

UNIVERSITY OF ARKANSAS AT MONTICELLO

Monticello, Arkansas

**STUDENT HANDBOOK FOR
DISTANCE EDUCATION**

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STUDENT HANDBOOK FOR DISTANCE EDUCATION

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Welcome

UAM offers high-quality online classes and academic programs to accommodate the lifestyles, needs, and interests of its students. This student handbook for distance learning, a supplement to the full UAM Student Handbook [Life At UAM \(uamont.edu\)](http://uamont.edu), outlines resources meant to enhance a student's online experiences, help assure academic success, and provide guidance for policies and procedures pertaining to online classes.

UAM Vision

The University of Arkansas at Monticello will be recognized as a model, open access regional institution with retention and graduation rates that meet or exceed its peer institutions.

Through these efforts, UAM will develop key relationships and partnerships that contribute to the economic and quality of life indicators in the community, region, state, and beyond.

UAM Mission Statement

The University of Arkansas at Monticello is a society of learners committed to individual achievement by:

- Fostering a quality, comprehensive, and seamless education for diverse student learners to succeed in a global environment;
- Serving the communities of Arkansas and beyond to improve the quality of life as well as generate, enrich, and sustain economic development;
- Promoting innovative leadership, scholarship and research which will provide for entrepreneurial endeavors and service learning opportunities;
- Creating a synergistic culture of safety, collegiality and productivity which engages a diverse community of learners.

UAM Core Values

- *Ethic of Care*: We care for those in our UAM community from a holistic perspective by supporting them in times of need and engaging them in ways that inspire and mentor.
- *Professionalism*: We promote personal integrity, a culture of servant leadership responsive to individuals' needs as well as responsible stewardship of resources.
- *Collaboration*: We foster a collegial culture that encourages open communication, cooperation, leadership and teamwork, as well as shared responsibility.
- *Evidence-based Decision Making*: We improve practices and foster innovation through assessment, research, and evaluation for continuous improvement.
- *Diversity*: We embrace difference by cultivating inclusiveness and respect of both people and points of view, and by promoting not only tolerance and acceptance, but support and advocacy.

UAM Student Learning Outcomes

- *Communication*: Students will communicate effectively in social, academic, and professional contexts using a variety of means, including written, oral, quantitative, and/or visual modes as appropriate to topic, audience, and discipline.
- *Critical Thinking*: Students will demonstrate critical thinking in evaluating all forms of persuasion and/or ideas, in formulating innovative strategies, and in solving problems.
- *Global Learning*: Students will demonstrate sensitivity to and understanding of diversity issues pertaining to race, ethnicity, and gender and will be capable of anticipating how their actions affect campus, local, and global communities.
- *Teamwork*: Students will work collaboratively to reach a common goal and will demonstrate the characteristics of productive citizens.

Definitions of Online Course Delivery Methods

- **Online Courses** – A course that is taught (delivered) fully online.
- **Hybrid Courses** – A course that combines face-to-face (in-person) and online instruction.

A Successful Online Learner

- Is responsible for maintaining his/her own equipment and internet connection.
- Is expected to communicate in an appropriately professional manner at all times. (See [Appendix A](#).)
- Is responsible for meeting all deadlines. A student must plan ahead. Procrastination is a fatal error.
- Is expected to have a high-speed internet connection. Although most UAM courses will run to some extent on a dial-up connection, it is not efficient.
- Is generally proficient in the use of computers and is specifically proficient in the use software such as email and word processing.
- Participates in the class with the instructor and classmates. A student should ask questions when he does not understand the material. Such questions could benefit other students in the class.
- Takes notes.
- Reads, listens to, and/or watches all course materials.
- Demonstrates self-discipline.
- Obtain required course materials (i.e. textbooks, software codes, etc.) in a timely manner
- Is able to problem-solve.
 - ✓ For example, the student takes appropriate action if he has a family emergency, if the electricity goes off, if his computer crashes, if he loses his flash drive.

Expectations: the Course Syllabus as Contract

A student must carefully read the course syllabus. It is a contract between the student and the instructor.

The information in a syllabus will include but not necessarily be limited to the following:

- An outline of what will be taught
- A description of assignments
- The number of tests and the dates of those tests
- The deadlines for assignments
- An explanation of how the instructor will know that the student understands the course content and how the student will be graded
- The class attendance policy
- The circumstances under which missed work can be made up.

If a student does not understand any of the course policies, deadlines, assignments, or requirements, he should immediately ask the instructor for clarification. If a student asks no questions, the instructor will assume the student understands everything stated in the syllabus.

A student is also expected to observe proper online etiquette at all times. See Appendix A.

Knowing What Is Due:

- Review your course syllabus.
- Check this Blackboard activity stream.
- Review your course calendar.
- Review your grade book for upcoming due dates
- Check your Blackboard messages.
- Review any course notices (announcements, emails, etc.)
- Participate in your discussion boards if you have them – yes, they do matter

Attendance Policy

Regular class attendance—in both face-to-face classes and online classes—is an essential part of a student’s educational experience and a requirement for accurate evaluation of academic progress. The faculty assumes that college students recognize the need for regular attendance in order to succeed academically and will therefore comply with all attendance requirements.

UAM expects students to be diligent in the pursuit of their studies. Students are responsible for making appropriate arrangements with their instructors regarding any absence, whatever the reason. Students are always responsible for all materials covered during an absence. Such arrangements should be made prior to an absence whenever possible. Faculty members may establish specific attendance requirements, which will be stated in the course syllabus.

It is critical for online students to note that attendance in an online course requires the submission of an academic assignment, participation in an online discussion about academic matters, and/or initiation of contact with the instructor to ask questions about an academic subject. The attendance requirement is NOT fulfilled by a student merely logging into the class.

Library Resources

The Fred J. Taylor Library and Technology Center and website provide access to materials a student may need for a course. Hard-copy books, periodicals in print or microfilm, links to all e-journals, e- newspapers, electronic databases, etc. are available for the student's success.

The library website is available at the following link:

<https://www.uamont.edu/academics/library/index.html>

Support for Distance Education

The Office of Information Technology provides support for distance education students. Students can find important information on IT website: <https://www.uamont.edu/it/index.html>. You can also use this link to submit an IT Work Order: <https://www.myschoolbuilding.com/sso/default.aspx?acctnum=865328640>. They are also available by phone (870-460-1036) or in person. Students may also email IT at these email addresses: uam-ithelp@uamont.edu or blackboard@uamont.edu. Their office is in the Student Success Center Suite 207. Their regular business hours are Monday – Friday 8:00 AM – 4:30 PM CST. Their summer hours are Monday – Thursday 7:00 AM – 5:30 PM CST and offices are CLOSED on Fridays. They will try to assist as soon as they can. If they are on personal leave or vacation time, then it will be when they return to the office.

Technology Requirements

To access online courses, a student must log into [Blackboard](#). Courses will not appear in Blackboard until the first day of classes. Blackboard strongly recommends using the latest version of Google Chrome or Mozilla Firefox for Windows or Mac. *A student must not use Microsoft Edge or Internet Explorer.* The following link allows a student to see whether his browser is supported by Blackboard: [Browser Checker](#). Additional technology information is located in [Appendix C](#).

A student must not attempt to take an online class on a phone.

Textbooks

A textbook will most likely be required, even though a class is online. The class syllabus provides details regarding textbooks and other required course supplies.

Time Requirements

An online class may provide some flexibility in regard to when coursework is done, but it requires as much time as—and possibly even more time than—a face-to-face class. Students should be prepared for this prospect.

Time constraints are set by the University. For example, if an assignment is due at midnight, that is midnight (Central Standard Time) on the UAM campus, not midnight in the student's time zone. Turning in assignments early and not waiting until the last minute will save a student much stress and help the student avoid last-minute mishaps that could result in an assignment being late and thus penalized.

In the majority of online classes, students *cannot* work at their own pace: faculty have periodic assignments that are due perhaps daily, weekly, or following some other timeframe set out in the course

syllabus.

A student must set aside time to access his course on a regular schedule—often daily—in accordance with the requirements stated in the syllabus.

Proctored Testing

Some online classes require proctored testing. Proctored final exams may be taken at the Testing Center located in suite 201 of the Student Success Center or at an approved testing site. A list of approved testing sites can be found on the UAM Testing Center website:

<https://www.uamont.edu/life/testing/index.html>. A student may also find an alternate testing site if he lives more than 75 miles from UAM. ***The instructor must approve any testing site not listed in the above list of approved testing sites prior to testing.*** An alternate testing site must be approved by having the student and proctor complete the Alternate Testing/Proctor Request Form (Appendix B) on or before Friday of the second week of class. The completed form should be emailed to the instructor.

Failure to secure appropriate off-site testing by a student who cannot use UAM's Testing Center or approved testing site will result in the student being dropped from the course unless he has communicated with the instructor. Once a student has selected a testing site, the student will not be allowed to change testing sites. The instructor will send testing materials to the indicated testing site.

It is the student's responsibility to check with the alternate testing site for the dates and times of operation if the student is taking the test at a site outside the UAM area or an approved testing site. Students must present government issued identification (i.e. driver's license) upon testing at any testing site. Failure to do so will result in the inability to take an exam.

Choosing an Alternate Testing Site

If a student chooses a testing site not listed on the approved list of testing sites, an alternate testing site may be selected. Remote site testing must be at a college, university, or military Educational Services Office. Test proctors must be authorized by UAM to administer tests or in the case of Educational Services Office; personnel must be assigned or appointed to the Educational Services Office department.

There are two ways that a remote test site can be identified:

1. Contact the local college, university, or Educational Services Office.
2. Check the National College Testing Association Website at <https://www.ncta-testing.org/list-of-certified-centers>. This is a free referral service to facilitate distance learning testing.

These testing sites have been verified and confirmed as meeting UAM testing standards. Any testing fees charged by non-UAM testing centers are the responsibility of the student. Once a college, university, or Educational Services Office has agreed to proctor the tests, the student will need to work with the Educational Services Office to complete and return the Alternate Testing Site Location Form to the instructor no later than one week prior to any online testing.

Student Academic Grievances and Appeals

Informal Resolution

Undergraduate students who wish to seek further review of an academic action by the University or a University employee (in an official capacity) that the student contends was in violation of written

academic policies, or constitutes unfair or unequal application of such policies, should first seek to resolve such concerns through informal discussions. In particular, grievances regarding academic matters should generally begin with informal discussions with the student's instructor or with the faculty member supervising a course. If such informal discussions do not reach a satisfactory resolution, then the student may pursue a grievance following the steps in this policy.

Formal Grievance Process

For an academically related grievance, the written grievance shall be submitted to the academic unit chair, director, academic dean or assistant vice chancellor (for a technical campus). If the concern relates to the chair, then the written grievance may be submitted to the dean who may appoint an alternate official to consider the grievance. If the concern relates to the dean or the assistant vice chancellor, then the written grievance may be submitted to the relevant vice chancellor.

Appeals

If the student believes the grievance decision is in error, then that person may, within 10 working days after the date of the written decision, appeal the decision to the relevant dean or vice chancellor. The administrator considering the appeal will review the material provided by the student, the grievance decision, any other material which has been assembled regarding the matter, and any applicable university policies and may, at his or her discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting or consulting with any individuals deemed necessary in the administrator's discretion. The administrator reviewing the appeal shall make a decision, in writing, within 10 working days of receiving the student's grievance, or as soon as possible thereafter. The appeal decision shall be final.

Grade Mediation Appeal Structure for Undergraduate Students

If a student questions the fairness or accuracy of a grade, there is recourse through a student grade appeal structure. Disagreements shall be heard that allege the instructor's policy was not applied consistently to all students, differed substantially from the announced policy, or that a policy was not announced. All grievances concerning course grades must be filed within 120 days at the end of the term in which the grade that is being appealed was assigned. The procedures are:

The student should first discuss the matter with the instructor involved, doing so as soon as possible after receiving the grade. The instructor should be willing to listen, to provide explanation, and to be receptive to changing the grade if the student provides convincing argument for doing so. The student's questions may be answered satisfactorily during this discussion.

If the student chooses to pursue the grievance and submits an appeal, the student shall take the appeal in written form to the appropriate department chair or dean or assistant vice chancellor of the program in which the course was instructed. The appeal should present the basis of the appeal and merits of the grievance with evidence the student may have to support the appeal. If that person determines the case has no merit, that person will inform the student and the instructor. If the student wishes to pursue the concern, the student can submit documentation to the relevant vice chancellor. If that person believes the complaint may have merit, that person will discuss it with the instructor. In the case that the department chair is the instructor, the student should submit an appeal in written form to the appropriate dean of the school or college in which the course was instructed. In the case that the dean is the instructor, the student should submit an appeal in written form to the vice chancellor for academic affairs.

If the matter remains unresolved, the student may file an appeal with the Academic Appeals

Committee composed of faculty and/or academic staff. This committee is appointed by the Assembly. The instructor whose grade is being challenged shall not serve on this committee. The committee will examine available written information on the dispute, will be available to meet with the student and with the instructor, and will meet with others as it sees fit.

If the Academic Appeals Committee majority determines, through its inquiries and deliberations, that the grade should not be changed, the committee should communicate this conclusion to the Office of Academic Affairs or the assistant vice chancellor (for a technical campus). The Office of Academic Affairs or assistant vice chancellor will notify the student of the decision. If the committee majority determines that the grade should be changed, the committee will request that the instructor make the change and provide the instructor with a written explanation. Should the instructor decline, he or she must provide an explanation for refusing in writing to the Committee.

If the Academic Appeals Committee, after considering the instructor's written explanation, concludes it would be unjust to allow the original grade to stand, it may then recommend to the department chair, dean or assistant vice chancellor that the grade be changed. That individual (department chair, dean or assistant vice chancellor) will provide the instructor with a copy of the recommendation and will ask the instructor to implement it. If the instructor continues to decline, the department chair, dean, or assistant vice chancellor is then obligated to change the grade, notifying the instructor and the student of this action. If the dean is the instructor of the course, then it would go to the vice chancellor of academic affairs to change the grade.

Appendix A

University of Arkansas at Monticello Netiquette

Source: <http://en.wikipedia.org/wiki/Netiquette>

Network Etiquette (netiquette) is "cyber speak" for etiquette on-line and in e-mail: manners, civility, and shared rules. The rules of netiquette apply to everyone who uses the Internet or any kind of network to communicate to any other person in the world. Here are some very simple rules to follow that will help you to converse more smoothly with your fellow computer users.

Treat other people in cyberspace the way you would like to be treated. Remember that without facial expressions some comments may be taken the wrong way.

Review discussion threads before you enter the discussion. Be careful to write only relevant comments.

Maintain threads by using the "Reply" button rather than starting a new topic.

Limit the abbreviations that you use, such as "u" for "you," and "k" for "OK". This will ensure that everyone understands your message.

Assume that the other person will not immediately know what you are talking about; give a little

background information to help the reader understand your topic or position.

Respect other people's privacy.

Writing something in all CAPS is equivalent to yelling. Try to avoid this.

An emoticon is a text representation of an emotion. For example, :) is equivalent to a smile. Do not overuse emoticons, but they can be useful to avoid having a statement be misinterpreted.

Do not make insulting or inflammatory comments to other members of discussions. Be respectful of other's ideas.

Do not leave the subject field of an e-mail blank. Your e-mail provider may send it to BULK, or JUNK instead of the inbox of the receiver, or your anti-virus software may think that it is a virus of some kind. A subject also allows the receiver to tell what the email is about at a glance.

NEVER give out personal information of any kind via email, chat, or instant message. Phishing refers to the tactic used by criminals in which they will send a legitimate sounding email to your address and ask for information to verify an account. A reputable company, such as a bank, will not ask for usernames, account numbers or passwords through e-mail.

Try to avoid sending an excessive number of e-mails/discussions back-to-back to a person. The initial first email and then a follow-up if needed should be enough...three at the max.

Appendix B

University of Arkansas at Monticello-Test Center Exam Administration Request Form

The University of Arkansas Monticello Testing Center, located in the Student Success Center, Second floor, Suite 201, offers a facility and the personnel to administer Exams during its regular hours of operation, Monday through Friday, 8:00 a.m. to 4:30 p.m. (unless otherwise specified/arranged). In order to provide the most efficient and consistent services to our students, the UAM Testing Center provides specific exam details related to the instructions, conditions, and dates under which examinations are to be administered.

Exams are arranged by appointment and students are expected to contact the Testing Center prior to the date the test is to be administered to schedule an appointment. **It is extremely important all faculty utilizing the Testing Center provide timely and accurate exam information in order to assist in finalizing the exam through the Testing Center.** This form **MUST** be on file before students can schedule an appointment. Please complete the following information:

University/Technical Campus: _____
Instructor's Name: _____
Course Name/No: _____
No. of Students enrolled in Course or Student Name if Individual Exam: _____
Time allotted for Exam: _____
Materials allowed (If any): _____
Date Range for Exam (Test window): From _____ To _____
Passwords (if Exam is administered online): _____
Computer Based Exam: _____ Paper and Pencil Exam: _____
*Additional instructions (calculator, notes, diagrams, formula sheets, etc.) _____

There are two options for exam administration: **computer-based and paper**. If the Exam is administered via paper and pencil, the exam can be hand delivered, mailed, or emailed to the Testing Center. All tests should be provided to the Testing Center no later than 48 hours prior to the scheduled test time. Test dates for Finals should be scheduled with the Testing Center as soon as it is determined by the faculty that the UAM Test Center will be utilized for the Exam.

Considering the Testing Center offers other exams, it is extremely important to schedule Exam dates as soon as possible so these dates can be included on the Testing calendar in advance. This information must also be relayed to the students enrolled in these classes, via syllabus and verbally so the students are aware of the dates to call to make an appointment. Please provide additional instructions if required. Also note how the exam should be returned (scan and e mail, U.S. mail, etc.)

Please note all none UAM enrolled students are required to pay a \$20.00 exam fee, due to be paid the day the Exam is administered. This fee is payable through the UAM Cashiers Office, located in Harris Hall, Second Floor, Room 204. Upon exam fee payment, the student will be provided a receipt to bring to the Test Center staff. If the student will take multiple exams throughout any semester, there is a one-time Exam fee of \$20.00 and the fee will reduce to \$10.00 thereafter for remaining Exams within the same semester. ***Please ensure each student is advised to bring a valid government issued photo I.D. (i.e.-Driver's License) for test center admission and exam administration.**

Faculty/Staff Signature: _____ Date: _____ Contact Tel. No: _____

Please complete this form with the required information, sign, and return to the University of Arkansas Monticello Test Center via e mail to thomasr@uamont.edu & leggett@uamont.edu or via fax at 870-460-1403. For any questions, please call 870-460-1454 during normal business hours.

Appendix C

University of Arkansas at Monticello
Information Technology Department Handout

UAM Home page - www.uamont.edu

Information Technology Homepage - <https://www.uamont.edu/it/index.html>

Information Technology Work Order - <https://www.myschoolbuilding.com/sso/default.aspx?acctnum=865328640>

HOW TO LOOK UP YOUR USERNAME AND PASSWORD: Google Chrome Is Recommended

- On the UAM home page, scroll down to the bottom of the screen
- On the IT resources ribbon, click on Account Lookup
- Enter your last name, the last four digits of your Social Security Number, and use the Calendar icon to find their birthday. If you don't have a Social Security Number use XXXX. After all required information is entered, click Search. Your UAM ID number will appear. Click on the UAM ID Number and this will show all of your UAM login information.

STUDENT EMAIL: The official means of communication for all UAM services. Google Chrome Is Recommended

- On the UAM home page, scroll down to the bottom of the screen and click on EMAIL
- Windows Security/ Authentication Required
- Enter Email address (include @uamont.edu) and enter password
- Click OK

WEEVILNET STUDENT SELF-SERVICE: Google Chrome Is Recommended

(Academic Information: Class Schedule, Grades, GPA, Billing/ Account Information, To Do List/ Holds, Course History (unofficial transcript), & Personal Information)

- On the UAM home page, scroll down to the bottom of the screen
- On the IT resources ribbon, click on WEEVILNET
- Click on the link "WeevilNet Student Self-Service"
- Enter email User ID (do not include @uamont.edu) and enter password
- Click SIGN IN

HOW TO LOGIN TO BLACKBOARD: Chrome Is Recommended

- On the UAM home page, scroll down to the bottom of the screen
- On the IT resources ribbon, click on BLACKBOARD
- Email username (include@uamont.edu) and Password (begins with Um)
- Click LOGIN

MICROSFOT MULTIFACTOR AUTHENTICATION

Please note Blackboard will redirect you to a Microsoft login screen. Multi Factor Authentication provides extra security and the convenience of a Single Sign On experience. Example: if you log into email via a web browser, you automatically gain entry to Blackboard when visiting its URL.

[More information regarding UAM's Multifactor Authentication and Single Sign.](#)

UAM adopted Single Sign On and Multifactor Authentication for Blackboard to align Blackboard login functions to be the same as Campus email and other UAM online systems.

If you are having trouble, please contact the Office of Information Technology at 870-460-1036 or via e-mail at UAM-ITHelp@uamont.edu and an IT Staff member will be more than happy to help them get this taken care of.

A student should have basic computer skills including:

- Operate a Windows-based computer (or MAC if that's what you have) and all its basic functions
- Make sure you know how to update your PC to ensure it is running the latest version of its operating system. If you do not know how you can Google it or ask someone for help who may know. PC health matters!
- Create folders in your File Explorer to organize course documents and assignments you need to submit...this will keep you organized
- Find, copy, move, rename, and delete files (NOTE: make sure you name the file with the name of the assignment plus your name so you can find it easier, or make sure to follow your professor/instructor's naming instructions.)
- Always make sure your assignments are saved in the correct area on your computer and double-check to ensure you saved it where it belongs.
- Create backup files just in case your computer crashes
- Be aware that Blackboard does NOT allow Google Docs or MAC Pages because most faculty can't open those types of files
- Create, edit, format, spell check, save, retrieve, and print a document correctly
- Make sure you have Microsoft Office Products installed on your PC. With you being a student, you get five FREE licenses to Office 365 for up to five devices. Here is how to download Office 365 to your PC: Install Office
- Copy/paste information (NOTE: the common short for Copy is Ctrl + C and for Paste is Ctrl + V.
- Use email to: Send, receive, store, and retrieve messages. (NOTE: UAM e-mail is the official method of communication between students and University faculty/staff. All official communication with students via email must be sent to the student's UAM-issued email address (in the format *****@uamont.edu"). This is UAM's route for communication for everything from bills, finalize your bill, financial aid, and housing. ALWAYS CHECK YOUR UAM STUDENT EMAIL.
- Send, receive, and open attachments
- Utilize a web browser to access the internet, Open web pages, Open, print, and save in Adobe Acrobat (.pdf), Copy URLs to Microsoft Word, Use a search engine (Always have multiple Internet browsers to use in case something happens)
- Make sure you know how to update your Internet Browsers and how to clear your cache/cookies/browser history. You should ensure that you can do this for Google Chrome, Mozilla Firefox, and Microsoft Edge on your PC and Safari for Mac users. You can Google how to do this.
- Blackboard supported file types include DOC, DOCX, HTM, HTML, MP3, MPG, PDF, PPT, PPTX, XLS, XLSX, RTF, TXT, ZIP, and most image types.
- Please make sure you are entering your login credentials correctly. This will ensure your account is not locked.
- If you need your MFA to be reset, you will need to contact IT IMMEDIATELY to get this reset for you. Students can't do this on your end
- If you're traveling out of the country, PLEASE let IT know so we can configure your account for this for data security reasons to protect your/UAM information.
- Work with videos (recording them/saving them/uploading them) Video submissions can take longer to submit in Blackboard rather than in other types especially depending on the video size (Hint: click submit one time and let it sit there and submit the video. Do not continue to click submit multiple times.
- Please do not cheat...there are ways of seeing if you did. Students who cheat waste valuable time when that time can be used to learn the materials and pass the courses
- Education Majors: if you need Anthology Portfolio help, please make sure to reach out for assistance so you fully understand how to use the product and what needs to be submitted in Chalk and Wire vs. what needs to be done in Blackboard. You will purchase your Anthology Portfolio access code from the UAM Bookstore.
- Please make sure you preview your submissions BEFORE you submit it, this can save you a lot of trouble. Blackboard allows students to preview their work before hitting submit. Also, make sure you click the Submit button and not the Save as Draft button. Save as Draft is NOT submission.

- Understand how to connect your PC/tablet/smartphone to Wi-Fi and troubleshoot if needed. A secure strong Wi-Fi connection is critical for online education.
- Understand the functions of your tablet/smartphone when using those