



**eCore®**  
**Faculty Resource Guide**

**Updated 11/15/2007**  
**Spring 2008 Edition**

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**Spring Semester 2008**  
**eCore® Academic Calendar-Faculty and Staff**  
 Last update - 11/29/2007

Event	Deadline
Courses available to faculty	Early December
eCore® Teaching Faculty Orientation	Dec 11-12
First Day Students Can Access 'Student Guide to eCore®'	Early December
Course Rosters Sent to Faculty	Weekly throughout midpoint
Classes Begin (Faculty Members - Send Appendix B to Ginny Coleman)	Jan 7
Drop/Add	Jan 7,8,9
Course Withdrawals Begin	Jan 10
eCore® Holiday	Jan 21
Students Must Log In to Confirm Participation	11:59 pm EST Jan 14
Deadline For Students to Submit Forms To Test Proctoring Services for Proctored Midterm Exams	Week 1 - 11:59 pm EST Jan 22 Week 2 - 11:59 pm EST Jan 28
Deadline for Faculty to Submit Copies of Exams to Test Proctoring Services for Proctored Midterm Exams	If faculty chooses Week 1, submit exam by Jan 22; if Week 2, submit form/exam by Jan 28  Earlier is ALWAYS appreciated!
Midterm Exam Period (Faculty member chooses week)	Week 1 - 2/18-22 or Week 2 - 2/25-29
eCore® Midpoint Date- Last Day to Drop with a "W"	Feb 25
Deadline for Faculty to Submit Copies of Exams to Test Proctoring Services for Proctored Finals	11:59 pm EST Mar 25
Deadline for Students to Submit Forms to Test Proctoring Services for Proctored Final Exams	11:59 pm EST Mar 25

<b>Grade Roster to Faculty</b>	<b>Around April 14</b>
<b>Telephone Conference with Faculty to Review Grade Submission Procedures</b>	<b>Mid-April (TBA)</b>
<b>Classes End</b>	<b>Ap 11</b>
<b>Final Exam Period</b>	<b>Ap 14,15,16</b>
<b>Grades Due to eCore from Faculty</b>	<b>Ap 28 (9 am)</b>
<b>Grades Due from eCore to Registrars</b>	<b>Ap 30 (9 am)</b>
<b>Grades Available to Students</b>	<b>Around May 6 (varies by institution)</b>
<b>Total Instructional Days in Term</b>	<b>75 Days (count every other Saturday)</b>

## **II. Introduction**

This document outlines procedures related to enrollment and student support services for eCore® courses. These services include course registration, enrollment management, bookstore services, test proctoring services, and student disability services.

## **III. Contacts (eCore staff and Affiliate Institution Staff)**

### **eCore Administrative Services**

Dr. Nancy Thompson, Head, eCore® Administrative Services and Registrar

[Nancy.Thompson@georgiacenter.uga.edu](mailto:Nancy.Thompson@georgiacenter.uga.edu)

706-542-6748

Dr. Barbara Frieling, Distance Education Faculty Coordinator

[Barbara.Frieling@georgiacenter.uga.edu](mailto:Barbara.Frieling@georgiacenter.uga.edu)

706-583-8927

(Located in University System of Georgia Independent/Distance Learning office)

Rachel Bainum, Associate Registrar, VISTA Administrator, and Textbook Services Coordinator

[Rachel.Bainum@georgiacenter.uga.edu](mailto:Rachel.Bainum@georgiacenter.uga.edu)

706-583-8216

Ginny Coleman, Test Proctoring Coordinator

[Ginny.Coleman@georgiacenter.uga.edu](mailto:Ginny.Coleman@georgiacenter.uga.edu)

706-583-0895

Angie Malone, Coordinator for Payroll and Faculty Support Services

[Angie.Malone@georgiacenter.uga.edu](mailto:Angie.Malone@georgiacenter.uga.edu)

706-542-6701

Cookie Smith, eCore General Information

[Cookie.Smith@georgiacenter.uga.edu](mailto:Cookie.Smith@georgiacenter.uga.edu)

### **Affiliate Institutions**

<http://www.alt.usg.edu/ecore/about/institutions.phtml>

#### **Columbus State University**

Lacey Almond, eCore® Advisor

[almond\\_lacey@colstate.edu](mailto:almond_lacey@colstate.edu)

706-569-3124

#### **Georgia Highlands College**

Dr. Jeff Linek, eCore® Advisor

[ecore@highlands.edu](mailto:ecore@highlands.edu)

678-872-8065

**Georgia Southwestern State University,**

Lynda Lee Purvis, eCore® Advisor

[llpurvis@canes.gsw.edu](mailto:llpurvis@canes.gsw.edu)

229-931-2019

**Valdosta State University**

Marsha Walden, eCore® Advisor

[mwalden@valdosta.edu](mailto:mwalden@valdosta.edu)

229-245-4378

**University of West Georgia**

Stacey Rowland, eCore Advisor

[srowland@westga.edu](mailto:srowland@westga.edu)

678-839-6248

**Southern Polytechnic State University**

Dr. Dawn Ramsey, eCore Advisor

[dramsey@spsu.edu](mailto:dramsey@spsu.edu)

678-915-4287

**GeorgiaView Vista**

Course sign-on

<https://ecore.view.usg.edu>

(Listed under University System of Georgia Collaboratives)

Online Support Center

<http://help.view.usg.edu>

**Course Corrections**

If your course has typographical errors, problems with quizzes, broken links, etc., please submit a request for a course correction through the website listed below.

<http://www.alt.usg.edu/ecore/request>

**Test Proctoring Services**

Ginny Coleman, Test Proctoring Coordinator

[Ginny.Coleman@georgiacenter.uga.edu](mailto:Ginny.Coleman@georgiacenter.uga.edu)

[testing.coordinator@georgiacenter.uga.edu](mailto:testing.coordinator@georgiacenter.uga.edu)

706-583-0895

**Student Disability Services**

(Each student should contact his/her home institution's Disability Services office, but if you have generic questions about disability services issues, please contact the office listed below.)

Melissa Garber  
[mdy@uga.edu](mailto:mdy@uga.edu)  
706-542-4589

#### **Textbooks/Bookstore**

eFollett  
<http://www.gaecore.bkstr.com>  
706-369-7399

Rachel Bainum, Associate Registrar and Textbook Services Coordinator  
[Rachel.Bainum@georgiacenter.uga.edu](mailto:Rachel.Bainum@georgiacenter.uga.edu)  
706-583-8216

#### **IV. Administrative Services**

eCore® Administrative Services serves as the central coordinating and distribution point for eCore enrollment information, including class and grade rosters, registration status reports, faculty services, and login information for Vista.

##### ***Registration***

Students register for eCore® courses in the Student Information System (Banner) through their affiliate institutions. Affiliate Registrars send enrollment information to the eCore Administrative Services office in Athens. Administrative Services compiles all eCore® enrollment information into a database and sends notice to registered students. The notice includes the student's Vista username and password and detailed instructions for logging into the course, purchasing textbooks, etc. (see *Appendix A - Getting Started Letter*). The Getting Started information can also be seen on the affiliate eCore® web sites at the following URL:

<http://www.alt.usg.edu/ecore/about/institutions.phtml>

**Students should contact their affiliate institutions with questions about enrollment issues.**

##### ***First Weeks of Term***

eCore® Administrative Services distributes all class and grade rosters to faculty members. Rosters are created in Microsoft Word and distributed to faculty as an email attachment. During the drop/add period, a new roster will be sent every day or two, and afterward, updated rosters will be sent several times until midpoint. Faculty members should check email frequently and notify eCore® Administrative Services of any changes in their email addresses or telephone numbers. Angie Malone ([angie.malone@georgiacenter.uga.edu](mailto:angie.malone@georgiacenter.uga.edu)) is the primary eCore Administrative Services contact for course rosters and faculty support information.

Several events will occur during the first few weeks of the term. Please see the Academic Calendar at the front of this Guide for a detailed list of dates and events.

First Week of Class - Expect frequent changes in class enrollments as students drop and add courses. The roster within your course will list students who are not on the roster that is sent to you by eCore Administrative Services. When students drop or withdraw from your course, it may take several days for those students to be removed from your Vista course roster. For the most accurate listing, please use the most recent roster sent by Angie Malone.

Preliminary Class Roster - Students must log into the Vista course and complete an activity during the first week of class (*deadline is Monday, January 14, 11:59 p.m. EST, for spring 2008*). This process validates that students have "attended" class during the first week. We will ask you to confirm which students logged into the class by the deadline. Rachel Bainum ([rachel.bainum@georgiacenter.uga.edu](mailto:rachel.bainum@georgiacenter.uga.edu)) is the primary eCore Administrative Services contact for student registration and login information.

Class Rosters - Administrative Services will email class rosters to eCore faculty members periodically until midterm. Faculty should use rosters to check against Vista class rolls. Notify Administrative Services of any discrepancies.

### ***Course Withdrawal***

Each student is required to take the necessary steps to make his/her withdrawal official.

After the first three days of the term, students who wish to withdraw from a course must complete the eCore Withdrawal Form, available at this website:

<http://www.georgiacenter.uga.edu/ecore/services/withdraw>

Submission of the withdrawal form will generate an email withdrawal notice to the Administrative Services staff (Rachel Bainum is the primary contact for student withdrawals), and the Affiliate Institution will be notified of the withdrawal. In due course the student's name will disappear from your weekly course roster.

### ***Midpoint Class Rolls***

At the midpoint of the semester, Administrative Services will send current class rosters to the affiliate registrars to review for accuracy. Any changes in student registrations will be reflected on these rosters. Administrative Services will then send each faculty member a midterm roster. Sometimes students stop participating in eCore classes and fail to withdraw officially. This process of midterm roster validation allows the affiliate institution to reconcile any discrepancies between enrollment information and course attendance.

**Each student must take the necessary steps to make his/her withdrawal official.**

For a variety of reasons, it is possible that at the end of the semester, the names of students who never participated or stopped participating will still appear on your final grade roll.

### ***Final Grades***

1. During final exam week, Administrative Services will email final class grade rosters to faculty members.

Faculty should enter grades on the grade roster and return the roster to Administrative Services (see *Calendar* for the date when "Grades are Due to eCore® Administrative Services").

At this time, there is no grade of WF within the grading structure unless *the student* chooses to withdraw after the midpoint of the semester. A grade of WF is not an option for a final grade given by a faculty member. Grading options for faculty members are A, B, C, D, F, I (incomplete), and NG (no grade). Students who fail to participate and do not officially withdraw should be given a grade of F. Beside the F, please list the last date the student logged into the course. (Please list the last date attended for ONLY the students who will receive a grade of F for non-participation; no date is required for an "earned" F).

If grades are late from faculty members, Administrative Services will enter a NG ("No Grade") in the database so that Registrars can receive grades on schedule.

2. Administrative Services will consolidate rosters by affiliate institution and distribute grades to Registrars.
3. Affiliate Registrars will enter grades on their Student Information Systems (Banner).
4. Students will view their grades on the affiliate institutions' Student Information System websites. *It is not necessary for you to post grades within your course.*

**"Grade Change Form"** and **"Incomplete Form"**: Faculty members have access to these two forms for grading purposes.

Grade Change: <https://www.georgiacenter.uga.edu/ecore/faculty/cog.form.html>

Incomplete Form:

<https://www.georgiacenter.uga.edu/ecore/faculty/incomplete.form.html>

**Incomplete Form** - Please review the Board of Regents' policy on student eligibility for a grade of Incomplete (below). If a student has requested an incomplete for non-

academic reasons, fill out the Incomplete Form and assign an Incomplete grade on the Grade Roster.

***Board of Regents Policy for eCore:** "I" - This symbol indicates that a student was doing satisfactory work but, for non-academic reasons beyond his/her control, was unable to meet the full requirements of the course. The requirements for removal of an I are left to the respective institutions; however, if an I is not satisfactorily removed after one calendar year, the symbol I will be changed to the grade F by the appropriate official.*

**Grade Change Form** - Use this form to change a student grade from NG or I to a letter grade. The form may also be used if there has been an error in grading and you wish to change a student's letter grade.

### **eCore Administrative Website**

To view eCore® enrollment throughout the term, visit the Administrative website, <http://www.georgiacenter.uga.edu/ecore/admin/index.html>. This website also contains information on Academic Calendars and eCore® Policy manuals.

### **V. Affiliate Institutions**

Six institutions within the University System of Georgia admit and enroll students in eCore® courses. The six eCore® affiliate institutions are listed below. Your students should refer all of their questions to the eCore Advisor at the student's affiliate institution. The eCore® website (<http://www.alt.usg.edu/ecore/>) will also answer many of their questions. Each affiliate has an eCore® advisor; see Contact page of this guide for eCore® advisor names. The advisor serves as the point of contact for students.

#### eCore® Affiliate Institutions

Columbus State University  
Georgia Highlands College (formerly Floyd College)  
Georgia Southwestern State University  
Valdosta State University  
University of West Georgia  
Southern Polytechnic State University

### **VI. GeorgiaView Vista**

eCore® courses are developed and taught in GeorgiaView Vista (<https://ecore.view.usg.edu>), an online course management system adopted by over 3,000 colleges and universities internationally. This software enables faculty to develop, deliver, and manage course materials and interactions online. eCore® students and other USG students have the most advanced and comprehensive set of tools available for communicating, collaborating, and learning in an online environment. The USG Vista site provides links to faculty and student resources developed by the University System and others.

In addition, all students, faculty, and staff can access the Online Support Center (<http://help.view.usg.edu>) for assistance with Vista and other technical questions or problems. Assistance from the Online Support Center can be obtained 24/7 by submitting a trouble ticket, although students and faculty members are encouraged to seek answers through the OCS online "Knowledge Base" before submitting a question.

If there are corrections to be made in your course (e.g., typographical errors, broken links, etc.), please suggest a correction through this link: <http://www.alt.usg.edu/ecore/request>

Additional information is available in the FAQ, available in the "Vista 3.0 for eCore Faculty" course section in WebCT Vista (click on "Course Resources," then "Appendices").

## VII. Bookstore and Textbook Orders

**Student Textbooks:** The official eCore textbook provider is now eFollett instead of MBS Direct. The required textbooks for all eCore® classes are available for purchase on the eFollett web site <http://www.gaecore.bkstr.com>, or by telephone at 706-369-7399. While students are strongly encouraged to purchase their textbooks from eFollett, it is not mandatory. If students choose to purchase books elsewhere, they are responsible for ensuring that they receive the correct textbooks. A textbook list is available at <http://www.alt.usg.edu/ecore/courses/textbook.phtml>. **Please note that most campus bookstores will not carry the textbooks for eCore® courses.**

**Faculty desk copies:** To order an instructor copy of the textbook for your course, please do so through the textbook publisher. If you have questions about textbooks, send an email message to Rachel Bainum ([rachel.bainum@georgiacenter.uga.edu](mailto:rachel.bainum@georgiacenter.uga.edu)) and include all information regarding the text and materials (i.e., name of text, author, edition, ISBN number).

## VIII. Smarthinking (Online Tutoring) -

- What is SMARTHINKING? ([www.smarthinking.com](http://www.smarthinking.com))

SMARTHINKING is a Washington, DC-based organization that provides people, technology, and training to help schools and institutions offer outstanding online academic support to their students. SMARTHINKING is currently working with more than 200 institutions supporting six different subject areas, including an online writing lab for all courses in all subject areas. SMARTHINKING's management team is comprised of professionals with extensive backgrounds in education, technology and business. Bios of the SMARTHINKING team can be found online at [www.smarthinking.com](http://www.smarthinking.com).

- **What is SMARTHINKING's philosophy?**

SMARTHINKING is a student-centric service that supplements on-campus courses and academic support systems. Using the SMARTHINKING service, institutions will be able to create a true on /off-campus hybrid educational model that addresses a range of student

needs and learning styles. SMARTHINKING provides academic assistance in the same manner its clients do on campus. Our tutors do not give answers or rewrite /edit papers.

- **What tutoring services will my students receive?**

The SMARTHINKING online tutoring service is designed for students who are taking core academic courses. Online learning assistance is available from our tutors or yours in mathematics (from basic math to calculus II), statistics, chemistry, physics, and writing for all subjects.

- **Who are the SMARTHINKING tutors (“e-structors”)?**

Unlike other online tutoring companies, SMARTHINKING e-structors are SMARTHINKING employees who are recruited, hired, trained, scheduled, managed and evaluated by SMARTHINKING's staff. SMARTHINKING e-structors are recruited from a variety of sources, including graduate students, trained college peer tutors, community college faculty, and high school teachers. Only tutors with strong backgrounds in tutoring/teaching in their respective fields are hired by SMARTHINKING. Over 80% of our e-structors have a master's degree or a Ph.D. in their fields.

#### **VIX. Test Proctoring Services**

All courses must have at least one proctored experience of significant value that is mandatory for students. **All proctored experiences within a course are considered mandatory. A student who does not take the mandatory proctored experience/s will fail the course. (new policy - effective fall semester 2007)**

As a guideline, the proctored experience should count for no more than 15% of the final grade.

The Spring 2008 eCore® *midterm and final exam periods* are set and dates are posted on the eCore® calendar (see calendar at front of *Faculty Resource Guide*).

*You will notice that a copy of your midterm exam is due to Ginny Coleman (eCore Testing Coordinator) shortly after the semester begins (see below) and your instructor exam form is due on the first day of class.*

**The spring 2008 midpoint is February 25, 2008.**

Please look over your course prior to creating your syllabus. Once you have done so, list the dates (see below) for your proctored midterm exam period and your final exams.

Faculty members must submit two items to Ginny Coleman **by the deadlines posted in the box below:**

- 1) the Faculty Exam Information Form (*Appendix B*) and
- 2) a copy of your actual course exam (faculty members may construct and submit their own exams; electronic copies are preferred).

**Spring midterm exams dates -- Choose to give your midterm either February 18-22 or February 25-29.**

- The Faculty Member chooses the dates and you must let Ginny Coleman know which you selected). Your instructor exam form is due on the first day of class.
- The deadline to submit the Faculty Exam Form and a copy of your midterm exam is January 22 (if you choose first week of exams) or January 28 (if you choose second week) by 11:59 pm EST
- The deadline for students to submit the midterm Proctored Examination Exam Form is January 22 (first week) or January 28 (second week) by 11:59pm EST

**Spring 2008 final exam dates are April 14-16.**

- The deadline for your Faculty Exam Form and a copy of your final exam is March 25th by 11:59 pm EST
- The deadline to submit the Proctored Examination Exam Form is March 25th by 11:59 pm EST

Students must also submit the Exam Request Form (*Appendix C*) **by the deadline that you select (see box above).** Please post the midterm, final exam dates, and Exam Form submission deadline dates in your course syllabus.

The deadlines are set because each student's exam must be mailed to the selected exam site in time for administration of the exam. Students who do not submit their Exam Request Form by the deadline will be assessed a \$15 fee to mail the exam via overnight mail.

Once the master copy of your exam is received by the Testing Coordinator, test packets will be created and mailed out to the test sites. At the test sites, the students are required to show a photo ID and Social Security number before they will be permitted to take the exam. This procedure ensures that the person taking the course is the person taking the exam. *Once the exam has been completed, the test sites will mail the completed exam directly to you for grading.*

If at any time you have questions or concerns or if you require assistance, please do not hesitate to contact the Testing Coordinator ([ginny.coleman@georgiacenter.uga.edu](mailto:ginny.coleman@georgiacenter.uga.edu)), who will help in any way possible.

## **X. eReserves**

At the request of the eCore administration, the UGA Libraries have placed copies of course materials and articles for several courses on eReserve. If you would like to create reserve

material for your course, please contact the Faculty Distance Education Coordinator ([Barbara.Frieling@georgiacenter.uga.edu](mailto:Barbara.Frieling@georgiacenter.uga.edu)).

## XI. Student Disability Services and AMAC

If a student has a disability, or suspects that s/he has a disability, and would like to be considered for accommodations, there are several options. Each eCore Affiliate campus has an office of disability services, and the campus eCore Advisor can provide information regarding the office on each home campus. In all cases, students will be asked to qualify for special accommodations by providing documentation that they have gone through an evaluation process at an approved University System of Georgia evaluation site.

If a student is unsuccessful in contacting the disability services office at the home/affiliate campus, the student should contact the Regents Center for Learning Disorders (RCLD) at the University of Georgia at 706-542-4589 and/or send an email to Melissa Garber ([mdy@uga.edu](mailto:mdy@uga.edu)). Please note that email communication is not secure and confidentiality cannot be assured if students elect to communicate via email.

It is the student's responsibility to make arrangements with the campus disability services office or the RCLD at the beginning of the semester and to let all eCore instructors and the student's local proctored test site know prior to the time the student will need accommodations.

### AMAC Services (Alternative Media Access Center)

- *How would a student access AMAC services?*

A student should contact the disability services provider at their registered institution. University System of Georgia eCore® students should contact the disability service provider at the institution to which they pay their tuition.

### *Disability Service Provider Contact Information for USG eCore® Institutions*

Institution	Contact	Phone	Fax	Email
Georgia Southwestern State University	Evelyn Oliver	(229) 931-2661	(229) 931-2832	<a href="mailto:eoliver@gsw.edu">eoliver@gsw.edu</a>
Georgia Highlands College	Sheryl Ballenger	(678) 872-8100	(678) 872-8013	<a href="mailto:sballenger@highlands.edu">sballenger@highlands.edu</a>
Southern Polytechnic State	Deborah Shaw-	(678) 915-7244	(678) 915-7913	<a href="mailto:dshaw@spsu.edu">dshaw@spsu.edu</a>

University	Wingate			
University of West Georgia	Ann Phillips	(678) 839-6428	(678) 839-6429	<a href="mailto:aphillips@westga.edu">aphillips@westga.edu</a>
Valdosta State University	Erin Salmon	(229) 245-2498	(229) 245-2788	<a href="mailto:epsalmon@valdosta.edu">epsalmon@valdosta.edu</a>
Columbus State University	Joy Norman	(706) 568-2330	(706) 569-3096	<a href="mailto:norman_joy@colstate.edu">norman_joy@colstate.edu</a>

The service provider will walk the student through accessing AMAC services. The student will need to provide the service provider with textbook information (i.e. title, author, ISBN, and edition).

The disability service provider will need to have the student sign off on an accommodation form which will be kept on file at the institution and a copy faxed to AMAC (706-583-0001). This form can be faxed or emailed to the student for their signature.

- ***How do students get access to their books in alternative media (e-text)?***

Books in e-text will have an email notification sent to the student, disability service provider, or both with instructions on how to download the book.

Books from Recording for the Blind & Dyslexic in CD format are typically mailed to the service provider who will give the CD to the student. University System of Georgia eCore® students may have the CD mailed directly to them.

- ***How do students get training on assistive technology (reading software and hardware) which will give them access to their books on the computer or with a CD portable player?***

Students can be trained by the disability service provider or can call the AMAC Toll-Free Technical Support Help Line at 866.418.2750. Students might want to check the AMAC website for up-coming [trainings](#) in their area. There is also an [AMAC Student Guide](#) that can be accessed or downloaded through the AMAC website.

- ***What does the faculty member do when notified that a student has a disability?***

Faculty should refer the student to disability services, except for USG eCore® students, in which case faculty should have students contact the [eCore® Advisor](#) at the institution where they registered. The eCore® Advisors will provide direction to the student and communicate with the eCore® Administration Center, eCore® registrars, and the disability service office at the student's registered institution.

## **XII. Academic Honesty**

Academic honesty issues should be referred to Nancy Thompson ([nancy.thompson@georgiacenter.uga.edu](mailto:nancy.thompson@georgiacenter.uga.edu)). Please send an email describing the allegation (with attachments), documenting the academic dishonesty. Your email and attachments will be forwarded to the Academic Honesty officer on the student's home campus. If the student wishes to contest the allegation, the home campus staff will initiate the appeal.

eCore faculty members have access to a plagiarism-detection program through Turnitin.com, and the program is available (at no cost) each semester. See FAQ (eCore Faculty Frequently Asked Questions) documentation for additional information about Turnitin.com.

### **TURNITIN.COM Login**

To access the system, you must create a "user login" for yourself. Please follow the directions listed below:

Go to <http://www.turnitin.com>. Click on "New Users" at the upper right of the page. From the drop down menu, select "Instructor."

Use the eCore account ID and password to create an account:

Account ID: 20945  
Account join password: TIIpilot1

Once you have provided this information, Turnitin will recognize you as an eCore user and allow you to set up an individual account.

If you have further usage questions, you can reach the Turnitin.com technical support staff via e-mail at [helpdesk@iparadigms.com](mailto:helpdesk@iparadigms.com) or phone at (510) 287-9720 x241.

## **XIII. Evaluation of eCore®**

Program evaluation is an important part of the ongoing development and improvement of the University System's distance learning opportunities and support services. All eCore faculty members should encourage their students to complete these evaluations.

### ***eCore® Course/Faculty Evaluations***

Two weeks before finals, each student will receive an email for each course in which he/she is enrolled, and the email will include information regarding the course evaluation URL. Students will click on the link to the URL and will complete an eCore® course/faculty evaluation for each course in which they are enrolled. This instrument asks students to evaluate the course and its components, to evaluate the faculty member's instruction, and to evaluate their own efforts in the course. They are given an opportunity to provide qualitative feedback on whether they found the course intellectually stimulating, what factors influenced and/or hindered their learning, what problems they had accessing the

course, and what suggestions they would make to improve the course. This information is used to update courses and to make corrections. It is also provided to faculty members to aid them in developing their online teaching skills. This information is compiled and mailed to you and your department chair at your home institution each year. The eCore Advisory Group, comprised of Vice Presidents for Academic Affairs, have also asked to review the course evaluations. If you have questions about the evaluations, please contact Dr. Barbara Frieling or Dr. Nancy Thompson.

#### **XIV. Grade Appeals**

If a student wishes to appeal a grade, that appeal must be made within 30 days after the grade has been posted. The grade appeal process is as follows:

- Student appeals to the faculty member.
- If not resolved, the next level of appeal is to the department head of the faculty member involved.
- If not resolved, the next level of appeal is to the VPAA of the institution of the student.
- If not resolved, the final appeal goes to the eCore sub-committee. If the decision were made to change the grade, they would refer that decision back to the student's institution.

## Appendix A

*Getting Started Letter to Students (sample letter for Columbus State Students)*

This letter is sent from the eCore Administrative Services office to students.

### **eCore® classes at COLUMBUS STATE UNIVERSITY**

#### **Spring 2008 Semester Important Dates for eCore**

<i>Student Guide to eCore</i> available	Dec. 10
Classes Begin	Jan. 7
Drop/Add	Jan. 7-9
Course Withdrawals Begin	Jan. 10
Log In Deadline	Jan. 14
eCore Holidays	Jan. 21
Midpoint (last day to withdraw with a “W”)	Feb. 25
Classes End	Apr. 11
Final Exams	Apr. 14, 15, 16
Grades Available	Around May 6

#### **Drop or Add**

Drop or add a course through ISIS up until 6:00pm on December 10-January 9, 2008 contact Dr. Butcher through email [butcher\\_tina@colstate.edu](mailto:butcher_tina@colstate.edu). Please note that there is often a 24 to 48 hour delay from the time that you add a course until the time that the course will appear on your GeorgiaView homepage. Dropped courses may appear on your MyGeorgiaView homepage after you have dropped them; however your access will be denied.

#### **Withdrawal**

After the first three days of the term, if you wish to withdraw from your class with a “W”, you must complete the Course Intent to Withdraw Form, <http://www.georgiacenter.uga.edu/ecore/services/withdraw>. If you choose to use this form to withdraw after midpoint, you will earn a “WF”. Please review the withdrawal policies at your institution prior to submitting this form. This form notifies the registrar at your affiliate institution of your withdrawal. If you stop participating in your course without submitting the proper withdrawal form, you will receive an “F” for the course. It may take up to three days from the date that you submitted the withdrawal request for it to be reflected on your schedule. Please note that courses from which you have withdrawn will still show up on your MyGeorgiaView homepage, but you will no longer have access. It is recommended that you print a copy of your withdrawal request for your records.

#### **Proctored Examinations**

Each eCore course will have a minimum of one, and as many as three proctored examinations. You must schedule your proctored exams at a test site of your choice. Please note that most, if not all, sites charge a testing fee for their services. After you have made an appointment with your test site, the date of the test and address of the test site must be reported to the eCore Testing Coordinator at least 15 business days prior to the start date of the exams. Failure to allow a 15 business day notification will result in a late fee. If you have questions, please contact the eCore Testing Coordinator at 1-866-

248-5179, [testing.coordinator@georgiacenter.uga.edu](mailto:testing.coordinator@georgiacenter.uga.edu) or visit <http://www.georgiacenter.uga.edu/ecore/services/exams>.

### **Online Tutoring**

Online tutoring in several courses is available to eCore students through Smarthinking.com. Tutoring is offered in Math, Statistics, Spanish, Physics, Chemistry, and Writing. Additional information will be outlined in your *Student Guide to eCore* course, which is available before classes begin.

### **Academic Honesty**

As members of the eCore academic community, students are expected to uphold the University System of Georgia's standards of academic honesty and integrity. Please refer to the *Student Guide to eCore* for an outline of issues surrounding academic honesty. Please note that many eCore instructors will use turnitin.com plagiarism detection system, and that student papers may be submitted for review.

## **Student Support**

**eCore Advisor at Columbus State University** – Lacey Allmond, [allmond\\_lacey@colstate.edu](mailto:allmond_lacey@colstate.edu)

**eCore Website** - <http://www.alt.usg.edu/ecore/>

**Online Support Center** - <http://help.view.usg.edu>

**Change of Contact Information** - [https://www.georgiacenter.uga.edu/ecore\\_forms/changecontact.phtml](https://www.georgiacenter.uga.edu/ecore_forms/changecontact.phtml)

**Textbooks** - <http://www.gaecore.bkstr.com>

### **Complete this checklist prior to your first day of class:**

\_\_\_ **Log in to be certain that your username and password work.** Although you will be unable to access your course(s) until the first day of class (January 7) you will be able to access your MyGeorgiaView homepage as well as the *Student Guide to eCore* starting December 10. If you have problems logging in, please visit the Online Support Center <http://help.view.usg.edu>. **When contacting the OSC, you should identify yourself as an eCore student. Please utilize the OSC Knowledge base prior to submitting a help request.**

\_\_\_ **A wealth of information on the various aspects of eCore is available to you in the *Student Guide to eCore* course into which you are automatically enrolled upon registration.** After you log in to check your username and password, you will have the option to begin this course. You should do so as soon as possible as many of the GeorgiaView skills you need to be successful are explained.

\_\_\_ **Review the information included in the course expectations and technical requirements.** Go to <http://www.alt.usg.edu/ecore/started/techreqs.phtml>.

\_\_\_ **Make sure your web browser (Internet Explorer or Netscape) is set up properly so that you will be able to access your course.**

When you first log into GeorgiaView, you will see a pop-up browser check. Please make sure that your system meets the technical requirements before classes begin. You may find more information about tuning up your browser and other technical advice by using the Knowledge Base available at the Online Support Center <http://help.view.usg.edu>.

Students using the AOL web browser sometimes experience technical problems. It is strongly advised that you use Internet Explorer or Netscape as your web browser for these classes.

— **Buy your textbooks and other course materials.** The required textbooks for all eCore classes are available for purchase on the eFollett web site <http://www.gaecore.bkstr.com>, or by telephone at 706-369-7399. While students are strongly encouraged to purchase their textbooks from eFollett, it is not mandatory. If you choose to purchase your books elsewhere, you are responsible for ensuring that you receive the correct textbooks. A textbook list is available at <http://www.alt.usg.edu/ecore/courses/textbook.phtml>. If you purchase your textbooks online; please choose a shipping method that will guarantee that your books will arrive by the first week of classes. It is recommended that you purchase your textbooks as soon as possible to avoid paying expedited shipping costs. **Please note that most campus bookstores will not carry the textbooks for eCore courses.**

**ATTENTION: All eCore students**

**Please review the contact information enclosed in your *eCore Registration Information* email. If it is incorrect, you must update your information at CSU by using ISIS at <http://isis.colstate.edu/> and going under 'Personal Information'.**

**eCore Administrative Services may need to send you important information so it is imperative that we have a CSU Cougar email address. The email contact information that we have on file for you is listed in your *eCore Registration Information* email. CSU students are required to use their Cougar email accounts for all eCore correspondence.**

## Appendix B

### Faculty Exam Information Form *To be completed by Instructor and returned with copy of exam*

Course: \_\_\_\_\_ Semester: \_\_\_\_\_ Midterm or Final

Instructor: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Date range exam may be scheduled:

Time limit of exam: (No more than 2 hours, please.) \_\_\_\_\_

#### Special Instructions:

❖ Items students should bring to exam (please check, if applicable)

- \_\_\_\_\_ Pens
- \_\_\_\_\_ Pencils
- \_\_\_\_\_ Calculator
- \_\_\_\_\_ Dictionary
- Additional items

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

❖ Additional items inserted into test packet:

- “Test booklet” – 10 pages of lined paper \_\_\_\_\_
- Scantron forms (specify type you use) \_\_\_\_\_

Additional notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Return this form with a copy of exam to:*  
Ginny Coleman –e-mail [testing.coordinator@georgiacenter.uga.edu](mailto:testing.coordinator@georgiacenter.uga.edu) or fax: (706) 583-8218

## Appendix C

All students are to register online for proctored exams at [www.georgiacenter.uga.edu/ecore/exams](http://www.georgiacenter.uga.edu/ecore/exams) 15 business days prior to the start date of the exam period (see deadlines posted in the master calendar at the front of this Resource Guide),

You will also find a list of Georgia test sites at [www.georgiacenter.uga.edu/ecore/exams](http://www.georgiacenter.uga.edu/ecore/exams) .