Faulkner University Online Student Handbook Supplement

Contents

Introduction

This online student handbook is a supplement to Faulkner University's General Student Handbook. The information supplied here is intended to address some of the most common and important

considerations of which you, as a student in an online class, should particularly be aware (please see the Glossary section below for a definition of "online" and other class types). That is, the information provided here is not intended to be comprehensive in addressing all factors you may find relevant to your experience with the University, but it should provide helpful guidance for a wide range of matters.

What is outlined here provides a standard information and a minimum set of expectations for your engagement with the University. Individual programs and instructors may have other policies, rules, or conventions beyond what is specified here, particularly in the Academics section below. If so, you are responsible for knowing and meeting these further requirements also.

Accessing Faulkner University Online (FAUO)

Glossary

- Academic integrity: Honesty in academic matters as defined by the FAUO's academic integrity policy.
- Asynchronous: A course is "asynchronous" when it does not require you to attend class meetings at a particular time(s) of day.
- Attendance: In an online class, participation in that class as defined by the FAUO's attendance policy.
- Day: Any twenty-four-hour period that begins at 12:00:00 am and ends at 11:59:59 pm.
- Hybrid course: A type of course that has reduced time in a traditional physical classroom setting and is supplemented by web-based interaction that accounts for more than 50 but less than 100% of the course's total seat time. This handbook does not apply to any hybrid course the University offers except where explicitly stated to do so by the course instructor or the program director under whose purview the course falls.
- LMS (abbr.: Learning Management System): An Internet-based platform used to deliver courses online. Faulkner uses Canvas as its LMS.
- Logging in: Identifying yourself to a computer or other information system, usually by entering a username and password.
- Module: A half-semester period in which a course is scheduled, often of 6 or 8 weeks in length. "Module 1" courses are generally offered the first half of any spring, summer, or fall semester. "Module 2" courses are generally offered the second half of any spring, summer, or fall semester.
- Online course: A type of course that entails only online interaction for 100% of the course's total seat time. Online courses are typically asynchronous, but some, particularly in certain degree programs, include a synchronous component. To determine whether a particular online course has a synchronous component, you should consult your syllabus, course instructor, or program director. When an online course has a synchronous component, synchronous activities will occur via some web conferencing or teleconferencing platform (e.g., Canvas Conferences, Google Meet, Zoom). This handbook applies in all respects to all online courses the University offers.

- Seat time: The amount of direct faculty instruction time, or its equivalent, that is involved in a given course.
- Synchronous: A course is "synchronous" to the degree that it requires you to attend class meetings at a particular time(s) of day.
- Term: The period of time in which a course is scheduled. Faulkner offers online courses in a variety of term lengths from 5 to 16 weeks.
- Time: Unless otherwise noted, you should understand all times as referring to the Central Standard or Daylight Saving Time under which the University's main campus operates in Montgomery, Alabama.
- URL (abbr.: Uniform Resource Locator): An Internet address or "link" that specifies a particular file or page. A URL will usually begin with "http[s]://" and go or appear in your browser's address bar.
- Web-enhanced course: A type of course that occurs in a traditional physical classroom setting but is supplemented by web-based interaction that accounts for up to 50% of the course's total seat time. This handbook does not apply in any respect to any web-enhanced course the University offers.

Contact Information

You can find key University [contact information](#) online. For additional assistance, you may email the FAUO office at onlinesuccess@faulkner.edu. Excepting University holidays, the office is regularly staffed 8:00 am–5:00 pm, Monday–Friday.

Academic Calendar

For information about calendars particular to specific academic program's online offerings, please contact the Registrar's Office or the relevant program director. As detailed below, full-term courses generally follow the University's main academic calendar. Fall and spring courses offered in 8-week modular formats generally follow the University's adult program calendar.

As shown in the online class schedules, the section numbers associated with courses offered on the online calendar are used as follows:

- 50: Full-term offerings
- 51 (with 53, 55, 57, and 59 as needed): Module 1 offerings
- 52 (with 54, 56, and 58 as needed): Module 2 offerings

Final Examinations

All final exams in fully online asynchronous courses must be scheduled for the last week of the course. Final exams must be asynchronous. Instructors cannot schedule synchronous exams in an otherwise asynchronous course. Students must be given a broad window of opportunity to submit the exam at a time that works with his/her schedule.

Email

When you enroll, you must obtain and activate a University email account. Administrators, faculty, and staff will use University email as the primary mechanism to communicate with you. You are responsible for accessing and reading these messages regularly, and you should **not** expect to receive University-related communication at a personal email address. Instead, you should expect to receive communication related to your involvement with the University **only** in your University email account.

You can establish an email account by completing the process indicated on the University website for setting up your Faulkner email. To do so, you will need your student identification number, your date of birth, and a password of your choice that is at least six characters long. Should you need to do so, you may also reset your password via this same process.

Once you have created an account, you may access it at https://mail.google.com/. When logging into your email account, use your email address @faulkner.edu as your username with the password you specified when setting up your account. Once your Faulkner email is set up, you will have access to the entire suite of Google products. It may benefit students to have access to these Google products, especially the Google Calendar.

Misusing email account privileges (e.g., sending spurious messages, using another's email account) violates the University's netiquette policy which is detailed later in this handbook supplement. Violating any portion of the University's computer policy is also considered a violation of the University's [student conduct](#) regulations. Any of these violations may result in one or more of the following: limitations on computer privileges, termination of computer privileges, fines, restitution fees, community service, and suspension or expulsion from the University.

Minimum Technical Requirements and Skills

When taking an online course, students necessarily commit to taking the necessary steps to ensure they are able to participate in the course as that course requires. For instance, students in online classes must also frequently be able to:

- Use the Internet;
- Open and run applications, especially productivity software like word processors and spreadsheet programs;
- Open and navigate to particular websites;
- Write and respond to email messages;
- Add attachments to email messages; and
- Download and install software, including any applicable [Java](#) or [Adobe Flash](#) updates.

Students should consult their program orientation, training materials, or memorandum of understanding (MOU) they will have received upon entry into the program. In other cases, students will typically find sufficient the following minimum technical requirements:

- A personal computer. Smart phones, tablets (including iPads), and other mobile computing devices may not be able to perform all tasks necessary to participate fully in an online course.

- o Operating system: Windows 8.1 or newer or Mac OS X 10.6 or newer
- o Hardware:
  - Processor: 2 GHz processor
  - Free RAM: 1 GB of RAM
  - Free disk space: 100 MB
  - Monitor: Color with a resolution of 800x600
  - Graphics card: 128 MB
  - Broadband network adapter
  - 100% Sound Blaster compatible sound card and speakers
- Broadband Internet access (e.g., DSL, cable; i.e., not "dial up"). It is generally not recommended to use WiFi or mobile connections when taking examinations, participating in video conferences, or engaging in other activities that require especially stable connections. A minimum Internet speed of 512 kbps is recommended.
- A web browser (e.g., Google Chrome, Mozilla Firefox, Apple Safari current stable release). Note: Canvas Studio webcam capture is only supported by Chrome and Firefox browsers.
- A working University email account. Correspondence from instructors and University offices will **not** be directed to personal email accounts.
- A productivity software suite (e.g., Apache OpenOffice, Google Drive, LibreOffice, Microsoft Office 365). The suite will typically need to be able to read, create, and interact with Microsoft Office file formats. All University students have free access to the Google suite after setting up their Faulkner email account. For most courses, assignments should be submitted in Microsoft Office formats.
- A PDF reader (e.g., Adobe Acrobat Reader current version)
- A current Flash version as provided by Adobe or provided with one's browser of choice (e.g., Google Chrome)
- Use a computer that is 5 years old or newer when possible.

Information about accessibility features in each of these platforms can be obtained via the vendor's websites (e.g., Apache, Canvas, Google, LibreOffice, Microsoft, Mozilla). Students should bear in mind that the specifications listed above are typical **minimums**, and higher specifications may be helpful or provide a more pleasant computing experience. In rare cases for particular courses, students may also be responsible for meeting higher minimum requirements.

In some cases, faculty may require students to show the work they have done to arrive at a certain response (e.g., especially in mathematics and science courses). To do so, students may need to type their work into a word processor file, inserting appropriate symbols to indicate relevant functions or steps. If an instructor chooses to allow students to submit handwritten materials in order to show their work, students who take advantage of this permission continue to bear responsibility for adequately and clearly transmitting their work to their instructor.

Within the context of whatever other directions an instructor may provide for this transmission, students needing to submit digital copies of handwritten material may find helpful the following suggestions and tools:

- Students in convenient physical proximity to a Faulkner campus may contact that campus's Student Success Office for a copier access code. Students may then use a University copier to scan their work and email it to themselves. The copier codes assigned for this purpose do not permit photocopying or printing.
- Scan the work on a personal scanner, at a local library, or at a local office supply store or print shop.
- Photograph the work with a digital camera or mobile device. When using this method, students should take special care to ensure their handwritten material is clear in the digital images.
- Use a mobile app designed to capture handwriting (e.g., Explain Everything, Evernote/Penultimate), and capture the handwriting directly in a digital format.

Academics

Student Rights and Responsibilities

Universities and colleges exist for the transmission of knowledge, skills, and dispositions for the general well-being of society. A key goal of the university is to preserve and perpetuate the principles of a democratic society, individual freedom, a government of law, a spirit of community service, and personal responsibility. As a Christian liberal arts university, Faulkner accomplishes this aim through open inquiry, investigation, and engagement to promote knowledge, professionalism, critical thinking, leadership, lifelong learning, and service to others. In this light, the University has established the following mission- and vision-driven statements of student rights and responsibilities to create a caring, Christian environment for developing the whole person.

As a Faulkner student, you have a right to:

1. Learn in a caring, Christian environment.
2. Participate in all areas and activities of the University, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, or veteran status in accordance with the University's Articles of Incorporation and applicable federal and state laws.
3. Participate in a free exchange of ideas within the mission, vision, and core values of the University.
4. Maintain personal privacy within the mission, vision, and core values of the University except as otherwise provided by law or by the University's policies, regulations, or procedures.
5. Receive or access the University Catalog, Student Handbook, University Calendar, or relevant program handbooks via the University website.

6. Access modifications, enhancements, additions, or alterations to the regulations, policies and procedures to the University Catalog, Student Handbook, University Calendar, or relevant program handbooks in a reasonable time frame via the University website.

As a Faulkner student, you have a responsibility to:

1. Uphold the principles of personal and moral integrity contained within the Bible and exemplified by Christ.
2. Foster the creation of a caring, Christian university environment.
3. Foster the character traits of trustworthiness, respect, responsibility, fairness, caring, and good citizenship.
4. Respect the personal privacy of others within the mission, vision, and core values of the University, except as otherwise provided by law or by the University's policies, regulations, or procedures.
5. Respect the rights and property of others, including other students, faculty, staff, the administration, the University, and its vendors.
6. Recognize that students' actions reflect upon the individuals involved and upon the entire University community.
7. Know, adhere to, and abide by the regulations, policies, and procedures in the current University Catalog, Student Handbook, and relevant program handbooks.
8. Know the modifications, enhancements, additions, or alterations to the regulations, policies and procedures to the current the University Catalog, Student Handbook, and relevant program handbooks posted on the University website.
9. Know the University Calendar, including its critical events and deadlines.
10. Read, review, and act appropriately in accordance with all communication, electronic and otherwise, from the University.

As a student in any given course, you have a responsibility to:

1. Familiarize yourself with your course's requirements before or as soon as your course starts. To ensure that you will have the necessary time and other resources to devote to the course, once you have examined these requirements, you should carefully assess these requirements within the context of your other academic, occupational, and personal commitments and any other situational constraints.
2. Procure the necessary course resources before the course begins. If you are unable to procure all the necessary resources by this time, your instructor may elect not to grant you any particular accommodations. Further, not having required course resources does not in any case remove or mitigate your responsibility to participate in your online classes as described in the attendance policy.
3. Note that, unless explicitly stated otherwise, all times specified in your course materials (e.g., for assignment deadlines) are intended to refer the time zone for your institution's main campus (i.e., Montgomery, Alabama).

4. Receive grades and other feedback from your instructor graciously and with a view toward learning the course's subject matter more fully, even when an assessment might happen to be less favorable than you would ideally desire.
5. Show initiative in your education, and communicate with your instructor with the same honesty that you would want your instructor to exhibit if your situations were reversed.
6. Regularly review your class's announcements and school email.
7. Regard your instructor as your first point of contact for any instructional issues you may encounter during the course.
8. Submit your best work. When you submit an assignment, you are understood to have fully comprehended the assignment's instructions or have already addressed with your instructor any points of confusion you might have about the assignment. The assignments you submit are understood to represent your best work, and your instructor will assess them as such. This convention holds whether you submit the assignment early, on time, or late.
9. Submit assignments promptly via their specified submission methods. For assignments that require you to transmit text, files, or other information, you are solely responsible for ensuring that: (1) you transmit the proper content to fulfill the assignment, (2) your content will be conveniently identifiable as yours when your instructor retrieves it (e.g., by placing your name in the submission), and (3) this content is successfully transmitted or otherwise stored in your course's LMS for your instructor to retrieve it.
10. Follow up with your instructor promptly about late assignments. Different instructors have different policies for handling late work in their courses, and you must observe the late assignment policy for each course in which you are enrolled. How to handle late assignments is at each instructor's sole discretion, and you should not expect the late assignment policies of one instructor to carry over to another. Whatever a particular course's late policy, however, you will always be best served by contacting your instructor about a possibly late assignment *before* that assignment comes due or, if you are substantively hindered from doing so, as soon as possible thereafter.

Textbooks

For information about obtaining textbooks, please see the [University's website](#).

Attendance Policy

What Is "Attendance" in an Online Class?

Regular attendance is an important contributor to student success in online courses. To comply with federal mandates for universities' handling of student aid, certain kinds of student activity may or may not count as participation sufficient to qualify as "attendance" in online courses. For a copy of these federal mandates, please see the [Federal Student Aid Handbook](#) (5-64 through 5-66). To ensure consistency in FAUO's compliance with these mandates, instructors:

Must **not** count students' logging into a course's learning management system (e.g., Canvas) as participation in that course.

- Must **count** any "academically related" activity in a given course as participation in that course. For online classes, the activities in the following categories are considered "academically related":
- Participating in **any** assigned activity (e.g., attending a synchronous teleconference or video conference class session, submitting prepared material, taking examinations, engaging in an assigned study group, providing a self-introduction to the class in a discussion forum designated for this purpose);
  1. Completing interactive tutorials <u>or</u> interactive, computer-assisted instruction; or
  2. Discussing the course's subject matter (e.g., online with other students, by email with the instructor)
  3. For clarity's sake with item 3, discussions of matters other than the course's subject matter would not count as participation, even if the student contacts the instructor to discuss them. Examples of topics whose discussion would <u>not</u> qualify a student as participating in a given course include: plans about submitting assignments, requests for extensions on deadlines for assignments, notifications of illness, or inquiries about purchasing course materials.
  4. How Is Non-participation Handled in an Online Class?
  5. The instructor's prompt notification of FAUO or other appropriate reporting office for non-participation is ***vitally important*** to ensure the University's compliance with federal guidelines for handling federal student aid. The following table identifies the relevant non-participation action items. Except for courses being offered under the University's traditional program, the appropriate program director is responsible for communicating participation information as necessary to FAUO and to the necessary supporting contacts (which could include Financial Aid, Student Accounts, and the Registrar's Office). For online courses offered in the University's traditional program, attendance should be entered into the university's attendance tracking system (i.e., Soar). Portions of the [Faulkner University Attendance Policy](#) that apply to online classes have been outlined below to provide a summary that is easy to understand. The complete official policy should be referenced if you have any questions about online attendance.
  6. All daily time frames in this policy refer to calendar days. Non-participation accrues toward these time frames and consequences when it occurs *for any reason*, even if an instructor allows a substantial amount of time before an initial assignment formally comes due, elects to wave additional penalties he or she might normally have imposed for it on a student's grade calculation within the course, or otherwise grants extensions on stated deadlines for course assignments.

The following table applies to fully online asynchronous courses. Hybrid courses will follow the on-ground attendance policy as stated in the course syllabus. Online courses with synchronous elements will follow the attendance policy as stated in <u>the</u> course syllabus.

Non-participation timeline	Non-participation at the beginning of the course		Failure for Attendance • **14 consecutive days for 8 week course or less** • **21 consecutive days for full-term course**
	7 days	**14 days**	
Instructor action(s)	If the student reaches 7 days' non-participation *without participating in the course at all at the beginning of the term*, email the student to encourage participation and either **(1)** report non-participation in the university's attendance tracking system (Online 7 Day No-show Report) or **(2)** email the appropriate program director the following business day.	If the student reaches 14 days' non-participation *without participating in the course at all at the beginning of the term*, email the student and either **(1)** report non-participation in the university's attendance tracking system that the student is a "no show" and should be administratively withdrawn (Online 14 Day Admin Withdrawal Report) or **(2)** email the appropriate program director the following business day.	If the student reaches the non-participation threshold stated above *with at least some participation* in the course: **(1)** Email the student and either 1) report non-participation in the university's attendance tracking system by completing an Online FA Report or 2) email the appropriate program director the following business day. **(2)** Formally submit the FA with the appropriate last date of participation for the student with the course's other grades at the end of the term. **(3)** Make the student inactive in the learning management system.[1]
Student consequence(s)	If the student reaches 7 days' non-participation *without participating in the course at all at the beginning of the term*, **(1)** The student receives an email encouragement from the instructor and possible further follow up from FAUO or another appropriate reporting office. **(2)** The student will have a hold placed on any federal	If the student reaches 14 days' non-participation *without participating in the course at all at the beginning of the term*: **(1)** The student will be administratively withdrawn from the course. **(2)** The student's charges for and enrollment in the course will be completely reversed. **(3)** The student's financial aid	If the student reaches the non-participation threshold stated above *with at least some participation* in the course: **(1)** The student receives a final grade of FA. **(2)** The student's financial aid eligibility for the term may be recalculated and decreased. **(3)** The student may be required to return federal aid

[1] Email the system administrators at canvas@faulkner.edu if you have questions or need assistance.

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	financial aid funds incoming to their account.	eligibility for the term may be recalculated and decreased.	funds he/she has received.

The previously noted communications to students are University best-practice requirements. In no case will an oversight in making any of these communications cancel students' responsibility for participating in their courses as this policy requires.

In contacting a student about non-participation, the instructor should remind the student about (1) the deadline by which the student must begin participating in the course and (2) the fact that continued non-participation may result in significant academic and/or financial consequences. In addition to the above mentioned communications, instructors are encouraged to follow up still further with students who may be at risk of being withdrawn because of non-participation.

Beyond these administrative and enrollment consequences, particular academic departments or programs or particular course syllabi may specify additional academic sanctions for student absence (e.g., a certain penalty on a student's grade for a given assignment or a course overall). Within this context, instructors also may impose whatever academic sanctions seem fitting for absence. In any case, the relevant sanctions for absence should be clearly communicated to a course's students.

Does Non-participation Accrue during Scheduled Breaks?
No, if a given course is scheduled on an academic calendar that allows break time to students (e.g., Labor Day, Thanksgiving Break, Memorial Day, Spring Break), a student may still participate in that course during the break. If a student does not do so, however, the scheduled break day(s) do not count toward the non-participation that student may be accruing in a given course. In addition to normal University business days, however, non-participation does accrue on regular weekend days that are not included in scheduled break time.

Does Non-participation Accrue during Temporary Military Duty?
Not if the temporary military duty is properly reported in advance to the University and the temporary military duty will not cause the student to exceed 25% non-participation. If a student is on temporary military duty, that student is eligible for a temporary leave of absence. When a student is notified of upcoming temporary military duty, the student should provide a copy of his or her orders to Military and Veteran Services, FAUO, and (where relevant) the appropriate program director. Suitable arrangements can then be made to accommodate the student's non-participation in the affected class(es). If a student fails to provide advance notice to the University about assignment to temporary military duty, any non-participation will result in the consequences outlined above until the temporary military duty has been adequately reported. Students whose military duty will cause them to exceed 25% non-participation should consult with Military and Veteran Services for appropriate accommodations under the Higher Education Opportunity Act (HEOA).

Can Students Be Reinstated after Being Withdrawn for Non-participation?

Yes, but the student's reinstatement may only occur with the approval and at the discretion of the relevant department chair/program director. To request reinstatement, the student should email the department chair/program director and explain why he or she may have a valid reason to be reinstated.

If the department chair/program director decides to grant the student's request for reinstatement, the department chair/program director should communicate this decision to the student, the instructor, and other relevant university offices (i.e. Student Accounts, Financial Aid, Military and Veteran Services, the Registrar's Office). When allowed back in the course, the reinstated student must participate immediately by submitting an assignment. Should the student not submit an assignment in a timely manner, he or she will be administratively withdrawn without an opportunity to appeal.

If the department chair/program director decides to deny the student's request for reinstatement, the department chair/program director should communicate this decision to the student and the instructor. If the student believes there are mitigating circumstances that merit an outcome other than what the department chair/program director decides, the student may appeal to the dean of the college by following the university's academic complaint process.

Academic Integrity Policy

Introduction

Faulkner University seeks to promote excellence and maintain an environment conducive for learning. As a Christian institution, Faulkner emphasizes integrity in all situations, including academic settings.

To prepare students for a successful career and a rewarding social and spiritual life, students must be introduced to the kind of professional censure for dishonesty they will meet in the workplace. Therefore, Faulkner expects the learning process to support spiritual development through a commitment to academic honesty and integrity. For definitions and examples of these various categories of academic integrity violations, please see the "Academic Life" section of the University's student handbook found on the Faulkner University website.

Password Security

Students are encouraged to choose a strong password which would include the following:
- Does not utilize the user's account name as any portion of the password
- Must contain at least six alphanumeric characters
- Must contain at least one character from three of the following four options:
    - Uppercase letter (A-Z)
    - Lowercase letter (a-z)
    - Number (0-9)
    - Special character (!, @, #, $, %, ^, &, *, +, =, ?)
- Has not been used within the previous 12 months

Students must use only the login ID and password that has been authorized for their use. Passwords must not be shared with others and students must not log into any University systems under someone

else's user name. Students are responsible for everything done on their ID and password. Passwords must be changed immediately if disclosed or compromised. It is a violation of this policy to use another's account or allow others to use your account. Students must abide by all portions of the Use of Computing and Information Technology Resources Policy (UPM 455).

Authentic Identity

Students must not conceal their identity by masking IPs or using VPN technology when using University IT resources, which includes online learning management systems (e.g., Canvas), unless specifically authorized to do so. Students may not attempt to disguise their identity, the identity of their account or the machine that they are using. Students may not attempt to impersonate another person or organization.

If a student has circumstances in which he/she feels it is necessary for the sake of safety to mask their identity online, he/she can appeal to the dean of the college for the program or course he/she is taking.

Collaboration

Students are expected to complete their own work on assignments that are submitted to an instructor, whether the assignment is for a grade or not. Unless explicitly stated by the instructor of a course, all work submitted should be the student's own work. Instructors may choose to enable Turnitin, a plagiarism detection program, for assignments turned in through Canvas. Turnitin compares a student's submission with the Internet as well as the Turnitin Institutional Library. Instructors must let students know if Turnitin has been enabled for an assignment.

Instructors will specify if collaboration is allowed. If an instructor assigns a group project or allows students to work together on an assignment, students will be told acceptable parameters of their working together. Instructors will explain the expectations for each student's individual performance and any peer review necessary.

Students are allowed and often encouraged to study with others in the class for upcoming exams. Studying together is not a violation of academic honesty as long as all work submitted is original to the student.

BioSig-ID

BioSig-ID is a biometric authentication software system that helps to ensure student identity. Students will be required to authenticate a minimum of every other week in a fully asynchronous online course.

Safe Exam Browser

The University uses Safe Exam Browser as a tool to lock down students' browsers when they are taking exams. Safe Exam can only be utilized in conjunction with BioSig-ID. It is not a stand-alone software. Instructors must let students know at the start of the course if the exams will be using the Safe Exam Browser.

Exam Monitoring Policy

The University uses BioSight-ID[2] as a tool to ensure the identity of students when taking exams. This technology is an automated proctoring solution that provides the ability to monitor student activity during an exam while protecting student privacy. Devices must meet the University's minimum system requirements as stated in the "Minimum Technical Requirements and Skills" section of the Online Student Handbook Supplement. In addition to the current system requirements, students must abide by the following when using BioSight-ID.

- Take exams from a well-lit, quiet room, free from distractions and clutter. No adults, children, or pets can be present.
- No headphone or headsets allowed.
- Computers must have a high-speed internet connection.
- Do not get up and leave your desk or sight of your camera. Take care of any nutrient requirements and nature calls before starting the session.
- External notes or tools are prohibited unless specifically allowed by the instructor and/or stated in the syllabus.

Instructors should not implement BioSight-ID monitoring unless given express permission from the Department Chair, Program Director, or Dean. When implemented, BioSight-ID will be used 1) in a student orientation/at the beginning of a course for an exam worth zero points to allow students an opportunity to become familiar with the technology, 2) with midterm exams (if applicable), and 3) with final exams (if applicable).

Sanctions

If a student in an online class is demonstrated to have engaged in academic dishonesty as defined in the University's student handbook, the conventions in that handbook define the scope of the appropriate sanction(s). To minimize the possibility of integrity issues recurring across courses, the instructor should also, in consultation with the Department Chair or Program Director, report any integrity violations to the appropriate University official(s), including the Dean of Students.

Appeals

If the student does not agree to the instructor's charge of academic dishonesty or the sanction the instructor has imposed for this dishonesty, the student has the right to appeal. If the student decides to appeal, the process outlined in the "Academic Appeal" section of the current student handbook will govern the process with only the following exceptions:

- Students in online courses must engage all elements of the appeal process in writing (e.g., by email). Appeals or communications made by other methods (e.g., telephone, in person) will not be evaluated.

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[2] The College of Health Sciences (CHS) may require students to use a different exam monitoring software system. CHS will inform students as to the minimum requirements and student expectations for their specific software system usage.

- Students in online courses may take up to 7 days to appeal or respond to each level of the process. Faculty and administration may likewise take up to 7 days to communicate in writing to the student a particular decision about an appeal.

In both these cases, the adjustments identified here are made in order to provide especially part-time distance students and faculty adequate time to meet, in the context of other already existing demands, the particular requirements of them at each stage of the appeal process. Whether informal or formal, appeals will not be successful in modifying the original sanction unless substantive additional evidence is submitted that results in a decision that the sanction is found to be unfair, unethical, or otherwise incompliant with University guidelines and policies.

Netiquette Policy

Just as certain social norms exist for polite and courteous conduct when interacting with other people face-to-face, so there are similar norms for conduct online. In whatever venue for online courses at Faulkner University (e.g., discussion board, email, video or telephone conference), these norms include, but are not limited to:

- Maintaining kindness in all communication in whatever form. The operative principle in communication should always be treating others as you would want to be treated (Matt 7:12; Luke 6:31).
- Avoiding libelous, slanderous, defamatory, offensive, racist, sexist, or obscene remarks. If you receive communication with such remarks, you should promptly notify your instructor, program director, department chair, or other appropriate supervisor (e.g., Dean of Students) according to the University's harassment policy.
- Sending communication only as yourself and not attempting to do so anonymously or to use or forge messages as from others' email, learning management system (LMS), or other University-managed communication or social media accounts.
- Respecting the potential confidentiality of others' communications. University email and LMS communication is not considered private, nor does it fall under individual users' right to privacy, but as a principle of courtesy, email should not be carelessly forwarded or otherwise further distributed.
- Responding to email promptly, at least within 48 hours. When you do so, leave the thread of previous messages included below your reply for the recipient's ease of reference.
- Using standard, professional English with proper punctuation, spelling, and grammar. You should avoid text-messaging style abbreviations, other slang, and ALL CAPS text. Messages should be clear, to-the-point, and divided into logical paragraphs. For email, you should always include a "subject," avoid attaching unnecessary or questionable files, and avoid forwarding "chain" messages.
- Using delivery or read receipt requests only when absolutely necessary.
- Observing other, more specific netiquette requirements as deemed appropriate by your instructor, program, or department.

As with on campus students, online students are expected to comply with the University's conduct regulations outlined in the student handbook except where an online class venue makes these regulations inapplicable.

Course Scheduling

Admission of Student Athletes to Online Programs

Faulkner University recognizes that student athletes play an important role in representing the University and shaping the traditional campus culture. For this reason, Faulkner University student athletes are restricted from enrolling in the institution's fully online undergraduate programs. Student athletes are not, however, restricted from registering for online courses as part of the general education curriculum or from registering for fully online graduate programs.

Registering and Adding Courses

You may register for classes online at https://my.faulkner.edu/. To be eligible to complete your registration, you must have the approval of an academic advisor. Academic advisors are assigned based on degree programs and stages in those programs. If you have questions about contacting your advisor, please email onlinesuccess@faulkner.edu.

> *If you are an international student on an F-1 visa, you must have prior approval from a Designated School Official (DSO) to take an online course. Federal immigration regulations limit the number of credit hours that can be taken online each semester by students on F-1 visas. A DSO can ensure you are in compliance with these regulations before you register. You can contact a DSO by emailing intladmissions@faulkner.edu.*

After you have added a course, you are not "officially enrolled" in that course until you have a signed payment agreement on file with the University to cover that course. To inquire about or complete a payment agreement, please contact Student Accounts.

Traditional Students and Online Classes

Traditional undergraduate students (i.e., students in the TRAD program taking daytime classes on the Montgomery campus) are expected to take on ground classes unless there are scheduling conflicts that prevent them from being able to do so. Should a traditional student have circumstances that necessitate taking an online course, he/she will only be allowed to take a total of 12 hours online while at Faulkner. This restriction only applies to the fall and spring terms. Online classes taken during the summer term will not count towards the total online hours allowed. If a specific course needed for a degree is only taught online, that class will not count towards the total allowed.

Withdrawals from Courses

You may drop one or more courses without academic penalty through the date identified in the relevant academic calendar as the "last day to drop a class with a W." If you drop all courses, you will have fully withdrawn from the University. Dropping a class *will* entail academic penalty: (1) if you have already

been awarded an "F" in that class for (a) academic dishonesty or (b) unacceptable behavior, (2) if you are under investigation for such problems and a sanction for them is pending, or (3) if you withdraw after the "last day to drop a class with a W."

Dropping any course may affect your financial aid eligibility and may result in your needing to return financial aid funds that you have received. Before dropping any course, therefore, you should be certain you understand fully the impact that drop will have on your student account and financial aid eligibility.

Before the "last day to drop a class with a W," students from any of the Faulkner campuses can drop a course by completing a [Drop Form](#). All drops or withdrawals after the published "last day to drop a class with a W" will result in a grade of "F", which may adversely affect your grade point average, financial aid status, or both. In such cases, tuition will be charged or refunded according to the program refund policy stated in [the appropriate University catalog](#).

If you are withdrawing from the University, you must submit a [Withdrawal Form](#). You cannot be considered to have dropped a course or withdrawn from the University until the necessary forms have been completed and filed with the appropriate University offices.

Records

Grades
Final course grades are due to the Registrar's Office according to the schedule stated on the relevant University calendar. Once received by the Registrar's Office, grades are not mailed but may be retrieved online.

After a grade has been submitted, that grade will be viewable online by 12:00 pm the next business day. To check your grades, go https://my.faulkner.edu/, and login with your student identification number and password. When available, your grade(s) for a particular term will appear in the "Class Schedule" section of that term's summary information.

Incomplete Policy
An incomplete grade ("I") indicates that a student's work in a given course was generally satisfactory, but the student was unable to meet all the course's requirements for non-academic reasons. An "I" may be given only when a course's instructor judges these non-academic factors to have been (1) unavoidable and (2) reasonably and responsibly handled by the student.

Therefore, incomplete assignments should normally receive an "F" and the course's final letter grade be calculated accordingly. An "I" should not be assigned simply in an attempt to be merciful to a student in cases where the student's work and behavior would normally merit a lower final course grade than the student desires to receive.

If a student believes his or her situation may merit an "I" in a given course, that student must request in writing (e.g., by email) an "I" from the instructor *at least* 7 days before the end of the term in which they

are enrolled in that course. Based on this request, the instructor will decide whether or not to approve the request or whether or not he or she wishes to require additional documentation from the student before making a final decision about the student's request for an "I".

If the instructor approves the student's request for an "I" and:

- the student only needs comparatively little extra time and the instructor feels he or she can grant this time while still meeting the University's deadline for submitting a given term's final course grades, the instructor need not post an "I" but may elect simply to receive this additional work late and post the student's actual final letter grade for the course.
- the instructor wishes to allow the student to submit work later than would be reasonable for the instructor to assess and include in calculating the student's final course grade, the instructor should submit for the student, by the University's final grade deadline, (1) a grade of "I" and (2) the deadline by which the student is expected to submit all remaining work. Both the "I" notation and the deadline for the student's final submission should be submitted with the instructor's other final letter grades for the term. The deadline the instructor sets for the student to submit his or her remaining work may be up to 2 weeks after the last day of the term. The instructor may, at his or her discretion, schedule certain assignments as due at varying points during the student's "I" period.

The <u>only</u> instances in which an instructor should allow an incomplete deadline more than 2 weeks after the last day of the term are for (a) <u>documented</u> medical or military reasons or (b) cases of natural disasters. In considering how long after the term to allow a student to submit work for that term, the instructor is *strongly advised* to match the amount of time granted the student under the "I" to the amount of time during the term that the student's full engagement with the course was unavoidably inhibited. If an instructor needs assistance in extending the dates of a course so that a student can complete after the end of the term, he/she needs to contact canvas@faulkner.edu.

Whether approving or denying a request for an "I", an instructor should always clearly communicate his or her decision to the student, preferably in writing. After the student's "I" period closes, the instructor should assess this material and update the student's final course grade within 2 weeks of the last day of the student's "I" period.

An "I" that has not been changed to a permanent grade by the last day of classes of the following term automatically becomes an "F". The student is responsible for initiating the steps with the instructor to have an "I" changed before this deadline.

A grade of "W" may be given only when a student withdraws before the announced withdrawal deadline. Those who withdraw after the announced deadline will receive an "F".

Academic Records

FERPA and the University's Educational Record Policy

The Family Educational Rights and Privacy Act (FERPA; 20 U.S.C. §1232g; 34 CFR Part 99) is a federal law that affords you certain rights regarding your education records. FERPA applies to all educational institutions that receive funds under an applicable program of the United States Department of Education (USDOE). Your rights under FERPA include:

1. The right to inspect and review your education records within 45 days of the day the University's receiving a request for access. You should submit such requests in writing to the Registrar, College Dean, Department Chair, or other appropriate official, and identify in a given request the record(s) you wish to inspect. The University will make arrangements for access and notify you of the time and place where you may inspect your records. If the records are not maintained by the University official to whom you submitted your request, that official will advise you about the correct official to whom you should address your request.

2. The right to request the amendment of your educational records if you believe they are inaccurate, misleading, or otherwise in violation of your privacy rights under FERPA. If you wish to ask the University to amend a record, you must complete the [Educational Record Amendment and Appeal Form](#) (ERAAF) and submit the form to the Registrar to initiate a review of the record. The ERAAF will require you to: (1) identify clearly the part of your record you want to have changed, (2) specify why it should be changed, and (3) provide all requested documentation for the change. If the University decides not to amend your record as requested, the University will notify you in writing about: (1) the decision, (2) your right to a hearing regarding the request for amendment, and (3) additional information regarding the hearing procedures.

3. The right to provide written consent before the University discloses personally identifiable information from your educational records, except to the extent that FERPA authorizes disclosure without consent. The University discloses education records without your prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted as its agent to provide a service instead of using University employees or officials (e.g., an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the University. In addition, the University reserves the right to release and publish directory information without consent, such as your name, address, telephone number, date and place of birth, honors and awards, and dates of attendance, as required by §99.37 of the FERPA regulations. You have the right to restrict disclosure or release

of directory information to third-parties by completing the Request to Restrict Directory Information form available from the Registrar's Office or the [University's website](#).

4. The right to file a complaint with the USDOE concerning alleged failures by the University to comply with FERPA's requirements. The name and address of the office that administers FERPA is: Family Policy Compliance Office, United States Department of Education, 400 Maryland Ave, SW Washington, DC 20202-5901.

5. The right to obtain a copy of the University's student records policy. This policy is available from the Registrar's Office.

In accordance with relevant federal and state laws and guidelines, the University has established clear policies for handling all student-related records. At Faulkner, you will have an educational record created that constitutes your academic record, or transcript. The academic record is subject to the previously described FERPA policies.

You may also have non-academic records maintained by the University. Access to these records may be subject to federal and state laws other than FERPA. For questions about access to these records, you should contact their custodians. Academic records containing admissions and matriculation information, transcripts, scholarship records, and other essential data are maintained by the Registrar's Office. You have the right to request a copy of any materials contained in your record for which a duplicating fee will be assessed.

The University's educational record policy is in compliance with the postsecondary student rights under FERPA as previously detailed. In addition, the following policies and procedures apply to a student's educational record.

Procedure to Obtain Copies of an Educational Record and the University's Rights of Refusal
Faulkner University has authorized the National Student Clearinghouse to provide transcript ordering via the Web. You can order transcripts using any major credit card. Your card will only be charged after your order has been completed. To order an official transcript(s), go to [GetMyTranscript.org](#). The site will walk you through placing your order, including delivery options and fees. You can order as many transcripts as you like in a single session. A processing fee will be charged per recipient. Order updates will be emailed to you. You can also track your order online.

The University may deny transcripts or copies of records that FERPA does not require to be made available in any of the following situations:

1. You live within commuting distance of the University.
2. You have an unpaid financial obligation to the University.
3. You have an unresolved disciplinary action pending.

Grade reports and transcripts will not be released until all financial obligations have been satisfied. Grades, reports of excessive absences from class, and other information relating to your current student status may only be released to a parent or guardian if: (1) you are a dependent as defined and claimed

on your parent or guardian's federal income tax return or (2) you submit a signed release form granting the University permission to release information to your parent or guardian.

Procedure to Inspect Student Records and the University's Rights of Refusal
You may inspect or review your student records upon request to the appropriate record custodian. To do so:

1. Complete the Student Record Inspection Request Form and submit the signed form with any required payment by email, mail, fax, or hand-delivery to the relevant record custodian on any University campus.
2. The record custodian or an appropriate University official will make the needed arrangements for access as promptly as possible. Within 45 days from the University's receipt of the request, you will be notified of the time and place where you may inspect the record(s).
3. When a record contains information about more than one student, you may inspect and review only the document(s) that relate to your own record.

The University reserves the right to refuse permission for you to inspect the following records:

1. Financial statements of your parents or guardians.
2. Letters and statements of recommendation for which you waived your right of access, or which were filed before January 1, 1975.
3. Records connected with an application to attend the University if the application was denied.
4. Records that are excluded from the FERPA definition of educational records.

Address or Telephone Number Changes
You are responsible for maintaining accurate, current local and permanent addresses and telephone numbers. You should communicate any changes in this contact information to the Registrar's Office through the [change of information form](#).

Student Support

Student Success Advisors
The University's Student Success Advisors (SSAs) can assist you with discovering strategies to help you succeed in your University experience. SSAs can help you access services across the University, including assessment, career development, counseling, financial aid, registration, support, and others. SSAs can also help you connect to academic departments, programs, and divisions. SSAs can help you transition to college, stay enrolled, and attain a degree. You may contact online SSAs at onlinesuccess@faulkner.edu or by telephone (334-386-7198 or 334-386-7130).

Technical Support
If you experience a technical issue in your course, you should first contact your instructor to let them know you are having problems. If your instructor is unable to assist with your issue, Canvas support is available 24 hours a day, 7 days a week, and 365 days a year.

Telephone and write-in support for your Faulkner email account is available Mondays–Fridays, 8:00 am–5:00 pm. Only write-in support is available outside these hours.

Contact information for the University's technical support options is as follows:

- Canvas: 24/7 Canvas Support can be reached by logging into Canvas and clicking on the Help tab in the Global Navigation Menu. N.B.: All write-in support requests must be made with your University email account.
- Faulkner Email: 334-386-7171; helpdesk@faulkner.edu

Write-in support requests will normally receive a response within 24 hours of their submission (excluding University holidays).

Accessibility Support

The University is committed to creating an inclusive environment. To this end, the Center for Disability Services: Project Key assists individuals with disabilities so that they may fully participate in the University community. The Center for Disability Services: Project Key is the central contact point and service provider for all students with disabilities at the University including: Alabama Christian College of Arts and Sciences, College of Education, College of Health Sciences, Harris College of Business, V. P. Black College of Biblical Studies, Jones School of Law, and all extended campuses. The Center for Disability Services: Project Key also serves as a resource for the University community, other entities and individuals regarding a variety of disability issues such as transition, accessibility, documentation, accommodations, technical assistance on laws and regulations, and parent and professional training.

Decisions about accommodations for students with disabilities are made on an individual basis based on the student's diagnosis and documentation. The Center for Disability Services: Project Key serves the following categories of disabilities: learning disabilities, Attention Deficit/Hyperactive Disorder, psychological disabilities, mobility disabilities, chronic health disorders, low vision or blindness, and deafness or hardness of hearing.

The University is not responsible for identifying students who may require accommodation. If you believe you may be eligible for and wish to pursue accommodation, you must inform the University of your need and provide the appropriate documentation. Courses are not guaranteed to be fully accessible as typically offered but will be updated or altered accordingly as needed to ensure the appropriateness of the accommodations they offer.

Accommodation arrangements must be completed for each course separately. In most cases, accommodation requests can be processed in 14 business days. Therefore, if you wish to seek accommodation in a given course, you should ensure you have provided The Center for Disability Services: Project Key with all necessary material at least 14 business days before that course begins. Because accommodation arrangements are not retroactive, any accommodations made after a course has begun will apply only to the balance of your time in that course.

Current or prospective students may obtain more information or schedule an appointment with the Director of the Center for Disability Services: Project Key (334-386-7185). For web accessibility, current or prospective students may contact webmaster@faulkner.edu.

Career Services

Career Services can help prepare you for the job market and for reaching your career goals by providing a broad network of career opportunities. For assistance or additional information, you may contact Marie Ottinger, Director of Career Services (334-386-7512, 800-879-9816 x7512, mottinger@faulkner.edu).

College Central Network services are also available to students, alumni, and employers. All services may be accessed on the Network's website and are available at any time.

Career Services also administers Focus 2, a free tool for you to use throughout your career, including after graduation. Whether you need help deciding on a major, what to do with your major, or how to start your job search, Focus 2 can provide personalized feedback. Focus 2 can be accessed anytime and anywhere from an Internet-enabled device.

When you use Focus 2 for the first time, you will need to set up an account (access code: "Eagles"). After setting up your Focus 2 account, you may login directly.

Student Complaint Policy

Faulkner University is committed to providing a caring, Christian environment where every individual matters every day. The University strives diligently to meet this goal, but difficulties and grievances sometimes arise. In such situations, students are strongly encouraged to make an earnest, good faith attempt to come to a mutually acceptable solution directly with the other party(ies) already involved (cf. Matt 18:15). If such a resolution proves to be infeasible, the University provides both an academic and a non-academic complaint form. These forms, instructions about how to file them, and a full statement of the University's student complaint policy are available on the University's website.

Certain governmental entities may also provide utilities through which students may submit complaints. Any University officials who may receive such complaints through these portals concerning military or veterans education benefits or from students using military or veterans benefits, should coordinate with Military and Veteran Services when handling these complaints.

Student Accounts

Your enrollment at the University creates a contractual obligation for you to satisfy all charges that your enrollment creates in your student account. For a further description of these and other important responsibilities you assume upon enrolling in the University, please see the Contract of Student Financial Responsibility.

Checking Your Balance

To check your student account balance, go to https://my.faulkner.edu/, log in, and choose "Go to Account Info."

Signing a Payment Agreement

You must sign a payment agreement to cover your courses for each term before that term begins. If you begin a term without a signed payment agreement, you may be withdrawn from the courses for which you have registered in that term. If you sign your payment agreement after the term has begun, your account will be assessed a late registration fee. You may sign payment agreements electronically. To do so:

1. Log in at http://my.faulkner.edu/, and if necessary, submit the required health form;
2. Click "Continue," and review the "View Summary" page.
3. If the "View Summary" page looks correct, click "Yes" to continue your registration. Your payment agreement will then load.
4. Review your payment agreement for accuracy. If everything looks correct and you agree to the terms stated there, enter your name in the "Name" box at the bottom of the page, and click "Accept."
5. Print a copy of the signed payment agreement for your records, scroll to the bottom of the page, and click "Continue."

After you complete this final step, Student Accounts will review your agreement and process it appropriately. While you are completing your agreement, if you have any questions or believe any changes need to be made regarding your summary, please contact Student Accounts for assistance.

Paying Your Account

All charges on your account are due at the time of registration. Your registration will not be complete until Student Accounts has approved it. Checks for tuition and fees must be made payable to Faulkner University and must identify the student for whom the payment is made. Faulkner University accepts MasterCard, Visa, and Discover. Books and supplies must be purchased separately.

For each returned check, a fee is assessed at the maximum allowed by Alabama state law. If you have a check returned, you must make subsequent payments by cash or money order.

You may apply to defer a portion of your balance for each term. The remaining balance, after down payment and confirmed financial aid, may be divided into equal installments. To defer payment, you must: (1) make the required down payment due at registration, (2) maintain a satisfactory credit record, and (3) pay the applicable deferment fee.

Third-party Reimbursement

If charges to your account are to be covered by a third-party sponsor (e.g., a company, church, the military, or other organization), you must submit to the University an acceptable written commitment to this effect. The University may defer releasing the reimbursement until the pledged funds are received from the third party. You remain responsible for covering any amount not paid by the third party. If your

account remains unpaid contrary to terms of the third-party agreement, you may not be permitted to reenroll until suitable arrangements are made. <u>You are ultimately responsible for the timely payment of your student account.</u>

Refunds for Withdrawals

If you withdraw from a class, you may or may not be eligible to have your charges for the class reversed or refunded, depending on the time at which you withdraw. If eligible, your student account will be refunded according to the program refund policy stated in [the appropriate University catalog](#).

Late Fees and Unpaid Balances

If you have a payment plan and submit a payment late, your account will be charged a late fee. After 2 late payments, you will be notified that you may be subject to administrative withdrawal and will be given 10 days to pay your balance or complete your financial aid arrangements. If you have not made sufficient payment arrangements within 10 days of this notification, you will be withdrawn from your course(s), receive a "W" for each of them, and be notified accordingly. Accounts with unpaid balances may be charged an additional 1.5% per month interest. Accounts with balances unpaid after the end of the term will be sent to collections. If you separate from the University with an unpaid balance, your account will be considered in default.