School of Pharmacy
TEMPLE UNIVERSITY
Regulatory Affairs and Quality Assurance
Graduate Program

Temple University School of Pharmacy
Regulatory Affairs and Quality Assurance Graduate Program
425 Commerce Drive, Suite 175 • Fort Washington, PA 19034
Phone: 267.468.8560 • Fax: 267.468.8565
Email: qara@temple.edu • Web: www.temple.edu/pharmacy_QARA

RA QA

EXPECTATIONS OF ONLINE STUDENTS

Thank you for registering for RAQA's online **Adobe Connect** courses. This memo clarifies our expectations of online students to ensure that everyone's experience is rewarding and enjoyable.

What is Adobe Connect?

Adobe Connect is an online teaching platform used by the RAQA graduate program. Our online courses are synchronous, offered in **real time**, so you

- meet and discuss issues with our faculty and students from around the world, who represent hundreds of pharmaceutical, device and biotechnology companies and regulatory agencies (including the FDA), and
- become part of the huge RAQA network, which has a 50-year history of delivering excellent graduate-level RAQA courses to more than 2,000 graduates.

Adobe Connect enables you to

- see and hear your instructor online,
- watch PowerPoint presentations and videos,
- participate in class discussions through instant chat or with microphone headsets,
- answer class polls, seeing the results immediately, and
- see other students and give live presentations with a webcam.

Who is eligible to register Adobe Connect classes?

- New students, who are starting the RAQA program.
- Continuing students who have an overall 3.0 GPA with no Incompletes or Holds.
- Full-time international students, who have completed 12 credits and have earned an overall 3.33 GPA.

What are the technical requirements for taking an Adobe Connect class?

It is <u>mandatory</u> to have the following:

- **A PC or MacIntosh laptop or computer with a high-speed (Ethernet) connection**. You must have **your own laptop or computer**; you cannot share one with a classmate. Wireless connections, devices, and cell phones will constantly drop you from class, which annoys other students and your instructor.

- **A headset with a built-in microphone** for class discussions. **Though laptops have built-in microphones, a separate headset enhances audio quality for everyone.** They cost less than $25 and enable everyone to give audible and clear presentations. **Headsets designed for cell phones (such as Plantronics) don't work.** Purchase your headset online by searching for **microphones with headsets**. One suggestion is Logitech's USB headset (Models H340, H390, or H540).

- **A webcam**. If your laptop has one, you don't need to purchase another. A webcam enhances presentations, enabling your instructor and other students to see you. Webcams also enhance professional networking. Webcams are generally not used the entire class, but you need one to introduce yourself, make presentations, or participate in workshops.

- **Internet Explorer for your web browser (not Google Chrome).**

- **Optional**: adding external speakers to a laptop or computer will enhance class audio.

What steps should you take to register for an Online Course?

- Forward the online registration form ASAP, at least 48 hours before the first class.

- **First time using Adobe?**
  You must test your computer and Internet connection before registering.
  The test is available 24/7: https://meetings.temple.edu/p3reodo3b4f.
  A password is given at the end, **which you must include on your registration form, or your registration form won't be processed**.

- **Using a new or different computer?** If you used Adobe before but switched hardware or decide to use a work computer, run through the self-test link before logging into class.

- **Do the mandatory headset test**. You must ensure your headset works with Adobe and you know how to adjust audio during class. Conduct the test with David Brickett (dbrick@temple.edu) or Mike Doukas (mdoukas@temple.edu) before your first class.

- **Install Macromedia Flash Player on your computer**. Adobe automatically installs Flash, as long as you have administrative access to the computer. **Many work computers use company networks that block Flash**. Your computer must have Flash for Adobe Connect to work.

- **Have an active Temple e-mail address (TUmail)**. Adobe Connect sends class links to a TUmail address. Without TUmail, you won't receive class links.

How do you get TUmail or obtain a new password?

New students should follow these steps for obtaining a TUmail account:

1) Submit your registration form for Adobe Connect with **all** required documents;
2) Once our Office processes your registration, you will receive an email within 48 hours with your TUid number.
3) Go to https://accounts.temple.edu. Click **Activate AccessNet Account** and submit the required information (name, DOB, TUid).
4) Forward your TUmail address to the RAQA Office as soon as possible.

Forgot your TUmail password? Go to: https://accounts.temple.edu to reset it, or contact Temple's HELP desk at 215.204.8000. The RAQA Office does not have access to passwords.

You can FORWARD TUmail to work or home emails to streamline your email accounts.

To access TUmail remotely, go to: www.temple.edu/pharmacy_QARA Click the **Temple T icon** (next to the Flickr icon), then **TUmail**. Your user name is the characters BEFORE the @ of your Temple email address (you do NOT need to include "@temple.edu")

What's expected of you as an RAQA Online Student?

- **Attend and participate in all scheduled classes.**
  If an emergency arises, contact the RAQA Office and your instructor, so we can try to record the class. Don't assume that no one will notice if you don't attend. Adobe Connect records attendance automatically. Polling assures that students are actively engaged in class discussions and also records attendance.

- **Resist the temptation to multi-task at your computer.**
  Opening other browsers will bounce you from Adobe, which is disruptive to students and your instructor. Stay focused when you attend class, so you won't have to spend additional time reviewing class recordings and notes again.

- **Participate in class discussions.**
  You will learn more when you are engaged in class discussions. Most instructors include participation in the final grade. Remember, **quality** and not quantity is the goal.

- **Review and follow the University honor code for all exams and assignments.**
  See: http://www.temple.edu/pharmacy_qara/plagiarism.htm
  Violations of the Honor Code are taken very seriously. Always do your own work and make sure you cite all sources in papers.

- **Understand why Proctored Exams are so important.**
  All students deserve the right to take exams in the same format and timeframe as other participants. Every RAQA course is required to hold at least one proctored exam. Online learning enables students to complete the majority of their coursework away from the campus. Proctored exams assure that students and graduates of Temple's RAQA program benefit from its long-established and well-respected academic reputation.

How do Proctored Exams Work for Remote Students?

- **In TRADITIONAL PROCTORING,** students are observed by an instructor or a proctor at a specific location.

  Adobe Connect students are required to identify a suitable proctor, approved by the RAQA Office.
  See: www.temple.edu/pharmacy_qara/connect.proctoring.htm

Local libraries and professional testing centers (Sylvan Learning Centers, Huntingdon Learning, etc.) schedule exams late afternoon and evening.

RAQA also provides free proctoring starting at 6:00 pm at Temple University Fort Washington.

- **ONLINE PROCTORING** is provided by Software Secure for a modest fee ($15.00 per exam).

  Instructors schedule practice exams on Software Secure, so you have hands-on experience before taking the actual test.

  Students are welcome to take Software Secure exams at our Fort Washington Campus, where a technician is available to help with the technology. (Students must still pay the $15.00 proctoring fee to Software Secure for using their system.)

  Software Secure exams are scheduled during course time (usually 6:00 - 9:00 pm week nights, East Coast time). Instructors select the length of time and format of exams.

What reasons would cause the Pharmacy School to drop a student from an online course?

- Not purchasing and using a microphone headset,
- Not using an Ethernet connection,
- Constantly losing class connection by multi-tasking or using incompatible devices,
- Violating the honor code or sharing a computer with another student during class,
- Identifying an inappropriate proctor or not returning proctoring forms in a timely manner,
- Not being actively engaged in Adobe Connect classes.

We care about the quality of our academic experience and welcome students who are eager to learn the latest regulations and quality practices and become leaders in regulatory authorities, and pharmaceutical, medical device, biotechnology, and related industries.