Welcome

Welcome to the University of Arkansas at Monticello! The University of Arkansas at Monticello is committed to quality distance education as a method of improving educational opportunities for students.

This student handbook outlines resource information that will enable a student to benefit from the opportunities afforded by distance education. The handbook is a supplemental guide to the University of Arkansas at Monticello’s Student Handbook designed to provide guidance for policies and procedures on Distance Education.

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 fully online.
- **Hybrid Courses** – A blended course that meets face to face and online.

Successful Online Learner Expectations

- Is responsible for maintaining his/her own equipment and internet connection.
- Is expected to use professional communication at all times. (See Appendix A.)
- Is responsible for meeting all deadlines – plan ahead. Procrastination is the enemy.
- Is expected to have a high-speed internet connection, although most UAM courses will run on a dial-up connection, it is not efficient.
- Is proficient in the use of computers and productivity software such as email and word processing.
- Participates in the class with the instructor and classmates. Ask questions when you do not understand the material. Your questions could benefit other students in the class.
- Takes notes.
- Reads, listens to, and/or watches the course materials as often as required by the course.
- Develops self-discipline.
- Able to problem-solve.
  - For example: What if you have a family emergency? What if the electricity goes off? What if your computer crashes? What if you lose your flash drive?

Course Expectations

To be successful in any course, you will need to know the course requirements and expectations. This is where your syllabus comes in: your syllabus is a contract between you and your instructor, outlining what will be taught, how the instructor will know that you understand the content, and how you will be assessed in the course.

Read the syllabus carefully; ask questions if you do not understand any of the course requirements. Do not expect the instructor to answer questions where the syllabus can be used to find the
answer. However, if an instructor does not hear from you, he/she may conclude that you are grasping the material and do not need assistance.

You are also expected to observe proper online etiquette. Appendix A, Netiquette, has the basic rules or you to follow.

**Attendance Policy**

Regular class attendance is considered an essential part of the students’ educational experience and a requirement for adequate evaluation of academic progress. The faculty considers that college students, as mature individuals, will recognize the need for regular attendance and will comply with this requirement.

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

*Note: Attendance in an online course DOES include submission of an academic assignment, participation in an online discussion about academic matters, and initiation of contact with the instructor to ask questions(s) about an academic subject. It DOES NOT include documentation that a student has logged into an online class with no participation, academic counseling, or academic advising.

**Library Resources**

The Fred J. Taylor Library and Technology Center and website provide access to materials you may need for your course. Hard-copy books, periodicals in print or microfilm, links to all e-journals, e-newspapers, electronic databases, etc. are available for your 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 Instructional Technology provides support for distance education students. If you need help with Blackboard, please use the Blackboard Support link located at the following website: https://www.uamont.edu/it/blackboard.html. They are also available by phone (870-460-1663) or in person. Their office is located on the first floor of Harris Hall in Room 122, 460-1663.

**Technology Requirements**

To access your online courses, you must log into Blackboard. Courses will not appear in Blackboard until the first day of classes. Blackboard strongly recommends using the latest version of Mozilla Firefox for Windows or Mac. Please DO NOT use Microsoft Edge or Internet Explorer. You may use this link to see if your browser is supported by Blackboard: Browser Checker. Additional technology information is located in Appendix C.

**Textbooks**
Although you may be taking an online course, a TEXTBOOK will most likely be required. Check your syllabus for details regarding your textbook and other course supplies that are needed.

**Time Requirements**

Taking any online course takes TIME. While you might save valuable commuting time, you might spend more time on the course itself or working with technology requirements.

Time constraints are set by the University. For example, if you have an assignment due at midnight, that is midnight on the UAM campus, not your time or your computer’s time. Plan your time wisely.

Typically, you cannot simply work at your own pace: faculty have periodic assignments that are due perhaps daily, weekly, or following some other timeframe set out in the course syllabus.

You will need to set aside time to access the Internet and your course on a regular schedule each day, or every few days during each week to work on your online course. Your syllabus will indicate if you are required to participate in activities at specific times—plan ahead for these times. Remember too, that you can access an online course from anywhere in the world so you will need to keep in mind time zones that may be different from yours.

**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](https://www.uamont.edu/life/testing/index.html). A student may also find an alternate testing site if he/she 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/she 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/cctc. 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 Offices 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 assistance 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 assistance 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.

**Frequently Asked Questions**

1. **When will my classes appear on my Blackboard account?**
   Courses will not show up on your Blackboard account until the first day of classes.

2. **Can I work at my own pace or do I have to follow a schedule when taking a distance education course?**
   Most instructors have a schedule for completing the class. You will need to refer to your syllabus for details about when assignments/tests are due.

3. **Do I ever have to come to campus for a distance education course?**
   Some courses require that you come to campus to take tests; some require that the final exam be taken on
campus or at a proctored location; and others have no face-to-face requirements. Refer to your syllabus for the course for details, or prior to enrolling in the course, you may ask/email the instructor for details.

4. **Does a distance education course require less time to complete than regular on-campus course?**
   
   Because most online courses follow a schedule of activities that last the entire term or semester, plan for your distance education course to last the same amount of time as an on-campus course.

5. **Will I know if there are other students in my class? Will I know their names?**
   
   Most online courses have discussion threads, chat rooms, etc. to which you must post and students identify themselves by name. Generally, instructors ask for students to identify to the class with a bit of personal information. Become an active learner: take part in the discussions, ask questions, jump in!

6. **What if I need the library?**
   
   The Taylor Library has a number of databases a student can access from off-campus. Here is the library link: [https://www.uamont.edu/academics/library/index.html](https://www.uamont.edu/academics/library/index.html)

7. **What if I need to talk to my advisor?**
   
   An academic advisor will be assigned to you. You will need to contact that advisor by telephone or email. Your academic advisor information can be found in WeevilNet at the following link: [https://www.uamont.edu/it/weevilnet.html](https://www.uamont.edu/it/weevilnet.html)
   
   Once you log in, Advisor information is in the bottom right-hand corner of the page.

8. **How much do I need to know about my computer to be able to take an online course?**

   A student should have basic computer skills including:
   
   - Operate a Windows-based computer
   - Create folders
   - Find, copy, move, rename, and delete files
   - Create back up files
   - Create, edit, format, spell check, save, retrieve, and print a document
   - Copy/paste information

   Use email to:
   
   - Send, receive, store, and retrieve messages
   - 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

9. **How do I know if I am correctly enrolled in the course?**
   
   Course enrollment can be found in WeevilNet: [https://www.uamont.edu/it/weevilnet.html](https://www.uamont.edu/it/weevilnet.html)
   
   Go to Student Center to view your Study List (current term enrollment)
10. What if I forget my password?
   A student who forgets his/her password must call the IT (Information Technology) Department at 870-460-1036 for assistance with re-setting a password. The IT Department is open Monday through Friday from 8 a.m. until 4:30 p.m.

11. What if my internet access is down and I have an assignment due?
   First, phone your instructor immediately and ask for guidance. Leave him/her a voice message immediately. Because there are always potential problems with technology, never wait until the last minute to submit an assignment.
   Next, find internet access. Call a friend, visit a public library, go to McDonald’s or Starbucks!

12. Where can I see my grades?
   Grades are available on Blackboard throughout the semester under the Grades Tool. Your official grades are posted in WeevilNet, https://www.uamont.edu/it/weevilnet.html, at the end of the semester.

13. How do I drop a course?
   A student who wants to drop an online course should email the Director of Academic Advising (johnsonc@uamont.edu) for details.

14. How do I get a copy of my transcript?
   You can order an official copy of a transcript through the UAM website or by calling the Registrar’s Office at 870-460-1034.
   To order online: go to the UAM homepage (http://www.uamont.edu)
   Click on the Academics Tab
   Click on Registrar Tab
   Click on “Transcript Ordering”

   Official transcripts have a fee attached; the online form will indicate the current fee. Unofficial transcripts are available through WeevilNet.

Best wishes for your online success!
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.
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 & leggettww@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

Instructional Technology Homepage - https://www.uamont.edu/it/index.html

HOW TO LOOK UP YOUR USERNAME AND PASSWORD Google Chrome is recommended

• On the UAM home page click on EMAIL in the upper right hand corner
• Click on the link “What’s my UAM User Account” and the UAM Account Lookup page will display
• Enter the required information in the fields provided and then click SEARCH
• Click on your UAM Student ID# to display your account credentials

STUDENT EMAIL- The official means of communication for all UAM services

• On the UAM home page click on EMAIL in the upper right hand corner
• Click on the link “Email Login”
• 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 click on WEEVILNET in the upper right hand corner
• 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 Google Chrome or Mozilla Firefox is recommended

• On the UAM home page click on BLACKBOARD in the upper right hand corner
• Click “Log into Blackboard”
• Enter Email username (include@uamont.edu) and Password (begins with Um)
• Click LOGIN