UTEP Faculty Handbook for Online Teaching and Learning

This handbook is current as of September 2018 and is subject to change.

The University of Texas at El Paso is an Equal Opportunity/Affirmative Action employer. The University does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, genetic information, veteran status, sexual orientation or gender identity in employment or the provision of services.

Campus Crime statistics can be found on the UTEP Police Department website: https://www.utep.edu/police/

Letter to the Faculty from the Dean of Extended University

UTEP has a long and rich history of developing and delivering online classes to our students. Over the last several years, we have increasingly understood how online classes and programs provide expanded access to the University and promote student success. We are happy that you are a member of the faculty who contributes to these goals of access and excellence. Whether you are teaching a core course for undergraduate students or a graduate-level course for working professionals, the role you play is significant to our students.

This handbook should serve as a guide to all online instructors. It includes information on resources, responsibilities, best practices, processes, and policies. However, if you have questions not answered here, please let us know. We will do our best to find the answers for you.

Thank you again for the part you play in UTEP students' education.
Go Miners!

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Dean of Extended University
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Table of contents

1 Extended University
2 UTEP Connect
3 Center for Instructional Design
4 Responsibilities of Online Faculty
5 Online Course Development Process
6 Best Practices for Online Teaching
7 Syllabus Guidelines
8 Faculty Communication
9 Services and Support
10 Academic Policies and Procedures
11 Compensation
12 Important UTEP Websites

1. Extended University

Extended University sits under the Office of the Provost and is UTEP's hub for online and other nontraditional academic programs, professional training and education, and community enrichment. We strive to live up to our name—Extended University—by increasing access to UTEP's outstanding educational opportunities for all who seek them out.

Our three departments provide educational services and support for both nontraditional students and educators interested in new modes of teaching. Faculty who are teaching online may interact with two of these departments: UTEP Connect and the Center for Instructional Design. For more information about Extended University and its structure, please visit https://www.utep.edu/extendeduniversity/.

2. UTEP Connect

UTEP Connect is a portfolio of 100% online degrees including a selection of bachelor's, master's and graduate certificate programs that are available to students regardless of their location. Most UTEP Connect classes are offered in 7-week terms; some are offered in 14 weeks. UTEP Connect undergraduate courses are not visible on the Goldmine schedule. However, they are available on the UTEP Connect website: https://www.utep.edu/extendeduniversity/utepconnect/current-students/advising/campus-resources.html

As of Fall 2018, the following programs are offered 100% online:

Bachelor's Programs

- Online Bachelor of Arts in Criminal Justice
- Online Bachelor of Arts in Security Studies
- Online Bachelor of Arts in Media Advertising
- Online Bachelor of Arts in Organizational and Corporate Communication
- Online Bachelor of Arts in Chicano Studies
- Online Bachelor of Applied Arts and Sciences
- Online Bachelor of Multidisciplinary Studies
- Online Bachelor of Science in Nursing RN to BSN Option

Master's Programs

- Online Master of Defense and Strategic Studies
- Online M. Ed. in Curriculum and Instruction with a Concentration in Bilingual Education
- Online M. Ed. in Curriculum and Instruction with a Concentration in Early Childhood Education
- Online Master of Science in Construction Management
- Online Master of Science in Systems Engineering
- Online Master of Science in Nursing - Nursing Education
- Online Master of Science in Nursing - Nurse Practitioner
- Online Master of Science in Nursing - Nursing Administration Management

Certificate Programs

- Online Graduate Certificate in Technical and Professional Writing
- Online Graduate Certificate in Systems Engineering
- Online Graduate Certificate in Construction Management
- Online Graduate Certificate in Early Intervention Studies
- Online Graduate Certificate in Urban and Regional Planning

UTEP Connect courses are intended for 100% online students. Permission for students seeking traditional degrees to register into a UTEP Connect course must be received from the UTEP Connect director.

UTEP Connect's Course Designations

Term A is designated with **701** (7 weeks, Online, Term 1)

Term B is designated with **702** (7 weeks, Online, Term 2)

14 week online is designated with **140** (14 weeks, Online)

3. Center for Instructional Design

The Center for Instructional Design (CID) is a department of Extended University which offers online course development and assistance to all UTEP faculty. The CID team is focused on providing research-based best practices in instructional design and development as well as instructional technology solutions that can help faculty members and instructors maximize their students' learning experiences.

CID instructional designers are available to consult with faculty and staff and ensure that

- Course design meets SACSCOC and UTEP standards for quality
- Course materials meet both standards of copyright and ADA compliance as required by SACSCOC and federal law

CID works with faculty who are developing new online courses as well as those who are teaching courses that have been previously taught. Please see the Online Course Development Process section of this handbook for more information.

4. Responsibilities of Online Faculty

Academic departments select and appoint faculty to teach online classes regardless of whether the classes are offered for traditional or for UTEP Connect programs. Faculty may be appointed to teach courses that run a full semester or a shorter part-of-term course. Most UTEP Connect courses are run for 7 weeks; some are offered in 14 weeks.

Faculty teaching any online class are expected to adhere to all UTEP policies regarding instruction.

Faculty new to UTEP and/or to teaching online

A. For accreditation purposes, faculty must be credentialed to teach a course. Faculty credentialing is initiated by the academic department in which the instructor will teach. The instructor is required to submit a CV and all post-secondary transcripts.
B. Faculty new to online teaching must complete the Teaching Online Academy (TOA). The TOA is offered three times a year (February, June, and October) through the Center for Instructional Design. This is a four-week, asynchronous, facilitated online course. Faculty will learn best practices for teaching an online class. Upon completion, faculty are approved to teach online. Click on the following link to register: https://campusedge.utep.edu/browse-by-unit/center-for-instructional-design-cid. Faculty who have not previously taught with Blackboard should also complete the self-paced Blackboard training. To enroll, please email Blackboard Central at **tll@utep.edu.**

Preparing to Teach

A. Faculty assigned to teach a course that has already been developed for online delivery can request to have the course "rolled over" from a previous semester. An instructional designer will contact the faculty to determine if any revisions are required or if assistance is desired. Please see the Online Course Development Process section of this handbook for more information.
B. Faculty requesting to develop and teach an online course for the first time will need to complete an Online Course Development Proposal: https://www.utep.edu/extendeduniversity/cid/faculty-resources/online-course-dev-prop.html. Once approved, faculty will be contacted by an instructional designer to begin the course development process. Please plan for approximately four (4) months to develop the course.
    a. Faculty assigned to a course should identify and select any required textbooks and/or course materials several months in advance of the course start date, when possible. Faculty should contact their department's administrative assistant for more information about ordering textbooks from the UTEP Bookstore.
    b. If a course requires a faculty-authored textbook, the faculty member should obtain approval to do so from the department chair, college dean, provost, and president. The form can be accessed here: https://www.utep.edu/provost/resources/compliance.html
C. Pursuant to HB 2504, a course syllabus should be posted to Digital Measures no later than seven (7) days after the first day of class. More information about what should be included on the syllabus is available here: https://provost.utexas.edu/policies-and-compliance/hb2504
D. Faculty interested in requesting an online academic coach must complete the form located at: https://www.utep.edu/extendeduniversity/online-faculty-resources/academic-coaches.html. This should be done at least four (4) weeks prior to the course start date. Approval to request a coach, or coaches, is primarily dependent upon the enrollment of the section.

Teaching the Online Class

A. Faculty should make available a syllabus and course calendar when the course starts. More information about what should be included in the syllabus can be found here in Section 4.8.3 of the UTEP Handbook of Operating Procedures: https://www.utep.edu/vpba/hoop/section-3/academic-policies-and-faculty-personnel-matter.html
B. To avoid confusion for students, faculty should conduct all course-related communication within Blackboard.
C. As indicated in the UTEP Handbook of Operating Procedures Section 4.8.2, (https://www.utep.edu/vpba/hoop/section-3/academic-policies-and-faculty-personnel-matter.html) faculty should post a schedule of regular office hours that are convenient to students and meet departmental requirements. Faculty are expected to be available at the times indicated. A reasonable guideline for minimum office hours is 0.7 scheduled office hours per each teaching load credit for which the faculty is formally responsible.
Online students may not able to come to campus to attend office hours. Therefore, chat, email, phone, video, or some other synchronous tool should be used. Additional office hours can be arranged by appointment. If office hours are cancelled, students should be provided advance notice with instructions on how to contact the faculty member if needed.
D. Faculty should respond to student communication as quickly as possible—ideally in no more than two working days. A statement of expectation for response time should be provided in the syllabus so that students are aware of the parameters. If a student concern requires more than two days to resolve, faculty must send an acknowledgment email.
E. Faculty should log into the Blackboard course no fewer than three different days a week.
F. Faculty should provide regular feedback to students in response to discussion boards, assignments, tests, and so on. Particularly in 7-week courses, students should receive feedback on their work within one week of submission.
G. Faculty should regularly submit grades in the Blackboard online grade book.
H. Faculty who suspect a student of plagiarism or some form of academic dishonesty should report the suspicion to the Dean of Students via The Office of Student Conduct and Conduct Resolution: https://www.utep.edu/student-affairs/osccr/faculty-and-staff/referral-forms.html. OSCCR will investigate the allegation and determine the course of action. It is against Regents' Rules and Regulations for faculty to make a determination independent of OSCCR. According to UTEP's Handbook of Operating Procedures Section 4.14, "such action is a disciplinary penalty that violates the student's right to due process and leaves the faculty member vulnerable to a student grievance petition, a civil lawsuit, and possible disciplinary action by the University." More information is available at: https://www.utep.edu/vpba/hoop/section-3/academic-policies-and-faculty-personnel-matter.html

Concluding the Class

A. Students will be sent a link to complete their course evaluations online approximately 10 days before a course ends. Faculty should encourage students to complete the questions by the deadline. Evaluation responses are available by logging into the course evaluation portal available through the Technology Support Help Desk: https://admin.utep.edu/Default.aspx?tabid=74757
B. Faculty should prepare grades for submission by the deadline designated by the Registration and Records. If there is a concern about posting grades by the deadline, please contact the Registrar as soon as possible.

C. Is a student is unable to complete the coursework due to extenuating circumstances, when appropriate, faculty should follow the process of assigning a grade of "Incomplete" and later changing that grade when the work is completed. When entering grades in Goldmine, a form will be available for details related to the incomplete grade. Instructions on completing the Incomplete Grades form are located here:
https://www.utep.edu/student-affairs/registrar/faculty-staff/Instructions%20to%20Assign%20a%20Grade%20of%20Incomplete.pdf

After the Class

A. According to the Handbook of Operating Procedures Section 4.17, academic departments should communicate to faculty the policies and procedures for retaining student records and documents (tests, assignments, etc.) used to determine course grades. Most of these items will already been retained in the Blackboard shell for the course. Policy dictates that these documents should be available for a minimum of one year after the course ends to support compliance with grade appeals. However, a three-year retention schedule is recommended.
B. A student may request that a final grade be reviewed. The student should address the concern directly to the faculty member. A grade change form can be completed if a grading error was made. If the student disagrees with the faculty member's decision, she or he may also seek assistance or intervention from the department chair or other appropriate academic administrator. Information about the grade grievance process can be found in UTEP's Handbook of Operating Procedures, Section 4.15:
https://www.utep.edu/vpba/hoop/section-3/academic-policies-and-faculty-personnel-matter.html

5. Online Course Development Process

CID assists instructors with the development of new courses, the redesign of existing courses, or with updates to returning courses. An instructional designer will schedule an initial meeting with the instructor to map out the course and create a development timeline. Next, the designer will discuss how they can assist with design, media and graphics, streaming video and films, and ADA compliance to best enhance the course. Once the course is complete, the instructional designer will run an internal quality check and technical review of the course. The results will be shared with the instructor and the instructional designer will assist with any final updates prior to course launch.

If faculty are teaching a NEW course online for the first time, they should complete the Online Course Development Proposal at:
https://www.utep.edu/extendeduniversity/cid/faculty-resources/online-course-dev-prop.html.
When all approvals are received, faculty will be contacted by an instructional designer from CID to set up a time to meet in person or talk via phone.

The Course Design Process

Generally speaking, the course design process takes about four (4) months and includes the following steps:

1. Develop course description, goals, and objectives
2. Submit an Online Course Development Proposal
3. Complete a course development timeline
4. Complete a course map
5. Confirm access to publisher content if it will be required (e-textbook, lab materials, and so on)
6. Gather/and or work on developing all resources for the course including course calendar, PowerPoint Presentations, handouts, readings, videos, assignments, assessments, links, and so on
7. Perform a Course Quality Rubric Review (CQual), which assesses the pedagogical design of a newly developed course in relation to course objectives and outcomes. The CQual assesses the effectiveness of standard tools and features in a fully online course including a course syllabus and calendar, discussion board format, and the effective use of social media. Once the CQual rubric has been completed, the instructional designer makes recommendations for improvement to both the instructor and program director. These recommendations must be completed prior to course launch.
8. Perform a Technical Review to ensure the course is technically sound and all content can be accessed. The results will be shared with the instructor, and CID will assist with any final updates prior to course launch.

For all returning courses (courses that are not new and are copied from a previous semester), an instructional designer from CID will contact the instructor of record six (6) weeks prior to launch date and ask for the previous semester's CRN number so that the existing course can be copied into the upcoming one.

6. Best Practices for Online Teaching

Because it's not just the content that affects student learning but also the design of the course, we encourage faculty to develop and deliver interactive and engaging courses. Here are a few basic tips for a positive online teaching and learning experience. Please be sure to consult with an Instructional Designer for assistance in developing a high quality online course. If at any time assistance with the online course is needed, please submit a HelpDesk ticket at: https://www.utep.edu/irp/technologysupport/. The request will be routed to the correct individual.

Research shows, and our UTEP students consistently comment, that students are more successful and engaged in an online class when the instructor is present. Some effective, but simple, ways to improve instructor presence include:

Videos
A short welcome video is a good way for faculty to introduce themselves to the class. Something quick and captured with a laptop webcam helps students feel welcome and connected to the class.

Meet and greet
Some students enjoy the opportunity to meet each other in social discussion threads. Faculty might consider setting up a discussion thread with a name like cafe, campfire, or lounge or give students a fun prompt that allows them to introduce themselves and share interests.

Help me!
Students can be a great resource for each other when questions arise. Creating a thread where students can post questions about how to do something, when something is due, or for clarification on an assignment is a good way to establish a collaborative environment among the students. Very often, classmates will answer the question before the instructor is able to do so.

Announcements
Weekly announcements are a good way to show students that faculty are engaged in the class and to keep students checking in regularly. These can be alerts to important projects coming up, notifications that grades are available, or congratulations on good work. Too many announcements can be overwhelming, so faculty should plan their announcements thoughtfully.

Checklists
Providing a weekly checklist can keep students organized and on track. The checklist should include each of the activities for the week: readings, class discussions, mini-assignments, project scaffolding, and so on. Faculty can also use the checklists to make sure that feedback has been given where and when appropriate.

Details
Extensive instructions on student responsibilities are appreciated by students. Because they don't have the opportunity to ask questions during class, adding extra details will help them feel more confident that they are understanding their work.

Low-stakes assignments
Courses that require students to complete a few high-stakes projects often put undue stress on the student and do not necessarily promote deep learning and retention of information. Faculty should consider assigning a series of low-stakes assignments that give student the opportunity to test out ideas, scaffold their work, and engage with their classmates. These don't all have to be "graded" the same way as a test or a major project. Students might receive participation points or receive a pass/fail grade.

Regular feedback
Whether it's in a face-to-face class or an online one, students are often anxious to receive feedback on their performance. Faculty can alleviate this anxiety by commenting on and/or returning feedback to the students on a regular schedule. Sometimes this feedback may be extensive, but other times it may be quick. Faculty can let students know when to expect feedback to help mitigate questions about the timeline.

Instructor presence
A frequent complaint about online classes, from the student perspective, is that they felt like their instructor wasn't really there. Instructor presence can be developed in a number of ways including announcements, comments in the discussion threads, responses to questions, and so on. Students appreciate feeling that effort, care, and thought is put forth in the course.

Collaboration
Providing students the opportunity to work together in a class not only helps them feel connected to the course, the classmates, and the instructor, but it also helps them to develop collaboration skills and strategies for learning and working in a digital world. Faculty should not assume that students will know how to do this right away. Rather, faculty can help them prepare and plan by providing some guidelines. Of course, working in groups can get messy (and sometimes frustrating), so be patient and responsive to their concerns.

Live sessions
Unless students are aware in advance of the expectation, faculty shouldn't require all students to be available at a certain time and place. However, providing the occasional opportunity to meet with the faculty member or with other students can increase student engagement. Using Blackboard Collaborate, students can meet with faculty during office hours, participate in group work such as peer reviews, or make presentations to a live audience. Faculty should keep in mind that students may be logging in from locations across the world, so time zones will play a factor in students' availability.

Additionally, live sessions can be recorded so that students can review the material at a later time.

Edge Advantages
The UTEP Edge is a campus-wide initiative built on the ideas that we work with talented students, offer enriching experiences, and promote lifelong success. UTEP Connect and the Center for Instructional Design have been developing ways to incorporate Edge Advantages into online courses. For more information, see the Online Edge Guidelines document, Edge Advantages rubrics, and other materials on the Center for Instructional Design website at:
https://www.utep.edu/extendeduniversity/cid/

Flexibility and patience
While online students should be held to the same standards as face-to-face students, faculty teaching an online class should remain flexible and exercise patience. If this is the first time a student has enrolled in an online class, it may take a bit of time until she or he feels comfortable with the learning management system and with self-regulating habits required to keep up with the work. Working with these students to get on track will pay off for everyone by the end of the semester.

Course accessibility
Just as in a face-to-face course, students with a range of abilities will enroll in online classes. In addition to wanting all students to have access to course materials and activities, Section 508 of the American with Disabilities Act requires us to do so. Blackboard Ally is a tool designed to evaluate and improve the accessibility of courses. Ally provides easy-to-follow instructions for remediation of content that may not be accessible to users. More information about using Ally is provided on the Technology Support Help Desk website: https://admin.utep.edu/Default.aspx?tabid=74759

Outside events and activities
Asking students to participate in an outside event or activity can be a valuable addition to a course. However, faculty should keep in mind that UTEP Connect students may be located in the El Paso region, across the United States, or anywhere the world. Students should not be required to come to campus to conduct business or attend class-related functions on or near the UTEP campus. If attending an event is an important part of the course, faculty should ask students to identify an appropriate event or location and seek approval prior to going.

7. Syllabus Guidelines

As noted above, state law requires a course syllabus be posted to Digital Measures no later than seven (7) days after the first day of class. A course syllabus provides a wealth of information about the faculty member and the course to students. There is no one way to write a syllabus, but there are several kinds of information that are essential and will improve communication between faculty and students. Those essential elements include the following:

- Course information
  - Number
  - Title
  - Semester
- Instructor information
- Name
- Email
- Office hours
- Course description
  - Narrative
  - Goals and objectives
- Textbook and materials
- Course expectations
  - How often students are expected to log into the course
  - How much time students should expect to spend working on the course each week
- Netiquette guidelines
- Grading policy
  - Assignments and points
  - Grade breakdown
  - Rubrics
- Policies
  - Course drops
  - Late work
  - Academic integrity
  - Assignment submission
  - File naming conventions
- Major due dates
- Technology requirements
  - Computer hardware and software
  - Browsers
- Student support
  - Center for Accessibility and Student Support
  - Helpdesk
  - Miner Learning Center
  - University Writing Center

8. Faculty Communication

For ease of communication, faculty should use Blackboard and/or their UTEP-issued email address for class-related communication. By policy, the @utep.edu email address is the only acceptable email address to be used for UTEP business. Please see UTEP's Acceptable Use of Information Resources policy at:
https://admin.utep.edu/Portals/1805/PDF/Acceptable%20Use%20of%20Information%20Resources-Jun2014.pdf

Faculty email accounts are generated automatically once the hiring process is complete. Human Resources or the hiring department will provide the employee with the email address as soon as it is available. To set a login password or to obtain your account information, contact the Help Desk: https://www.utep.edu/irp/technologysupport/

To access email with any browser, visit my.utep.edu and sign in with your UTEP username and password, then click on Webmail.

If faculty are interested in forwarding UTEP-issued email to another service, please contact the Helpdesk at: https://admin.utep.edu/Default.aspx?tabid=74313

9. Services and Support

Sometimes it is difficult to assist online students in accessing resources that are easily available on campus. Extended University has collaborated with many campus units to develop and improve services for students who are not able to come to campus. Several of them are listed here.

Blackboard Central

If on campus, faculty can visit Blackboard Central for support with face-to-face, hybrid, and fully online courses that contain content inside of the Blackboard LMS. The faculty lab is open M-F, 8 a.m.–5 p.m. or contact them at **tll@utep.edu.**

Bookstore

Online students are able to order their books from the UTEP Bookstore and either pick them up or have them delivered to their location. When faculty require textbooks, they should be sure to order them well in advance. We also advise providing online students with access to the titles at least two weeks prior to the class so that they can be ordered and received before the class starts. When possible, digital textbooks are most efficient for students to acquire and access.

CASS

The Center for Accommodations and Support Services provides assistance to students who may need it. To request an accommodation, students must register with CASS. Online instructors who have questions about how to provide accommodations to a student should call or email CASS for guidance.

For more information, see the CASS Student/Faculty Handbook on their website:
https://www.utep.edu/student-affairs/cass/students-parent-faculty/student-faculty-handbook.html

Center for Instructional Design

The Center for Instructional Design, or CID, assists faculty in the development and revision of online courses. They make sure that the courses meet SACSCOC accreditation requirements as well as standards of copyright and ADA compliance.

HelpDesk

Both students and faculty experiencing technological challenges (email, Blackboard, software, and so on) can submit a ticket to the UTEP Helpdesk for assistance. Contact the Helpdesk via phone, email, chat, website (https://www.utep.edu/irp/technologysupport/), or in person if on campus.

Library

The UTEP Library (https://www.utep.edu/library/) is well prepared to assist online students with their research. Most journal articles and many books are available electronically. Librarians are available to work with faculty to make sure their online students have access to important course documents.

Military Student Success Center

UTEP welcomes military-affiliated students to its degree programs, and the Military Student Success Center (https://www.utep.edu/student-affairs/mssc/) and its dedicated staff (many of whom are veterans and students themselves) are here to help personnel in any branch of service to reach their educational goals.

Miner Learning Center

Students in certain classes (usually core courses) have access to online tutoring through the Miner Learning Center. To see what courses are available for tutoring assistance each semester, please see their website at: https://www.utep.edu/mlc/Online%20Tutoring%20Opportunities/index.html

UTEP Connect

UTEP Connect provides assistance to prospective students as they are making decisions about the right institution and academic program for them and advises undergraduate students, and supports online student success. UTEP Connect also provides assistance to faculty for the administration of their courses.

Writing Center

The University Writing Center provides online tutoring sessions for students who are unable to come to campus. While tutors will not edit a student's project, they will provide feedback at any stage of the writing process. Online sessions are typically one hour long. Students can make an appointment at: https://app.acuityscheduling.com/schedule.php?owner=11189171

10. Academic Policies and Procedures

The following policies apply to all UTEP faculty. Faculty members should also familiarize themselves with college- and/or department-level policies.

Student privacy and FERPA

The Family Education Rights and Privacy Act of 1974 (FERPA) allows students at an institution of higher education to control outside access to their education records, including requests for information from their parents, guardians, or others as designated by the student. Without a student's written consent, The University of Texas at El Paso may not disclose information from a student's education records to outside third parties. However, student can also provide a standing release allowing UTEP to disclose information to others.

Online student privacy must be maintained at all times by keeping grades secure in the LMS. Grades must not be viewable to other members of the course. No student grades or information may be posted outside of secured systems any time during or after the semester. If external tools (wikis, blogs, etc.) are used, the faculty member must ensure that Family Educational Rights and Privacy Act (FERPA) requirements are met.

In most cases, it is acceptable for faculty to ask students to post and comment to wikis and blogs. However, students should not be required to post information that is protected under FERPA (their class schedule, for example). Faculty comments and grades on student work should never be made public. As a solution, faculty should inform students that their work may be public and provide students with information on making their wikis and blogs private if so desired. Faculty cannot require students to reveal private information to the class and should respect students' requests to not post information for class viewing.

Accessibility

Section 508 of the American Disabilities Act (ADA) requires instructors to provide equal access to course materials for all students. The Center for Instructional Design assists faculty in making sure their courses are ADA compliant. Online students requiring an accommodation should work with the Center for Accommodations and Support Services. Students requesting an accommodation based on a disability must work with the Center for Accommodations and Support Services: https://www.utep.edu/student-affairs/cass/

Intellectual property
University rules pertaining to intellectual property can be found in Chapter 4 of the Handbook of Operating Procedures. UT System Board of Regents policies regarding intellectual property can be found in section 90101:
https://www.utsystem.edu/board-of-regents/rules/90101-intellectual-property

Copyright of course materials
The TEACH Act (Technology, Education, and Copyright Harmonization) provides guidance for academic institutions relative to copyright regulations. Under the TEACH Act, it may be permissible to make some copyrighted materials available to students if they are:

- Directly related and integral to the course content
- Accessible only by students enrolled in the course
- Retained only for the duration of the class
- Do not exceed the length or amount displayed in a face-to-face class

Students should be made aware of the institution's copyright policies, specifically that course content may subject to copyright laws and protections.

Research involving human subjects
All UTEP researchers including faculty, staff, and students who will be conducting human subject research must complete human subject research ethics training and complete the Institutional Review Board approval process: https://research.utep.edu/Default.aspx?tabid=72130

Anti-discrimination
Any member of UTEP who engages in discrimination or other conduct that is in violation of University policy is subject to the full range of disciplinary action, up to and including separation from UTEP.

Faculty

Faculty appointments and credentialing
Faculty teaching online courses are selected and appointed by their academic departments. Those who are new to teaching at UTEP must be credentialed to do so. This process requires that the faculty member submit a CV and transcripts to the academic department.

Teaching online preparation
Faculty who will teach an online class for the first time must complete the Teaching Online Academy which is provided by the Center for Instructional Design. The facilitated, asynchronous course is offered three times a year and lasts four weeks. Faculty can click on the following link to register:
https://campusedge.utep.edu/browse-by-unit/center-for-instructional-design-cid

Faculty new to teaching with Blackboard should also enroll in the self-paced Blackboard training. To enroll, please email Blackboard Central at **tll@utep.edu.**

Faculty-authored textbooks
Faculty-authored textbooks and materials must be approved in advance. Approval is initiated at the department level and is also granted by the college dean, provost, and University president. The form can be found here: https://www.utep.edu/provost/resources/compliance.html

Payment
Faculty teaching an online class in-load will not receive additional payment for the course. Faculty teaching on a part-time basis, or as an overload, will receive the rate they would receive for teaching a face-to-face course. Payments must be in alignment with the timeframe of the course. Payments cannot be issued to a faculty member prior to the course start date.

Compliance
All faculty must complete UTEP's compliance modules. The Office of Institutional Compliance will send an email with additional information. UTEP's Standards of Conduct Guide can be found here: https://www.utep.edu/compliance/_Files/docs/Standards_of_Conduct_Booklet_5-11-15.pdf

Students

Academic honesty
UTEP students are expected to maintain absolute integrity and a high standard of individual honor in scholastic work undertaken at the University. If a faculty member suspects that a student has not upheld this standard in any way, the students' work must be referred to the Office of Student Conduct and Conflict Resolution.
The process is available here:
https://www.utep.edu/student-affairs/osccr/_Files/images/Conduct-Process-Flowchart.jpg

Grade grievances
If a student has a question about a grade, he/she should email course faculty for clarification. However, students may challenge a final grade only on the basis of: malice, bias, arbitrary or capricious grade determination or impermissible discrimination. More information is available at https://www.utep.edu/student-affairs/dean-of-students-office/academic-support/grade-grievance.html

Late registration
Students must be registered for a UTEP Connect course the Friday prior to the course start date. Students are not permitted to register for a UTEP Connect course after the first day of class.

Course withdrawal
It is the student's responsibility to drop a course that he/she no longer wishes to take. Grades for dropped courses are assigned as follows:

1. If a student drops before the official census date of the semester, neither the course nor a grade will appear on the student's academic record.
2. If a student drops after the census date, but before the student-initiated course drop deadline, a grade of W will be assigned.
3. With the exception of a complete withdrawal, if the student drops after the student-initiated course drop deadline, instructors will determine a grade of W or F for the course. A grade of W should be considered only under exceptional circumstances and must be approved by the instructors and department chair of the course.
4. In the event of a complete withdrawal, a grade of W will appear on the student's academic record.

Withdrawal due to active military service
Students who have to withdraw because they have been called to active military service must submit a request with supporting documentation to the Student Withdrawal Committee. Students may either receive a refund for the course, receive an I for the course, or an appropriate final grade if the instructor deems that a substantial amount of coursework has been completed.

Students in disaster areas
Online students who are located in, or are called to work in, declared disaster areas should contact a UTEP Connect advisor who will provide assistance. Affected students may choose to work with their instructors to complete the work, request an Incomplete with faculty approval, or withdraw from the courses.

Incomplete grades
A grade of Incomplete should be issued only in exceptional circumstances and requires the instructor to complete a form located inside of the faculty services tab in Goldmine. The student will have up to one year to complete the work, unless an earlier time is agreed upon between the faculty member and the student. When the work is complete, faculty can submit a grade change form with the new grade. If a grade change form is not submitted within a year, the grade will automatically change to an F. A student may not enroll in a course in which she or he has an unresolved grade of I. Instructions on completing the Incomplete Grades form are located here:
https://www.utep.edu/student-affairs/registrar/faculty-staff/Instructions%20to%20Assign%20a%20Grade%20of%20Incomplete.pdf

11. Compensation

Faculty teaching online courses are compensated at the same rate and during the same timeline as on campus. Faculty appointments are made at the department level.

Questions about compensation for teaching an online class should be directed to their academic department.

12. Important UTEP Websites

Online programming and support

Extended University
https://www.utep.edu/extendeduniversity/

Center for Instructional Design
https://www.utep.edu/extendeduniversity/cid/index.html

UTEP Connect
https://www.utep.edu/extendeduniversity/utepconnect/index.html

Student Services and Information

Center for Accommodation and Student Support
https://www.utep.edu/student-affairs/cass/

Military Student Success Center
https://www.utep.edu/student-affairs/mssc/

Miner Learning Center
https://www.utep.edu/mlc/

Office of Student Conduct and Conflict Resolution
https://www.utep.edu/student-affairs/osccr/

Registration and Records
https://www.utep.edu/student-affairs/registrar/

Student Affairs
https://www.utep.edu/student-affairs/

Technology Support/Help Desk
https://www.utep.edu/irp/technologysupport/

University Bookstore
https://www.bkstr.com/texaselpasostore/home

University Library
https://www.utep.edu/library/

University Writing Center
http://uwc.utep.edu/index.php

UTEP Edge
https://www.utep.edu/edge/