

Fall 2013 DL Newsletter

[http://www.uah.edu/eng/
departments/engdl/welcome](http://www.uah.edu/eng/departments/engdl/welcome)



DISTANCE LEARNING MISSION STATEMENT

Our mission is to offer our students high quality distance learning courses and programs in engineering, computer science, business, and related academic fields via state-of-the-art technology.



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Fall 2013 Calendar

Welcome back to a new term, DL students! We hope you have a fantastic new semester with us in Distance Learning. We have included below for you the Official UAH Academic Calendar for the Fall 2013 term.

Classes Begin Monday, August 21, 2013

UAH Academic Calendar

Fall 2013 Semester

August 21—Fall 2013 Classes Begin

Sept. 2—No Classes, Holiday

Oct. 3-5—Fall Break

Nov. 27-30—No Classes, Holiday Break

Dec. 2—Last MWF and MW class

Dec. 3—Last TR class

Dec. 5-11—Final Exams

Planning for the Future—

Spring 2014 Semester Dates:*

January 8—SP14 Classes Begin

Jan. 20—No classes, Holiday

March 24-29—Spring Break

April 3—No classes, Honors Day

April 28-May 2—Final Exams

**Subject to changes by the University*



DL Student Experiences Survey

Each semester, we request feedback from our DL students through our **DL Student Experiences Survey**. We collect information relating to your satisfaction, suggestions for improvement, and your standard technology usage. By evaluating responses to these surveys, we strive to be able to bring you more personalized DL services, designed to meet your needs. You should have received an email from our DL Administration with a link to this survey at the end of each term; if you did not, you may use the link below to complete a survey on a recent DL course in which you were enrolled. Thank you for your feedback!



[DL Student Experiences Survey](#)

Fall 2013 DL Course Listing

**Welcome to
Distance Learning
at UAHuntsville for the
Fall 2013 semester**

Below is a list of the courses scheduled to be offered via DL in the Fall 2013 semester. For updated information on the schedule, UAH students are encouraged to check out the Student Access link to the schedule, available at:

Fall 2013 Online Schedule

If you have a request for a course/program that is not currently offered via DL, please [email us](#) with that request.

College of Business

ACC 600 *Foundations of Accounting for Managers*
TBA,
TBA
Hunter Hoskins:
256-824-6590
hunter.hoskins@uah.edu

BLS 411/511 *Business Law for Accountants*
Monday & Wednesday 3:55 pm – 5:15 pm,
BAB 216
Dr. Charles Hickman:
256-824-6598
charles.hickman@uah.edu

MSC 600 *Operations Management*
Tuesday 5:30 pm – 8:20 pm,
BAB 220
Dr. John Ballenger:
256-824-6565
ballenj@uah.edu

College of Engineering

CPE 512 *Introduction to Parallel Programming*
Tuesday & Thursday 12:45 pm – 2:05 pm,
EB 122
Dr. Earl Wells:
256-824-6047
buren.wells@uah.edu

CPE 531 *Introduction to Computer Architecture*
Tuesday & Thursday 5:30 pm – 6:50 pm,
EB 207
Dr. Rhonda Gaede:
256-824-6573
rhonda.gaede@uah.edu

EE 629 *Analytical & Computational Methods in Electrical Engineering I*
Tuesday & Thursday 3:55 pm – 5:15 pm,
TH S105
Dr. Timothy Boykin:
256-824-6269
timothy.boykin@uah.edu

EM 660 *Engineering Management Theory*
Tuesday 3:55 pm – 6:50 pm,
TH N155
Dr. Dawn Utley:
256-824-6075
dawn.utley@uah.edu

EM 664 *Teams in Action*
Tuesday & Thursday 2:20 pm – 3:40 pm,
TBA
Dr. Dawn R. Utley:
256-824-6075
dawn.utley@uah.edu

EM 711 *Research Methods in Survey Development*
Thursday 9:30 am-3:30 pm,
TH N142
Dr. Eric Sholes:
256-824-6256
eric.sholes@uah.edu

EM 766 *Managing Change in high Technology Organizations*
Thursday 3:55 pm – 6:50 pm,
TH N155
Dr. Stephanie Reitmeier:
256-824-6256
stephanie.brown@uah.edu

ISE 439 *ST: Probability and Engineering Statistics I*
Monday & Wednesday 5:30 pm – 6:50 pm,
TH N140
Dr. Julie Fortune:
256-824-6314
julie.fortune@uah.edu

ISE 502 *Industrial and Organizational Psychology*
Monday & Wednesday 3:55 pm – 5:15 pm,
TH N142
Dr. Sandra Carpenter:
256-824-2319
sandra.carpenter@uah.edu

ISE 530 *Manufacturing Systems and Facilities Design*
Tuesday & Thursday 11:10 am – 12:30 pm,
TH N153
Dr. Sherri Messimer:
256-824-6211
sherri.messimer@uah.edu

ISE 547 *Introduction to Systems Simulation*
Tuesday & Thursday 3:55 pm – 5:15 pm,
TH N142
Dr. James Swain:
256-824-6749
james.swain@uah.edu

ISE 626 *Introduction to Operations Research*
Tuesday & Thursday 5:30 pm – 6:50 pm,
TH N153
Dr. Jeremy Barnes:
256-824-6256
jeremy.barnes@uah.edu

ISE 627 *Engineering Systems*
Monday & Wednesday 5:30 pm – 6:50 pm,
TH N142
Dr. Kenneth Sullivan:
256-824-2676
kenneth.sullivan@uah.edu

ISE 641 *Advanced Quality Control*
Wednesday 5:30 pm – 8:20 pm,
TH N153
Dr. Sampson Gholston:
256-824-7310
sampson.gholston@uah.edu

ISE 670 *Integrated Product and Process Design*
Monday 5:30 pm – 8:20 pm,
TH N153
Dr. Phillip Farrington
256-824-6568
phillip.farrington@uah.edu

ISE 690 *Statistical Methods for Engineers*
Monday & Wednesday 3:55 pm – 5:15 pm,
TH N155
Dr. Sampson Gholston:
256-824-7310
sampson.gholston@uah.edu

MAE 530 *Fundamentals of Aerodynamics*
Tuesday & Thursday 11:10 am – 12:30 pm,
TH N155
Dr. Brian Landrum:
256-824-7207
david.landrum@uah.edu

MAE 540 *Rocket Propulsion I*
Monday & Wednesday 3:55 pm – 5:15 pm,
TH N153
Dr. Robert Frederick:
256-824-7200
robert.frederick@uah.edu

MAE 541 *Airbreathing Propulsion*
Tuesday & Thursday 9:35 am – 10:55 am,
TH N155
Dr. Jason Cassibry:
256-824-5107
jason.cassibry@uah.edu

MAE 580 *Aircraft Stability and Control*
Tuesday & Thursday 5:30 pm – 6:50 pm,
TH N140
Dr. Thomas Kelly:
256-824-6154
thomas.kelly@uah.edu

MAE 681 *Missile Trajectory Analysis*
Tuesday & Thursday 3:55 pm – 5:15 pm,
TH N202
Dr. Nathan Slegers:
256-824-6543
nathan.slegers@uah.edu

MAE 692 *Graduate Engineering Analysis I*
Tuesday & Thursday 3:55 pm – 5:15 pm,
TH S105
Dr. Timothy Boykin:
256-824-6269
timothy.boykin@uah.edu

MAE 795 *ST: Fusion Propulsion*
Tuesday & Thursday 8:00 am – 9:20 am,
TH N153
Dr. Jason Cassibry:
256-824-5107
jason.cassibry@uah.edu

College of Science

CS 581 *Modeling and Simulation I*
Tuesday & Thursday 12:45 pm – 2:05 pm,
TH N324
Dr. Mikel Petty:
256-824-4368
mikel.petty@uah.edu

CS 650 *The Software Engineering Process*
Tuesday & Thursday 3:55 pm – 5:15 pm,
TH N324
Dr. Harry Delugach:
256-824-6614
harry.delugach@uah.edu

MOD 501 *Survey of Modeling and Simulation*
Tuesday & Thursday 11:10 am – 12:30 pm,
TH N324
Dr. Mikel Petty:
256-824-4368
mikel.petty@uah.edu

DL Tuition & Payments:

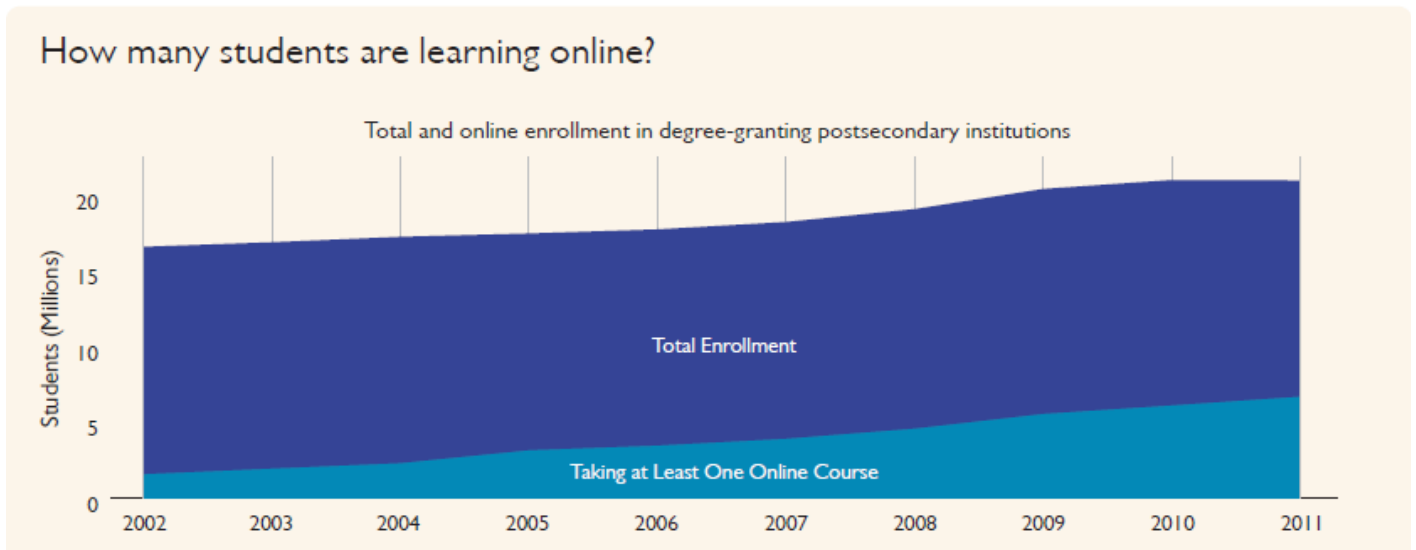
We are pleased to announce that starting this Fall 2013 term, the DL tuition rate for all of our classes is the same as an in-state non-DL student, plus a \$150.00 DL fee. (Additional departmental fees may also apply). For more information, visit <http://www.uah.edu/eng/departments/engdl/student-support/tuition>. DL tuition gives students full access to the online material and test proctoring through the DL Administrative Office.

How do I pay my bill?

After registering through the DL administrative office, payment of tuition should be completed through the UAH Student Banner system, available at:

<http://register.uah.edu>

Growth in Students Taking Courses Online



A 2013 Survey conducted by the Babson Survey Research Group indicates that the growth in students learning online continues to climb over the last few years. Total enrollment into online courses has grown substantially over the last decade. Recent trends have also indicated that with the increasing popularity in online courses at the undergraduate, as well as graduate, level many colleges and universities are venturing into these previously uncharted territories—while some are even requiring students to enroll into at least one online course throughout their time on campus. The trend indicated above illustrates that the number of students from 2002 through 2011 who took at least one online class while enrolled in their college or university has more than doubled, and this number is predicted to continue to climb.



How will the changing face of college coursework impact our students, as well as our faculty and administration? Read more on this here:

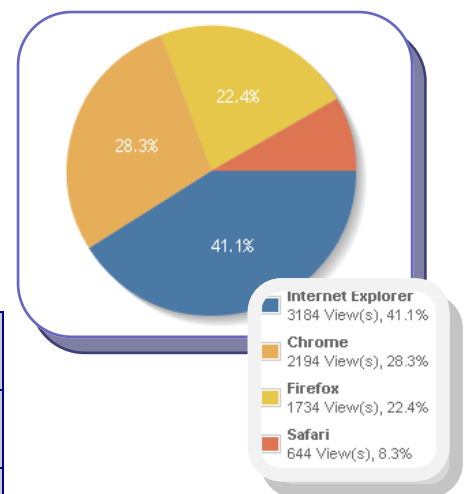
<http://www.tonybates.ca/2013/01/13/measuring-the-growth-of-online-learning-the-babson-college-2012-survey/>

Distance Learning course offerings at UAH have grown over recent years, and the formats in which these classes are taught have increased in variety, as well. The College of Engineering professors teaching DL have employed numerous methodologies to reach out to their students, including videoconferencing (see article on Page 6 on IITS), using the UAH Learning Management System (LMS)—Angel, lecture capture (currently Mediasite), and a mixture of these options in order to meet the needs of the

students from all over the United States and sometimes beyond the U.S. borders. Courses offered through COE oftentimes utilized the LMS for posting study and lecture notes, allowing for class and group collaboration on discussion boards, submission of assignments, practice and graded quizzes and exams, grade posting, and much more. Additionally, most courses taught through COE include a lecture capture component, which allows our DL students to review course content in video format either live or asynchronously; one of the many benefits of doing such is that students may view content as frequently as they choose, allowing for targeted studying over the most difficult concepts. Viewership for these videos tends to peak at midterm and final examination periods as students prepare for major examinations.

See the table at right for recent viewing trends in the COE DL area, since January 1, 2013 until our date of publication:

COE DL Content Viewing Trends	
Hours Watched:	4131 hours, 7 min
Content Views:	7507 individual views





What is IITS? IITS is a tool for sharing Alabama's educational resources, used by UAH, UAB, and the UA campuses for academic courses, meetings, Master's and Doctoral defenses, continuing education classes, depositions, job interviews, meetings, and a number of other activities.

Established in 1991, IITS is a higher education interactive telepresence network providing digital multi-media services. Benefits to using IITS include:

- Point-to-point and multipoint videoconferencing services.
- Videoconferencing available on desktops, laptops, mobile devices, and specialized equipment.
- Video can be live streamed and/or made available on-demand.

The IITS system offers functionality for education, government, public, private, and non-profit agencies, in addition to serving the 3 campuses in the UA System.

Technology and Capability

IITS utilizes compressed video following the international standard communication protocols of IP and data networks and video over telephone lines (ISDN). Some of the equipment used include:

- Polycom® Converged Management Application™ (CMA™) 5000 which bridges the services providing high definition and encryption services. It also has desktop and mobile videoconferencing options available.
- Polycom® RSS® 4000 provides recording and streaming server.
- Scopia® can be used for desktop and mobile videoconferencing.

University of Alabama System Sites

University of Alabama
University of Alabama at Birmingham
University of Alabama in Huntsville
UA Gadsden Center

For a complete listing of all available videoconferencing sites/classrooms on each campus, please check the IITS web page:

<http://iits.uasystem.ua.edu/locations>.

Sites Across Alabama

Additional sites are members of IITS from around the state of Alabama, including:

Auburn University
Auburn Cooperative Extension Service
University of North Alabama
University of South Alabama
Auburn University, Montgomery
Birmingham City Schools

IITS is also able to connect to most other videoconferencing sites (via IP or ISDN) anywhere in the world.

If you are interested in setting up a course or meeting, speak to your [IITS Campus Coordinator](#) for assistance with this.

Managing IITS from Birmingham:

Janis D. Slack, M.Ed.
Operations/Program Coordinator

Tina Kinkennon, CVE
Technical Coordinator

David R. Knight
Assistant Technical Coordinator

Tracy Miller, M.S.
Information Systems Specialist

Fall 2013 Videoconferencing Class Offerings

CE 520 *Urban Transportation Planning*
Monday & Wednesday
8:30am – 10:00am, TH N102
Dr. Michael Anderson:
andersmd@uah.edu

CE 456/556 *Transportation System*
Monday, Wednesday, & Friday
11:00am—12:00pm, TH N102
Dr. Yingyan Lou:
ylou@eng.ua.edu

CE 468/568 *Bridge Engineering Design*
Monday & Wednesday
2:00pm—3:30pm, TH N 102
Dr. Nasim Uddin:
nuddin@uab.edu

CE 622/722 *Traffic Flow Theory*
Tuesday & Thursday
9:30am—11:00am, TH N 102
Dr. Virginia Sisiopiku:
vsisiopi@uab.edu

CE 497 *Construction Engineering Management*
Tuesday & Thursday
12:30pm—2:00pm, TH N 102
Dr. Talat Salama:
talats@uab.edu

CE 658 *Sustainable Design*
Tuesdays, 4:00pm—7:00pm, TH N102
Dr. Kathleen Leonard:
leonarkm@uah.edu

Make a positive impact on Alabama's environment.

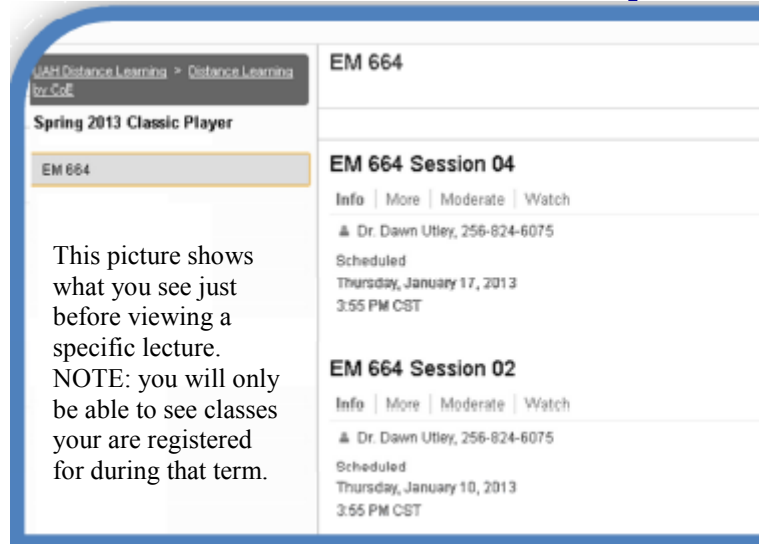
Utilize video conferencing it's GREEN.



Common Questions: Logging onto Mediasite

With the new upgrade to Mediasite 6.1, the interface for logging onto the UAH Mediasite website has changed slightly, becoming more professional in its appearance. Below are the basic steps for a successful log on and navigation of our Mediasite lecture capture server. Some DL classes post links to lecture videos inside of Angel, while others maintain a separate logon to access the videos. If your class falls into the latter group, please follow the instructions below.

- Start by visiting our access portal located at <http://uahengdl.uah.edu/mediasite/Catalog>.
- You will be prompted to enter your username and password. We've tried to make this as easy as possible for you by following the format used elsewhere on campus. Your username is the prefix for your UAH-assigned email (also used for ANGEL). For example, if your name is jjones@uah.edu then "jjones" is your username. Your password is your A# with the "A" in uppercase (i.e. A12345678). The A# is your individual student ID that is assigned and used by UAH.
- The content within Mediasite is organized in a directory format which is sorted by class. The directory will expand to show content that you are authorized to view for the current term.
- Currently, there are two viewing options: **Classic Mediasite Player** (best for slower connections) and the **Silverlight Mediasite Player**. Both of these players will present the same content, but differ slightly in their interface. To browse the content, look for the directory anchor which will be in the left-hand side of your screen. Use your cursor to click directly on the player you prefer.



This picture shows what you see just before viewing a specific lecture.

NOTE: you will only be able to see classes you are registered for during that term.

IMPORTANT UAH HEALTH REQUIREMENT

Please be advised that the Wellness Center has a requirement for ANY student who attends class. Every student is required to have proof of immunization on file with the University. This will apply to Distance Learning Students who attend class - even if only a few times during the semester. If you cannot produce official records, you can schedule a simple skin and blood test with the Wellness Center who can screen for the appropriate immunizations. For more information please visit the Student Health Services website at <http://www.uah.edu/wellness/>. Thank you for your compliance.

- Individual classes appear after clicking on your preferred player. When you have selected the class you want to view, the content will appear in the right-hand side of your screen. Each session will have a separate viewing link and clicking on the title will enable you to watch it. The picture above shows what you should see just before viewing a specific session.
- We have also provided as much of the professor's contact information within their Mediasite profile as possible. If you ever have questions about content within a given lecture, please contact them with your questions.

If you need further assistance or have other questions, feel free to contact us utilizing any of the methods below. Our office is open Monday through Friday, 8:30 am - 5:00 pm.

Phone: (256) 824-6563

Email: dlhelp@uah@gmail.com

Facebook: DL @ UAH

DL Registration & Course Procedures

Distance Learning Procedures

The **DL lecture capture (video) of your class** is typically posted within one hour after the scheduled class time. If there is a delay in posting, this is due to post-production needs for the class. **Allow 24 hours** M-F prior to notification of the DL office of no posting for your class. Should you experience problems with accessing your video, please contact our **DL Student Helpdesk** at dlhelpatuah@gmail.com or 256-824-6563. Leave us your name, course ID, and specific session number/date.

All videos captured by DL **are offered via the Internet** through our Mediasite web server:

<http://uahengdl.uah.edu/mediasite/Catalog>



Assignments & Examinations

Assignments should be submitted to your instructor via email, Angel, or other designated delivery method

ANGEL® LEARNING MANAGEMENT SUITE

noted by faculty member. Graded assignments will be returned via Angel, email to DL student's UAH Google Apps email address, local student mailbox, or classbox (located in room TH N154).

Please refer to your class syllabus for procedures for assignment submission and retrieval in each course.

Exams are proctored at the DL office for local students by appointment only. These should be scheduled in advance and are held every

weekday starting at 9:30 am or 1:30 pm. Remote DL student exams must go through a designated proctor, and are only sent after your designated proctor has completed our Proctor Certification Process.

Students are responsible for identifying the proctor at their location and submitting the proctor's name and contact information to Ms. Luke. She may be reached at (256) 824-6976 or at luke@eng.uah.edu. More information on our DL Proctoring can be found at our [DL website](#), under Student Support.

DL Registration Quick Facts:

Complete DL [registration form](#) *in full* each term.

- Use your A# (UAH ID number), not SSN.
- Remember to use your UAH email address.
- Signatures at bottom of form are required.
- Late charges apply for all late registrations or late payments.

• If your company covers tuition, all information concerning billing must be included with registration to Bursar.

• Students are responsible for obtaining required textbooks; you may do so at the UAHuntsville bookstore at: <http://www.uah.bncollege.com>

• **PLEASE NOTE:** UAH DL students should receive a **Welcome email** from the Distance Learning Office at the beginning of each semester. If you do not receive an email from us, please contact us (dlhelpatuah@gmail.com) so that we may assist you in starting off successfully in your DL course.

ONLINE EDUCATION

A summary of a predictive study about student satisfaction in online education programs.

Recently, several researchers collaborated to do a predictive study of student satisfaction within online education programs. These researchers came from all across the United States and include: Yu-Chun Kuo of Jackson State University, Andrew E. Walker and Brian R. Belland of Utah State University, and Kerstin E. E. Schroder of the University of Alabama at Birmingham. Their article, "A Predictive Study of Student Satisfaction in Online Education Programs," was published in the March 2013 issue of *The International Review of Research in Open and Distance Learning*.

According to previous research, course grades are most frequently used as an indicator of student success in online programs (Kuo et al., 17). Kuo and fellow researchers suggest, however, that there are other factors that need to be considered. These factors include: student satisfaction, student perceptions of the learning experience, and the perceived value of a course (17). There are several things that go into each one of these factors. Kuo et al. specifically looked at the student satisfaction portion, of three elements that they felt contributed most to student satisfaction rates: interaction, internet self-efficacy, and self-regulated learning.

The interaction piece is taken from a model developed by Moore in 1989), has three components which work together to provide a true experience: learner-learner, learner-instructor, and learner-content (Kuo et al., 18). The similarity between the three of these is that there is an exchange of ideas. The difference lies in how many people are involved in that exchange. Learner-learner is a "two-way reciprocal communication...with or without the presence of an instructor" (18). Learner-instructor is also a two-way process, but usually the instructor is imparting knowledge on the learner. Finally, learner-content is where only one person is gaining something from the content. Research that was done prior to this study indicates that positive interactions have an influence on student satisfaction within distance education.

The second element of student satisfaction is internet self-efficacy. This refers specifically to one's belief and capability to use the internet.

"Higher education institutions consider student satisfaction as one of the major elements in determining the quality of online programs in today's market."

- p. 18

Kuo et al. report that there are two reasons why this should be included. First, technical problems may cause student frustration which could result in dissatisfaction. Thus, knowledge of how to maneuver within the requirements of the program will diminish these issues. Second, internet self-efficacy is positively correlated with expected outcomes no matter if you are looking at education, entertainment, social, etc. (Kuo et al., 19).

Finally, the third component of student satisfaction is self-regulated learning. The underlying ideas here are in "motivation and learning strategies

that students utilize to achieve their learning goals (Kuo et al. 20). Self-directed effort necessary for online learning is much higher than in a traditional classroom. Of the elements included in self-regulation, metacognitive processes (the learners' ability to plan, schedule, and evaluate their learning progress) is considered to be the most critical (20).

Overall findings? **Research concluded that all three types of interaction were significantly correlated with students satisfaction.** Learner-content was the strongest predictor while learner-learner was a poor predictor (Kuo et al., 30). The research also showed that most online students spend "their time reading and digesting content through thinking, elaboration, and reflection" (31). Thus, instructors should increase the learner-content ratio when setting up their courses. There are many ways to do this with media tools, interactive videos, problem-based learning, and more. In addition to the findings on interaction, internet self-efficacy was also a critical factor in student satisfaction. This helps with the learner-content interaction since it is mostly provided in an online format. All of these elements play together for student success.

At UAH, we try to keep everything user friendly and easy to access. We find that this increases your internet self-efficacy and content interaction when procedures are streamlined, and we are always looking for ways to improve. Is there anything we could do to improve your experience? Please let us know by emailing us at

dlhelpatuah@gmail.com

Distance Learning Program Offerings

Did you know that you can earn an entire degree through DL with UAHuntsville? Below is a listing of the degrees available, with more under development:

Engineering Management - [MSE](#) or [Ph.D.](#)

Industrial Engineering - [MSE](#) or [Ph.D.](#)

Missile Systems - [MSE](#)

Modeling & Simulation - [MSE](#) or [Ph.D.](#)

Operations Research - [MSOR](#)

Software Engineering - [MSSE](#)

Systems Engineering - [MSE](#) or [Ph.D.](#)

See our *DL Program & Courses* webpage for additional information:

<http://www.uah.edu/engineering/engddl/courses.php>

Do you have suggestions for us for new courses, programs, and technologies you would like to see used in DL? Please provide us with this feedback—we love to hear from you! You may provide your suggestions by submitting a

[DL Course/Program Request](#)

at the link above.

THANK YOU FOR YOUR FEEDBACK!

Distance Learning Contact Information

Please contact our **DL Student Helpdesk** if you need any assistance with viewing your distance learning video lectures. We are available via email or telephone on weekdays, 8:30 a.m.-5:00 p.m. CST. **Check out the Contact Us link from our website for more information on our staff!**

Distance Learning Student Helpdesk
(256) 824-6563
dlhelp@uah.edu

*Call or email our **DL Student Help Desk** with login, Mediasite, technical, and account related questions regarding DL at UAHuntsville.*

DISTANCE LEARNING PERSONNEL

Dr. Sherri Restauri
Distance Learning Interim Director
Technology Hall N147
sherri.restauri@uah.edu
(256) 824-7391

Mr. Harley Hollingsworth
Distance Learning Technical Specialist
Technology Hall N151
hollingh@ise.uah.edu
(256) 824-7480

Ms. Dottie Luke
Distance Learning Administrative Assistant
Technology Hall N138
luke@ise.uah.edu
(256) 824-6976
(256) 824-6608 (FAX)

Call the DL Administrative Assistant with registration questions or to have an exam proctored. You should contact your DL professor directly for specific information pertaining to course work.

UAHuntsville Distance Learning Textbook Order Form

Please Fax to (256) 824-6754

<http://www.uah.bncollege.com>

Don't forget, you can always order textbooks online on our safe & secure site at <http://www.uah.bncollege.com>

Student's Name (Please Print Clearly) _____

Address (NO P.O Boxes) _____

City _____ State _____ Zip _____

Phone _____ Email _____

Textbooks Needed	Course # (Example ISE 690)
_____	_____
_____	_____
_____	_____

Check here if you would like used textbooks (if available).

Check here if you would like to be notified of your total.

Payment Information:

Visa MasterCard Discover American Express

Government Credit Card (Must provide tax exempt #) _____

Card # _____ Exp. _____ Billing zip _____

Signature of Cardholder _____

If your employer will be paying for your books, you MUST provide the following information. Otherwise, Payment will be YOUR RESPONSIBILITY.

Name of Employer: _____

Address: _____

City/State/ Zip: _____

Contact Person: _____

Shipping Information

UAH Bookstore will be happy to ship all books and supplies to you. Please contact them directly for further information on this process.

Return/ Exchanges

You must have your receipt to receive a refund or exchange. All books in plastic wrap must be unopened for R/E.

Call (256) 824-6600 with additional bookstore questions, or visit: <http://www.uah.bncollege.com>