



NORTH AMERICAN
UNIVERSITY

DISTANCE EDUCATION FACULTY HANDBOOK 2021-2022

Version 030722

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Introduction

Distance Education is a formal educational process in which the majority of the instruction in a course occurs when students and instructors are not in the same place. North American University offers distance education courses in fully online format. An online course is defined as one for which all regularly scheduled face-to-face class meetings are replaced by required learning activities completed at a distance and managed online. Online courses allow students to take courses from geographically remote locations without the need to come to campus.

Online courses are delivered entirely using distance education tools through NAU's eLearning course management system, Jenzabar J1. In order to successfully take part in an online course student are expected to have access to a personal computer or a compatible mobile device with Internet access, and an Internet service provider. Our online courses have both synchronous and asynchronous activities. Please review our Technology Requirements to ensure that you fulfil all the requirements of an online course. Students are expected to follow Netiquette rules as student-instructor, student-content, and student-student interactions take place entirely online.

Technology Requirements

In the North American University online learning environment, computer software and hardware allow you to communicate clearly and effectively with students, faculty, and staff. All courses at NAU require assignments to be submitted using Microsoft Office. Assignments created using other applications, such as Google Documents, Open Office, WordPerfect, etc. are not acceptable. Macintosh files created using applications other than the MS Office suite are not satisfactory and will not be accepted by the instructor. Mobile devices, such as smartphones and tablets, may not be fully compatible with eLearning, our online course management system.

Minimum Software Requirements

Windows Users:

- **Microsoft Office:** Microsoft Office 2007 Student Edition
- **Operating System:** Windows 7 Home Edition
- **Acrobat Reader:** Adobe Acrobat Reader 8
- **Browser:** Internet Explorer 9, Firefox 11, Chrome 10
- **Browser Plugins:** Adobe Flash Player, Acrobat Reader, QuickTime Player
- **Browser Settings:** Cookies and JavaScript must be enabled
- **Webinar:** GoToMeeting, Microsoft Teams – [Latest Version](#)

Mac Users:

- **Internet Connection:** 700Kbps-Cable or DSL
- **Computer Processor:** 2.4 GHz Intel Processor
- **Computer Memory:** 2 GB
- **Screen Resolution:** 1024 x 768
- **Graphics Card:** Graphics card with 256 MB memory
- **Microphone:** Built-in Microphone
- **Webcam:** Built-in Webcam

Computer Skills

NAU distance education students are expected to have good computer skills mentioned below, and to have access to a reliable computer and internet provider. Faculty and students are expected to solve their technical difficulties with their computer, Internet access, or other issues which are outside of the control of NAU staff.

Proficient with an Internet browser and search engines

Some courses will require more extensive web searching than others. All courses will require continued use of an Internet Browser. Many courses will require proficiency at conducting on-line searches using search engines and directories. This is a minimal skill for offering/participating in an Internet course.

Able to install software

Many courses will involve downloading software and/or installing course-specific software.

Able to send and receive e-mail

In addition to being able to send and receive e-mail messages, a skill in attaching files and objects(pictures and graphics) is essential to success in an Internet course.

Able to create, save, and manage files

These are basic computer skills that will be useful in nearly every Internet course.

Proficient in Word Processing

Basic proficiency in word processing is fundamental to success in an Internet course. Students must be able to create, edit, save, and retrieve documents; plus cutting and pasting to and from e-mail.

Quick Links

- [NAU Office365 Login](#)
- [Help Desk](#)
- [Password Reset](#)
- [IT Services](#)
- [Library Resources](#)
- [Support Services](#)
- [Video Tutorials](#)
- [Policies & Procedures](#)
- [Instructor Checklist](#)

Distance Education Contact Info

Email: elearning@na.edu

Phone: 832.464.8691

Room: 732

Office Hours: Monday – Friday 8:00am – 5:00pm

IT Support: support@na.edu

NAU Distance Education Office & IT Support Services provide support to students, faculty, and staff on general computing issues, devices, passwords, software, online course system, student services and trainings. Our Help Desk provides support via phone, email, web, help ticket, and in person at two walk-in offices on campus.

GETTING READY

STEP 1 - Account set up & Training

1. Get your Office 365 na.edu account from our IT department, support@na.edu. If you still do not have it, please let me know.
2. Login to MyPortal through our [Office 365 portal](#), and then make sure that you see your course on your dashboard.
3. You will see two more courses:
 - [eLearning Instructor Training](#): Complete the modules and get your training certificate prior to course start.
 - [Sample Online Course](#): Review the sample online course modules. Your course must have a similar structure.

STEP 2 - Syllabus

1. [Watch the video](#) on Faculty eLearning Course regarding the course syllabus.
2. Review the attached syllabus. Modify/delete the highlighted text only. Once you are done, please make sure that there is no highlighted text on the syllabus.
3. Create your syllabus.
4. **Email elearning@na.edu when it is ready for approval.**
5. After it is approved, you can post it on your course page.
6. Set up your gradebook on MyPortal . Please let me know if you need any help.

STEP 3 - Webinars

We require at least 4 webinar sessions throughout the semester. We are using GoToMeeting app for webinars. Please see the attached

1. Check your na.edu email. You receive an account activation email from LogMeIn Customer Service - GoToMeeting. it might go to 'Others' tab instead of regular inbox. Please let me know if you have any issues.
2. Activate your GoToMeeting account.
3. Schedule your Webinar sessions.
4. Post your webinar info on your course page.
5. Review the attached webinar checklist. Please keep in mind that you need to record the webinar session and upload it to o365 Stream app, then copy/paste the video link to your eLearning/MyPortal course shell.

STEP 4 - Before Class Begins

1. Review the attached sample welcome letter, modify the highlighted parts.
2. Get your student roster from MyPortal and create your course email group.
3. Send a welcome email along with your syllabus to your students via your course email group.

STEP 5 - After Class Begins

1. The first webinar should be held within the first week.
2. Grade the assignments, discussion posts, and other grade items on time.
3. Provide individual feedback for course work as much as possible.
4. Go through the attached weekly checklist.

Jenzabar HOW-TO VIDEOS

Please click the links below to watch the tutorial video.

1. [Finding your way around](#)
2. [Get Started with eLearning](#)
3. [Add a Page](#)
4. [Create a Syllabus](#)
5. [Build a Test](#)
6. [Design Your Forum](#)
7. [Build a Course Forum Assignment](#)
8. [Create a File Upload Assignment](#)
9. [Grade a Course Forum Assignment](#)
10. [Grade a Test](#)
11. [Grade a File Upload Assignment](#)
12. [Save Assignments to the File Cabinet](#)
13. [Mark Attendance](#)

DISTANCE EDUCATION WEBINAR CHECKLIST

Setting Your GoToMeeting Account / Installation

Here is the tutorial videos link for all the steps below. Please watch them before you schedule a webinar.

[GoToMeeting Basics Video Tutorial Link](#)

Creating GoToMeeting Account

1. Check the email from LogMeIn customer service, GoToMeeting and create your account: www.gotomeeting.com. it might go to 'Others' tab instead of your regular inbox. Your username is the same as your na.edu account.
2. Schedule your webinars on GoToMeeting.
3. [Download](#) and install the GoToMeeting desktop app.
4. Make sure that you have a microphone and a webcam. Most PCs have built-in.

Before The Meeting

5. Schedule your webinars
6. Post the webinar link and other info on eLearning page.
7. Email your GoToMeeting webinar information to your student email group.
8. Start your scheduled meeting and sign in as the organizer with your account.
9. 'Sign in as Organizer' to start your meeting.
10. Go to the preferences and check the Chat Logs box to save it automatically.

Audio Settings

11. Make sure that your Audio is set to 'Computer Audio.'
12. Uncheck 'Play Entry/Exit Chimes' under Audio tab.
13. Make sure that your mic and speaker are working. Check the Audio tab, you should see green bars next to your mic and speaker icons when they are active.

During the Meeting

1. Welcome your students

2. Share your screen and webcam
3. Ask students to type in their full names in the chat box for attendance.
4. Click 'Record' button. How to record a session.
5. You can use the GoToMeeting drawing tools.
6. Before closing the webinar, save the chat log. If you set it on the settings, you do not have to do anything. If not, right-click on Chat box, and then click save.
7. Leave and end the webinar session.

After the Meeting

8. Follow on screen instructions and convert recorded file to mp4 format.
9. Locate your converted file. How to locate
10. Upload the mp4 format video file to the Office 365 Stream App. To launch the Streamapp, click the 9-dot button (App Launcher) on the upper-left corner of your o365 window, then click All Apps.
 - a. Upload your video to Stream App: [How to upload a video to Stream App](#)
 - b. Get the video link: [How to share a video on Stream App](#)
 - c. Go to your eLearning course shell and Turn Editing On
 - d. Click Add an activity or resource under appropriate week, then select URL
 - e. Type in the URL name, such as Webinar 1 Video, then paste the video link to the URL section and click save.

Webinar Grading

1. Log into www.gotomeeting.com
2. Click the Meeting History. You will see all your webinars and the attendee lists. Select the list that you want to get. There is an option to download as excel as well. Get the attendee list.
3. Go back to eLearning and click your webinar grading assignment > View Submissions
4. Give full credit to those who attended. Other students must submit a synopsis to get the full credit.

GoToMeeting FAQ:

- [GENERAL GOTOMEETING FAQ LINK](#)

SAMPLE WELCOME EMAIL

Please update the highlighted parts below.

Dear NAU Student,

Welcome to fully online EDUC 5317 School Law course. The course starts on August 22, 2019, and ends on December 01, 2019. Online classes allow you to study and learn in the comfort of your own home. Your e-learning experience in this course will take place on the web learning management system called eLearning. Please visit us [eLearning Training Playlist](#) to learn how to use eLearning and GoToMeeting webinar tool. If you are a new student, please complete the [J1 eLearning Student Training](#). Be aware that you may not be able to see your course until the first day of the class.

Course Info

This course examines key legal issues that govern daily and long-range decisions of educational leaders. In addition, this course focuses on the laws that govern America's public school system including student rights regarding discipline, suspension, personal grooming, testing, and grading, and drug testing. Topics such as segregation, integration, dress codes and drug testing are essential not only for paralegals seeking full or part-time law office employment, but also for teachers, school counselors, and administrators working in the American education system. Furthermore, the course focuses on understanding Texas and Federal codes, case law, policies, and significant precedent and will emphasize analysis of key legal concepts and application of law to major areas including finance, personnel, risk management, curriculum, student services, teacher rights, torts, students' rights, and access.

Course Instructor: Dr. John Doe

Email: jdoe@na.edu

Virtual Office Hours: Mon-Thu 10:00am – 11:00am

Webinars

This course requires our students to participate in webinars. Your first webinar session info is listed below. Upcoming webinars will be announced through the course page.

First Webinar:

(copy and paste first webinar info here)

Dr. Joe-EDUC 5317-Section 1-Webinar 1

Tue, May 26, 2015 5:00 PM - 6:00 PM CDT

Please join my meeting from your computer, tablet, or smartphone. <https://global.gotomeeting.com/join/414639637>

You can also dial in using your phone.

United States: +1 (646) 749-3122

Access Code: 414-639-637

eLearning **Course Page Info**

Course Website: Log in through Office 365 Portal

Login info: Use your Office 365 account credentials. If you have not retrieved your credentials yet, or forget your username and/or password, please contact our **technical support** at:
Email: support@na.edu, Room: 732, Phone: 832-230-5555

Please feel free to contact us if you have any further questions or concerns. Have a great semester!

STUDENT IDENTIFICATION VERIFICATION & PROCTORED EXAM POLICY

Effective Date: December 12, 2019

1. Policy

North American University (NAU) Student Identity Verification Policy describes the procedures and methods of verifying and protecting Distance Education student identity. This policy applies to all credit-bearing distance education courses or programs offered by the North American University (NAU), beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study.

2. Reason for Policy

The purpose of this policy is to ensure that NAU operates in compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) concerning the verification of student identity in distance education.

The HEOA requires that institutions offering distance education or correspondence courses or programs have processes in place through which the institution establishes the identity of the student who registers in a distance education course or program is the same student who participates in and completes the course or program and receives the academic credit. In verifying the identity of students who participate in class or coursework at the institution, HEOA requires that institutions use one of the following three methods:

- A secure login and pass code;
- Proctored examinations; and
- New or other technologies and practices that are effective in verifying student identification.

3. Procedures

Secure Login and Passcode: North American University utilizes a secure login process to determine that the student who registers in a distance education course is the same student who participates in, completes, and receives credit for the course. NAU delivers distance learning courses over the internet utilizing eLearning as the online course management system (eLearning). Upon admission, new students receive a unique user ID and a unique user-determined password to access NAU Office 365. User accounts are stored inside NAU Active Directory. NAU eLearning system is accessible through Office 365 portal with an authentication method that recognizes the credentials that are stored in the Active Directory to protect and verify user identity. No 'Guest' or any other third-party accounts are allowed to log in to eLearning system.

Students are not allowed to change their user ID for any reason. The password must meet the following complexity requirements to enhance security:

- Passwords must have a minimum of 7 characters.
- Not contain the user's account name or parts of the user's full name that exceed two consecutive characters.
- Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

Complexity requirements are enforced when passwords are changed or created.

- Passwords must be changed significantly and cannot be repeated more frequently than every two years (Past 5 passwords are kept in the system).

- Passwords that are written down or stored electronically must not be accessible to anyone other than the owner and/or issuing authority.
- Passwords must not be shared unless explicitly permitted by the issuing authority.

The delivery of instruction and all user activities including viewing course content, assignments, quizzes, and discussion forums require every user to log in to the NAU eLearning.

Personally identifiable information collected by the university may be used, at the discretion of the institution, as the basis for identity verification. For instance, a student requesting that their learning system password be reset may be asked to provide two or more pieces of information for comparison with data on file, or to come to the NAU IT office in person with a valid photo ID or verification. In addition, the NAU self-service portal requires that the students create three secure questions and answers to be used if students need to change/reset their password on or off campus on their own. NAU self-service portal can be reached at: <https://passreset.na.edu/> If students are not able to reset their password on their own, they can request password reset via email, phone call, submitting a help ticket, or in person with a valid photo ID or verification. Students are responsible for providing their complete and identity information in any identification verification process. All NAU eLearning users are responsible for the protection of their unique username and password as well as prevent disclosing such data to unauthorized parties.

Proctored Examinations: Faculty might require to use up to two proctored examinations per course. Online students cannot be required to take a proctored exam on-campus. It is the instructor's responsibility to clearly state in the course syllabus if proctored exams will be required along with the dates and times, exam duration, and special instructions (specify to the proctoring center/proctor what items are allowed/prohibited, i.e., open book, calculators, formula sheet, etc.)

. Students are responsible for making the arrangements with the proctor. Students are responsible for anyproctoring center exam fees. The exams can be proctored at one of the following locations;

1. a testing center at a university or a community college;
2. a testing center approved by the National College Testing Association Consortium of College Testing Centers. Please visit <http://www.ncta-testing.org/interactive-map> to find a certified test center.

Students are required to inform the instructor of the following items no later than the date indicated in the syllabus prior to exam:

- Name of the proctoring center;
- Name and title/position of the proctor;
- Proctor's phone number and email address;
- Date and time required for the exam

INTELLECTUAL PROPERTY AND COPYRIGHT POLICY

Effective Date: December 12, 2019

1. Purpose of the Policy

North American University (NAU) Intellectual Property and Copyright Policy is established to describe the procedures and guidelines, to create an environment that will encourage creativity and innovation, to recognize and protect the intellectual property rights of faculty, staff, students, and the university.

North American University's Intellectual Property and Copyright Policy applies to all employees and students.

2. Policy

North American University holds the copyright to all course materials including videos, webinar recordings, discussion questions, assignments, articles, lecture notes and syllabi. NAU has the right to use and import course materials from any other course. Using online course shells out of NAU requires Provost's approval.

North American University reserves the right to affirm ownership to any intellectual property created under any of the following circumstances:

- Works created/uploaded by NAU faculty
- Works created with significant use of university facilities, resources, technical support, or financial support
- Works created as a result of external funding.
- Funding an employee or student to develop the material
- All student works

North American University has the ownership of all student course work, such as assignments, homework, projects, videos, and articles.

Course instructors have the responsibility to properly use copyrighted material and protect intellectual property rights for their courses. If any course material has a third-party copyright, such as book publisher's presentations and quizzes, then a copyright notice is required to protect and recognize authorship and the integrity of the work. A copyright notice must be affixed to intellectual property and should contain:

- the word "copyright"
- a "c" in a circle (©)
- the date of publication, and
- the name of either the author or the owner of all the copyright rights in the published work.

Any disagreements in regard to the ownership of intellectual property will be resolved by the provost.

Please sign and return to the HR Office for your records.

By signing below, I, _____ hereby acknowledge that I have completely read and fully understand the North American University Intellectual Property and Copyright Policy.

Date: ____ / ____ / ____

Signature: _____

NAU DISTANCE EDUCATION COURSE STANDARDS CHECKLIST

This checklist must be filled out per online course at the end of the semester by distance education coordinator and the program supervisor. One copy must be provided to the instructor.

Faculty Name: _____ Course Name: _____ Semester: _____

Requirement	Requirement Met? (Y/N)	Related Course Work (If any)	If not met, please explain	Additional Info (if necessary)	Dist. Ed. Coord. Initials	Supervisor Initials
Instructor completed the Online Orientation						
Instructor completed the 2-hour faculty development regarding online education (Starlink Trainings)						
Course Description is posted on eLearning						
Instructor contact info is posted on eLearning						
Due dates are posted on eLearning						
Syllabus is submitted to elearning@na.edu and approved prior to course start						
Minimum 4 webinars are scheduled						
Webinar videos are posted on eLearning						
Virtual office hours are posted on eLearning						
Course textbook is appropriate and up-to-date						
Course textbook has a softcopy version (recommended)						
Additional Software fee and training link is posted on Syllabus and on eLearning (if any)						
Minimum 5 Discussion Forum Assignments are posted						
Discussion questions are appropriate and meet the related course objectives						
Course Objectives are stated for each Course Works/Grade Items in the syllabus						
Course content including activities, grade items are aligned with the department's academic standards						
Assignment guidelines and/or rubrics are indicated in the syllabus						



At least one course work/assignment requires library research						
Turnitin assignment type is used for all major papers and essays on eLearning						
Instructor graded items on time						
Instructor provided individualized feedback for grade items						
Course design meets the Distance Education standards						
All course content and works on Moodle are aligned with the course objectives. If not, please explain.						

Distance Ed Coordinator Notes:

Supervisor Notes:

Distance Ed. Coordinator's Name: _____

Supervisor's Name: _____

Distance Ed. Coordinator's Signature: _____

Supervisor's Signature: _____

Date: ___/___/___

Date: ___/___/___