Student Guide: Policies and Procedures
Spring 2014 Semester

Accessing Course Lectures and Materials

Engineering Online (EOL) uses streaming media technology to deliver the captured versions or live versions of the on-campus lectures. To view the lectures for your class, go to the EOL web site at http://engineeringonline.ncsu.edu/courses.html

Go to the link that best describes your class.

Spring 2014 Homepages
- Graduate Homepages for Spring 2014
- Undergraduate Computer Science Homepages for Spring 2014
- Undergraduate Site-Based Homepages for Spring 2014
- Undergraduate Bridging Homepages for Spring 2014

Scroll down to find the course(s) in which you have been enrolled. Click on the Home Page button to the right of the course name and number.

All lectures are available to stream and most are also available to download and play offline. You will be able to download lectures if needed for travel purposes, but you must first complete the EOL Download Form found on the Video Lecture page. All downloaded lectures should be deleted after you have completed the course. Creating CDs of the course lectures or sharing them with other non-registered individuals is a copyright violation.
Your class will be available in one of the following viewing formats:

**Classic Player**

![Classic Player Image]

**Full Experience Player**:

![Full Experience Player Image]
Besides the typical audio and video playback functions of each player, the following additional features are available:

- **Skip Back** – Next to the play button on each player is the skip back button. This allows you to easily skip back a few seconds during playback. It can be hit multiple times to move back several steps.

- **Playback Speed Adjustment** – By default the presentation will play back at the same speed as it was recorded (1x). This button allows you to adjust the playback speed up or down.

- **Presentation Links** – This is the paperclip button. Typically the notes that the instructor creates during the presentation are available from this link. They can be downloaded in advance and used for reference during the playback of the presentation.

- **Classic Player Configuration** – In most environments you will be able to expand the instructor video to fill the screen by selecting the full screen button at the bottom of the video window. In other environments you can expand the video to full screen by clicking on the video image. The size of the content window can also be expanded to its original size by selecting the original size button at the top of the content window. It is also possible to navigate through the presentation using the arrows or slide list at the top of the content window.

- **Full Experience Player Configuration** – The overall size of this player can be changed by dragging the corner of the window. The video and content windows will change dynamically within the player. The buttons on the right side of the player can be used to change to picture-in-picture mode, side-by-side mode, full frame mode, or to swap the video and content windows in any mode. If you hover over the content window, you can use the magnifying glass to zoom in or out on the content window.

Both viewing formats are also supported for streaming on mobile devices running the iOS, Android, or Blackberry operating systems. For viewing on an iPhone, you should first install the Mediasite Mobile App available free from the iTunes App Store. All that is needed to view presentations on other mobile devices is a browser.

**Note:** Different classes may be presented in one of these forms. We are piloting the full experience player this semester and would appreciate your feedback if you are in one of the classes using this presentation mode.
**Course Viewing Schedule**

Courses are offered in two formats: classes captured live during the semester or those which were precaptured during a prior semester. For the precaptured lectures, each instructor will provide a viewing schedule for the semester. Be sure to follow the class schedule to keep up with the materials and due dates for homework assignments. Some instructors will prefer that precaptured lectures only be posted weekly while others will allow the posting of all of the lectures. Course notes will also be available on the course web site. Students are encouraged to print the notes before viewing the lecture so they can follow along with the instructor. Some notes will be in PowerPoint and others may be scanned in from the lectures’ hand-written pages.

For those students enrolled in courses that are being captured during the current semester, you should receive information at the beginning of the semester letting you know when your class is being offered on campus. This will give you an idea as to when these lectures will be available for you to view. Note that for classes meeting in the late afternoon or evening, the notes will NOT be posted until the next day. Classes that meet after 4:30 p.m. will be streamed live so that you can view them during the actual class time.

**Proctoring of Exams**

All exams must be proctored unless they are take-home exams. Engineering Online students **MUST** submit the name of an individual to serve as a proctor to the EOL office within the first two weeks of the semester. No exams will be made available for students who have not submitted a proctor form. **Proctor selection forms MUST be completed each semester to ensure that the person you have selected is willing to serve in this capacity again for the current semester.**

Although the name of a proctor is to be submitted by the EOL student, the individual must meet the guidelines listed below and be approved by the Engineering Online office.

The criteria for selecting an individual to serve in this role are as follows:

A proctor cannot be another student enrolled at any campus site or a distance education student, a friend, family member, significant other, or someone who reports directly to you in your work position. It cannot be a security guard or receptionist. It must be someone who can objectively monitor the exams and have access to a scanner or fax machine.

A proctor can be a manager, supervisor, human relations employee, librarian, faculty member at another institution of higher education, or an employee of an educational testing center.

The proctor will be responsible for adhering to the exam policies concerning the length of the exam and the materials that can be brought into the exam location,
such as textbooks, notes, papers, calculators, laptop computers, etc. It will be the proctor’s responsibility to return the exam to the EOL office as instructed in the directions. The student is not to handle the exam once it has been given to the proctor. Engineering Online requires that the student and the proctor follow the specific exam guidelines to avoid academic integrity violations. All students are subject to the requirements and responsibilities of the Code of Student Conduct.

Students residing or working in the research triangle area of North Carolina may have their exams proctored at the local DE testing Center located on the Centennial Campus in Raleigh. However, these individuals must also complete the proctor form designating the DE Testing Center as their proctoring site. To nominate a proctor, return to the EOL Registration site at http://www.ncsu.edu/project/engonline/index.php.

Email Class Communications

The University provided all students with free email accounts. ALL email correspondence from the University/Department/Faculty or TA will be sent to your NCSU Google email account. If you have not accessed your NC State Google account, go to www.google.ncsu.edu. Your email address is your unity ID@ncsu.edu.

Change in Registration Status

There are two types of withdrawal forms: one for non-degree students who have not been admitted to a degree program; the other is for matriculated students who have been admitted to a degree program. Refer to the cashier’s website about withdrawal policies and refunds at http://www.fis.ncsu.edu/cashier/refunds/withdraw.asp

Remember these deadlines:

1. Last day to drop a course or change from credit to audit – March 3, 2014

2. No refund will be given after January 17 for students who desire to drop one of two courses and, therefore, still be enrolled in the University.

3. If a student is only taking one class and wishes to drop that class, this action is called a withdrawal. The amount of refund available depends upon the exact date of the withdrawal request. Visit the cashier’s web site for more information.

If you are in a degree program and withdraw from the University, you may need to request a leave of absence from the program depending upon the date of the request. Matriculated students must contact the Counseling Center to complete a request for withdrawal. Non-degree or PBS students must contact the EOL office at 919.515.5441.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>January 6</td>
<td>First day for MWF, MW or M only classes</td>
</tr>
<tr>
<td>January 7</td>
<td>First day for TTh, T or TH only classes Precaptured classes begin.</td>
</tr>
<tr>
<td>January 17</td>
<td>Last day to drop a class, withdraw from classes, or change from credit to audit with tuition adjustment. Proctor Identification Form must be completed and submitted to Engineering Online</td>
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<tr>
<td>January 20</td>
<td>University Holiday – University is closed.</td>
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<tr>
<td>March 3</td>
<td>Last day to withdraw from classes or drop a course without a grade. No refund given after this date.</td>
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<tr>
<td>March 10-14</td>
<td>Spring Break – no classes</td>
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<tr>
<td>April 17-18</td>
<td>Spring Holiday – No classes</td>
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<tr>
<td>April 28-May</td>
<td>Final Exams for on campus classes; online class schedule may vary.</td>
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<tr>
<td>May 9</td>
<td>All downloaded video lectures must be deleted by this date.</td>
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<tr>
<td>May 10</td>
<td>Graduation Exercises for May Graduates</td>
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Withdrawal Refund Schedule

Spring 2014

<table>
<thead>
<tr>
<th>Withdrawal Date</th>
<th>Refund %</th>
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<tbody>
<tr>
<td>On or before January 6, 2014</td>
<td>100%</td>
</tr>
<tr>
<td>January 7, 2014 - January 17, 2014</td>
<td>90%</td>
</tr>
<tr>
<td>January 18, 2014 - February 3, 2014</td>
<td>50%</td>
</tr>
<tr>
<td>On or after March 14, 2014</td>
<td>0%</td>
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The deadline for filing a fee appeal application for Spring 2014 is May 8, 2014.

Note: Withdrawal means that you are dropping ALL classes from NC State. Dropping one class while remaining in others is not a withdrawal and there will be NO refund for one class.

An administrative fee of 5% of the total tuition and fee, and late registration fee charges not to exceed $100 will be charged for all withdrawals processed. This fee will post to your account after the processing of your withdrawal. For more information, visit the cashier’s web site at http://www.fis.ncsu.edu/cashier/refunds/withdraw.asp.

EOL Contact Information

The Engineering Online office is open between the hours of 8:00 a.m. and 5:00 p.m. Eastern Time. The office is closed between 12-noon and 1:00 p.m. The phone numbers are: 919.513.4481 or toll-free 877.254.0058. The EOL office is located in 256 Page Hall, Raleigh, NC 27695-7547.

- Technical Issues or problems accessing lectures – Eva Boyce, Media Coordinator, 919.513.0984 or eva_boyce@ncsu.edu

- Exams or Proctor Selection – Sarah Boswell, Assistant Director and Coordinator of Exams – 919.513.4822 or sarah_boswell@ncsu.edu

- Homework Coordinator – Michelle Butts- 919.513.2844 or michelle_butts@ncsu.edu

- Registration Coordinator – Katie Crews, 919.515.5441, katie_crews@ncsu.edu

- Questions related to engineering online degree programs – Richard Shryock, Associate Director, 919.513.3815 or richard_shryock@ncsu.edu

- Overall questions about the EOL program - Dr. Linda Krute, Director – 919.515.5440 or linda_krute@ncsu.edu