How to Contact Us
Program Support Services

Address:
UW Educational Outreach
Program Support Services
4311 Eleventh Ave., NE Room 102
Seattle, WA 98105-4608
Campus Box 354978

Phone:
(206) 543-2350 or (800) 543-2320
(206) 543-0898 (TTY)
(206) 543-0887 (Fax)

E-Mail:
General inquiries, distance@ese.washington.edu
Technical support, techsupp@ese.washington.edu

Hours: 8:00 a.m.–5:00 p.m. Monday–Friday

• Assist in resolving problems related to your course.
• Answer questions about course materials.
• Provide technical support for students taking online courses.
• Process course extension approvals for students.
• Schedule student exams.
Facts at a Glance

Two factors determine the quality of a distance learning course: the design of the course and the student's interaction with the instructor.

- If student-to-student interaction or face-to-face time with the instructor is important, students must all begin together as a group in what we call a "group start" course.

- If this kind of interaction is not necessary, then students learn by a self-paced, one-to-one tutorial relationship with the instructor, which is called an "asynchronous" course.

- Never underestimate the learning benefits of lively correspondence over a distance.

- Your primary medium to build a teaching relationship is your response to student questions and assignments using five basic guidelines: be prompt, be personal, be positive, be practical, and be patient.

- A distance learning student takes longer than the on-campus student to learn what you expect. To account for this, you might consider using more flexible criteria to evaluate the early lessons of your course.

Distance Learning Checklist

Before your course begins:

- When you receive your contract, read it carefully. Sign the contract and complete and sign the releasable information form. Return both forms in the enclosed postage paid, self-addressed envelope.

- Read the instructor and student handbooks to become familiar with the policies and procedures associated with distance learning courses.

- For a group start course, we will either receive your textbook title (s) from our Distance Learning Design Dept., or you will provide the information via a Textbook/Audiovisual form, which you will receive with your instructor contract.

- Instructors have an instructional designer assigned to them with whom they work to update information about their course each time it is taught.

- If you are an instructor for a group start course that has one or more scheduled onsite meetings, then be sure to learn the course location and submit your classroom equipment needs to Program Support.

Tips on Timeliness from Distance Learning Faculty

Under normal circumstances, you are allowed a maximum of one week to evaluate and return an assignment from the time you receive it. Here are some strategies our faculty have used to achieve this.

- Grade assignments on a daily basis.

- Set one day aside as a Distance Learning "work day" every week.

- Keep files of answers to common problems and issues on your computer; you can then personalize the answers for individual students.
If you are scheduled to meet in a lab, be sure:

- all hardware and software requests have been submitted to UWEO Computing and Communications, and
- to visit the lab and discuss the lab policies and procedures with the lab manager or facilities coordinator before your class.

Confirm the grading option for your course. A numerical grading system is used for credit courses. Students may choose to audit a course, or take a credit course on a satisfactory/non-satisfactory basis. Students in a non-credit course can receive a successful completion (SC), unsuccessful completion (USC), or an incomplete grade (I).

If you have been given approval to purchase a PO Box, then you should purchase one as soon as possible. Once obtained, please note this address on your releasable information form.

Program Support will send you long distance calling (UWATS) account information.

Activate your voice mail account once the information is received from Program Support.

Prepare the following student documents:

- A welcome letter or e-mail message that includes your expectations; send to each student as soon as he/she is enrolled.
- Generic e-mail responses, e.g., reminder if you haven't received assignments for a while, course extension approval.

Once students are enrolled

- The week the student enrolls in your asynchronous course, you will receive a grade-tracking sheet for the student. You can access your class list via MyUWCourse.
- A student information form is included on the online syllabus for your course, and students are asked to complete and submit it with the first written assignment. It will come to you via e-mail. This will help you personalize your comments when you provide feedback on their assignments.
- Student assignments should be graded and returned within seven days.
- Respond to student messages sent by e-mail or voice mail within 48 hours or less.
- If a student requests and you approve an extension, please send your approval to distance@ese.washington.edu.
- Program Support staff will send you completed exams to grade. Grade and return the exam to Program Support within seven days.

When students complete the course

- Return the final grade with the student's final exam to Program Support as soon as the student has completed all the requirements for the course (i.e., assignments, exams, projects, etc.).
- If your course does not have a final examination, you will not receive a final grade sheet. Instead, please submit the Grade Tracking Sheet you received when the students enrolled. Be
sure to record the final grade and sign this sheet. If you are teaching a group start course you will receive a grade roster approximately two weeks before the course end date. Student grades are recorded on this sheet and returned to Program Support.

- Retain a copy of the student's grade for at least a year after the student has completed the course.

**Set Up a UW NetID (UW Network Identification)**

In order to access your online course, you will need to use your UW NetID. Once you are on the UW Educational Outreach faculty payroll, you can set up your UW NetID. (If you are already UW faculty and have an UW NetID, you do not need to create a separate one for your distance learning course.) Your UW NetID enables you to view the course syllabus, access your class lists, use online tools for your course such as discussion forums, and create a personal Web page for your class.

After UW Educational Outreach has received all of your payroll paperwork, it will take five to ten working days to enter you into the payroll system. At this time, you will be able to set up your UW NetID.

To create a UW Net ID and password, you need to obtain your UW Employee Identification number (EID) from the UW Educational Outreach Accounting Office at (206) 685-6326. (Your Employee Identification numbers are no longer the same as Social Security Numbers.)

Once you receive your UW Employee Identification number, create your UW NetID and password at the UW Computing and Networking site:


**How to Access Your MyUW Course**

Our online courses are delivered via MyUWCourse, the course delivery system for UWEO Distance Learning. The instructor view is entitled MYUWClass.

Follow these steps to view your course on MyUWClass.

1. Go to the MyUW Web site: [http://myuw.washington.edu](http://myuw.washington.edu)
2. Log in with your UWNNetID and password.
3. Click on the "Teaching" tab on the left of your screen.
4. Choose the Personalize Content bar, which is listed on the top right corner of the screen. Please note: The personalization process described below only needs to occur one time. Once this process is completed, you will only need to choose the Teaching Tab to view your course information.
5. On the Personalize Teaching page, click the "Choose" button.
6. Check the box to the left of "UW Educational Outreach Teaching Schedule," which should be the second checkbox from the top of the page.
7. Click the "Save your Changes" button listed under Step 2, towards the bottom of the page.
8. Click the "Back to the Teaching Page" link at the bottom of the "Personalize Teaching Page."
9. Under the "UW Educational Outreach Teaching Schedule" you will see your course(s) listed.

10. Click on the MyUWClass icon under the "Manage Resources" column which is the last column on the right.

11. Under the "Electronic Class List" heading click on "Display on a Web Page." This will give you a class list that you can print or view online.

Getting Help

If you experience any problems while accessing your course pages and you cannot find your answer in the online help pages, send an e-mail to dltechsupp@ese.washington.edu or call 206-685-6444 or 800-543-2320, option 4, to talk to a technical support staff member between 8:00 am to 5:00 pm (Pacific Time) Monday through Friday.

Use Online Tools to Enhance Your Course

The University of Washington's Catalyst group offers a variety of online tools to assist you in teaching your course. Catalyst tools are designed to be set up by instructors so that instructors, rather than instructional designers, have control over them. For example, when you set up Catalyst EPost discussion forums, you will be able to post and edit questions to the discussion forums, change the due dates for postings, and even add or delete discussion forums in the middle of the course, if necessary.

Following are brief descriptions of the most commonly used Catalyst tools. Before you can set up a tool, you will need a UW NetID and a Catalyst Tools Account.

EPost

EPost is the Catalyst discussion forum—it is the distance learning equivalent of a classroom discussion. Instead of taking place in real-time, however, online participants may contribute to the discussion over the period of a day, several days, or a week, depending on the parameters you set. The time-delayed nature of discussion forums means that everyone has an opportunity to contribute. As in a classroom discussion, you can moderate the discussion by being involved to different degrees—or you can step back and let the students run the discussion.

Discussion forums can be used for purposes other than discussions—students can post their autobiographies in a discussion forum, for example, to help class members get to know each other. For additional discussion forum uses, please see Lesson Three of Creating Distance Learning Courses at http://depts.washington.edu/euproject/lesson3.htm. (This lesson is part of a course created for a workshop on distance learning sponsored by the Center for Teaching and Learning with Technology and UW Educational Outreach.)

E-Submit

E-Submit enables students to submit assignments electronically. With E-Submit, students post assignments to a folder on a campus computer; you then can download the assignment to your home computer. E-Submit has several advantages over the use of e-mail attachments for turning in assignments:
• E-mail attachments may exceed the file size limit set by a student's Internet service provider. E-Submit allows files sizes well above that allowed by many Internet service providers.

• E-Submit saves you time—instead of receiving numerous e-mails as students send in assignments, you can go to the E-submit site and download all the assignments the day they are due.

• Students receive a digital receipt for assignments submitted via E-Submit.

The most significant drawback to using E-Submit in asynchronous courses (those in which students can enroll at any time) is that the system requires due dates for assignments. Work with your instructional designer in Distance Learning Design to find ways to use this tool or other options that might be available. To read more about E-Submit, see the Catalyst E-Submit page.

To set up E-submit, log onto the Catalyst Web site, then select E-submit from the menu on the left.

Peer Review

The Peer Review tool allows student critiques. Students post their work to a folder which can be made available for comments from the whole class, small groups, or an individual. You can divide your class into groups and set up separate peer review sections for each group, if you'd like. Word documents, as well sound and video files, can be posted to Peer Review. Instructors use this tool to display individual or group projects ranging from research studies to musical compositions and choreography.

For more information about Peer Review, see the Catalyst discussion at http://catalyst.washington.edu/tools/e_post.html.

To set up Peer Review, log onto the Catalyst Web site, then select Peer Review from the menu on the left.

SimpleSite

SimpleSite provides a template that enables you to create a Web page for your class—no background in HTML is required. You can enter any content into the template—current events relevant to your course, new links, diagrams, and other graphics. (SimpleSite also provides templates for an online syllabus, course calendar, and other course components; however, you will not need these templates since your instructional designer has already developed your course using UW Extension templates.) Your SimpleSite Web page will be linked to the online syllabus so that students can access it easily.

SimpleSite requires Internet Explorer 5 and Netscape 6.0 (or later).

To set up SimpleSite, log onto the Catalyst Web site, and then select SimpleSite from the menu on the left.
WebQ
WebQ helps you create quizzes and exams, using true/false, multiple choice, short answer, essay, and other question formats. WebQ statistically analyzes the quiz and exam results. You also can use WebQ to "take the class pulse" daily or weekly. For example, you can ask students if they found a particular diagram, exercise, or reading helpful. For more information and some WebQ examples, see the Catalyst WebQ pages.

To set up WebQ, log onto the Catalyst Web site, then select WebQ from the menu on the left.

Other Catalyst Tools
For description of other Catalyst tools, please go to the Catalyst site at http://catalyst.washington.edu/home.html, select WebTools from the menu on the left, then select Descriptions, Examples, and Overviews.

Establishing a Catalyst Tools Account
To set up any Catalyst tool, you first need to establish a Catalyst Tools account. (You can skip this step if this is not your first time setting up a Catalyst Tool.) To establish your account, go to http://catalyst.washington.edu/tools/ where you will see the screen below.

1. Click "LOGIN to the Catalyst Tools.
2. Enter your UW NetID and password.
3. Enter your last name and first name. You may see that the field for your e-mail address has been filled in. If you have a preferred e-mail address, enter it in this field.

4. If you want to receive updates about the Catalyst tools, check "Add me to the Catalyst mail list."

5. You may leave all other fields blank. Once you click "Create Account," your account will be established and you will have access to the Catalyst tools.
Set Up EPost

Information You Need Before You Start

Before you can set up a discussion forum, you will need

- the CSN or EDP (UW Extension course identification numbers) for your course.
- the department abbreviation and course number (Engl 101, CM 498, for example).

If you haven't already received this information, please contact your program manager to obtain it.

No Attachments, No Chat

If you are have been using the UW Online discussion forums, please note that unlike UW Online forums, Catalyst's EPost does not support the posting of attachments. Attachments can be posted with the Catalyst tools Peer Review (students and instructor can post) and SimpleSite (instructor can post.) EPost also does not include the chat feature (discussion in real-time) that was included with the UW Online discussion forums.

Your EPost URL

Setting up discussion forums involves following a step-by-step procedure. When you complete the last step, you will reach a screen that gives you the URL for the forum. Please send the URL to your Distance Learning Design Instructional Designer along with a description of the discussion forum (forum for Lesson One, for example) so that he or she can place a link to the discussion forum on the syllabus.

EPost Steps

If you need help at any of the following steps, please e-mail the Catalyst Help Desk at catalyst@u.washington.edu or call (206) 616-3406 between 8:00 AM and 5:00 PM.

7. Select "LOGIN to the Catalyst tools."

8. Enter your UW NetID and password.

9. Select EPost from the menu on the left.
10. Select "Create a new message board" (Catalyst's term for discussion forums).

11. On the next screen, enter information as described in the table below. You can change any of the information you enter as you're going along or after you've set up the forum.

<table>
<thead>
<tr>
<th>Field</th>
<th>Enter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message board name</td>
<td>Include the course abbreviation and number (PM 802), a description of the discussion forum, and the CSN or EDP of the course in parentheses. Example: PM 802 Lesson One Forum (3274)</td>
</tr>
<tr>
<td>Message board style</td>
<td>Your options are threaded or topical. A threaded discussion shows the original author of a message and lists subsequent messages as replies. A topical discussion groups messages together based on their subject headings. Most of our instructors use the threaded discussion style.</td>
</tr>
<tr>
<td>Archive message board</td>
<td>You might want to archive messages after a couple of weeks so that new messages can be found more easily. Archived messages can be accessed by your or your students at any time</td>
</tr>
<tr>
<td>Open message board on</td>
<td>Enter the date on which you are creating the forum so that it will be active right away and your instructional designer can check the link.</td>
</tr>
<tr>
<td>Close message board on</td>
<td>If you have a group start course, make the end date the last date of the course. If you have a rolling enrollment or asynchronous course (students don't all start at the same time) make the end date 18 months after the course opens (This differs for group start 3 month courses.) Students who enroll after the course has been open several months will then have use of the forum until they complete the course.</td>
</tr>
<tr>
<td>Return URL</td>
<td>Leave this blank. The message board opens in a new browser window, so you don't need a return URL.*</td>
</tr>
<tr>
<td>------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Is this message board for a course?</td>
<td>Yes</td>
</tr>
<tr>
<td>SLN (Schedule Line Number)</td>
<td>Enter the <a href="#">CSN or EDP</a> for the course.</td>
</tr>
<tr>
<td>Department</td>
<td>Enter the department abbreviation.</td>
</tr>
<tr>
<td>Course #</td>
<td>Enter the course number.</td>
</tr>
<tr>
<td>Section</td>
<td>Enter if applicable.</td>
</tr>
<tr>
<td>Security Options</td>
<td>In most cases, you will want students to use their UW NetIDs to access the forum, so choose this option unless your instructional designer suggests another option.</td>
</tr>
<tr>
<td>Do you want participants to use pseudonyms</td>
<td>If participation in the forums is part of the course grade, we recommend that you don't give students this option, since you need to be able identify students in order to evaluate their contributions. Otherwise, pseudonyms are okay.</td>
</tr>
<tr>
<td>Instructions</td>
<td>You can enter a discussion question or directions for how you want students to use the discussion forum. You can also leave this blank.</td>
</tr>
<tr>
<td>Provide a link to instructions on the Web.</td>
<td>Optional.</td>
</tr>
<tr>
<td>Next</td>
<td>Once you have completed the above, select the Next button. The screen you reach tells you that your discussion forum has been successfully created, and displays the URL for your new EPost site. <strong>Send this URL to your instructional designer along with the name</strong> (for example, Lesson One Discussion Forum) so that the discussion forum can be linked to your course syllabus. Clicking on the URL brings you to the message board.</td>
</tr>
</tbody>
</table>
Make Changes to EPost

If you want to make changes to your discussion forum after you have set it up, follow steps 1-9 above. When you reach the EPostMain menu select "Edit a message board" and click "Next."

You will see the following:

Under "Select a message board," click the black arrow to see a menu of your message boards, select the one you'd like to edit, then select "Edit message board configuration." You will reach the screen with the options listed in Step 6 above. Make your changes, then click "Next" to complete the editing process. You will receive an e-mail message saying that a discussion forum has been set up successfully. You can ignore this message!

Communication with Students

Your primary means of communication with students will be by telephone and e-mail. The first steps you should take to prepare for this are to create a welcome letter for new students, and to set up your voice mail.
Your Welcome Letter

Set up an e-mail letter that you can send to each new student who enrolls in your course. A sample letter is provided.

Sample Welcome Letter

Hello, (student's name). I'm pleased that you have enrolled in (course name) and I look forward to working with you. I encourage you to begin work right away.

To start, please be sure to complete and submit the Student Information Form included on your course syllabus. If you complete it online, it will be sent directly to me. You can also print it out and fax or mail it to me with your first assignment. You'll find the most current information for contacting me in the "signature" at the bottom of this e-mail.

Setting and Sticking to Your Completion Schedule

In addition to the questions on the Student Information Sheet, please give me an approximate schedule of your plans for completing each assignment and examination for this course. This will let me know when to expect your work. I will make every effort to help you meet any deadlines you may have for completing this course, but I cannot promise to grade numerous assignments at once to help you meet those deadlines if you should fall behind schedule. You need to set a schedule and stick to it. Do not submit more than (number) assignments at once without my permission. My feedback to your work is an essential part of the learning process.

Asking Questions

You are welcome to contact me with questions about the course content. If it is a question critical for your completion of an assignment, please note that in the subject heading of your e-mail message or at the beginning of your voice mail message so I can get back to you immediately. Remember, questions regarding scheduling and taking your examinations should go to the UW Program Support office.

How to Receive Feedback on Your Assignments

I'm happy to return your assignments by (fax, if available) postal service, or e-mail. Remember that you must submit a self-address, stamped envelope to receive assignments back by postal service, and that you must put your fax number or e-mail address on your assignment if you wish me to reply by one of those media.

(If available) If you prefer to fax assignments to me and have them returned by postal service, you'll need to send me a supply of self-addressed, stamped envelopes with adequate postage.
Grading On-line

If your assignment is more than (number) computer screens long, I will have to print the document to evaluate it. In this case, please send me a supply of self-addressed, stamped envelopes if you wish the entire assignment back. Otherwise, I will send you a summary evaluation via e-mail.

How to E-mail Assignments with Attachments

I can accept assignments no longer than (number) pages in an e-mail message. If you wish to send an assignment as an attachment, I can only download assignments into (name of word processing software).

If you need help in learning how to upload assignments directly into an e-mail message, rather than as an attachment, please refer to your Online Student Handbook.

How to Send Assignments Via E-mail

I can accept assignments no longer than (number) pages in an e-mail message. I cannot accept assignments that are sent as "attachments" to an e-mail. If you wish to send an assignment by e-mail, you must include the assignment in the body of the e-mail as a plain text file, not a formatted word processing file. If you need help in learning how to paste assignments directly into the body of an e-mail message, rather than as an attachment, please refer to your Online Student Handbook.

I look forward to finding out more about your interests in (subject matter).

Using Voice Mail

Voice mail and direct phone contact lend warmth and reassurance to a person learning in an isolated situation. As a faculty member, you must determine how best to use voice mail in your course and then instruct students how to use it. Here are some guidelines for using voice mail:
Customize your outgoing message.

- Share something of your enthusiasm for the courses you teach by distance learning and encourage students to contact you if needed. Suggested text of a personal message:

  Hi, you've reached the voice mail of (your name), your distance learning instructor for (name of courses or discipline). --------something welcoming---------If you have a question about the subject, assignments or grading, or obtaining an extension, I am happy to return your call within 48 hours. Pronounce your name clearly; provide a phone number and times when I can reach you. If you have questions about scheduling an exam or proctors, please contact UWEQ Program Support at (206) 543-2350 or (800) 543-2320.

- Include pertinent information on a timely basis, particularly if you will be unavailable for more than a few days. If the same question is being asked frequently, an answer on your outgoing message can eliminate unnecessary messages being left.

- Ask callers to leave detailed messages. Brief messages often don't communicate the facts. The more information you have at your disposal, the better you are able to respond to each student.

To customize your message, do the following:

- Dial (206) 543-2121. Press pound (#) when you connect
- Enter your mailbox number and password,
- Pick "personal options" (4),
- Pick "greetings" (3),
- Then pick "personal greeting" (1).

The flowchart in the middle of the voice mail pamphlet you receive with your voice mail number is also a helpful reference for changing greetings, as well as for a number of other functions.

Updating Your Message

If you will be away at a conference or on vacation, then we also ask that you change your message to let students know. Please remember to inform your program manager and your students well ahead of time if you plan to be gone for a week or two. Be sure to update your message when you return.
Checking and Responding to Your Voice Mail

Please check your voice mail at least once a day, Monday through Friday. To do so:

- Call (206) 543-2121;
- Once you've reached this number, press the pound sign (#);
- You will be asked for your mailbox number and password, and then you will be told if you have any messages.
  - Don't ignore messages. Reply promptly.
  - Speak with or write a memo to the student if the topic is sensitive or complex, rather than leaving a return message by voice mail.

Having voice mail notify your home or office phone of messages.

You may want to set up the system to notify you by calling your local home phone or another office phone when you have a message waiting for you. You can create a notification schedule by following the diagram on the back of the pamphlet under "personal options--notification schedule."

- Dial 543-2121;
- Enter your mailbox and password;
- Then choose personal options (4);
- Choose notification schedule (4 again); and
- Follow the directions according to your preferences.

This system does occasionally go down, so please check the voice-mail at least once a week. Also, if you do not listen to your voice mail, the system may notify you more than once of the same message.

Calling Long Distance

You should have a UWATS authorization number from our office allowing you to check your voice mail from a long distance location or to return calls to a student out of this calling area. If you need another copy of your UWATS number, contact Julie Taube at Program Support, (206) 685-6368. Please note that the use of the UWATS number must be limited to the work of teaching the UW students for whom you are contracted.

Use your personal seven-digit UWATS card number to call your UW Distance Learning students. The nine-digit UWATS number on the reverse of your UWATS card may also be used to access your voice mail and e-mail if you are out of the Seattle, Olympia, Tacoma, Everett, and East King County areas, for purposes of responding to student assignments and queries.
Campus
The dialing sequence for a domestic long distance call made from on campus will be as follows:

- Dial 77; then wait for a dial-tone
- Dial 1 + area code + telephone number;
- Listen for progress tone (a pause); and
- Dial your seven-digit authorization code.

Note there is a one second progress tone after the telephone number, and before the UWATS authorization code. You will not be able to dial over the tone. For manual dialing, it will be a simple matter of waiting for the tone.

Off-campus, Local Calls
If you are calling from off campus, but within local areas,

- Dial:
  
  685-5510 for Seattle  
  552-5510 for Tacoma  
  263-5510 for Everett  
  519-5510 for East King County

- Listen for a dial tone.
- Dial 1-area code-telephone number,
- Listen for progress tone (a pause)
- Dial your seven-digit authorization code

Fax dialing
When dialing a UWATS call via fax, you will need to program an appropriate pause where pauses are indicated in the directions above.

Calling From Outside Local Areas
If you are calling outside of the King Country/Olympia/Everett areas:

- Dial 1-888-685-5510, listen for the dial tone,
- Dial 1-area code-telephone number,
- Listen for progress tone (a pause)
- Dial your nine-digit authorization code (e.g., your regular seven-digit code, plus the two additional digits given on the reverse of the UWATS card given you by UW Distance Learning)
Assignments and Examinations

Key Points to Remember

Assistance

- For questions and requests concerning assignments, examinations, grades, extensions, or changes of address, contact Program Support at (206) 543-2350, (800) 543-2320, ext. 4, or distance@ese.washington.edu

Assignments

- Students submit their assignments directly to you (with a stamped, self-addressed envelope if by postal service) and you return them directly to the students. Students who live overseas will mail assignments directly to you with a self-addressed envelope, but no stamps. After grading the assignment, the instructor will forward it to Program Support for returning the assignment to the student.

- After the first assignment, students are asked to submit no more than one assignment at a time. They are informed that they would be better prepared for each assignment if they take advantage of your evaluation of one assignment before submitting the next. If a student wants to submit multiple assignments, then they are instructed to contact you for permission.

- Grade and return assignments to students within seven days of receiving them.

- Students must complete all assignments in order to receive credit for a course.

Examinations

- Students must complete all assignments leading up to an examination before taking the examination.

- Grade the exams within seven days of receipt and return the exam grade to Program Support.

When You Receive an Assignment by Postal Service

1. Grade the assignment and write appropriate comments. Write the student's grade on the assignment and return it to the student.

2. Students using postal mail are instructed to provide a stamped, self-addressed envelope for you to return the assignment. If the student neglects to do so, you are not obligated to provide postage or to write out the student's address to return the assignment. In fact, since students' addresses may have changed since you received enrollment information; it is a better policy not to write out the address. As a courtesy, you may wish to call or e-mail the student to request the stamped, self-addressed envelope be sent to you. It is the students' responsibility to contact you about the return of the assignment.
If You Receive Assignments by E-Mail

Your willingness to accept and respond to assignments by e-mail will significantly shorten the turnaround time of lessons. If an assignment is very long and requires detailed response in the body of the text, you may also print out the assignment and return it by postal service. The following are some general guidelines for making the most of e-mail:

1. Immediately acknowledge your receipt of an assignment or question; preferably let the student know when to expect a response. If you have certain hours that you reserve for responding to distance learning students, create a standard message that you can quickly e-mail to your students, stating when you customarily respond to queries and assignments. You can also respond to an e-mail question by asking the student to call you at a specific time.

2. Return evaluative comments—preferably within 48 hours, but no longer than one week. Use the reply function and summarize your comments at the appropriate place in the text.

Research shows that when the instructor gives feedback on an essay in the form of a separate letter, rather than marking up the page itself, it is not only more effective in terms of learning, but students experience it as motivational and personable. Probably the most effective way to respond to an e-mail assignment, therefore, is to type a short letter at the beginning or end of the student’s assignment.

If you wish to pinpoint a particular point in the body of the student's e-mail, put all of your comments to the student with enough space above and below your response so that the student can recognize when you've made a comment. You could also put ***asterisks*** and your initials by your responses--anything to make them . . .

****Stand out****

If you need to call attention to a particular idea or correct a grammatically incorrect phrase, you can press <ENTER> after it

****to isolate it from the text****

and correct it.

3. If you have not heard from a student in a while, e-mail the student to establish contact again. A brief message from an instructor may be the incentive that some students need to continue with their coursework.

What if the e-mail assignment is unreadable?

If you have specific requirements associated with the mailing of attachments, please outline this information in your welcome letter to students. If you receive an e-mail or attachment that is dif-
difficult or impossible to read, e-mail the student requesting that it be re-submitted according to the specifications that best match your software program.

Examinations

UW Program Support will take care of verifying student proctors, mailing out all examination material to proctors, and tracking when the materials are returned to Program Support from the proctors.

_Students must complete all assignments leading up to an examination before taking the examination._ Although Program Support Services staff asks students if they have met this requirement before sending their examination to a proctor, you may receive an examination before you have received all of the assignments. It is the instructor's decision as to whether or not to accept the examination. **The instructor is not obligated to grade the exam until all assignments are received.**

Following are the procedures for evaluating examinations.

1. Program Support will forward completed examinations to you.
2. Grade the exam and **write appropriate comments on the last page, in the section marked "Instructor's Comments Concerning the Examination."** Students will not see the examination itself unless they ask to view it under the proctor’s or Program Support staff supervision. You may recommend to the student that they do so. Be sure that the comments on the instructor comment sheet will help the student to understand where he or she has done well or needs improvement.
3. Record the grade on the front page of the examination package.
4. **Return all exam materials to the Program Support office, Box 354978.** (You should also return the supervisor's certification sheet, which is included with all exams not proctored on the University of Washington campus.) If you work off campus, the Program Support office will supply a business reply postage-paid envelope for returning the exam.
5. Program Support will forward the Instructor Comment Sheet to the student.
6. If desired, the student can review the examination in the Program Support office for up to three months after completing the exam. If a student is not in the Seattle area, we will send the graded exam to his or her proctor for review under the proctor's supervision.

Grades and Extensions

Grades

Final grades are submitted when you grade the final examination, assignment, or project.

1. You will receive a form for recording the final grade when you receive the final examination.
2. Note the final grade and sign the form.

3. Return the form to Program Support. A business reply envelope should be included with the final grade sheet if you are working off-campus. If this is missing, you may call Program Support to obtain one.

For security reasons, final grades may not be submitted by e-mail.

**Courses without final examination**

If your course does not have a final examination, you will not receive a final grade sheet. Instead, please submit the Grade Tracking Sheet you received when the students enrolled. Be sure to record the final grade and sign this sheet. If you are teaching a group start course, then you will receive a grade roster approximately two weeks before the course end date. Student grades are recorded on this sheet and returned to Program Support.

**Incomplete Grades**

If a student believes that they will not be able to complete a group start course within the established course end date, then the student needs to contact the instructor to request an incomplete grade. For credit courses, an incomplete needs to be changed to a grade by the last day of the following quarter.

**Course Extension**

The decision to grant an extension is the responsibility of the instructor based on the guidelines stated below. These guidelines are also included in the student handbook. The student must contact you, not Program Support, to request an extension for an asynchronous course.

Although these guidelines have been established to assist you in determining who should receive an extension, there may be a situation where you approve an extension even if the student hasn't met all the criteria. If you feel that the student is progressing satisfactorily and will complete the course within the approved extension period, you may grant an extension. It is recommended that you work with the student to establish a schedule that would ensure that the course be completed within the agreed upon time period. The extension period can vary from a few weeks to a maximum of three months.

Once you have granted an extension, it is critical that you e-mail Program Support, distance@ese.washington.edu and copy the student as soon as it is granted. Please include the following information:

**Subject:** Course Extension Approval – (Name of Student)

**Message:**

I have approved an extension of (X weeks, months) for (Name of Student) (Student ID) for (CSN and course title.)

(Your name)

If you do not approve an extension, please communicate your decision directly to the student. We ask that you do not refer students to Program Support or tell the student to submit a petition. The granting or denial of an extension request is between the instructor and the student.
Extension Guidelines

If a student has extenuating circumstances that would hinder completing the course by the expiration date, the student may request an extension of up to three months from the instructor.

The student must meet the following criteria to request an extension:

• have satisfactorily completed at least two-thirds of the course assignments before making the request,

• have submitted the request to the instructor within two – four weeks before the original registration expires, and

• demonstrate extenuating circumstances.

Instructors have the prerogative to deny a request for an extension based on the described extenuating circumstances, so the student should be prepared to explain the situation to the instructor.

If the request for an extension is approved, the instructor must submit written approval via e-mail or letter directly to UW Program Support.

If the student is granted an extension, the course enrollment will be extended to three months, unless otherwise stipulated, from the student's expiration date at no additional fee.

Only one extension per course is permitted.

Failure to complete the asynchronous course, or to obtain approval for an extension by the expiration date, will result in the student being dropped from the course.

General Information

Key Points to Remember

Vacation Notification

• If you are unable to evaluate lessons for more than five calendar days, then you must notify your program manager 30 days in advance of a planned absence.

• If a substitute is necessary, you must provide him or her with all current grading records before you leave. You will not be paid for the period that a substitute is hired.

Evaluation Criteria for Contract Renewal

• Mid-course evaluations, final course evaluations, and calls from students will enable us to evaluate your teaching practice.

• A primary criteria for contract renewal is timeliness in returning assignments.
Payroll and Check Dates

- Unless stipulated otherwise, paychecks are issued bi-monthly on the 10th and 25th.

Leave of Absence for University of Washington Faculty

You must notify your Program Manager 30 days or more in advance of a planned leave so that the Program Manager will have ample time to identify a replacement faculty member for the leave period.

Faculty members on a paid leave of absence from the University cannot receive compensation from Distance Learning for grading assignments. This policy only applies to those faculty employed by the University of Washington.

Evaluation and Criteria for Contract Renewal

Each student is asked to complete a set of final course evaluation forms. The narrative results are provided to the Program Manager on a quarterly basis, and the automated forms are forwarded to the Office of Educational Assessment (OEA) on an annual basis. The summarized results are mailed to you and reviewed by the Program Manager.

Because research shows that timeliness in returning assignments and a tutorial relationship with the instructor significantly improve completion rates, these factors serve as the basis for instructor evaluation and contract renewal.

Payroll and Check Dates

There are two sources of income for a Distance Learning faculty member:

1. payment for the development of a course guide; and

2. base pay for instruction that is determined by the total number of credits for the course and the number of students who may enroll in that section of the course. This amount is paid over the length of the contract (usually six months to one year) and prorated monthly.

UW Distance Learning faculty will receive 50 percent of their monthly payment on the 25th of the month and the remaining 50 percent on the 10th of the following month. If you work in another capacity at the University of Washington, payment for your distance learning instruction will be combined with in you UW check and noted under our budget number.

Faculty are responsible for grading the work of all students who enroll during their contract period, up to the contract limit. Therefore, if you grant an extension to a student or if that student enrolls late in the contract period, you will be responsible for completing work with this student after you have been fully paid for the work.

For example, if your contract stipulates that you will receive $1200 for instructing up to twenty students enrolling during a six month period, you will receive $200 per month divided into two
payments on the 10th and 25th of the month for that six month period. If a student enrolls on the last day of that six month period, you will be responsible for completing all work with this student, even though you will no longer be receiving the monthly salary.

Change of Address

If you change departments, leave the University, or change your contact address, you must inform UWEO Program Support and your former department of your new address in order to receive payment. When you contact Program Support for an address change, request that they forward you to our Accounting and Finance Department to be sent a change of address form for payroll purposes.

If you believe there is an error in your paycheck, or if we can be of any assistance, please call the appropriate number listed on the attached contact list.

Use of State Resources

In most cases, no instructor may use state resources (including any person, money, or property under the instructor's official control or direction or in his or her custody) for the instructor's private benefit or gain. In some cases, when the cost to the state is insignificant or negligible, an instructor may make occasional but limited use of state resources for his or her private benefit such as when making a local call to his or her home during non-working hours.

Also, in general, an instructor may not make private use of state resources and then reimburse UW Extension so there is no actual cost to the state.

Conflict of Interest

The University of Washington prohibits any employee from participating knowingly in any transaction involving the University in which he/she has a "substantial economic interest." This applies not only to the employee, but to his or her family or any corporation in which the employee has a substantial economic interest.

Benefits for Faculty

Faculty who are not working in another capacity on campus are entitled to use University of Washington libraries and computer labs. In addition, they are entitled to educational discounts on computer software through the University Book Store.

Contact Program Support if you would like a letter that you can use to obtain these privileges.
<table>
<thead>
<tr>
<th>Whom to Contact</th>
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<tbody>
<tr>
<td>PROGRAM SUPPORT SERVICES</td>
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<tr>
<td><a href="mailto:distance@u.washington.edu">distance@u.washington.edu</a></td>
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<tr>
<td>4311 Eleventh Ave., NE Room 102, Campus address: Box 354978</td>
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<tr>
<td>Seattle, WA 98105 - 4608</td>
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<tr>
<td>(206) 543-2350 (800) 543-2320</td>
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<tr>
<td>• Contract questions</td>
<td>Julie Taube</td>
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<tr>
<td>Including voice mail, long distance calling, e-mail, and fax</td>
<td>(206) 685-6465</td>
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<tr>
<td>• Course extension approvals for students</td>
<td>Bonnie Field</td>
</tr>
<tr>
<td>• General questions re: distance learning procedures</td>
<td>Bonnie Field (see above) or B. David Harrison</td>
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<tr>
<td>• Distance Learning policies</td>
<td>Karen Daniels</td>
</tr>
<tr>
<td>• Grades, class lists, exams, tracking sheets</td>
<td>Marston Gregory</td>
</tr>
<tr>
<td>• Room and AV assignments</td>
<td>Laurel Humphrey</td>
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<tr>
<td>• Supplemental course materials</td>
<td>Erin Campbell</td>
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<tr>
<td>• Technical Support</td>
<td>B. David Harrison</td>
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<tr>
<td>• Textbooks (for asynch. courses)</td>
<td>B. David Harrison</td>
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<tr>
<td>• Releasable information changes</td>
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<tr>
<td>PAYROLL</td>
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<tr>
<td>• Payroll questions</td>
<td>Laura Bohaty</td>
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<tr>
<td>• Course guide, Web page, and exam content</td>
<td>Edelweiss Austria</td>
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<tr>
<td>• Budget and planning issues</td>
<td>Your Program Manager</td>
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<td>• Course revisions</td>
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<tr>
<td>• Leave and vacation plans</td>
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<td>• Releasable information changes</td>
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For Distance Learning Instructors who have scheduled meetings with students

Emergencies and Meeting Cancellations

- If you are ill or have an emergency and must cancel the meeting, notify your Program Manager no later than noon on the day your class meets. Missed sessions will be rescheduled.
- A meeting may be postponed or cancelled due to inclement weather. Call 547-INFO for snow closure information.
- A meeting may also be cancelled due to low enrollment prior to the start of the quarter. Students and instructors will be notified at the earliest possible opportunity.

Emergency Phone Numbers:

**UW Campus** A campus phone is located in the Husky Union Building (HUB) to the left of the main entrance. Pay phones are also available in the HUB and in most classroom buildings. When using a campus phone, you must dial "9" first.

Police, fire, ambulance (UW Police)  911 or 543-9331

Locked classroom doors:
- Weekends (UW Police)..........543-9331
- Weekdays (Custodial Services) 685-1500

Audio-visual problems:
- Before 5 p.m. .......................543-9900

Cold room (below 65° F) ............685-1411

Snow closure information ........547-INFO or listen to KUOW (FM 94.9) radio.

UWEO Bellevue Facility .......... (425) 586-2200
UWEO Puget Sound Plaza Facility (206) 685-0606
UWEO Harbor Building (1411) Facility (206) 616-3373
Sexual Harassment

Sex discrimination in the form of sexual harassment, defined as the use of one's authority or power, either explicitly or implicitly, to coerce another into unwanted sexual relations or to punish another for his or her refusal, or as the creation by the member of the University community of an intimidating, hostile or offensive working or educational environment through verbal or physical conduct of a sexual nature, shall be a violation of the University's human rights policy.

Equal Opportunity Statement

The University of Washington reaffirms its policy of equal opportunity regardless of race, color, creed, religion, national origin, sex, sexual orientation, age, marital status, disability, or status as a disabled veteran or Vietnam era veteran. This policy applies to all programs and facilities including, but not limited to, admissions, educational programs, employment, and patient and hospital services. Any discriminatory action can be a cause for disciplinary action. Discrimination is prohibited by Presidential Executive Order 11246 as amended, Washington State Gubernatorial Executive Orders 89-01 and 93-07, Titles VI and VII of the Civil Rights Act of 1964, Washington State Law Against Discrimination RCW 49-60, Title IX of the Education Amendments of 1972, State of Washington Gender Equity in Higher Education Act of 1989, Sections 503 and 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, Age Discrimination in Employment Act of 1967 as amended, Age Discrimination Act of 1975, Vietnam Era Veterans' Readjustment Assistance Act of 1972 as amended, other federal and state statutes, regulations, and University policy. Coordination of the compliance efforts of the University of Washington with respect to all of these laws and regulations is under the direction of the Assistant Provost for Equal Opportunity, Dr. Helen Remick, Equal Opportunity Office, Box 354560, 4045 Brooklyn Ave. NE, University of Washington, Seattle, WA 98195-6261, telephone (206) 685-3263/V 0r 543-6452 TTY.

UW Academic Honesty Policy

Students enrolled in UW courses are expected to observe the code of academic honesty required of University of Washington students. Violation of this code can result in various penalties, including a failing grade in the course and, in some cases, disciplinary actions. Instances of academic dishonesty for credit courses will be handled by the University of Washington Committee on Academic Conduct. Instances of academic dishonesty for noncredit courses will be handled by an internal University of Washington Extension Committee on Academic Conduct. Academic dishonesty includes plagiarism, defined as offering the language or ideas of someone else as one's own. Plagiarism may range from failure to credit isolated formulas, sentences or paragraphs to copying entire articles from books, periodicals, speeches or writing of other students. If evidence of academic misconduct is established, students will be given a failing grade for the course and any refund of tuition fees will be denied.