Instructor Handbook for Online Courses
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Introduction:
The Centre for the Advancement of Teaching and Learning (The Centre) provides collegial leadership, expertise and support to fulfill the teaching and learning mission of the University of Manitoba.

Flexible, degree credit courses are offered by the various Faculties and Departments across the university, and taught by instructors within those units. The Centre does not offer flexible courses, but instead provides support for instructors who are teaching courses.

The information within this handbook is provided to assist you, the course instructor, with understanding the flexible teaching environment at the University of Manitoba.

Instructor Responsibilities:
The general terms and conditions of your appointment are as follows.

1. Prepare and upload a Welcome Letter to students. Your Welcome Letter helps to establish expectations with students, provides them with important contact information, office hours, and any requirement or rules regarding late assignment submission. Students will expect to see this on the first day of class. A template is provided on the last page of this document.

2. Review and update the course syllabus. Your course contains a draft syllabus that outlines the course content, assignments, etc. Ensure this syllabus is accurate and update it as needed to contain relevant information such as that listed in the ROASS policy. An example ROASS compliant syllabus, and a link to the governing policy (http://intranet.umanitoba.ca/academic_support/catl/roass.htm).

3. Prepare and post an updated course schedule. Your course contains a generic schedule, which outlines the course, and due dates, based on a generic academic calendar. Update the course schedule to include the true calendar dates for the term.

4. Post announcements about important dates and deadlines. Flexible students will look to your course for term related information. Posting important term dates in your course helps to ensure that your students stay on track. A list of important dates (http://umanitoba.ca/student/records/deadlines/).

5. Follow the approved instructional content. A team, including a content specialist and course designer, approved by your academic department, designed course content, term work, and grading criteria. If you believe the course requires significant revision, please contact your academic department to discuss the possibility of this for a future term.

6. Prepare and post term specific components in your course. After reviewing the course syllabus, and updating the schedule, you may find term specific components that need to be adjusted. Update these items such as assignment Dropbox due dates, or rotational assignments, and quizzes.

7. Establish and maintain office hours. Include office hours in your syllabus along with method of contact preferences. This should include evenings and weekends to accommodate working students, who most frequently select flexible learning opportunities such as online courses. Please communicate with students regularly throughout your course including through the welcome letter, timely messages posted in the Announcements section and Discussions forum of the UM Learn course, and email. Frequent contact with students helps establish a relationship and encourages them to check regularly for course–related information. As per University policy, email communications with students will be through the University email system. Please encourage students to check their UM email addresses regularly throughout the course. The Electronic Communication with Students policy (http://umanitoba.ca/registrar/email_policy/).

8. Mark and return assignments within seven days of receipt of the assignment. Your successful flexible students will need to manage their time carefully. Informing them in advance of when they can expect to receive feedback will help manage the number of inquiries you receive.
9. **Provide students with detailed written feedback.** Regarding learning activities, assignments, questions, or course-related issues, student may expect a detailed response within one business day. If you cannot provide a detailed response in this time, consider responding within one business day to let them know when a more detailed response is coming. If the course meets the written English requirement (W designation), follow the requirements set out by the Department offering the course in your Faculty. If the course meets the Math requirement (M designation), follow the grading requirements set out by from the Department of Mathematics.

10. **Maintain a grade register as the official grade source.** Manage an online grade book within the Grade Tool in UM Learn to communicate grades to students. Specific instructions for setting-up and maintaining a grade book are located within UM Learn. A copy of the grades can be exported from UM Learn (see appendix) for later import into Aurora, or to maintain an offline instructor copy.

11. **Prepare and submit a PDF copy of the final.** If your course has a final written exam, it must be submitted to the UM Learn Dropbox in the [Online Course Exam Submission](https://universityofmanitoba.desire2learn.com/d2l/home/232164) course at least six weeks before the exam period. The exam must conform to the criteria presented in the course material. For final exams written on-campus, instructors are responsible to invigilate and grade all on-campus final exams, including exam pickup (printed by the Registrar’s Office) at least 30 minutes prior to the exam time. For final exams written off-campus, The Centre will make invigilation arrangements, and communicate receipt of exams through the Online Course Exam Submission course.

12. **Invigilate the final on-campus exam.** If your course has a final invigilated exam, you are responsible for physically attending the exam period to invigilate. Refer to the Final Examination section for more information.

13. **Administer requests for incompletes (time extensions), grade appeals, or deferred exams** according to the procedures of the Department offering the course in your faculty.

14. **Calculate and submit final grades to the course Department.** Within the Department’s published deadlines, submit final grades including change of grade forms when required. Contact your Department regarding the approval/submission of final grades, and for exceptions regarding late entry of final grades.

**Registration**

**Enrolment**
Both you, as the course instructor, and your students, are automatically enrolled to your UM Learn course. Your enrolment is conditional on your acceptance of your letter of offer, and subsequent listing in Aurora as the course instructor. Student enrolment is conditional on their self-registration for the course in Aurora. For registration related issues you, and your students, should contact the Service Desk at 204-474-8600, or ServiceDesk@umanitoba.ca.

**Course Technology**

**Hardware Requirements**
Instructors teaching flexible courses are required to have consistent access to the same technology as their students. This includes high-speed internet access, and a modern browser. Specific courses may have additional requirements, such as video, audio, and paper scanning requirements.

**Course Website Access**
Access UM Learn (http://umanitoba.ca/umlearn), which is used for hosting courses. Many of the above mentioned ‘Instructor Responsibilities’ require skill in the use of UM Learn.

Training videos and other support documentation is available in your UM Learn course under ‘Support’ then select ‘Help’.
Both on-campus and flexible course instructors must use their UMnetID and password to access the course website.

**UMnetID and Password**
Your unique user identification at the university is called a 'UMnetID'. You will require this in order to access most university resources.

- Claim your UMnetID (https://signum.umanitoba.ca/).
- If you do not know your staff number, contact the Human Resources assistant in your Faculty.
- If you experience difficulty claiming your UMnetID or have forgotten your password, contact the Service Desk at 204-474-8600, or ServiceDesk@umanitoba.ca.

When you log in to the course site (available at least one week prior to the start of term), the flexible courses you are teaching will be displayed.

**Professional Development**
Training, in the use of course technologies and pedagogy, is available through The Centre in a variety of formats, including online, workshop, and one-on-one. More information about professional development opportunities can be found at The Centre website (http://intranet.umanitoba.ca/academic_support/catl/index.html).

**Course Materials**

**Course Contents**
Subject matter experts and instructional designers designed each course to meet specific course objectives using a variety of tools within UM Learn. In addition, your academic department has approved each course. Familiarize yourself with the course, the UM Learn system, and ensure any course any semester specific information is up-to-date.

**Course Corrections**
During the term, you may encounter small errors in your course, such as a broken link to an external resource, or an incorrect textbook page reference. Please address these directly.

For technical issues with the course, such as issues with video playback or downloading student assignments, contact the Service Desk at 204-474-8600, or ServiceDesk@umanitoba.ca.

The Centre, supports faculty through a consultative process, and with the approval of their department, in making major course revisions. Please complete and submit the Flexible Teaching Support Intake pdf form to initiate the process (http://intranet.umanitoba.ca/academic_support/catl/media/Flexible_Teaching_Support_Intake_Form.pdf).

**Office Hours**
The University of Manitoba requires instructors to maintain office hours for student contact. Please set office hours for the course. This should include evenings and weekends to accommodate working students, who most frequently select flexible learning opportunities such as on-line courses. Office hours and contact information must be provided in your welcome letter and course syllabus.

**Assignments**
You must maintain a grade record for each student.

Students are expected to adhere to assignment due dates and must contact you if they require other arrangements. If you choose to impose a penalty system for late assignments (or not accept late assignments), it must conform to your Faculty or Department policy regarding late assignments. You must inform your students of this penalty system through, at a minimum, the course syllabus.
If students request an extension beyond the end of the term they must apply for a time extension/incomplete. You will be responsible for marking these assignments, even if they are submitted after the term of your appointment has expired.

Departments use a variety of grading schemes. At the beginning of the term, all students must be informed of the grading process to be used, and the requirements to obtain each grade.

Flexible course assignments and evaluation criteria have been designed and included in the course material. Typically, courses include assignment-grading guidelines, style guides, and format for submitting assignments (e.g., Microsoft Word or PDF format). Any changes to the pre-set guidelines should be discussed with the Department, and students notified of changes. Please refer to the ROASS Policy in this regard.

**Feedback to Students**

Students must receive evaluation and feedback prior to the voluntary withdrawal (VW) date as per the ROASS Policy. The VW dates are included in the [important dates and deadlines website](http://umanitoba.ca/student/records/deadlines/). Failure to provide student feedback before these dates may result in academic appeals.

Beyond policy, prompt response and individual feedback to students’ written work is important to student success in all courses, but especially on-line courses. Comments may be brief but should be constructive and legible. Consider that negative comments, if not balanced by positive suggestions, have a discouraging impact when the student knows you primarily only through written comments.

Return final assignments at least one week before the last day of class to enable students to benefit from the feedback for final exam preparation, except where special arrangements are made.

Suggestions for grading flexible course assignments:

- Develop a standard paragraph that covers common problems encountered by students in the course.
- Remind students of important dates and deadlines including the voluntary withdrawal date.
- Visit the Aurora Student website (https://aurora.umanitoba.ca) to determine if your course (or section of the course) is identified as meeting the written English (W) or math (M) requirement. W or M will follow the course or section number.

**Final Examination**

- You are required to prepare and mark the final exam for your course. The exam must be uploaded into the Online Course Exam Submission course assignment dropbox in UM Learn. Exams cannot be accepted by email, mail, or in person.
- This exam copy is required to be uploaded a minimum of 6 weeks before the exam period. This will allow adequate time for processing, printing and delivery to invigilation centres around the world.
- The exam must be formatted to fit 8 ½ x 11-inch paper and saved as a PDF
- Consult with your Department Head if you need to clarify the examination review and approval process. The length, value, and format of the exam are designed and identified in the course material. Review the course material to ensure that your exam meets these requirements.
- You are required to invigilate the final exam for students that will sit the exam at the University of Manitoba. The Schedule is available through the [Registrar’s Office website](http://umanitoba.ca/student/examination_schedules.html), and will provide you with the date, time, number of seats, and location of the final exam. You must retrieve the exam papers and booklets from the Exam Coordinator at the Registrar’s Office a minimum of 30 minutes prior to the start of the exam.
- If you are unable to invigilate the exam, you must contact your Department in advance to allow other arrangements to be made.
- A small number of student write their exams at off-campus locations across Canada, and around the world. Off-campus exam invigilation will be arranged through The Centre at off-campus exam centres. Off-campus exams might not occur at the same time as the on-campus exam due to
scheduling constraints. A list of students who have elected this option will be available to you in the exam submission course during the exam period.

- You are required to retrieve exams, written at off-campus locations, from The Centre. See instructions for accessing completed off-campus exams in the [Online Course Exam Submission course within UM Learn](https://universityofmanitoba.desire2learn.com/d2l/home/232164).

- Exams cannot be written earlier than the date/time scheduled. Any student requesting to write the exam after the scheduled date due to compassionate reasons must follow the Departmental or Faculty exam deferral process.

- Submit completed, graded exams to the Department offering the course in your faculty where they will be retained for at least six months following the expiration of the appeal process.

**Final Grades**

After final exams are graded, calculate final grades and enter them into Aurora. The calculation of grades must follow the criteria set out in the course material. Check with the Department offering the course for further information and final grade submission deadline dates.

Final letter grades are made available to students by the Registrar’s Office, via [Aurora Student](https://universityofmanitoba.desire2learn.com/d2l/home/232164), and must not be posted by hard copy or on the course website.

**Academic Integrity**

Academic integrity is the commitment to honesty, trust, fairness, respect, and responsibility in all academic work and the courage to uphold those values. Therefore, academic misconduct, including plagiarism and duplicate submission, cheating on quizzes, tests, and examinations, academic fraud, personation, and inappropriate collaboration, is subject to academic penalty.

There is a misconception that academic dishonesty is largely a student responsibility. What we do as university teachers in our traditional classrooms and laboratories, in flexible learning environments, and in the field influences student behaviour around integrity. You will find Teaching Resources and suggestions for preventing plagiarism, cheating, and other forms of academic dishonesty in traditional and non-traditional (e.g., flexible) learning environments, listed and described briefly at [the Academic Integrity website](http://intranet.umanitoba.ca/academic_support/catl/integrity).

For information on academic misconduct, please see the [Student Academic Misconduct Procedure website](http://umanitoba.ca/admin/governance/governing_documents/students/student_discipline.html) and [the Academic Integrity Initiative website](http://umanitoba.ca/academicintegrity/).

**Debarment**

Students are responsible for the completion of course and term work as prescribed in the course material. Each Faculty has a policy with respect to debarment of students from writing final exams for courses in which the term work has not been submitted. Please consult with the Department offering the course in your faculty for details.

**Copyright Guidelines**

The Canadian *Copyright Act* has several provisions, including Fair Dealing, that may be applied when copying material for teaching purposes without permission or royalty payments. As well, many library electronic resources and other material from the Internet may be used based on their licence terms.

Providing proper attribution or citation when copying any work is required.

For information about other *Copyright Act* provisions that may be applied, and for more information about copyright in general, see the [UM Copyright Guidelines](http://umanitoba.ca/admin/vp_admin/ofp/copyright/index.html) from the [Copyright Office website](http://umanitoba.ca/admin/vp_admin/ofp/copyright/index.html).

**Fair Dealing**

To qualify for Fair Dealing, two tests must be passed. First, the “dealing” must be for a purpose stated in the *Copyright Act* (for education, research, private study, criticism, review, satire, parody or news
reporting). The second test is that the dealing must be “fair”. The Supreme Court of Canada considered several factors in determining fairness.

Guiding principles in relation to Fair Dealing were adopted nation-wide. A short excerpt, which can be used in the context of Fair Dealing, means:

i) Up to 10% of a copyright-protected work (including a literary work, musical score, sound recording, and an audiovisual work);

ii) One chapter from a book;

iii) A single article from a periodical;

iv) An entire artistic work (including a painting, print, photograph, diagram, drawing, map, chart, and plan) from a copyright-protected work containing other artistic works;

v) An entire newspaper article or page;

vi) An entire single poem or musical score from a copyright-protected work containing other poems or musical scores;

vii) An entire entry from an encyclopaedia, annotated bibliography, dictionary or similar reference work;

provided that in each case, no more of the work is copied than is required in order to achieve the allowable purpose.

When considering copying or communicating a short excerpt, the most advantageous of sections (i) through (vii) may be selected.

Copying or communicating multiple short excerpts from the same copyright-protected work, with the intention of copying or communicating more than a fair amount, is prohibited.

An instructor may provide a copy of a short excerpt to students in a learning management system (such as UM Learn), in an email, as a handout, or as part of a course pack.

For assistance in evaluating what is fair, or to copy beyond the limits in the UM Copyright Guidelines, contact the Copyright Specialist or the Copyright Office.

Library Licences and Other Licences
The University has entered into numerous licence agreements with publishers for access to material in electronic form. The details of the digital licences are included with the library record and should be verified before use. Materials with a licence that prohibits the use of excerpts in a learning management system (such as UM Learn) or in a course pack cannot be copied. If there is a conflict between the licence and the Copyright Guidelines, the licence terms take precedence. Where a licence prohibits copying, use the URL (permalink) provided by the library. For information about licence restrictions, see the University of Manitoba Libraries website (http://umanitoba.ca/libraries/).

Some Internet resources have permissive licences, such as those listed as Creative Commons works. All resources with a Creative Commons licence may be shared freely for non-commercial purposes without permission, provided attribution is given. Some Creative Commons resources have licence restrictions regarding adapting, cropping, commercial use, etc. See the Creative Commons website (https://creativecommons.org/) for more details.

Instructor Support

Teaching Workshops and Pedagogy
The Centre offers a series of teaching workshops, lunch hour workshops, UM Learn workshops, and one-on-one consultations, throughout the year. Please access the following links if you are interested in attending any of the available sessions:

- Teaching workshops registration webpage (http://umanitoba.ca/catil/workshops/).
- Lunch hour workshops webpage (http://umanitoba.ca/catl/workshops/tntworkshops.html).
- UM Learn workshops website (http://umanitoba.ca/catl/workshops/umlearn.html).

Class List
You can obtain your class list using one of the following options:

**Method 1:**
Access the class list within the UM Learn course:

1. Enter UM Learn
2. Access your course
3. Go to ‘Communications’ and select ‘Classlist’

**Method 2:**
Access the Aurora Student website (https://aurora.umanitoba.ca/).

1. Enter the secure area
2. Follow the directions to log on as Faculty & Staff
3. Click on Faculty Support Services and select Class List

E-mail Usage
Remember to check your university e-mail regularly in order to respond to student inquiries in a timely manner (claim a UMnetID and e-mail account if required). Visit the Outlook Webmail site (https://umanitoba.ca/webmail/).

All official communications must use The University of Manitoba e-mail accounts. This includes communication with students, department or faculty, academic advisors, and other administrative offices. View the email policy website for details (http://umanitoba.ca/registrar/email_policy/).

Marking Assistance
Grader/marker assistance may be available for large enrolment courses. Keep in mind that the academic responsibility for the course, including assignment grading resides with the instructor. The instructor is responsible for tracking grader/marker hours to ensure they do not exceed the allowable hours. All grader/marker appointments must conform to the requirements of the applicable collective agreement. Please contact the course Department Head to inquire.

Student Evaluation of Educational Quality (SEEQ)
In compliance with Senate guidelines, students have the opportunity to complete a flexible teaching evaluation (SEEQ). Flexible teaching evaluations are posted on the course website in the last two weeks of the term, via a widget on the course homepage. The results are distributed to the course Department head following the end of each term.

Student evaluations help to improve the course material and instructional quality, please encourage students to complete the SEEQ evaluations by adding a reminder on courses announcements and communicating with students

Library Resources, Off-Campus
Access to the UM electronic resources from off campus is available from the Off-Campus Access & Services website (http://libguides.lib.umanitoba.ca/Offcampuslibraryservices). For assistance, contact disted@umanitoba.ca or call 204-474-9183. Additional contact information is available in the contact us section of this handbook.

Textbook Inquiries
Textbooks have been ordered for your flexible course, and are available through the U of M bookstore. If you have questions regarding the textbooks for your flexible course, please contact the textbook coordinator.
Student Requests

Students may request your assistance in processing special requests. This are part of your responsibilities.

Permission to Register

Students may require permission to register for your course. They should request a form from their Faculty office, complete the appropriate section, and then ask you to complete the instructor section. Upon completion, submit the form to your Department. **Forms should not be submitted to The Centre.**

Note: The form must be received by the student’s Faculty office before the deadline to register. Do not sign these forms after the final date for registration.

Time Extension/Incomplete Grades

For a variety of reasons (medical, military assignment, family difficulty, unexpected business travel, etc.), students may be unable to complete some or all assignments by the final due date. You are in control of requests for time extensions and incomplete grade classifications, though granting them is subject to approval by your Department Head. Please refer to the entire section on [incomplete grades available via the student records website](http://umanitoba.ca/student/records/grades/688.html).

You must complete the [Time Extension for Completion of Term Work form](https://umanitoba.ca/student/records/media/Term_workb.pdf). The final dates for time extensions are as follows:

- August 1 - courses terminating in April
- December 1 - courses terminating in June, July, or August
- April 1 - courses terminating in December

Approval on the part of the student’s Faculty is necessary in granting an incomplete.

When completing the form, ensure that a) all required information is provided b) the outstanding term work is clearly described and c) the due date for the outstanding work (up to a maximum specified on the form) is indicated. After marking and determining the final grade, complete and submit a [Change of Grade pdf form](https://umanitoba.ca/faculties/social_work/media/Change_of_Grade.pdf).

Approval for a time extension does not constitute permission for a deferred exam. The student must initiate that request separately.

Deferred and Supplemental Examinations

A deferred examination is a privilege that may be granted to a student who is unexpectedly unable to write an examination as scheduled, or a student who knows in advance that he or she is unable to write an examination at the scheduled time. Making a false or misleading claim may be considered an offence under the Student Discipline Bylaw.

Students who are unable to write an examination due to an unexpected illness must file an application for a deferred examination with the advising office of the Faculty, School, or academic unit in which they are registered, setting out the reasons for the deferral.

The application must normally be filed within 48 hours of the scheduled date of the missed examination or, in the case where more than one examination was missed, within 48 hours of the scheduled date of the last examination missed. The application must be accompanied by a medical certificate or otherwise appropriate documentation certifying the reason for the deferral, the inability of the student to write the examination at the regular scheduled time and, where possible, an indication of the period of incapacity. Based on the evidence, the Dean or Director shall decide whether the application is approved. Based on the student’s ongoing incapacity or other exceptional circumstances, a deferral may be granted to a student who files an application after the 48-hour period has lapsed.

Students requesting a deferred examination due to a known condition must file an application normally twenty (20) working days prior to the day of the scheduled examination with the advising office of the faculty, school, or academic unit in which they are registered.
For further detail and procedures, please refer to the entire section found under Deferred and Missed Examinations website (http://umanitoba.ca/student/records/finals/682.html) and the exam regulations policy (http://umanitoba.ca/student/records/finals/exam_regulations.html).

Please contact the advising office of the home faculty/school regarding the deferred exam application process.

**Grade Appeal**

You may be required to become involved in the appeal process of a final grade even though your term of employment for any given courses has expired.

**Support Services**

Please direct students to the Current Students resources page on the UM website (http://umanitoba.ca/student/current/) for various support services such as Student Counselling & Career Centre, Student Advocacy, Student Accessibility Services, etc.

**Employment Information**

**Rates of Remuneration**

Please consult your collective agreement for current remuneration or refer to your offer letter. If you have specific payroll questions, please contact the your academic department’s Instructor Payroll officer.

**Reporting Line**

Teaching an academic course, as the instructor, your reporting line is to the Head of your academic department.
Contact Information

Instructor Payroll

Contact your Academic Department, the Centre does provide payroll services.

UM Learn Support

Service Desk 204-474-8600 ServiceDesk@umanitoba.ca
Toll-Free 1-844-616-1756

Instructor Training

Training and consultation opportunities through the Centre website (http://intranet.umanitoba.ca/academic_support/catl/resources/umlearn.html).

Adobe Connect Support

Service Desk 204-474-8600 ServiceDesk@umanitoba.ca
Toll-Free 1-844-616-1756

Copyright Office

204-474-7526 Copyright Office website (http://umanitoba.ca/copyright/)

Course Revisions

The Centre support faculty through a consultative process, and with the approval of their department, in making major course revisions. Please complete and submit the Flexible Teaching Support Intake pdf form (http://intranet.umanitoba.ca/academic_support/catl/media/Flexible_Teaching_Support_Intake_Form.pdf) to initiate the process.

Minor changes, including changing dates, and fixing typos, are the responsibility of the course instructor. For training in how to effect such changes, please see ‘Instructor Training’ above.

Off-Campus Library Service

Gaitree Boyd 204-474-9183 disted@umanitoba.ca
1-800-432-1960 ext. 9183 toll-free in Manitoba
1-888-216-7011 ext. 9183 toll-free in Canada
204-293-6256 Mobile (text preferred)

Exam Coordinator

Penny Lesperance 204-474-8372 ExamsOffCampus@umanitoba.ca

Textbook Coordinator / Ordering

Contact your Academic Department - Textbook Coordinator, or the Book Store buyer website (http://umanitoba.ca/campus/bookstore/textbooks buyers.html).
Appendix

How to export final grades
Exporting Final Grades

What is the Exporting Final Grades guide?

Exporting final grades allows you to move final calculated grades from the grades tool of a UM Learn course to a spreadsheet. Once you have the grades in a spreadsheet, you can copy them to Aurora.

1. Click on the ‘Grades’ tool for your course.

2. Click on ‘Enter Grades’, in the Grade tool.

3. Click ‘Export’, to begin the grade export process.
4. Select the options for your grades export. Including at least the ‘Student Number’, ‘Grade Values’, and the ‘Final Calculated Grade’.
5. Click on the name of your exported grades file.

![Image of Firefox window showing the exported grades file](image)

6. Click 'OK' to save your exported grades file.

![Image of Firefox window showing the file opening dialog](image)

NB: This exported grades file has private student information on it. Please ensure it is well protected, and destroy any copies once they are no longer required.