



# Instructor Handbook

## for Online Courses

**THE Centre**  
FOR THE ADVANCEMENT OF  
TEACHING AND LEARNING



UNIVERSITY  
OF MANITOBA

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## Introduction:

The Centre for the Advancement of Teaching and Learning (The Centre) provides collegial leadership, expertise and support to fulfil the teaching and learning mission of the University of Manitoba.

Flexible, degree credit courses are offered by the 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. For more information about teaching Flexible courses online, please visit The Centre's [online teaching resources](http://intranet.umanitoba.ca/academic_support/catl/resources/online_teaching.htm) ([http://intranet.umanitoba.ca/academic\\_support/catl/resources/online\\_teaching.htm](http://intranet.umanitoba.ca/academic_support/catl/resources/online_teaching.htm)).

## Instructor Responsibilities:

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

**Welcome your students.** Your *Welcome Letter/Message*, or announcements posting, 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. If your term course section does not have a *Welcome Letter/Message*, please complete and submit the [Flexible Learning Support Intake Form](http://intranet.umanitoba.ca/academic_support/catl/media/Flexible_Teaching_Support_Intake_Form.pdf) ([http://intranet.umanitoba.ca/academic\\_support/catl/media/Flexible\\_Teaching\\_Support\\_Intake\\_Form.pdf](http://intranet.umanitoba.ca/academic_support/catl/media/Flexible_Teaching_Support_Intake_Form.pdf)).

1. **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/resources/syllabus.htm) ([http://intranet.umanitoba.ca/academic\\_support/catl/resources/syllabus.htm](http://intranet.umanitoba.ca/academic_support/catl/resources/syllabus.htm)).
2. **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.
3. **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/) (<http://umanitoba.ca/student/records/deadlines/>).
4. **Follow the approved instructional content.** A team, including a course author and course designer, approved by your academic department, designed course content, term work, and grading criteria. If you believe the course requires significant changes, please contact your academic department to discuss the possibility of this for a future term.
5. **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 Folder* due dates, or rotational assignments, and quizzes.
6. **Establish and maintain office hours.** Include *office hours* in your syllabus and/or *Welcome Letter/Message* 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, with 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/) ([http://umanitoba.ca/registrar/email\\_policy/](http://umanitoba.ca/registrar/email_policy/)).

7. **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.
8. **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.
9. **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.
10. **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 Assignment Folder in the [Online Course Exam Submission](https://universityofmanitoba.desire2learn.com/d2l/home/232164) (<https://universityofmanitoba.desire2learn.com/d2l/home/232164>) course at least four 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.
11. **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.
12. **Administer requests for incompletes (time extensions), grade appeals, or deferred exams** according to the procedures of the Department offering the course in your faculty.
13. **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](mailto: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) (<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 support documentation are available in UM Learn by clicking on 'Support' on the navbar (near the top of the page).

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/) (<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](mailto: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) ([http://intranet.umanitoba.ca/academic\\_support/catl/index.html](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 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 as you would for a face-to-face course, and inform your Department Head of the required changes for future terms.

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](mailto:ServiceDesk@umanitoba.ca).

The Centre, supports faculty through a consultative process, and with the approval of their department and faculty, in making changes to 'course masters'. 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 ([http://intranet.umanitoba.ca/academic\\_support/catl/media/Flexible\\_Teaching\\_Support\\_Intake\\_Form.pdf](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/Message* and/or 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](http://umanitoba.ca/admin/governance/governing_documents/students/278.html) in this regard ([http://umanitoba.ca/admin/governance/governing\\_documents/students/278.html](http://umanitoba.ca/admin/governance/governing_documents/students/278.html)).

## Feedback to Students

Students must receive evaluation and feedback prior to the voluntary withdrawal (VW) date as per the [ROASS Policy](http://umanitoba.ca/admin/governance/governing_documents/students/278.html) ([http://umanitoba.ca/admin/governance/governing\\_documents/students/278.html](http://umanitoba.ca/admin/governance/governing_documents/students/278.html)). The VW dates are included in [the important dates and deadlines website](http://umanitoba.ca/student/records/deadlines/) (<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) (<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 folder in UM Learn. Exams cannot be accepted by email, mail, or in person.
- This exam copy is required to be uploaded a minimum of 4 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 must include a header template that includes the Academic Integrity declaration, found at the bottom of the posted announcement in the Online Course Submission page (<https://universityofmanitoba.desire2learn.com/d2l/home/232164>). Save file 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) ([http://umanitoba.ca/student/examination\\_schedules.html](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 students write their exams at off-campus locations across Canada and around the world. Off-campus exam invigilation is arranged through The Centre at off-campus exam invigilation 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, Room 203, 65 Dafoe Road. 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 scheduled exam period. Any student requesting to write the exam after the scheduled exam period, must follow the Departmental or Faculty exam deferral process. You are responsible for marking deferred exams even if they are written after the term of your appointment has expired.
- 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://aurora.umanitoba.ca>) 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 ([Fundamental Values of Academic Integrity, 2013](#)). Therefore, academic misconduct, including plagiarism, 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 misconduct is largely a student responsibility; however, what we do as university teachers in our 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 and detecting academic misconduct listed and described briefly at The Centre for the Advancement of Teaching and Learning's [Academic Integrity webpages](#) ([http://intranet.umanitoba.ca/academic\\_support/catl/integrity](http://intranet.umanitoba.ca/academic_support/catl/integrity)).

For specific information about academic misconduct policies and procedures, please refer to the [Student Academic Misconduct Procedure](#) ([http://umanitoba.ca/admin/governance/governing\\_documents/students/student\\_discipline.html](http://umanitoba.ca/admin/governance/governing_documents/students/student_discipline.html)) and [Academic Integrity Initiative](#) (<http://umanitoba.ca/academicintegrity/>) webpages.

## 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](#) from the [Copyright Office website](#) ([http://umanitoba.ca/admin/vp\\_admin/ofp/copyright/index.html](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.

Some materials should not be reproduced using fair dealing, including:

- i) Unpublished works;
- ii) Consumables (educational materials intended for one time use);
- iii) Proprietary workbooks, cards, assignment sheets, or test and examination pages;
- iv) Instruction manuals;
- v) Business cases (unless expressly permitted); and
- vi) Newsletters with circulation restricted to fee paying clients/members.

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.

If you are creating a course that will be publicly available online outside of UM Learn or licensed under Creative Commons, fair dealing content should not be included. The fair dealing test considers the number of people that a copy will be distributed to; it is unlikely to be fair to make a short excerpt available or shareable with everyone online, although it can be fair to share a short excerpt with a fixed number of students taking a course in UM Learn.

For assistance in evaluating what is fair, or to copy beyond the limits in the UM Copyright Guidelines, contact [Nancy Wheeldon](#), 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. Frequently when a licence prohibits copying the URL (permalink) provided by the library may be used instead. For information about licence restrictions, see the [University of Manitoba Libraries website](http://umanitoba.ca/libraries/) (<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/) (<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/academic_support/catl/workshops/lunchworkshops.html) ([http://umanitoba.ca/academic\\_support/catl/workshops/lunchworkshops.html](http://umanitoba.ca/academic_support/catl/workshops/lunchworkshops.html)).
- [Lunch hour workshops webpage](http://umanitoba.ca/catl/workshops/tntworkshops.html) (<http://umanitoba.ca/catl/workshops/tntworkshops.html>).
- [UM Learn workshops website](http://umanitoba.ca/catl/workshops/umlearn.html) (<http://umanitoba.ca/catl/workshops/umlearn.html>).
- [One-on-one consultations regarding UM Learn](https://umlearntrainer.youcanbook.me/) (<https://umlearntrainer.youcanbook.me/>).
- [One-on-one consultations regarding other educational technologies](https://thecentre-learning-technologies.youcanbook.me) (<https://thecentre-learning-technologies.youcanbook.me>)

### 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 and Email'

#### Method 2:

Access the [Aurora Student website](https://aurora.umanitoba.ca/) (<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 your UMnetID and e-mail account if required). Visit [the Outlook Webmail site](https://umanitoba.ca/webmail/) (<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](http://umanitoba.ca/registrar/email_policy/) for details ([http://umanitoba.ca/registrar/email\\_policy/](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 Library Services](http://libguides.lib.umanitoba.ca.uml.idm.oclc.org/offcampus) website (<http://libguides.lib.umanitoba.ca.uml.idm.oclc.org/offcampus>). For assistance, contact [disted@umanitoba.ca](mailto:disted@umanitoba.ca) or call 204-474-9183. Additional contact information is available in the contact us section of this handbook.

### **Textbook Inquiries**

Textbooks are available through the U of M bookstore. Please be aware that textbook changes to online course material must be approved by your department so that course material can be updated at least three – four months prior to the course offering. The Centre for the Advancement of Teaching and Learning will provide support for course revisions or redevelopment. Please complete and submit the [Flexible Teaching Support Intake](#) form to initiate the process.

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; the processing of these requests are part of your responsibilities.

### Permission to Register

On occasion, students may require permission to register for your course.

Approvals must be received by the student's home Faculty in order to be loaded to the student record and allow the student to register. Some Faculties may require a Departmental Permission Form while others may accept emails. Final approval rests with the student's home Faculty.

If you have any questions regarding the process for granting permission to register in your course, please contact your Department.

### Time Extension/Incomplete Grades

A student who is unable to complete the term work prescribed in a course may apply to the instructor prior to the end of the term for an incomplete grade and time extension for work completion. It is understood that the student is to write the final examination if one is scheduled for the course.

Taking into account the results of the final examination, the value of the term work completed, and the extent of the incomplete term work, the instructor shall calculate the temporary grade using a zero value for incomplete work. In no case will the satisfaction of the incomplete requirements cause a grade to be lowered.

Please complete the [Time Extension Completion of Term Work](https://intranet.umanitoba.ca/student/records/media/Registrars_Office_Time_Extention_Form.pdf) ([https://intranet.umanitoba.ca/student/records/media/Registrars\\_Office\\_Time\\_Extention\\_Form.pdf](https://intranet.umanitoba.ca/student/records/media/Registrars_Office_Time_Extention_Form.pdf)) and refer to the maximum extension deadlines that are indicated on the form. If a final grade is not reported within one month of the extension deadline, the letter "I" will be dropped, and the grade will remain as awarded. The student's opportunity to improve the grade will have lapsed.

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

### Deferred and Missed Examinations

Students who are unable to write an examination due to an *unexpected illness or for compassionate reasons* must file an application for a deferred examination with the advising office of the Faculty, School, or academic unit in which they are registered. 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. Based on the evidence, the Dean/Director shall decide whether the application is approved.

Students with known exam conflicts due to *religious observance, participation in specific scholastic and athletic events, or a medical condition* may also request a deferred exam. Applications for a deferred exam due to a known conflict must be filed 20 working days prior to the date of the scheduled exam. Travel plans are not an acceptable reason for missing an exam.

For further detail, please refer to [Deferred and Missed Examinations](http://umanitoba.ca/student/records/finals/682.html) (<http://umanitoba.ca/student/records/finals/682.html>) and to [Exam Regulations](http://umanitoba.ca/student/records/finals/exam_regulations.html) ([http://umanitoba.ca/student/records/finals/exam\\_regulations.html](http://umanitoba.ca/student/records/finals/exam_regulations.html)).

Students can be directed to contact a student advisor in their home faculty/school regarding the deferred exam application process.

### Grade Appeal

If a student has good reason to believe a mistake has been made in the assessment of the original grade, an appeal of the assigned grade may be made. 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/) (<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 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

Please contact your Academic Department as The Centre does not provide payroll services.

### UM Learn Support

Service Desk	204-474-8600	<a href="mailto:ServiceDesk@umanitoba.ca">ServiceDesk@umanitoba.ca</a>
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) ([http://intranet.umanitoba.ca/academic\\_support/catl/resources/umlearn.html](http://intranet.umanitoba.ca/academic_support/catl/resources/umlearn.html)).

### Cisco WebEx and Adobe Connect Support

Service Desk	204-474-8600	<a href="mailto:ServiceDesk@umanitoba.ca">ServiceDesk@umanitoba.ca</a>
Toll-Free	1-844-616-1756	

### Copyright Office

( <a href="http://umanitoba.ca/copyright/">http://umanitoba.ca/copyright/</a> )	204-474-7526	<a href="#">Copyright Office website</a>
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### Copyright Specialist

Nancy Wheeldon	204-474-7258	<a href="#">Nancy Wheeldon</a>
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### Course Revisions

The Centre supports faculty through a consultative process, and with the approval of their department, in making major course revisions. Please submit the [Flexible Teaching Support Intake pdf form](http://intranet.umanitoba.ca/academic_support/catl/media/Flexible_Teaching_Support_Intake_Form.pdf) ([http://intranet.umanitoba.ca/academic\\_support/catl/media/Flexible\\_Teaching\\_Support\\_Intake\\_Form.pdf](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	<a href="mailto:disted@umanitoba.ca">disted@umanitoba.ca</a>
	204-293-6256 Mobile (text preferred)	

### Off-Campus Exam Coordinators

Nancy Fischer	204-474-8372	<a href="mailto:ExamsOffCampus@umanitoba.ca">ExamsOffCampus@umanitoba.ca</a>
Exam Coordinator	204-474-8567	<a href="mailto:ExamsOffCampus@umanitoba.ca">ExamsOffCampus@umanitoba.ca</a>

**Exam Coordinator (Registrar's Office)** *Seating and printing of Online Course final exams being written on the UM Campus.*

Karen Borbridge	204-474-8608	<a href="mailto:Karen.Borbridge@umanitoba.ca">Karen.Borbridge@umanitoba.ca</a>
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### Textbook Coordinator / Ordering

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

## **Appendix**

### **How to export final grades**

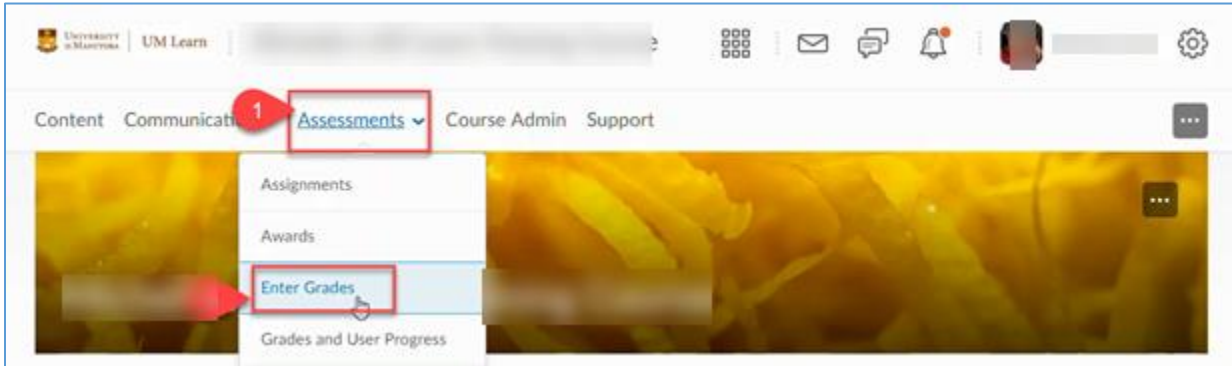


# Exporting Final Grades

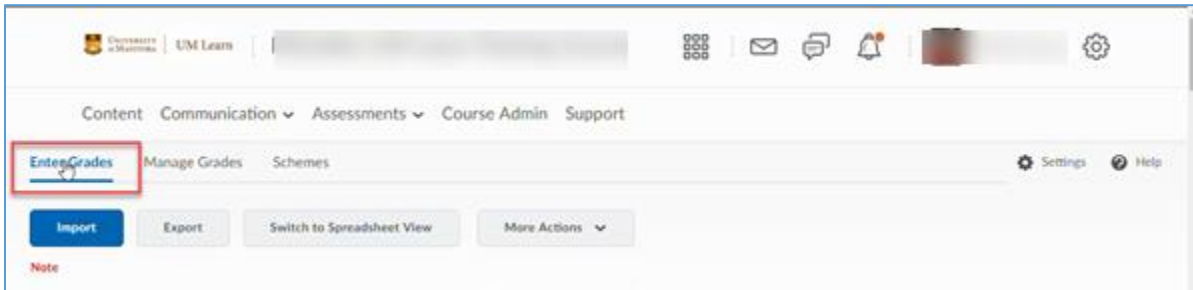
## An instructor's guide to exporting final grades

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.

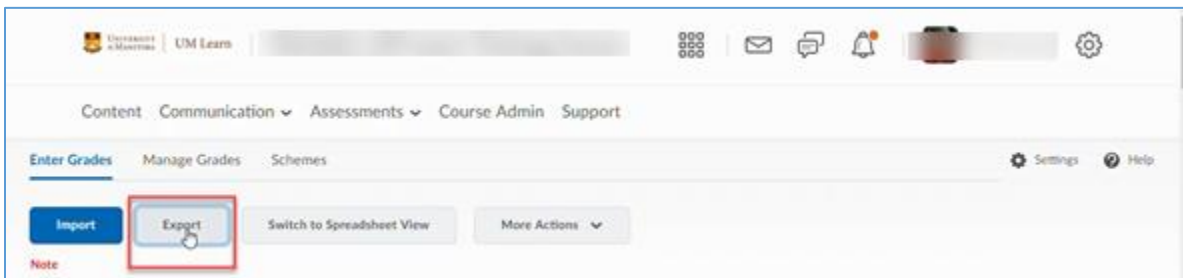
1. Click 'Assessments' > 'Enter Grades' in your course.



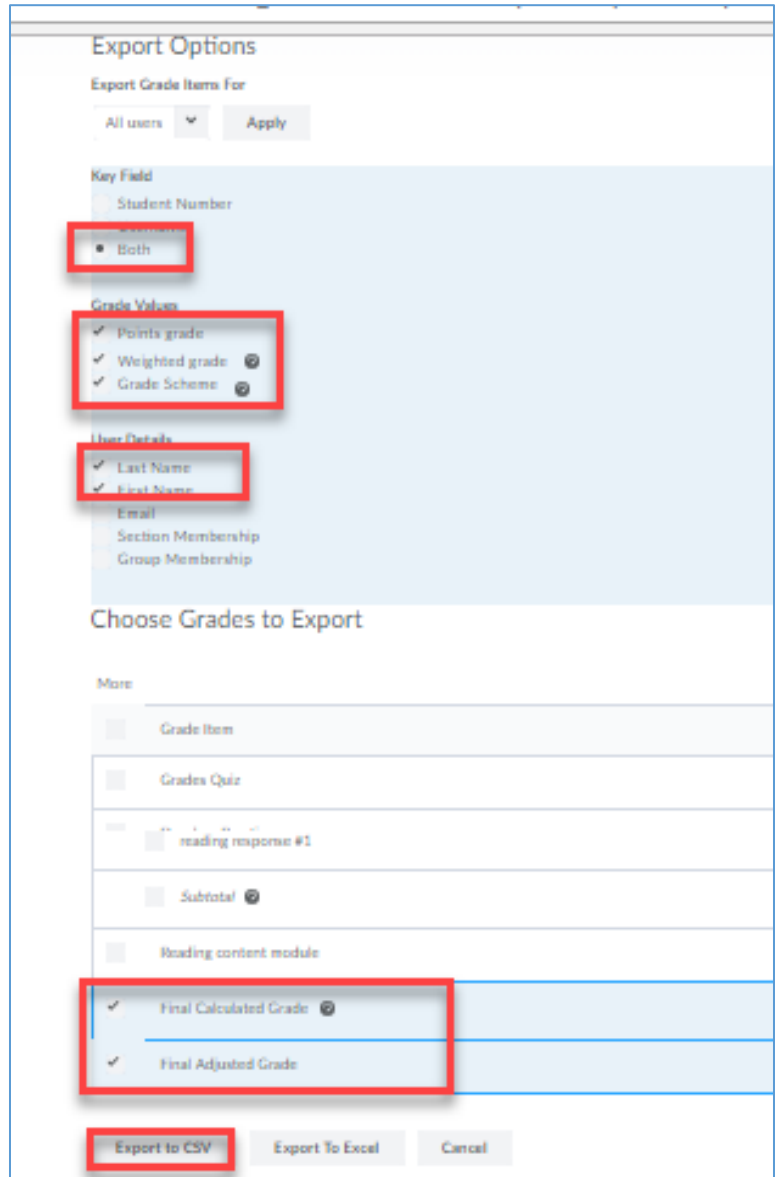
2. Click on 'Enter Grades', in the Grades tool.



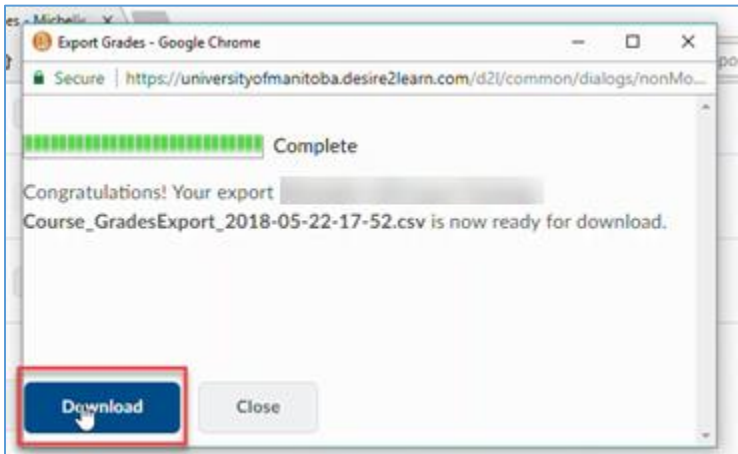
3. Click 'Export', to begin the grade export process.



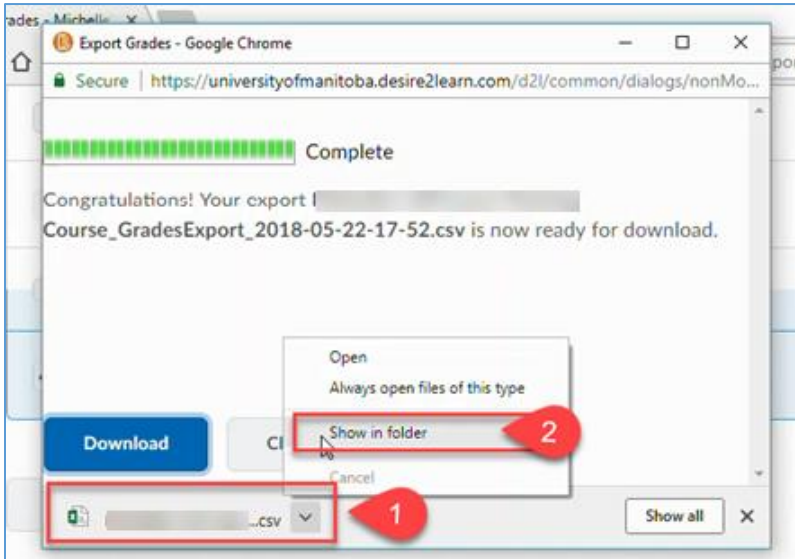
- 4. Select the options for your grades export. Including at least the 'Student Number', 'Grade Values', and the 'Final Calculated Grade'.



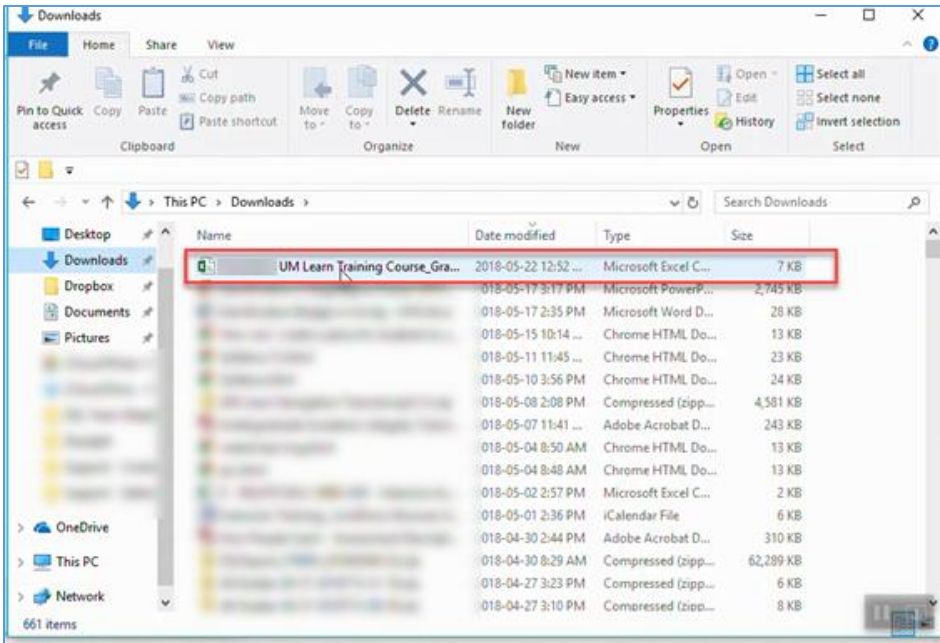
- 5. Click the 'Download' button.



- 6. Notice the downloaded file – in Chrome, it will be on the bottom left corner of the window (see #1 below). In the context menu, you can click “Show in folder” to view in the Downloads folder on your computer (see #2).



- 7. You can also view the downloaded file in the “Downloads” file on your computer.



- 9. Enter grades into Aurora. See instructions here: [https://intranet.umanitoba.ca/student/records/media/Entering\\_Final\\_Grades\\_in\\_Aurora.pdf](https://intranet.umanitoba.ca/student/records/media/Entering_Final_Grades_in_Aurora.pdf)