EXPECTATIONS OF ONLINE STUDENTS

Thank you for registering for RAQA's online Adobe Connect courses. This memo clarifies our expectations of students participating in these classes to ensure that your 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. (This means you participate in a live class, not a dated recording.)

What does real-time mean?
Adobe Connect offers the conveniences of a traditional classroom and online technology: you'll participate in a live class given at a specific time. As long as you have a laptop or computer with a high-speed connection and Flash Player, you can attend class at home, in your office, or on the road. Students are expected to attend and participate in Adobe Connect classes. Though lectures may be archived, students are actively involved, discussing issues with instructors and other participants during each class.

What are the requirements for taking an Adobe Connect class?

Technical Requirements for Computer Access:

- You must have a headset with a built-in microphone to participate in discussions. Though laptops have built-in microphones, a separate headset enhances audio quality for everyone.

  Headsets may be purchased on-line (conduct a search for microphones with headsets). One suggestion is Logitech's USB headset (Models H340, H390, or H540). Do not use headsets designed for cell phones (such as Plantronics): they won't work.

  We enforce headset use due to student complaints about individuals who don't use them. The investment in a headset is modest and enables everyone to give audible and clear presentations, enhancing everyone's involvement in and enjoyment of the class.
Students who do not have microphone headsets will be dropped from Adobe Connect classes and not allowed to register for them in the future. Having this equipment is mandatory.

- You must test your computer system to ensure that your computer and Internet connection will support 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 registration form (see instructions on page 3).

- You must test your headset with built-in microphone to make sure the audio is working. You conduct the test with David Brickett before your first class. Please contact David at dbrick@temple.edu. If the RAQA office learns you did not do an audio test of your equipment, you will be dropped 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. Students using wireless connections find that their connection to classes drops continually, which annoys other students. We reserve the right to drop any student who does not have direct high speed Internet.

- Your computer/laptop must have Macromedia Flash Player installed. Adobe Connect will automatically install Flash Player as long as you have administrative access to the computer. Many work computers are connected through company networks and do not allow access to Macromedia Flash Player. This is why we require students to test equipment before classes start.

- If you use a laptop, we recommend purchasing external speakers, so you can hear the class clearly.

- You must have a webcam (a camera specifically designed for computers/laptops). If your system 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 presentations, enabling your instructor and other students to see you. It will also enhance the professional networking you will experience as a student in the RAQA program.

  Please note: generally students do not leave their cameras on during an entire class. They use them to introduce themselves, make presentations, or participate in extended discussions, enhancing the class experience.

- Macintosh computers are compatible with Adobe.

- Please use Internet Explorer for your web browser. Do not use Google Chrome.

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.
Before you may attend online classes, the RAQA Office must approve your registration. New students (including those taking an online course for the first time) must submit the Adobe Connect registration form plus other required information (i.e., transcripts, resume, color photo, etc.). Continuing students who have taken online courses before may just forward the Adobe Connect 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 classes. The RAQA 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 with all required accompanying materials;
2) Once the RAQA Office processes your 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](https://accounts.temple.edu). Click **Activate AccessNet Account** and submit the required information (last name, date, DOB, TUid).
4) Forward your TUmail address to the RAQA Office as soon as possible and no later than 48 hours before the first class. You cannot access Adobe Connect or Blackboard without a TUmail address. Register early to avoid any problems.

If you forget your TUmail password, go to: [https://accounts.temple.edu](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](http://www.temple.edu/pharmacy_QARA) Click **Temple Links**, then **TUmail**. Your user name is 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.

**New students must test Adobe Connect before registering.** All students must test Adobe Connect whenever they change computers. This website enables you to test Adobe Connect 24/7: [https://meetings.temple.edu/p3reodo3b4f](https://meetings.temple.edu/p3reodo3b4f)
A password is provided at the end of the Adobe tutorial. You **must include it on your registration form**.

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

We want to ensure that all students are familiar with Adobe Connect so they know how to log into courses. It's frustrating when others waste class time learning how to use the system.

**Special notes:**

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

If you switch computers during the semester or change to a laptop (or computer) at your company, please test that system on the self-test link before logging into class. **Many companies have firewalls which will prevent Adobe Connect from working.**

Do not assume that, if Adobe Connect works on your home computer, it will also be accessible on a work computer. You are responsible for checking this before a scheduled class. If you travel abroad, check your connection before class starts. Students who miss more than two classes due to technology issues will be dropped from the course with no refund.

**Once you’ve determined your Adobe Connection is compatible, please send your registration form to the RAQA Office.** 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 do not include the password, your registration will not be processed, and you lose your spot in line.**

1. **All classes are only available in real time.**
   
   You are expected to attend and participate during the scheduled class time. Classes are not automatically recorded, so if you miss a lecture, there may be no way to capture the missed material. Repeated absence from an Adobe Connect class will result in your being dropped from the course with no refund.

2. **You are expected to attend all classes.**
   
   When you use Adobe Connect, attendance is taken automatically. If you travel during the semester, do the self-test of Adobe when you arrive at your destination. You will need a high-speed connection. Many students are able to connect when they travel abroad.

3. **The best way to learn is to actively participate in class discussions.**
   
   Learning is most effective when it is interactive. Adobe Connect instructors expect students to engage in class discussions. Most base a portion of the final grade on class participation. With participation, **quality** and not quantity is the goal.

   As an online student, you’re expected to be engaged in class discussions. Stay focused on class and resist the temptation to multi-task at your computer, home, or office. Opening other browsers will bounce you from Adobe Connect, which is disruptive to other students and your instructor.
Temple University reserves the right to drop students, who do not participate in class activities or discussions. Students who are repeatedly bounced from Adobe Connect classes due to multi-tasking may also be dropped from the class for the semester. No tuition refund will be issued in these cases.

4. **The honor code is enforced for all exams and assignments.**
The University’s Code of Academic Honesty is expected of all RAQA students, regardless of the platform used for learning (traditional classroom, videoconferencing, Adobe Connect, etc.). This honor code is enforced for all assignments and exams. Please visit the following website to familiarize yourself with the School of Pharmacy’s policy: [http://www.temple.edu/pharmacy_qara/plagiarism.htm](http://www.temple.edu/pharmacy_qara/plagiarism.htm)

Violations of the University Code of Academic Honesty can result in expulsion from the program.

5. **Proctored Exams**

Quality education includes appropriate evaluations of student performance. It is unrealistic to expect to receive a graduate degree without having proctored exams in courses. Exams must be administered fairly and equally to all students, regardless of location or learning modality. All students in a course must be tested in the same manner and in the same timeframe.

Every RAQA course, regardless of format (online, videoconferenced, or traditional classroom) requires at least one proctored exam.

Online learning through Adobe Connect enables students to complete the majority of their coursework with their own laptop/computer at home; proctored exams pose a minor inconvenience but assure that students and graduates of Temple's RAQA program benefit from its long-established and well-respected academic reputation.

**TYPES of PROCTORING used in Online Courses include Traditional Proctoring and Online Proctoring through Software Secure**

a. **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, who must be approved by the RAQA Office. See: [www.temple.edu/pharmacy_qara/connect.proctoring.htm](http://www.temple.edu/pharmacy_qara/connect.proctoring.htm)

The RAQA Office will help students with identifying appropriate proctors.

Local libraries often provide proctoring at no charge. Proctoring is also available at professional testing centers (Sylvan Learning Centers, Huntingdon Learning, etc.) for a fee (which is the responsibility of the student to pay).

The RAQA Office also provides proctoring (at no charge) at specified times at Temple University Fort Washington.
Another RAQA student, relative, or friend is not a suitable proctor. The School of Pharmacy reserves 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.

The RAQA Office arranges exams between 3:00 pm - 9:00 pm (East Coast time).

Students must provide envelopes and postage to libraries and testing centers for exams to be returned to the RAQA Office via priority mail. The cost of priority postage ($6.00) is the student’s responsibility.

Computers and ebooks are not allowed in traditional proctoring. There are no exceptions to this rule.

b. Online Proctoring (Software Secure)

Software Secure is an outside company that provides proctoring services to online students for a modest fee ($15.00 per exam).

If your online course is using Software Secure, it will be noted on the schedule of classes. As you complete the registration form, you will be required to check a box stating that you are aware that Software Secure is being used and that you agree to pay the $15.00 proctoring fee directly to that company when you take your exam.

We will provide detailed instructions on how Software Secure proctoring works and how you access the system. This document simply provides an overview.

New technology often poses challenges the first time it is used. That is why we always schedule "sample exams" with Software Secure, so students get hands-on experience with using that technology before taking the actual test.

Most students appreciate the convenience of exams proctored through Software Secure, since they don't have to identify a traditional proctor, pay for postage, or commute to a library or test site. They enjoy taking exams at home or even when traveling. Some students will only register for courses that offer Software Secure proctoring.

Students near Fort Washington, PA, are welcome to take their Software Secure exams at Temple’s Fort Washington Campus, where a technician is available to help them use the technology. (Please note that students are still responsible for paying the $15.00 proctoring fee to Software Secure for using their system.)

Software Secure exams are scheduled during the same time frame that the course regularly meets (generally 6:00 pm - 9:00 pm on a weeknight). Instructors determine the amount of time students have to take the exam (1 hour, 2 hours, etc.).

6. Please be respectful of this new learning environment.

Class discussions involve all students. Please be courteous to others in your online classroom:

- No one likes it when one or two individuals dominate every class discussion. Instructors 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. 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.

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

- **Breakout rooms** enable you to participate in discussions with small groups of students for workshops, problem solving, or projects. This is an excellent networking opportunity for you with industry professionals across the country. Instructors monitor these workshops.

- **Polling (including Thumbs Up/Thumbs Down)** enables your instructor to pose questions to the class to get your immediate opinion. Adobe Connect immediately calculates the percentages of each response. Instructors notice when students repeatedly miss polling sessions, which will be factored into the final participation grade for each course.

- **Limited Video.** Occasionally class video feeds slow down class transmissions. Your teachers may limit video clips of themselves to keep the transmission of PowerPoints at the highest possible speed. Generally teachers use the video to introduce themselves and to start/finish classes, but some portions of the class may be voice-overs.

*The RAQA Office reserves the right to drop students who are not actively engaged in Adobe Connect classes.*

All RAQA courses and all recordings of RAQA courses are the property of Temple University School of Pharmacy and may not be copied, taped, recorded, or duplicated in any format for any reason. Violating this rule is a breach of the University's Honor Code; in addition, the matter will be taken to the School's administration, which may result in further action by the University's legal department.

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