

University of Montevallo

eLearning Handbook for Students 2018-2020

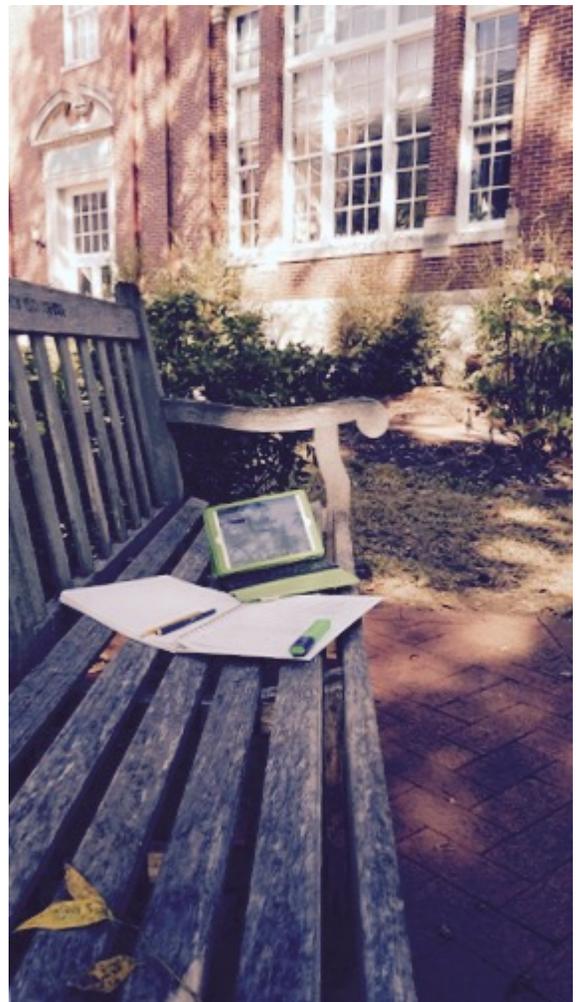


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University Commitment to eLearning

The University will:

- 1. provide eLearning faculty and students access to reliable and appropriate technologies for carrying out the instructional goals of eLearning courses (i.e. a stable, password-protected, platform for eLearning).**
- 2. provide eLearning faculty and students appropriate levels of training and training materials related to the use of eLearning technologies.**
- 3. provide eLearning faculty and students with a “pre-course assessment” tool that allows students to determine their preparedness to take an eLearning course (i.e. preparedness in terms of skills, knowledge of technologies, & learning styles).**
- 4. provide eLearning faculty and students access to a centralized technical support center that provides timely assistance on technology questions and problems.**
- 5. provide a course coding system in the published schedule of course offerings that allows instructors and departments to flag classes as online, hybrid or traditional courses.**
- 6. provide eLearning faculty and students with electronic access to library services, materials, and resources.**
- 7. provide eLearning students with access to remote administrative and support services: enrollment services, financial aid services, bookstore services, advising and counseling services, and disability support services.**
- 8. provide eLearning students with timely information on the technical equipment and skills required for success in the eLearning courses offered at UM. This includes information on how to log in to the University’s learning management system (e.g., Canvas) and the University’s portal system.**
- 9. provide access to an online orientation of the learning management system (LMS) for students enrolled in eLearning courses and programs of study at UM.**

Technical Recommendations (for 2016-2017)

The technical recommendations for delivery of eLearning courses vary from minimal requirements to sophisticated and costly components. Listed below are the University's recommendations for optimal production. The recommendations are provided in generic terms without the intent to endorse particular brands or products.

- a) PC with Windows 7 or newer, MAC with OS X 10.6 or newer, OR Linux ChromeOS
- b) Mozilla Firefox, Google Chrome, or Safari (last 2 versions)
- c) Microsoft Office 2010 or later
- d) Minimum 1 GB RAM
- e) Minimum 2GHz processor
- f) Minimum 512 kbps
- g) Screen resolution minimum 800x600

Student Commitment to eLearning

Students who enroll in eLearning courses at the University of Montevallo will:

1. Take the initiative to learn about the technical equipment and technical skill requirements for the course in advance of the course start date and access training materials related to the course technologies when and where appropriate.
2. Students are responsible for ensuring that they have consistent and reliable access to the online environment and for having a backup plan in place to prevent incomplete or late assignments. Instructors may choose not to accept excuses regarding technology issues that are not widespread events.
3. Complete the "Online Readiness Assessment" indicating preparedness for taking an online or hybrid course (i.e. preparedness in terms of skills, access to required technologies, and learning styles).
4. Adhere to the UM Student Code of Conduct which can be found in the Handbook. <http://www.montevallo.edu/campus-life/student-handbook/>
5. Use UM email and Canvas Conversations for the duration of the distance learning course and check both frequently (preferably daily) for course communications.
6. Review the course syllabus by the first day of the start of the course.
7. Pay the full cost of each course prior to the first day of classes as required by University policy.
8. Drop or withdraw from a distance learning course according to the procedures, policies, and deadlines established for traditional courses.
9. Demonstrate participation in a given distance learning course within the first week of the class or become immediately eligible for an administrative drop/withdrawal.

10. Maintain weekly participation that provides an indication of “attendance.”
11. Respond to instructor-initiated emails and inquiries within a timely manner (within two working days unless a different timeline is stipulated).
12. Understand that frequent participation in a distance learning course (i.e., completing assignments, responding to emails, posting messages, taking course exams, etc.) is a requirement for UM classes. Therefore, failure to participate in a course for three weeks in a row makes a student eligible for an administrative withdrawal.
13. Access “Solution Center” services for the duration of the course as needed.
14. Voice concerns about courses to the appropriate instructor, and follow the University’s grievance procedure as noted in the Code of Conduct which can be found in the Handbook. <http://www.monterevallo.edu/campus-life/student-handbook/>
15. Access enrollment services, financial aid services, bookstore services, advising and counseling services, disability support services, library services and other college resources as needed.
16. Complete and submit the University course evaluation form made available at the end of the semester.
17. Understand the Academic Rights of Students as outlined in the Student Code of Conduct. <http://www.monterevallo.edu/campus-life/student-handbook/>

Guidelines

Acceptable Use Policy

Use of University computing resources is a privilege extended to authorized students, employees, alumni, and other individuals for legitimate purposes related to education, public service, research, and administration. By using any University computing resource, the user agrees to abide by all applicable laws, copyright and licensing requirements, and University policies.

Users of University computing resources further agree not to utilize those resources for illegal, malicious, or destructive purposes or intentionally damage or disrupt any University computing resource or process.

Users of University computing resources further agree not to engage in cyber bullying. Cyber bullying is an act of aggression that intentionally intimidates, harasses, or imposes a reasonable fear of harm to an individual or the individual’s property. Cyber bullying may also

impose a clear disruption of the daily activities of an individual through malicious, hateful, threatening or harassing digital information and/or electronic communications, including, but not limited to, LMS, text, instant, and email messaging; cellular telephone communications; social media forums; and Internet chatrooms, blogs and other postings.

For students, failure to comply with these regulations will result in disciplinary action including but not limited to restrictions, suspension, probation, expulsion, and legal or civil action. For employees, failure to comply with these regulations will result in disciplinary action including but not limited to restrictions, reprimand, suspension, termination and legal or civil action.

Additional restrictions may be imposed by the department providing access to computer resources. For additional information regarding the appropriate and authorized use of University computing resources, please see the University of Montevallo Computing Guidelines at <https://www.montevallo.edu/about-um/administration/ist/policies-procedures/> .

ADA Syllabus Statement

“The University of Montevallo provides equal opportunity to qualified students. If you have a disability (medical, physical, learning, psychological, etc.) and wish to request disability-related accommodations to complete course requirements, contact Disability Support Services (located in Main Hall, rear entrance; 205-665-6250). Course requirements cannot be waived, but reasonable accommodations may be provided based on disability documentation and course objectives. Accommodations cannot be made retroactively.”

Attendance

In a distance learning context, documenting that a student has logged into an online class is not sufficient, by itself, to demonstrate academic attendance by the student. A school must demonstrate that a student participated in class or was otherwise engaged in an academically related activity, such as by contributing to an online discussion or initiating contact with a faculty member to ask a course-related question.

According to the US Department of Education Federal Student Aid Handbook, examples of acceptable evidence of academic attendance and attendance at an academically-related activity in a distance learning program include:

- student submission of an academic assignment,
- student submission of an exam,

- documented student participation in an interactive tutorial or computer-assisted instruction,
- a posting by the student showing the student's participation in an online study group that is assigned by the institution,
- a posting by the student in a discussion forum showing the student's participation in an online discussion about academic matters, and
- an e-mail from the student or other documentation showing that the student initiated contact with a faculty member to ask a question about the academic subject studied in the course.

Academically related activities do not include the following:

- living in institutional housing;
- participating in the school's meal plan;
- logging into an online class without active participation; or
- participating in academic counseling or advisement.

Course Evaluation

Each college (by consensus of the department chairs in the college) will determine a method of approving courses for hybrid and online delivery and for evaluating the design and quality of such courses prior to their being offered. In addition, students will be provided with an electronic means for evaluating distance learning courses.

Identity Verification

Subject to change based upon findings of the Data Governance Committee.

In order to verify that the student who registers for an online or hybrid course is the same student who participates in and completes the course and receives academic credit, students must use a secure login and pass code to access course materials. Faculty may also require proctored examinations and/or make use of technology that is effective in verifying student identity.

All methods of verifying the identity of students enrolled in distance learning courses must protect the privacy of students' information as stated in the **UM Faculty Handbook, Section 4.13, Confidentiality of Student Records** ([link Confidentiality of Student Records](#)).

Currently, there are no additional charges associated with verification of student identity. If in the future a fee is imposed, students will be notified in writing at the time of enrollment. Personally identifiable information collected by the college may be used, at the discretion of the institution, to verify identity. For example, a student requesting that his or her learning management system password be reset by the **UM Solution Center** will be asked for two or

more pieces of personal information for comparison with personally identifiable information on file. No passwords will be reset via email.

Identification Cards

Subject to change based upon findings of the Data Governance Committee.

Each University of Montevallo student is required to obtain an official ID card that displays the student's photograph. The card is required to use the library, receive financial aid, and take advantage of the services and activities at the University. Students may apply for a UM ID card in person at the Solution Center in Carmichael Library or online at solutioncenter@montevallo.edu.

The following regulations apply to the ID card:

Students are to carry their cards at all times and present them for identification when requested by University officials. Student ID cards are intended for student use only.

Loss or theft of cards should be reported to the Solution Center (this can be done through the GET app) and to the Police Department. A student who uses the ID card in an illegal manner will be subject to disciplinary action.

Privacy of Student Data

Subject to change based upon findings of the Data Governance Committee.

As provided for in the Faculty Handbook Section 4.13, Confidentiality of Student Data, all employees must familiarize themselves with the provisions of FERPA:

Faculty and staff are responsible for complying with FERPA and are required to review FERPA information and successfully complete the FERPA quiz.

In accordance with this policy:

Faculty will not publicly post any grades or personal information for any student. Faculty who wish to make grades available electronically are urged to use the password-protected student grade book in Canvas and email accounts. Each student has distinct, password-protected Canvas and email accounts. Students manually reset their passwords at <https://password.montevallo.edu> or by contacting the Solution Center, SolutionCenter@montevallo.edu or (205)-665-6512.

To further protect the privacy of students, all faculty must contact students using either University email or secure Canvas messaging. Messages sent through University email or Canvas messaging can only be seen by the individual student.

No student personal information, other than directory information as defined by FERPA, will be stored on faculty or staff personal devices or University owned devices, mobile or otherwise, which do not contain at least 128 bit encryption software such as BitLocker.

In the event of theft or loss of a device that contains student data, faculty will report the loss to University Police, the Solution Center Manager or Information Services and Technology Asset Manager, and the Provost/Vice President for Academic Affairs.

Electronic gradebooks other than the one in Canvas must be password protected and/or encrypted to ensure the security of student data.

A student may provide written consent to release personally identifiable information which names the party or class of parties to whom disclosure may be made and what information may be released. Such documentation shall be maintained by the Registrar.

University employees who have access to student records must report any improper requests for access to student records to their supervisors.

Proctored Exams

For the foreseeable future, decisions related to proctoring exams, quizzes, or other assignments for distance learning courses are handled by individual faculty members. The university does not have a policy governing the use of testing centers, contractual proctors, computer cameras, etc. Some colleges may adapt their own policies.

Resources & Services

Student Support

The University of Montevallo is committed to providing an educational and employment environment free of sexual violence as well as harassment and other forms of discrimination on the basis of race, color, religion, national origin, gender, sex, disability, or veteran status of and by faculty, staff, and students. All members of the University community should be aware that the University prohibits and will not tolerate sexual harassment of its faculty, staff, and students. Each member of the University community is expected to support efforts to keep the campus free of sexual harassment.

Student Handbook: <http://www.montevallo.edu/campus-life/student-handbook/>

Human Resources:

<https://www.montevallo.edu/about-um/administration/human-resources/title-ix-sexual-harassment/>

Falcon Success Center

Advising

Undergraduate students in online or hybrid courses can contact the Academic Success Center at success@montevallo.edu, call 205-665-6092, or text 205-476-2021 for assistance in connecting with an advisor in their major or for help in using the

self-registration system. Students participating in summer online orientation will be advised initially by staff in the Academic Success Center then assigned an advisor in their major department.

Learning Enrichment Center (tutoring)

The Learning Enrichment Center (LEC) offers tutoring at no charge to all undergraduate students enrolled at the University of Montevallo pending availability of a peer tutor in the subject.

For more information or to request tutoring, visit the LEC's website at <https://www.montevallo.edu/learning-enrichment-center> , call 205-665-6113, text 205-810-1665, or email enrichment@montevallo.edu.

TRIO McNair Scholars Program

The Ronald E. McNair Post-Baccalaureate Achievement Program (McNair Scholars Program) is one of the federally-funded TRIO programs designed to assist first-generation and limited-income students as well as those students underrepresented in graduate education to successfully earn the baccalaureate degree, enter graduate school and earn the doctoral degree. Scholars receive services such as GRE preparation, academic counseling, personal development and other services based on individual needs. They are also exposed to graduate school campuses, cultural events and professionals in their areas of interest. Scholars participate in monthly seminars, academic programs and undergraduate research. To apply, students must complete an online pre-application <https://www.montevallo.edu/campus-life/student-services/academic-support/trio-mcnair-scholars-program/mcnair-scholars-pre-application/> to determine eligibility. Once determined eligible, interested students then complete the program application and participate in an interview.

TRIO Student Support Services Program (TRIO SSS)

TRIO Student Support Services is one of three TRIO programs originally created under the Higher Education Act of 1965, whose objective is to help students overcome class, social, and cultural barriers to complete their college education. Funded by the U.S. Department of Education, TRIO SSS is designed to increase the retention and graduation rates of low-income, first generation college students, and students with disabilities. TRIO SSS provides a wide array of services including tutoring, advising, counseling, and seminars/workshops addressing academic, personal, and professional/graduate school plans. But it is also unique in that

participants receive ongoing and consistent support throughout their time at UM. All services are free of charge.

TRIO SSS is an exclusive program and can serve only 200 students each academic year. Students must be eligible to participate by at least one of the criteria above. For more information or to apply online, please follow this link: www.montevallo.edu/sss .

TRIO Upward Bound/Upward Bound Math and Science Program

The Upward Bound/Upward Bound Math and Science Program (TRIO UB/TRIO UBMS) is a pre-college program designed to provide academic support, counseling, tutorial services, mentoring, and cultural exposure necessary to complete both secondary and postsecondary education. The program employs faculty members and tutors who help students become successful in high school students and select a field of study. The office is located on the second floor of Sharp House. If you would like additional information, please visit www.umub.org .

Admissions & Records

Students may apply to the University through the link below. Once admitted, records are available online through Banner. Students who experience issues with their records should contact the Records Office at the number below.

<http://www.montevallo.edu/admissions/apply-now/>

Phone: 800-292-4349

Bookstore

Textbooks and other course materials will **NOT** be sent automatically to students. Materials may be purchased online for a standard shipping charge.

Website: <http://montevallo.bncollege.com/>

Location: Main Street 205-665-6575

Career Development Center

The Career Development Center (CDC) offers a variety of resources to help you prepare for the career of your dreams. Our services are available to all currently enrolled degree seeking students, faculty, staff, and alumni by appointment only. Call our office at 205.665.6262 to schedule an appointment for assistance.

Cashier

Students may pay on their accounts and check account balances through Banner. They may call the Cashier's Office to ask questions.

Website: <http://www.montevallo.edu/about-um/administration/business-affairs/cashiers-office/>

Phone: 205-665-6065

Counseling

<http://www.montevallo.edu/about-um/administration/student-affairs/counseling-services/>

University of Montevallo Counseling Services offers individual counseling, case management, and emergency assistance. These services are available to all currently enrolled degree seeking students who also meet state legal and ethical limits of services.

Students needing assistance can contact Counseling Service by phone at 205-665-6245 or via email at counseling@montevallo.edu. Students experiencing an emergency outside of normal business hours can contact the UMPD at 205-665-6155 or the Crisis Center at 205-323-7777. If you are experiencing a life threatening emergency please call 9-1-1 or go to the closest emergency room.

Disability Support Services

DSS coordinates services and accommodations for students with documented disabilities, including those students who are taking online and/or hybrid courses. Accommodations may include but are not limited to extended time on tests, alternate format materials, ASL interpreters or captioning, etc. Faculty should expect to receive a Classroom Accommodation Letter if a student requests disability-related accommodations. Accommodations are not retroactive. Eligible students wishing to make such a request should go through the usual DSS registration process, and complete a request form for classes each term. The web address is listed below and can serve as the initial point of contact for students. Completed accommodation letters may be picked up in person or emailed to the student (students should indicate a preference). Students are then responsible for signing their letters, contacting their faculty for a discussion and delivering the letters to their faculty (in person or via email). Email delivery of the letter does not replace the required discussion. Faculty should discuss the accommodations with the student and then return a copy of the signed letter to DSS.

<https://www.montevallo.edu/campus-life/student-services/disability-support-services/>

University of Montevallo

Station 6250

Montevallo, AL 35115

Voice/TTY: 205-665-6250

Fax: 205-665-6255

Email: DSS@montevallo.edu

Location: Rear, Lower Level of Main Hall (Directly off of Vine Street)

Hours: Monday-Friday 8:00 a.m. to 5:00 p.m.

Financial Aid

Students may apply for financial aid at the website below. Forms and guidelines are both available on the website. For questions, contact the Financial Aid office by phone. Phone appointments may be set up to facilitate the student's schedule.

Website: <https://www.montevallo.edu/admissions-aid/undergraduate-admissions/student-aid/>

Phone: 205-665-6050

IS&T Solution Center

The Solution Center offers assistance to faculty, staff, and students with computer services and network issues. Computer services include maintenance of UM computer labs, desktop services, email and Exchange services, username services, and assistance with software. The Solution Center is available Monday through Thursday from 8:00 AM to 7:00 PM and Friday from 8:00 AM to 5:00 PM. These times are subject to change. For current hours, please check the IS&T [website](#).

Phone: 205-665-6512

Email: SolutionCenter@montevallo.edu

Email Information

Subject to change based upon findings of the Data Governance Committee.

E-mail is considered an official medium for communicating with students. All students are responsible for checking their University of Montevallo issued email accounts in a timely fashion and on a regular basis. (The official email system for students is identified by userID@forum.montevallo.edu and can be accessed via the University's website and scrolling to the bottom of the page.)

For questions about how to log in to UM email, please contact the Information Services & Technology Solution Center. The Solution Center staff is accessible by phone Monday through Friday from 8am to 7pm at 205-665-6512 or by email at SolutionCenter@montevallo.edu . These times are subject to change. For current hours, please check the University of Montevallo website.

Library Services

Carmichael Library offers a number of resources that benefit off-campus students. Through the website, students have access to:

- 100+ databases and thousands of academic journals, newspapers, streaming video, streaming music, and over 18,000 e-books.
- Scan and Deliver service—Provides access to articles and book chapters from the Library's print journals and book collection.
- Interlibrary Loan (ILL)—Students may request journal articles and books that Montevallo does not hold to be mailed to their homes. ILL will also mail up to five books in the Library's collection to distance learners at home.
- Electronic research guides—Curated resources for classes by discipline. Also includes guides on citations, digital learning, open access resources, and more.
- Research Assistance from librarians via email, chat, or phone.

UM has a partnership with four other universities in the greater Birmingham area (Miles College, Samford, Birmingham-Southern College, University of Alabama at Birmingham) called the Birmingham Area Consortium for Higher Education (BACHE). University of Montevallo students have full borrowing privileges at BACHE institutions. They must show a valid UM ID.

Carmichael Library

Station 6100 Montevallo, AL 35115

Phone: 205-665-6100 Fax: 205-665-6112

Website: <http://libguides.montevallo.edu>

Resources for Distance Education: http://libguides.montevallo.edu/distance_ed

Malone Center for Excellence in Teaching

Students may participate in an online orientation upon admission to the University that provides information regarding systems access, University contacts, campus services and tips for success as an online student. The Malone Center specializes in supporting faculty in their teaching endeavors, whether that is online or in the classroom. A wide variety of resources and training are available. Please visit the [Malone Center's website](#) for specific information on these tools.