

VOLUME 24,  
NO. 1

# Spring 2014 DL Newsletter



THE UNIVERSITY OF  
ALABAMA IN HUNTSVILLE

## 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.**



### INSIDE THIS ISSUE:

UAH Spring 2014: Academic Calendar and Student Experiences Survey	Page 2
Spring 2014 Course Listing & DL Tuition Changes for Fall 2013	Pages 3-5
Exciting New Things Ahead...Panopto!	Pages 6-7
Viewing Requirements for Panopto	Page 8
Panopto Interface	Page 9
DL Registration & Course Procedures	Page 10
DL Programs & Staff Contact Information	Page 11
DL Registration & Textbook Order Forms	Pages 12-13

# Spring 2014 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 Spring 2014 term.

***Classes Begin Wednesday, January 8, 2014***

## UAH Academic Calendar

### Spring 2014 Semester

***January 8 – Spring 2014 Classes Begin***

*Jan 20 — No Classes, Holiday*

*Mar 24-29 — No Classes, Spring Break*

*Apr 1 — Honors Day-No Classes*

*Apr 21 — Last MWF*

*Apr 23 — Last MW class*

*Apr 24 — Last TR class*

*Apr 28–May 2 — Final Exams*

## Planning for the Future—

### Summer 2014 Semester Dates:\*

*May 26– No classes, holiday*

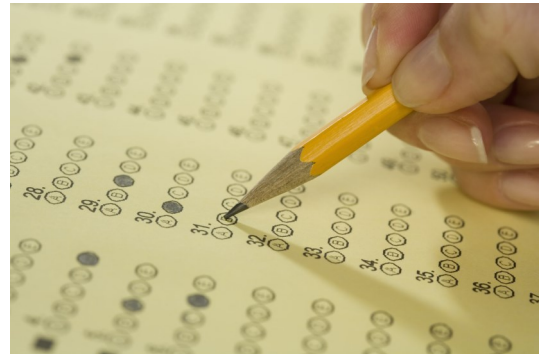
***May 27—SUMMER 14 Classes Begin***

*June 27-30—Final exams for 1st five week classes*

*July 1—2nd 5 week classes start*

*July 4—No classes, Holiday*

*July 30-August 5—Final exams*



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, please notify the DL Director ([sherri.restauri@uah.edu](mailto:sherri.restauri@uah.edu)) for access to complete this previous survey.

***DL Student Experiences  
Survey***

# Spring 2014 DL Course Listing

## Welcome to Distance Learning at UAH for the Spring 2014 semester

Below is a list of the courses scheduled to be offered via DL in the Spring 2014 semester.

For updated information on the schedule, UAH students are encouraged to check out the Student Access link to the schedule, available at:

### [Spring 2014 Online Schedule](#)

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

\*IITS classes are taught through video-conferencing; other classes taught online.

## College of Engineering

### **CE 422:** *Traffic Engineering Design (IITS\*)*

Monday & Wednesday  
12:45 pm-2:05 pm  
TH N102

Dr. Michael Anderson:  
256 824 5028  
[michael.anderson@uah.edu](mailto:michael.anderson@uah.edu)

### **CE 485/585:** *Foundation Engineering (IITS\*)*

Tuesday & Thursday  
9:30 am-10:45 am  
TH N102

Dr. Houssam Toutanji:  
256 824 6370  
[h.toutanji@uah.edu](mailto:h.toutanji@uah.edu)

### **CE 559 01:** *ST: Air Quality Modeling (IITS\*)*

Tuesday & Thursday  
3:30 pm-4:45 pm  
TH N102

Dr. Kathleen Leonard:  
256 824 6423  
[kathleen.leonard@uah.edu](mailto:kathleen.leonard@uah.edu)

### **CE 559 02:** *ST: Urban Water Systems (IITS\*)*

Monday & Wednesday  
5:00 pm-6:30 pm  
TH N152

Dr. Kathleen Leonard:  
256 824 6423  
[kathleen.leonard@uah.edu](mailto:kathleen.leonard@uah.edu)

### **CE 659 03:** *ST: Advanced Steel Design (IITS\*)*

Tuesday & Thursday  
2:00 pm-3:15 pm  
TH N102

Dr. Houssam Toutanji:  
256 824 6370  
[h.toutanji@uah.edu](mailto:h.toutanji@uah.edu)

### **CE 666:** *Earthquake Engineering & Structural Dynamics (IITS\*)*

Monday & Wednesday  
8:30 am-10:00 am  
TH N102

Dr. Ying-Cheng Lin:  
256 824 7361  
[yingcheng.lin@uah.edu](mailto:yingcheng.lin@uah.edu)

### **CPE 631:** *Advanced Computer Systems Architecture*

Monday & Wednesday  
5:30 pm-6:50 pm  
EB 122

Dr. Aleksander Milenkovic:  
256 824 6830  
[aleksandar.milenkovic@uah.edu](mailto:aleksandar.milenkovic@uah.edu)

### **CPE 646:** *Mobile & Wireless Networks*

Monday & Wednesday  
2:20 pm-3:40 pm  
EB 122

Dr. Seong-Moo Yoo:  
256 824 6858  
[seong-moo.yoo@uah.edu](mailto:seong-moo.yoo@uah.edu)

### **CPE 648:** *Advanced Computer Networks*

Monday & Wednesday  
12:45 pm-2:05 pm  
EB 122

Dr. David Pan:  
256 824 6642  
[david.pan@uah.edu](mailto:david.pan@uah.edu)

### **CPE 658:** *Software Engineering Studio II*

Thursday  
2:20 pm-5:15 pm  
EB 122

Dr. Jeffery Kulick:  
256 824 6049  
[jeffrey.kulick@uah.edu](mailto:jeffrey.kulick@uah.edu)

### **EE 604:** *Digital Image Processing*

Tuesday & Thursday  
5:30 pm-6:50 pm  
EB 122

Dr. Reza Adhami:  
256 824 6316  
[reza.adhami@uah.edu](mailto:reza.adhami@uah.edu)

### **EE 630:** *Analytical & Computational Methods in Electrical Engineering II*

Tuesday & Thursday  
3:55 pm-5:15 pm,  
TH N155

Dr. Chang-Kwon Kang :  
256 824 6612  
[chang-kwon.kang@uah.edu](mailto:chang-kwon.kang@uah.edu)

### **EM 664:** *Teams in Action*

Tuesday & Thursday  
TBA  
TBA

Dr. Dawn Utley:  
256-824-6075  
[dawn.utley@uah.edu](mailto:dawn.utley@uah.edu)

### **EM 666:** *Engineering Project Management*

Thursday  
3:55 pm-6:50 pm  
TH TBA

Dr. Eric Sholes:  
256-824-6256  
[eric.sholes@uah.edu](mailto:eric.sholes@uah.edu)

**EM 711:** *Research Methods in Survey Development*

Tuesday  
3:55 pm-6:50 pm  
TH TBA  
Dr. Eric Sholes:  
256 824 6256  
[eric.sholes@uah.edu](mailto:eric.sholes@uah.edu)

**EM 760:** *Engineering Management Structures & Systems*

Tuesday  
3:55 pm-6:50 pm,  
TH N142  
Dr. Dawn Utley  
256 824 6075  
[dawn.utley@uah.edu](mailto:dawn.utley@uah.edu)

**EM 761:** *Evolution Theory Engineering Management/ Industrial Systems Engineering*

Monday  
9:35 am-10:55 am  
TH N142  
Dr. Phillip Farrington:  
256 824 6568  
[phillip.farrington@uah.edu](mailto:phillip.farrington@uah.edu)

**ISE 439:** *ST: Problem & Engineering Statistics I*

Tuesday & Thursday  
3:55 pm-5:15 pm  
TH S104  
Dr. James Swain:  
256 824 6738  
[james.swain@uah.edu](mailto:james.swain@uah.edu)

**ISE 503:** *Human Factors Psychology*

Tuesday & Thursday  
5:30 pm-6:50 pm  
TH N153  
Dr. Marita O'Brien:  
256 824 2318  
[marita.obrien@uah.edu](mailto:marita.obrien@uah.edu)

**ISE 523:** *Intro Stat. & Qual. Control*

Tuesday & Thursday  
5:30 pm-6:50 pm  
TH N140  
Dr. Sampson Gholston  
256 824 7310  
[sampson.gholston@uah.edu](mailto:sampson.gholston@uah.edu)

**ISE 526:** *Design & Analysis of Experiment*

Monday & Wednesday  
5:30 pm-6:50 pm  
TH N102  
Dr. Phillip Farrington:  
256 824 6568  
[phillip.farrington@uah.edu](mailto:phillip.farrington@uah.edu)

**ISE 623:** *Engineering Economic Analysis*

Monday & Wednesday  
3:55 pm-5:15 pm  
TH N155  
Dr. Gillian Nicholls:  
256 824 6637  
[gillian.nicholls@uah.edu](mailto:gillian.nicholls@uah.edu)

**ISE 647:** *Advanced System Simulation*

Monday & Wednesday  
3:55 pm-5:15 pm  
TH N153  
Dr. James Swain:  
256 824 6738  
[james.swain@uah.edu](mailto:james.swain@uah.edu)

**ISE 690:** *Statistical Methods for Engineering*

Tuesday & Thursday  
3:55 pm-5:15 pm  
TH N153  
Dr. Sampson Gholston:  
256-824-7310  
[sampson.gholston@uah.edu](mailto:sampson.gholston@uah.edu)

**ISE 726:** *Systems Modeling*

Tuesday & Thursday  
3:55 pm-5:15 pm  
TH N140  
Dr. Sherri Messimer:  
256 824 6211  
[sherri.messimer@uah.edu](mailto:sherri.messimer@uah.edu)

**ISE 738:** *Reliability/Availability/Maintainability*

Monday & Wednesday  
5:30 pm-6:50 pm  
TH N142  
Dr. William Wessels:  
256 824 6303  
[bill.wessels@uah.edu](mailto:bill.wessels@uah.edu)

**ISE 761:** *Evolution Theory Engineering Management/ Industrial Systems Engineering*

Monday  
9:35 am-10:55 am  
TH N142  
Dr. Phillip Farrington:  
256 824 6568  
[phillip.farrington@uah.edu](mailto:phillip.farrington@uah.edu)

**MAE 520:** *Compressible Aerodynamics*

Tuesday and Thursday  
11:10 am-12:30 pm  
TH N155  
Dr. Jason Cassibry:  
256 824 5107  
[jason.cassibry@uah.edu](mailto:jason.cassibry@uah.edu)

**MAE 544:** *Introduction to Electric Propulsion*

Tuesday & Thursday  
11:10 am-12:30 pm  
TH N142  
Dr. Gabe Xu:  
256 824 5083  
[gabe.xu@uah.edu](mailto:gabe.xu@uah.edu)

**MAE 568:** *Elements of Spacecraft Design*

Tuesday & Thursday  
8:00 am-9:20 am  
TH S105  
Dr. Kunning Xu:  
256 824 5083  
[gabe.xu@uah.edu](mailto:gabe.xu@uah.edu)

**MAE 580:** *Aircraft Stability and Control*

Tuesday & Thursday  
9:35 am-10:55 am  
TH N324  
Dr. Nathan Slegers:  
256 824 6543  
[nathan.slegers@uah.edu](mailto:nathan.slegers@uah.edu)

**MAE 644:** *Advanced Solid Rocket Propulsion*

Tuesday & Thursday  
9:35 am-10:55 am  
TH N153  
Dr. Robert Frederick:  
256 824 7200  
[robert.frederick@uah.edu](mailto:robert.frederick@uah.edu)

**MAE 657: Helicopter Theory**

Tuesday & Thursday  
3:55 pm-5:15 pm  
TH S105  
Dr. Gang Wang:  
256 824 6209  
[gang.wang@uah.edu](mailto:gang.wang@uah.edu)

**MAE 693: Graduate Engineering Analysis II**

Tuesday & Thursday  
3:55 pm-5:15 pm  
TH N155  
Dr. Chang-Kwon Kang :  
256 824 6612  
[chang-kwon.kang@uah.edu](mailto:chang-kwon.kang@uah.edu)

**MAE 755: Advanced Aerodynamics**

Tuesday & Thursday  
11:10 am-12:30 pm  
TH N153  
Dr. Chang-Kwon Kang :  
256 824 6612  
[chang-kwon.kang@uah.edu](mailto:chang-kwon.kang@uah.edu)

**College of Science**

**CS 581: Object-Orientated Analysis & Design**

Tuesday & Thursday  
2:20 pm-3:40 pm  
TH N324  
Dr. Letha Etkorn:  
256 824 6291  
[letha.etzkorn@uah.edu](mailto:letha.etzkorn@uah.edu)

**CS 656: Software Testing**

Monday & Wednesday  
12:45 pm-2:05 pm  
TH N324  
Dr. Harry Delugach:  
256 824 6614  
[harry.delugach@uah.edu](mailto:harry.delugach@uah.edu)

**MOD 696: ST: Continuous System Simulation**

Monday & Wednesday  
3:55 pm-5:15 pm  
TH N324  
STAFF:  
TBA  
[TBA](#)



# THE UNIVERSITY OF ALABAMA IN HUNTSVILLE

## DL Tuition & Payments:

We are pleased to announce that starting in the Fall 2013 term, the DL tuition rate for all of our classes became the same as an in-state non-DL student, plus a \$150.00 DL fee. No out-of-state DL tuition charges are currently applied. (Please note that additional departmental and/or College-specific fees may 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>

# We Have EXCITING New Things Ahead...

**Panopto**

As of Spring 2014, there will be a whole new format for capturing DL classes. We are very excited about this transition! The next few pages will present information relating to this transition, which begins for student access with the Spring 2014 term.

Some of the phrases that describe the new software system, Panopto, are:

- sleek & modern
- social (bookmarks, note taking & sharing, etc.)
- user friendly

## VIEWING REQUIREMENTS:

Panopto recordings can be viewed on a multitude of operating systems such as Windows XP, Windows Vista, and Mac OS X (Intel Only).

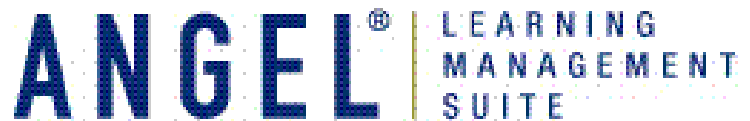
Panopto is also compatible with most major browser clients such as Internet Explorer, Mozilla Firefox, Safari, and Google Chrome.

You may be prompted to install Microsoft's Silverlight plugin the first time you view a session through **Panopto**, or you can go to [microsoft.com/getSilverlight](http://microsoft.com/getSilverlight) to download the latest version.

## New Lecture Capture Software Comes to UAH & to Our DL Students!

### Panopto Provides Numerous Perks:

**\*ANGEL  
INTEGRATION:**  
*Panopto is*



*integrated with ANGEL so that students will only have to log in ONCE to access video content from inside of the LMS.*

**\*NOTES:** Students will now be able to take notes directly onto the lecture they are watching. These notes will be time-stamped, so when students view their notes later, they will automatically be taken to the point in the lecture that their notes are associated with. See here for more information on how to take notes using Panopto.

**\*LIVE VIEWING:**

Classes can be viewed live, where this option is made available by faculty.



**\*iPad/iPhone:** Panopto has an app for iPad/iPhone available FREE through the App store!

**\*SOFTWARE/CLOUD BASED:** Panopto is software based and works with PC and MAC computers.

# Viewing Requirements for Panopto:

## Operating Systems

**-Microsoft** Windows XP SP2, Vista, 7, 8

**-Apple** Mac OS 10.4.8+ (Intel-based) (PPC-based NOT supported)  
iOS 6+

**Processor** 1.8 GHz or higher

**Memory** 512MB

**Network Bandwidth** 50 Kbps for audio only presentations. 300 Kbps for presentations with one video stream, audio, PowerPoint and screen capture. 500 Kbps for presentations with multiple video streams.

**Applications** Microsoft Silverlight 2.0+

**Supported Browsers** Internet Explorer 8+, Firefox, Chrome, Safari

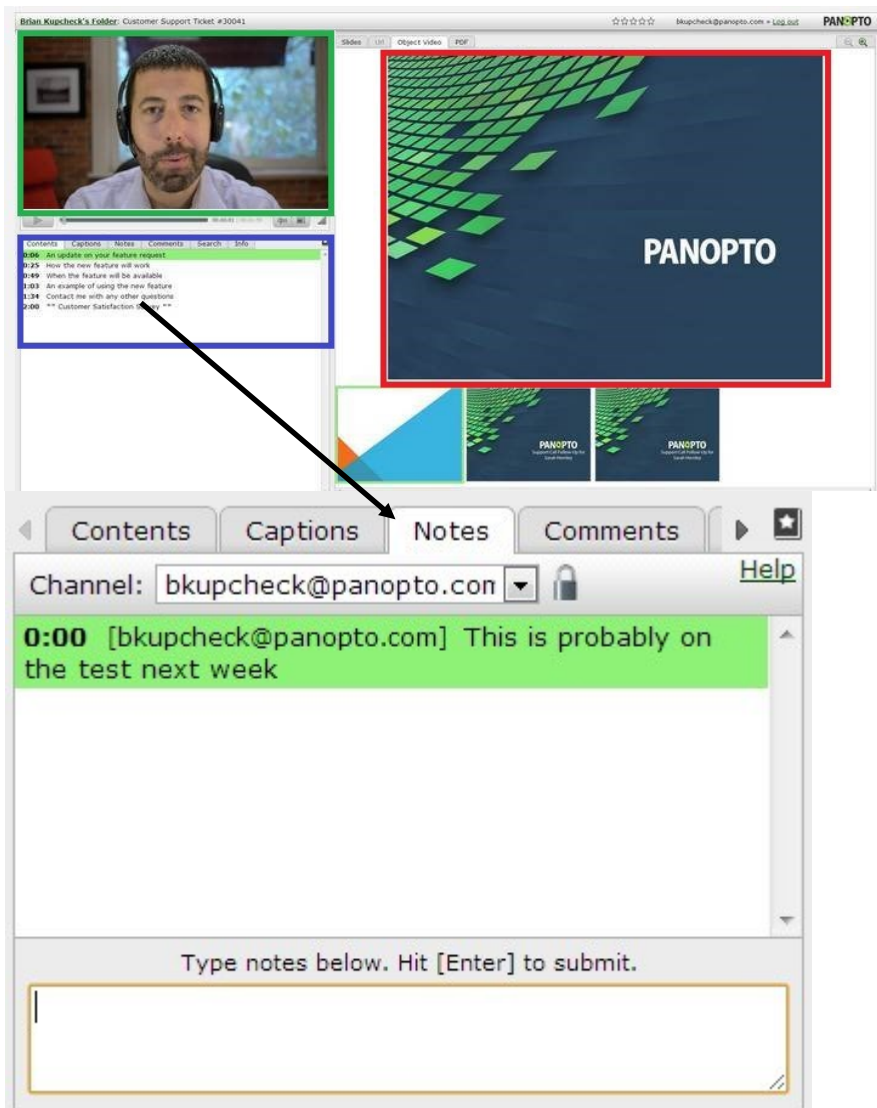
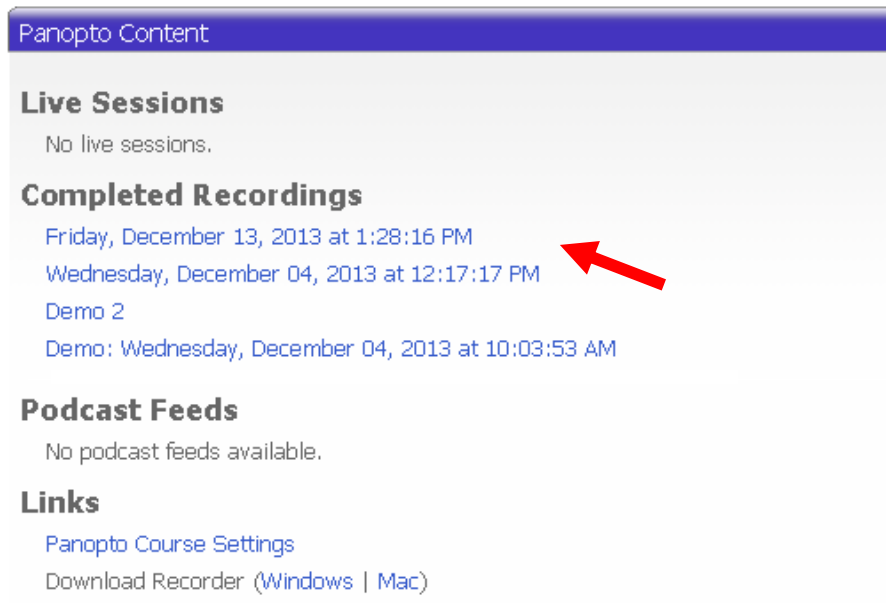


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# Panopto Interface

The **first step** for students will be to login with their user name and password via ANGEL. This login will lead students to the familiar user interface; content auto-populated from Panopto recordings will be posted under the *Course Homepage* or the *Communications* tab, inside of a box titled Panopto Content (see **Right**). This interface will list all sessions that you have access to for the term.



Just select the link to the session you would like to view. Panopto's sleek and simple user interface is shown **Left**. Highlighted in **green** we have the primary source content which will playback the available primary stream of the session and will include audio and most always coupled with a video stream. Highlighted in **red** we have the secondary source content view, such as slides or videos. Highlighted in **blue** we have the contents window (also shown in the except at **Bottom Left**) which allows you to take notes that will seek playback to the related timestamp when selected. This is helpful during review and study times!

# DL Registration & Course Procedures

## Distance Learning Procedures

The **DL lecture capture (audio &/or 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](mailto: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 Panopto lecture capture server, accessed by students through the Angel LMS.

## Assignments & Examinations

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



noted by faculty member. Graded assignments will be returned via Angel or will be emailed to DL student's UAH Google Apps email address. Local students also have an on-site classbox (located in room TH N154) in which paper copies of your exams/assignments are placed for your pick up.

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](mailto:luke@eng.uah.edu). More information on our DL Proctoring can be found at our [DL Student Proctoring website](#).



## 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](mailto:dlhelpatuah@gmail.com)) so that we may assist you in starting off successfully in your DL course.

# 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](mailto:dlhelp@uah.edu)

*Call or email our **DL Student Help Desk** with 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](mailto:sherri.restauri@uah.edu)  
(256) 824-7391

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

**Ms. Dottie Luke**  
Distance Learning Administrative Assistant  
Technology Hall N138  
[luke@ise.uah.edu](mailto: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.*

Please complete this form and email or FAX it with all signatures included to: [luke@eng.uah.edu](mailto:luke@eng.uah.edu) or (256) 824-6608  
Please address to:  
UAH Distance Learning,  
N138 Technology Hall  
Huntsville, AL 35899

Spring 2014  
Course Registration Form  
Distance Learning Program



Course No.*	Title	Credit Hours	Credit or Audit	Section
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

\*Eg: EM 660

**NEW INSTRUCTIONS SPI4: All videos captured for DL classes will be offered via the Internet through our lecture capture server, which will be accessible by January 8, 2014 through the University’s Learning Management System, <https://angel.uah.edu/default.asp> Please refer to the DL Student Support webpage for additional instructions on accessing your course lectures: <http://www.engdl.uah.edu/dlsupport.php>**

**Student Information:**

Full Legal Name: \_\_\_\_\_  
First Middle Last

UAH-assigned “A Number”: \_\_\_\_\_ Student’s Advisor: \_\_\_\_\_

Home Phone: (\_\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_\_) \_\_\_\_\_ Work Phone: (\_\_\_\_\_) \_\_\_\_\_

Home Address: \_\_\_\_\_  
Street City State Zip

Check here if this is a new address \_\_\_\_\_

UAH Email Address: \_\_\_\_\_

*Local & remote DL students must select a proctor for secure administration of examinations. Please list this information below, or note the option that you will supply at a later time. \_\_\_\_\_ Will supply proctor information by no later than January 27, 2014..*

Proctor’s Name: \_\_\_\_\_ Proctor’s Email: \_\_\_\_\_

Proctor’s Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Proctor’s Fax: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Proctor’s Address: \_\_\_\_\_  
Street City State Zip

Tuition due by no later than **January 8, 2014 for Spring 2014 DL COURSES**. Late payment will result in a \$50.00 late fee.

***Please note: To drop or withdraw from a DL course, you must do so through the DL Administrative Office.***

I certify that the information given in this application is true and complete, and falsifying any information may result in dismissal from UAH. I understand that I am responsible for payment.

Student’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Advisor’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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>