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Expectations of Students Using Adobe Connect

Thank you for registering for QA/RA’s on-line **Adobe Connect** courses. This memo clarifies our expectations of students who participate in these classes to ensure that your classroom experience is rewarding and enjoyable.

What is Adobe Connect?

Adobe Connect is a technology that allows you to watch and participate in classes using a computer with a high-speed internet connection. It enables you to:

- see your teacher in a live webstream,
- hear your teacher’s live lecture,
- answer questions and participate in discussions through instant text chat,
- watch PowerPoint presentations and short videos,
- participate in whiteboard free lance discussions,
- participate in class polls, seeing the results immediately,
- give a live presentation using a microphone and webcam.

Adobe Connect classes are offered in “real-time” on the Internet.

What does “real-time” mean?

Adobe Connect offers the conveniences of both a classroom and on-line class. As long as you have access to a laptop or computer with high-speed connections, you can attend class at home, in your office, or on the road. However, Adobe Connect classes are only available during scheduled class time. Classes are not available 24/7. If you miss a class, there is no way to recapture it, since it has not been recorded in any format.

What are the requirements for taking an Adobe Connect class?

Technical Requirements for Computer Access:

- **You must purchase a headset with a built-in microphone to participate in class discussions.** Though laptops have built-in microphones, a headset greatly enhances the audio capability for other members of the class. You must test your headset microphone to see whether the audio is of sufficient quality for you to participate in class.

Headsets may be purchased on-line from various sources (simply use a Search Engine for “microphones with headsets”). One suggestion is the Cyber Acoustics Stereo

Headset/Microphone with volume/mute AC-401 (available on Amazon.com for \$14.17).

If the QA/RA office learns that you do not have a headset with a microphone, you will be immediately dropped from Adobe Connect classes and barred from registering for future ones. There are no exceptions to this rule. We are enforcing it starting January 2012 due to complaints from students about those who do not use headsets with microphones. Having a headset with a microphone is a requirement for participating in Adobe Connect classes. The investment in this equipment is modest and will enable you to give presentations, which your classmates and teacher can hear, thus enhancing your involvement in and everyone else's enjoyment of the class.

- You must test your computer system to ensure that your computer and Internet connection will support viewing our Adobe Connect classes. The test is available 24/7. At the end of the presentation, you will be given a password, which must be included on your Adobe Connect registration form.
- You must test your headset with built-in microphone with Dave Brickett before your first class. Please contact Dave at dbrick@temple.edu. If the QA/RA office learns you did not do an audio test of your equipment, you will be dropped from the class and barred from future Adobe Connect classes.
- **You need direct high speed Internet. Wireless connections do not work, since their speed and reliability cannot be guaranteed.** We reserve the right to drop any student who does not have direct high speed Internet.
- Your computer must have Macromedia Flash Player installed. Adobe Connect will automatically install Flash Player as long as the user has administrative access to the computer. **Many work computers are connected through company networks and do not allow access to Macromedia Flash Player.**
- If you use a laptop, we recommend purchasing external speakers, so you can hear the class clearly.

If your teacher requires it, you must purchase a webcam (a camera specifically designed for computers and laptops). If your system already has a built-in webcam, there is no need to purchase another one. Webcams can be purchased online through multiple sources. This equipment will aid your class presentations, enabling your instructor and fellow students to see you. It will also enhance the professional networking you will experience as a student in the QA/RA program.

- Macintosh computers are compatible with Adobe.

Administrative Requirements for Adobe Connect

- You must be registered *at least 48 hours before the first scheduled class*. Sorry, but we cannot accommodate late registrations due to technical and licensing issues.
- You must have permission from the QA/RA Office (New students must fax their resume and copies of all college transcripts to 267.468.8565). Continuing students may simply fax the registration form.
- You must be a student in good academic standing (3.0 average and no incompletes on your record).
- You must participate in Adobe Connect from your own computer. Students may not share a computer during class (and the QA/RA Office reserves the right to drop students who do so).

All students, regardless of location, are required to have a Temple e-mail address (TUmail). If you are a new student, you must follow these steps:

- 1) Submit your registration form for Adobe Connect;
- 2) Once the QA/RA Office actually processes that registration, a staff member will forward your TUID number within 48 hours.
- 3) Once you have your TUID, you can obtain your TUmail account at <https://accounts.temple.edu>. Click the link that states “New to Temple University?” and then submit the required information (last name, date DOB, TUID).
- 4) You must forward your TUmail address to the QA/RA Office as soon as possible and no later than 48 hours before the first class, or your registration will be cancelled. You cannot access Adobe Connect or Blackboard without a TUmail address. Please register early to avoid any problems.

If you forget your TUmail password, go to: <https://accounts.temple.edu> to reset it, or contact Temple’s HELP desk at 215.204.8000. The QA/RA Office does not have access to student passwords.

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

To access TUmail remotely, go to: www.temple.edu/pharmacy_QARA Click on Temple Links, then TUmail. For the user name, just type in the characters that appear BEFORE the @ of your Temple email address (you do NOT need to include “@temple.edu”)

How Do You Register?

Adobe Connect classes fill quickly. Class size is determined by license availability. Once an Adobe Connect class is full, we cannot add additional students. Please register as soon as possible to guarantee your spot. We cannot hold spaces for any reason.

1. **New students must test Adobe Connect before registering. New and continuing students must test Adobe Connect whenever you plan to change your computer for class.** Please view the following website, which enables you to do a self-test of Adobe Connect 24 hours a day. The link is: <http://breeze.temple.edu/p59716030>

Note the password provided at the end of the presentation, since you will need to include it on your registration form.

You cannot register without completing the self-test of Adobe. Why?

We want to make sure that all students are familiar with Adobe Connect so they can immediately log on to their classes. It would be frustrating for everyone to waste time during classes waiting for students to sign on.

Special notes:

Every computer and laptop has different connection, audio, and webcam issues.

If you plan to switch computers during the semester or you plan to use a laptop (or computer) at your company, please make sure you ALSO test that system on the self-test link BEFORE logging into any class. **Many companies have firewalls which will prevent Adobe Connect from working.** Please do not assume that, if Adobe Connect works on your home computer, it will also be accessible at your work computer. You are responsible for checking this BEFORE any scheduled class. If you are traveling abroad, please check your connection before class. Students who miss more than two classes due to technology problems will be dropped from the course with no refund.

Once you've determined your Adobe Connection is compatible, please fax your registration form to 267.468.8565. Testing Adobe Connect does not guarantee your spot in a class. You must submit the correct paperwork to register, which includes providing the password from the self-test of Adobe. **If you did not include the password, your registration will not be processed.**

2. **All classes are only available in "real time."**
You must attend and participate in class during the scheduled time. Classes are not recorded, so if you miss a lecture, there is no way to recapture the material. Repeated absence from an Adobe Connect class will result in your being dropped from the course with no refund.
3. **You are expected to attend all classes.**
When you use Adobe Connect, your teacher will receive a message that you are logged onto the system, so attendance is taken automatically. If you will be traveling during the semester, please remember to do the self-test of Adobe when you arrive at your destination. You will need access to a high-speed connection. Many students indicate they can connect when they travel abroad. Temple University cannot provide tapes of missed classes, since classes are not recorded.

4. **You will learn most by participating actively.**

Learning is most effective when it is interactive. All teachers utilizing Adobe Connect will expect their students to participate in every class; most will base a portion of their final grade on class participation. With participation, *quality* and not quantity is the goal.

All Adobe Connect participants are expected to engage actively in class discussions. Please resist the temptation to multi-task at your computer, home, or office. Opening other browsers may bounce you from Adobe Connect, which is disruptive to other students and your instructor.

Temple University reserves the right to drop any student (without a refund) for not participating in class activities and discussions or whose Adobe Connection is dropped repeatedly due to multi-tasking during class time.

5. **The honor code is enforced for all exams and assignments.**

The University's Code of Academic Honesty is expected of all QA/RA students, regardless of the platform used for learning (live classes, videoconferencing, NetMeeting, Adobe Connect, etc.). This honor code is enforced for all assignments and exams. Please visit the following website to familiarize yourself with the University's policy:

http://www.temple.edu/pharmacy_qara/plagiarism.htm

If a teacher schedules an in-class exam and requires a proctor, **Adobe Connect students are required to identify a suitable proctor who is approved by the QA/RA Office in accordance with University policies.** For further information, see:

http://www.temple.edu/pharmacy_qara/connect.proctoring.htm

Temple University provides quality education which includes appropriate evaluations of student performance. It is unrealistic to expect to receive a graduate degree without having any in-class proctored exams throughout a program. Exams must be distributed fairly and equally to all students, regardless of location or learning modality. It is only fair that all students in a class be tested in the same manner and in the same timeframe. (For instance, an Adobe Connect student would not like it if he/she were assigned a closed-book exam while other students were given an open-book test.)

The QA/RA Office will work with students in identifying an appropriate proctor for in-class exams, such as a work supervisor.

The School of Pharmacy urges students to use the proctoring services at local libraries, which often provide the service at no charge. Also acceptable are professional testing sites, such as Sylvan Learning Centers or Huntingdon Learning, which provide proctoring services for a modest fee (which is the responsibility of the student taking the exam). Students must provide return envelopes to libraries and learning centers for their exams to be returned via priority mail to the QA/RA Office. The cost of priority postage (\$5.15) is the student's responsibility.

The QA/RA Office will try to arrange the exam at a mutually agreeable hour (such as the lunch hour over work) based on proctor availability.

For students who live within commuting distance of the campus, the QA/RA Office provides proctors (at no charge) at Fort Washington at specified times.

Another QA/RA student, relative, or friend is not a suitable proctor. The QA/RA Office and the School of Pharmacy reserve the right to not administer the exam if an acceptable proctor is not identified. In this case, the student will receive a “0” (zero) for the exam.

Adobe Connect enables students to complete the majority of their coursework at the location of their choice; participating in proctored exams poses a minor inconvenience. Proctored exams help assure that students and graduates of Temple’s QA/RA program share in its long-established and well-respected academic reputation.

6. **Please be respectful of this new learning environment.**

Effective classroom dialogues share the experiences of all participants. Please be courteous to other students in this new type of classroom:

- No one likes it when one or two individuals dominate all class discussions. Teachers want to engage every member of the class.
- Keep up with all assignments.
- At the graduate level, it is assumed that students are taking classes since they are interested in the subject matter and want to advance themselves professionally. Please come to class prepared, so everyone can benefit from a high-level discussion of the assigned readings.
- Do not multi-task during your class, since connecting to extraneous homepages or email will automatically bounce you from Adobe Connect, which is disruptive to everyone in the class.

7. **Your teacher may use a variety of teaching techniques:**

- **Breakout rooms:** This feature enables you to participate in discussions with small groups of students for workshops, problem solving, or projects. This can be an excellent networking opportunity for you with industry professionals across the country. The teacher can monitor these workshops at any point.
- **Polling (including Thumbs Up/Thumbs Down):** Your teacher may create a group of questions, asking you to select one answer. Adobe Connect immediately calculates the percentages of each response. It is immediately apparent to teachers when certain students repeatedly miss polling sessions, which will be factored into the final participation grade for each class.
- **Limited Video:** The use of video may slow down the transmission speed of your class. Your teachers may decide to limit the use of video clips of themselves to keep the transmission of PowerPoints at the highest possible speed. Generally teachers will use the

video to introduce themselves and to start/finish classes, but some portions of the class may be voice-overs.

The QA/RA Office reserves the right to drop students who are not actively engaged in Adobe Connect classes.

Return to Adobe Connect Homepage:
www.temple.edu/pharmacy_QARA/connect.htm