition Fees?

Online Learning students will receive full online, readily available access to all captured class lectures recorded during the semester in which the student is registered. Where approved by your professor, you are also allowed to join in on the live class, should you be available locally during the term.

Currently there no additional fee for each OL class taken; you can view your tuition statement through Banner.

OL students may also use the OL Administrative Office to arrange for proctored testing arrangements, where required by faculty members, either
with a remote OL proctor (as approved by instructor) or a local OL proctor from our office. At this time, no extra charge is assessed for OL students requesting proctoring services through the OL Administrative Office at UAH.

For more information covering tuition, please refer to the Office of the Bursar.

17. What is the refund policy?
Direct Deposit of Refunds may be made by filling out the Direct Deposit Request form and turning it along with a voided check. Your name must be on the account and imprinted on the check. The refund policy at UAH can be read about here.

18. How do I register for a OL course?
To register for an OL course, contact your advisor or Ms. Dorothy Luke in the OL Office at (256) 824-6976 for your registration access code. Once you have obtained your access code, you can self-register for the OL courses by logging into Banner, or contact Ms. Dorothy Luke at (256) 824-6976, THN 138A. You will then be able to utilize the new UAH Interactive Class Schedule that allows for sorting by class Instructional Method (Online, Hybrid, or Traditional). You may view and test it out here: http://www.uah.edu/cgi-bin/schedule.pl

19. How do I sign up for the OL Newsletter?
Click here to sign up for the UAH OL E-Newsletter. It is distributed once per term: Fall, Spring, and Summer.

20. How do I receive my graded work/exams for local OL Students?
For most OL students, graded assignments will be returned through Canvas or will be emailed to OL students’ UAH Google Apps email address. In some cases, faculty may return paper copies. In these circumstances, you may pick up any available graded work/exams from the labeled shelves in the office THN 154 (room combination is 321).

21. How do I drop an OL class?
To drop or withdraw from an OL course, you must do so through Banner, or contact Ms. Dorothy Luke at (256) 824-6976, THN 138A for assistance.

22. Will I have to attend classes on a campus?
No. Our online courses are offered and are accessible completely online, giving you the convenience and flexibility to earn your degree wherever you have high-speed Internet access.

23. What will my classes be like?
UAH Online courses are offered online with content delivered via video streaming, videoconferencing, Canvas Learning Management System and/or other interactive technologies.

24. Who teaches UAH’s online classes?
Classes are taught by UAH faculty members who have advanced degrees and bring situation-specific relevance to every course to ensure that you are prepared for real-life challenges after you graduate.

25. What degrees do you offer through Online Learning?
Refer to the Online Degrees page for the most up-to-date source of information on UAH online courses.

26. Will I have to be admitted to UAH to take online courses?
Anyone taking a course from UAH must be admitted either as a degree-seeking or non-degree-seeking student.

27. Are the college credits earned in UAH degree programs equivalent to those earned at a traditional university?
Yes. Transcripts do not reflect the delivery method of a course, only the credit hours earned. The objectives and outcomes of online courses are identical to those of an on-site class.

28. What if I need technical assistance with my online course?
UAH has an OIT Help Desk to provide information and technical support across the board in the institution-wide technical systems. As well, you may contact Online Learning with any questions you have specific to Online Learning. You may also contact your instructor or program advisor by email at any time.

Online Learning contact information

OIT Contact information