EVERYONE`S
SMART
UNIVERSITY

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Policies and Procedures

This handbook of Online Program Policies and Procedures is issued by the Office of Academic Affairs. The information contained in this handbook is intended to inform the instructional faculty members and students about the overall guidelines and procedures for online courses and programs at the EVERYONE'S SMART UNIVERSITY (BCS).

POLICY STATEMENT. Definition of Distance Education For the purposes of the Commission on College's accreditation review, distance education is a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance education course may use the internet, one-way and two-way transmissions through open broadcast, closed circuit, cable, broadband lines, fiber optics, satellite, or wireless communications devices if used as part of the distance learning course or program.

Contents

Admissions:

Student must gain official admission to the BCS and must complete the enrollment process: which includes advisement, registration, and payment of tuition and fees.

- As outlined in the general admission policies published in the University's academic Catalog.
- Through the BCS website http://www.bcs.edu.sa prospective students may apply online.

Advising:

The BCS assists nontraditional and at a-distance students concerning admissions and registration and provide a portal for assistance and information for students wishing to return to the classroom. online students will be referred to the appropriate academic department.

Adding students to Moodle (LMS):

Moodle (LMS) is linked to the Student Information System (SIS) but students are not automatically registered for and deleted from Moodle (LMS) class rosters: the key principle is: BCS Online will not make decisions regarding adding/dropping students from the Moodle (LMS) system without first referring to SIS. The Student Information System used to verify enrollment status is the official system of record that determines enrollment. By the start of classes an account is established for every student enrolled in each course for Moodle (LMS) courses. Adding and dropping students after the start of classes will be handled as follows:

Requests for changes in class rosters are verified by the Moodle (LMS) Manager. To add a student the Registrar's Office verifies that the student is officially enrolled in the course. If the student is enrolled, the Moodle (LMS) Manager will put the student into Moodle (LMS). If the student is not enrolled, we will inform the person making the request that we are unable to add the student to the course until they are officially enrolled.

Beginning Procedures for Online Courses:

At the beginning of the course the instructor should strongly encourage students to read the material presented on the "BCS Online Education" web pages. During the first week of the course, online instructors must advise their students to complete the student survey form, even if they have completed one in previous courses.

It should be emphasized to students that they should read the proctoring information, if applicable (see the section on Proctoring). This information should be included with course materials and made a part of chat sessions prior to the drop date. Many faculty and students find it helpful to post a brief vita and to state from what location they are taking the course. All classes have international students enrolled from around the world. Moodle (LMS): is an integrated set of components for developing and delivering interactive courses or course components over the Web. Moodle (LMS) allows instructors to replicate on the Web many aspects of teaching and managing a course in the classroom. It also allows them to use as many or as few of Moodle (LMS)'s features as they like.

Moodle (LMS):

LMS can enable students to study and participate in lectures and discussions from anywhere, at any time. The course instructor/designer provides the content of a course. Interactivity, structure, educational tools, and administrative tools are provided by Moodle (LMS).

Moodle (LMS) Administrator:

The Administrator is the point-of-contact for anyone who needs to obtain information from the Moodle (LMS) Manager.

Chat Times:

When the course is first set up, the instructor will advise the Moodle (LMS) Administrator if chats are to be "optional chats" or "required chats." Course chat times must be announced on the course homepage on Moodle (LMS). Chat times must be scheduled with the Moodle (LMS) Manager one (1) month prior to the beginning of each semester. This notification should include the day(s) and time(s) of the chat sessions.

Computer/Software Requirements:

Student enrolling in online courses must have basic computer, Internet, and keyboarding skills as described in the course syllabus and on the BCS Online Education web pages.

They must have access to a computer with an ISP (Internet Service Provider), a web browser and an e-mail account. Microsoft Office software, including Word, Excel, and PowerPoint, are standard in BCS coursework. Students may use the desktop productivity software of their choice as long as their instructor can access their work. When compatibility issues arise it is the student's responsibility to resolve the problem with their instructor. Specific courses may have

additional designated software. Technical support for course navigation is available and the Moodle (LMS) Administration at e-mail address Moodle (LMS) help@bcs.edu.sa.

Course Approval:

Existing BCS academic courses may be considered for conversion to an online format. The approval within the school (which includes guidelines provided in the academic catalog), following the same process all academic courses must follow.

The Class Schedule Guide, (schedule supplements) and the course syllabus will indicate the beginning and ending dates.

Course Enrollment Limits:

The BCS Online Education recommends a maximum of 30 students per course. Any course that exceeds 40 will be divided into two sections. Minimum enrollment is generally set at 10; however, courses may proceed with fewer than 10 students if approved by the Vice-President of Academic Affairs Office.

Denying Access:

Approximately, ten (10) workdays after the beginning of each semester, the Business and Finance Office may purge students who have not paid their fees for that semester. Before these students can be reinstated, and access course in Moodle (LMS), they must pay their fees to student accounts. Students may have their access reinstated by completing the "drop and add" form and obtaining the proper signatures for reinstatement. The student must provide the Moodle (LMS) Manager with evidence of reinstatement to add the student to the course. (See Removing Students)

E-mail Accounts:

Students taking online courses will be assigned a BCS e-mail account. University and course-related emails may be sent to this account unless students choose to designate an alternate e-mail account. The email database will be used as the main communication tool for BCS Online Learning. All online students are expected to check their e-mail accounts on a regular basis to avoid missing important information sent out by the instructor or by the University.

Evaluations:

Students in totally online courses will have the opportunity to evaluate the course, instructor and services at the end of the course. This evaluation is available electronically and anonymity is observed. The Online staff will post the course and faculty evaluation during the last two

weeks of class. Online instructors must, during the time the course evaluation is posted and available, advise students of the importance of these evaluations and encourage them to complete the posted evaluation document. The Moodle (LMS) Manager will provide a compilation of the results of the evaluation for each online course to the appropriate instructor and chair/director.

Faculty Compensation:
The enrollments are verified by course instructors following course drop dates.

Faculty Load Time:
Online courses are offered as part of faculty's regular load, over-load (in addition to faculty's regular load), or by part-time faculty.

Faculty Support:
Faculty support and training is available. The "BCS Online Education" web pages at provides a listing of other resources. The Moodle (LMS) Manager and/or Instructional Tech will work closely with individual faculty concerning course design questions and issues.

Faculty Training:
The Department of Distance and Online Education provides faculty Moodle (LMS) training for on-line courses only. The Moodle (LMS) administrator and/or Instructional Tech is available to work intensively in one-on-one sessions with individual faculty as they design their on-line course(s).

Financial Aid:
Bachelor's students registering for online courses are eligible to apply for financial aid in the same way as all other students. Financial aid services are available for students at http://www.bcs.edu.sa/tuition.

Intellectual Property and Online Course Ownership:
Those course(s) which have been developed by the BCS are the intellectual property of the institution. The Moodle (LMS) Administrator will have the authority to review all online courses content. This includes' interaction between student and instructor, and the progression of the course.

Prerequisites:

Students taking online courses must meet all course prerequisites before they may register. Course descriptions, stating prerequisites, are published in the Undergraduate Catalog and Graduate Catalog available on the BCS website http://www.bcs.edu.sa.

Previously Approved Courses:

Instructors planning to teach a previously-approved online course must contact the Moodle (LMS) Manager with course information. Each semester a course is taught online, the instructor must send the Moodle (LMS) Manager an updated syllabus. Particular attention should be given to changes in textbooks, dates of exams and assignments, etc. Substantial changes to course content or to communication in delivery of the course must be submitted for BCS approval.

Proctoring:

Some faculty offering online courses should require their students to take midterm and final examinations in a proctored environment. To assist the instructor with this process, BCS academic affairs acts as a facilitator between instructor, student, and proctor. These requirements must be posted prior to the beginning of the course. Faculty responsibility for proctored exams – Proctoring information must be specifically stated in the syllabus, and each examination requiring proctoring must be identified. Instructors must provide necessary proctoring information to students, through use of an icon in the course, during each class meeting through the drop date for that course. After the drop date, at the instructor's discretion students may be periodically reminded concerning proctoring requirements. No proctored exams are to be scheduled or required before the fifth week of the course during first and second semesters. A five- week period is needed to identify and approve proctors, to send all appropriate documents, and to schedule examination dates. The instructor should forward only paper copies of exams to the proctor coordinator. Exams should not be transmitted by BCS email, fax, or computer disk.

Student responsibility in proctoring situations:

It is the primary responsibility of the individual taking the course to obtain a proctor, if required, and to accurately communicate this information to the Program Administrator and faculty member in a timely manner, using the appropriate forms for approval. If a prospective proctor does wish payment, it is the student's responsibility to pay.

Registration:

Students must be admitted to the University before they may register for an online course. (See Admission) During the official registration periods each term, eligible students may register for online courses.

Removing a Student from (or their access to) a Moodle (LMS) course area: Students who have been removed/dropped from the System, for any reason will be marked inactive in Moodle (LMS). If the reason for the drop is due to financial obligations or the student was dropped from the system through records/registration, we will disable the student's access to Moodle (LMS) until the student is properly enrolled for the course. If the student is able to resolve the matter through either the Administration Office or through Student Records/ Registration their access can be reinstated without loss of any work they may have done up to that point.

Reporting No Show: Each semester the instructor must report those students who are on their class roll but have NEVER logged onto Moodle (LMS). It is the BCS policy that such student be assigned "NS" state for the course.

Reviewing Online Course Content: Instructors of online courses are responsible for reviewing and updating their course content according to policies established within the department providing the course.

Revising Online Course Material and Information: Instructors should not revise course material/student submissions from the previous semester's course until after the entire course has been saved by Moodle (LMS) Administrator. The Moodle (LMS) Administrator will notify instructors when this back up has been accomplished. This saved content may be needed to justify the final grade in the event a student pursues a grade appeal. The academic affairs must approve changes and adjustments to previously approved online courses. This approval will require a minimum of two weeks.

Security for Online Tests and Quizzes: Instructors must create online tests or quizzes. This makes tests more difficult to duplicate.

Student Orientation for Moodle (LMS): During registration, training for on-line courses will be scheduled and made available to students throughout the campus and university media systems. Student may also access a demo of Moodle (LMS) on BCS Online Education website by clicking Demo.

Syllabus:

Syllabus is required for online courses and must meet the same content requirements that apply to all campus academic courses. Syllabus must include learning objectives, grading procedures, examinations and dates, number of quizzes, and methods of creating interactivity. The syllabus is posted on Moodle (LMS) within the course content and it is the instructor's responsibility to update syllabus information prior to the start of each semester.

The following information should be included when appropriate:
- Proctor requirements for students at remote sites (if required);
- Descriptions of special software, books, downloads, or library requirements;
- Special software requirements for using course materials;
- Email response time of instructor to student within 24 hours;
- BCS Faculty email address and BCS office phone number with office hours on the syllabus

Submit syllabus for new courses to the Academic Computing Services according to posted deadlines.

Tuition and Fees:

The University's published the tuition fees apply for all online courses.

Withdrawal:

Students who seek to drop an online course will be withdrawn from the school if it is the only course they are taking. This withdrawal process follows the same requirements and procedures that apply to on-campus courses. If the student is at a distance, withdrawal paperwork will be prepared by the Office of Student Records office and forwarded to the appropriate dean, after we have received a written request to do so from the student.

The policies and procedures are subjected to change without advance notice; however, when changes occur, the faculty members will be notified of the changes. Questions related to this document should be directed to: Academic affairs and Online Education Dr. Faisal Alrajhi, Director of Distance and Online Education falrajhi@bcs.edu.sa.