

# **Florida International University**

## **College of Engineering**



# **Florida Engineering Education Delivery System**

## **(FEEDS)**

### **Approved Policies and Procedures**

Center for Engineering and Applied Sciences  
Miami, Florida 33174



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## **FIU FEEDS: Policies and Procedures**

The following list of policy and procedure statements includes those which have been approved by the executive committee of the FIU College of Engineering. Participation in FIU FEEDS activities as a remote site is contingent upon the Site Coordinator's agreement (on behalf of the company or institution) to be bound by and enforce these policies and procedures on behalf of the FIU College of Engineering.

### **Admission and Performance**

- Admission requirements are the same for on- and off-campus students.
- Course requirements and expectations are the same for on- and off-campus students.
- Academic departments publish prerequisites for course registration which are provided and promulgated through the FEEDS office. Individual students are responsible for verifying that he or she meets those requirements.
- All students are encouraged to become degree-seeking graduate students. Courses are, however, open to all that meet the published prerequisites whether they are degree-seeking or non-degree seeking.
- All students who aspire to a graduate degree are advised to complete all requirements and forms for application and admission to graduate status by the time they complete 6 hours of graduate credit in courses delivered through FEEDS.
- Courses may be taken on an "Pass/Fail" basis. Courses taken in this manner will not count towards requirements for a graduate degree.

### **Course Availability and Transfer**

- Students are not guaranteed that they may take 100% of their graduate program off-campus for some graduate degree programs. They may have to come to campus for some courses. There are, however, individuals who have completed a degree via FEEDS by taking all courses at a remote site.
- Attempts will be made to schedule course offerings in a manner that will allow a continuously enrolled student to complete course requirements for a degree in about three years at the graduate level.
- The departments will offer as much of an academic program off-campus as is possible.
- The Engineering Deans have agreed, in context of the Policy Board, to accept up to half of the credit hours needed for a Master's Degree from another FEEDS institution. Some of the Deans have had this agreement "blessed" by their graduate schools. This permission is contingent upon prior approval by the department and program chair of the "home" university. The mechanism for accomplishing this credit transfer can be through the BOR Traveling Scholars program.

## **Establishment of Remote Site Sections**

- There is no minimum number of students required for a remote tape-delivered course to "make" at one site. However, there must be a minimum of three (3) students registered overall through FEEDS in order for a course to be taped.
- Criteria for a class to "make" at any tape site:
  - The class "makes" on campus, and;
  - All site sections must have identified exam proctors, and;
  - A site section with five or more students must have an approved academic facilitator, or;
  - For site sections with less than five students:
    - One identified student must agree to serve as the faculty liaison person, and;
    - Approval is received from the Site Coordinator.
- There is no minimum number of students required for a live class to "make".
- Live classes do not require or have a facilitator/tutor. Exams will be proctored by a site designee with appropriate notice.
- Remote tape Site Coordinators are to identify at least one individual (and perhaps more) to suggest a candidate for the position of facilitator/tutor for classes offered at their site. A facilitator must be approved for the class to "make". Tape classes that are without an approved facilitator will have to be canceled at each site.

## **Attendance and Viewing Schedules**

- All students must attend the class as a group when it is transmitted at live sites or played at tape sites.
- Remote tape site viewing should occur as soon as is practicable after the on-campus meeting date, but no later than five working days out of phase.
- Remote tape site viewing schedules must parallel on-campus schedules. That is: a once-a-week three hour class should be viewed in one sitting, a twice-a-week class should be viewed in two sittings, etc.
- Live broadcast or taped sessions may be missed only for reasons of documented illness or business travel. Responsibility for scheduling make-up viewing sessions rests primarily with the remote Site Coordinator. In all cases, absences must be the exception, not the rule.
- Tape delay viewing is not permitted at live sites.
- The Site Coordinator and/or the FIU FEEDS Office or instructor should be notified of travel absences in advance of the absence.
- The Remote Site Coordinator will arrange for a make-up viewing. The FIU FEEDS Office will be available to provide assistance as needed through its staff.

- Absence make-up viewing must be the exception and not the rule.
- Students who miss a class because of travel or illness must be back on the remote viewing schedule within one week of returning.
- Make-up viewing which cannot be facilitated by the Coordinator at a remote site will, where possible at all, be facilitated on the FIU Campus.

### **Locus of Control**

- All academic decisions reside with the instructor and/or the department.
- All administrative and delivery system decisions reside with the FIU FEEDS Coordinator.
- FEEDS delivery does not support individuals without corporate or cooperating site sponsorship.
- FEEDS personnel handle all administrative questions during registration and remote site visits. Academic questions are referred to the appropriate department or advisor.
- Remote sites will be provided with a "sub-master" of all handouts supplied to the FEEDS staff and will, in-turn, make and distribute enough copies for each student in the class.

### **Testing Policies and Procedures**

- Faculty must give appropriate and timely notice to the FEEDS Office regarding the timing of exam and quiz questions.
- Exams and/or quiz sessions at all off-campus sites must be proctored.
- The faculty member is the final authority on requirements for secure testing. Reasonable concern for the realities of distance education is encouraged.
- All exams are distributed using an overnight mail service.
- If only a master copy of an exam is provided to the FEEDS Office, then only one copy is distributed to each site. Enough copies should then be made at the site for each student.
- Faculty are encouraged to consider providing one copy of an exam for each remote student. Numbering these exams and asking each student to sign and return the exam sheet with the answers is a good practice.
- The required exam notice to the FEEDS Office is a minimum of two weeks.
- The minimum exam notice requirement should be considered in the re-scheduling of any exam which is canceled after being scheduled.

- A scheduled exam that has been notified in class and is subsequently canceled should evoke a call to the FEEDS Office so sites may be notified of the lack of need for an exam proctor.
- The use of the cover sheet that is supplied by the FEEDS Office is encouraged. This should provide accurate expectations to the on-site proctor and feedback to the faculty member as to what occurred during the remote administration of the exam.

### **Video Policies and Procedures**

- Tapes of FEEDS classes may never leave the site nor may they be copied. This includes live and tape sites. This policy applies to tapes made by the College and those made by the Site Coordinator with the permission of the College.
- The contents of the video belong to the faculty member. Information on the airways or tape is to be protected and treated as the faculty member's personal class notes.
- Master tapes of a class may be "held" through a semester in case there is a loss of signal or a damaged tape that requires a dub to support student needs. In most cases tapes are re-used within three weeks.
- No taped information may be saved beyond the semester in which the class is offered without a request from or permission of the faculty member.
- No site may copy any tape containing FIU class information.
- Each site must return the FIU tape within two weeks after students view it.
- Sites do have permission to tape a live broadcast to facilitate student viewing for make-up or review.
- The site guarantees that no tape with FIU contents will leave its premises.
- All contents of site and University tapes are erased in one of two ways:
  - Recording over previous material
  - Bulk erasure
- There is no prohibition that prevents campus or remote students from viewing a class again as long as they properly attended the original session.
- Faculty requests for exceptions to video policy or procedure are honored as the primary video policy.

### **Live Remote Site Loss of Signal Requirements**

- FIU will provide live sites with a tape dub of class sessions that are not received because of a loss of signal reception at the site. This will only occur when there is a proper request

from the site coordinator. These requests will only be honored when they are rare exceptions and the need is based on a technical "glitch".

- The service will cost \$15.00 per dub class hour.
- The dub fee will be waived if the student(s) in class call the FIU control room immediately upon the loss of signal. FIU will begin a dub tape upon receiving the call and wait for a proper request from the site director to ship. In cases where the loss is not reported until after class, the dub will be made as soon as possible and shipped with an invoice.

### **Live Remote Site Audio Requirements and Dial-In Procedures**

- Each student should be familiar with the operation of the equipment at his/her site. Check with the site coordinator since each site has different configurations and procedures.
- If there are difficulties with transmission/reception, aspects of production, or questions about audio please call the FIU electronic classroom studios or the FIU FEEDS Office.
- At least five minutes prior to the start of class, a title slate will be broadcast that identifies the class to be broadcast, the studio/channel of origination and the telephone numbers to call for connections to the audio interactive system.
- Sites and students at sites are expected to have an established, balanced and verified audio connection within five minutes BEFORE the start of a class session. Since some classes have a large number of participating sites, there may be a significant delay in the ability to answer your call. Each site is identified, balanced, logged and connected in sequence. Be patient and your call will be answered in the order in which it was received.
- No calls will be answered or connected throughout a period commencing two minutes before the start of class until the class has begun and general audio quality is assured. This "blackout" may extend two or three minutes into the beginning of class. Remain on the line. You will be connected into the class at the earliest possible time.
- Once connected, the site must remain on-line for the entire class. Premature disconnection causes a disturbance to the entire class.
- The FIU recommendation is that all sites utilize one DUo-Fone-151 available from Radio Shack for each student in attendance. These instruments may be "daisy chained" with a "Y" adapter plug also available from Radio Shack.
- Sites using speakerphones or other instruments which cause feedback or unacceptable audio quality will be disconnected and not reconnected until proper audio equipment is installed.
- Sites that do not mute or "hold" an individual line will be disconnected to prevent noise from being introduced into the classroom.
- These numbers are to be used for audio connection to the FIU Campus:



VH-307 Studio  
AT-139 Studio

- The following information is logged and provided to faculty for each site:
  - Time of initial logon
  - Time of disconnect during class
  - Time of reconnect, if it occurs
  - Time and reason of FIU initiated disconnect
  - Early disconnect before class video has "gone to black"
- Faculty members are encouraged to take "non-audio" attendance into grading considerations.

### **Field Support Personnel**

As a member of the FIU interactive video network, sites agree to designate an individual(s) to provide the following functions. One individual may perform a number of the functions if requisite qualifications are met. Not all functions are necessary at all sites. Some are appropriate for live sites; some for tape sites; and some for both. Individuals serving in these roles may be compensated at the agency discretion.

- Site Coordinator:**

Every site must have an individual designated as the primary contact person at the site. This individual must be responsible enough in the view of the sponsoring agency or company to fulfill the commitments made by the company apropos of enforcing FIU Engineering Policies and Procedures. This individual may perform other functions or delegate them to responsible people in the organization. Ultimate responsibility for maintaining status as a site rests with the individual designated as the site director. Typical activities include but are not limited to:

- Scheduling registration and advising visits with FIU.
- "Advertising" program availability and FIU visitation dates within the organization.
- Scheduling internal rooms for class sections to meet in each semester.
- Accepting all materials mailed from FIU and assuring proper copying and distribution within the sponsoring organization.
- Assuring that all materials, which are properly identified, are returned to FIU in a timely manner.
- Serving as the local problem solver and primary contact point for internal and FIU personnel.

- Class Administrator:**

This individual may be a designee of the Site Coordinator. He or she will assure that a particular class section functions smoothly throughout an academic term. This role is served at live and tape sites. Typical activities include but are not limited to:

- Accepting and returning all materials on time and properly labeled.
- Assuring that necessary equipment is in the meeting room and operational before the start of each class session.
- Serve as the exam proctor.
- Assure that enough copies are made of material masters to assure the availability of one copy for each student before the beginning of each class.
- Serve as the local problem solver and communications gateway for a particular class section.
- Sign, return and comply with the commitments made in the "Letter of Understanding."

Academic Facilitator:

This individual may be a designee of the Site Coordinator. He or she will assure that a particular class section functions smoothly throughout an academic term. This role is served at tape sites. Typical activities include but are not limited to:

- Meet with the students for all and each class session for the entire period.
- Accepting and returning all materials on time and properly labeled.
- Assuring that necessary equipment is in the meeting room and operational prior to the start of each class session.
- Serve as the exam proctor.
- Assure that enough copies are made of material masters to assure the availability of one copy for each student before the beginning of each class.
- Serve as the local problem solver and communications gateway for a particular class section.
- Sign, return and comply with the commitments made in the "Letter of Understanding."

Proctor:

This individual may be a designee of the Site Coordinator. Typical activities include but are not limited to:

- Certify that exam instructions were followed and that exam security was maintained according to guidelines as specified by the faculty member. This may be communicated on the "Examination Cover Sheet."

# **FIU FEEDS**

## **Policies and Procedures**

### **Appendices**

Examination Cover Sheet

Facilitator Selection Guide

Facilitator Letter of Understanding

Class Administrator Letter of Understanding

**Florida International University**  
FEEDS Examination Cover Sheet

Class \_\_\_\_\_ Professor \_\_\_\_\_

Date of On-Campus Exam \_\_\_\_\_ Site(s): \_\_\_\_\_

**I. Examination Instructions**

Exam Length: \_\_\_\_\_ Hrs. \_\_\_\_\_ Min.

Placement Within the Lecture:

1st Hour	2nd Hour	3rd Hour
Proctor Required?	Yes	No
Closed Book	Open Book	In Class
Closed Notes	Open Notes	Take Home
Strict Timing	Conversation OK	Graded Exams Will Be Returned

Special Instructions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Return of Graded Exams:

May Keep      Read & Return      No Copies      No Notes      No Discussion

**II. Proctor/Facilitator Information**

Name of Proctor (print): \_\_\_\_\_

Date of Exam Administration: \_\_\_\_\_

Location of Exam Administration: \_\_\_\_\_

Time Exam Began: \_\_\_\_\_ Time Exam Ended: \_\_\_\_\_

I certify that the above instructions were enforced and that no cheating occurred except as noted on the back of this sheet.

Signature of Proctor \_\_\_\_\_ Date \_\_\_\_\_

**III. Mailing Instructions**

Please return all exams to the following address:

**Attn: Mercy Cruz**  
**FIU College of Engineering**  
**10555 West Flagler Street, EAS 2443**  
**Miami, FL 33174**

Florida International University  
College of Engineering

**Academic Facilitator**  
Definition and Selection Guide

Florida International University's College of Engineering is committed to serving the working engineer by supporting an extensive distance education system. The College will make credit courses and programs available to the extent possible which requires **NO** compromise in the areas of academic rigor, quality or requirements. The commitment is also based on a directive that any compromises in the quality of the student's academic experience are kept to a minimum. To this end, delivery systems are made as transparent as possible and the governing policies and procedures are designed to encourage personal interaction among students. Therefore, policies and procedures must be enforced by tape sites including those policies relating to academic facilitators.

- All course sections meeting in a geographic area must meet on the same day at the same time.
- All registrants must attend class together, for the entire meeting time.
- Sections will meet within five working days of when the class met on the University Park Campus.
- All sections must have, in attendance at each class meeting for the entire meeting time, an approved academic facilitator who has signed and filed a letter on understanding with the FIU Coordinator for FEEDS before the first meeting of the class.

An academic facilitator is defined as an individual who is:

- Preferably an engineer.
- Not a student in the same program apropos of the class he or she facilitates.
- Recommended by the Site Coordinator as trustworthy, responsible, and able to guarantee the security of examinations.
- Knowledgeable by training or experience in the content areas covered in the course.
- Knowledgeable by training or experience in the prerequisite engineering science or practice necessary for the class.
- Articulate and able to facilitate in-class discussions.
- Approved by the faculty member and/or department supplying the course.
- Certified by the FIU FEEDS Coordinator as having filed a signed "Letter of Understanding."

**Suggested Procedure**

- Identify a number of possible facilitator candidates at your site.
- Assure that candidates represent a variety of experiences and expertise appropriate to the range of courses expected to convene at your site.
- Maintain a file that includes a master copy of a resume and/or unofficial transcript for each candidate.
- As soon as it appears that a section will "make," select a primary candidate and recommend the person to the faculty and department by transmitting a copy of the file to the FIU FEEDS Office.
- If approval is not granted, information on the second choice should be submitted.
- Upon approval, facilitator and Site Coordinator must complete and submit a signed letter of understanding to the FEEDS Coordinator for her signature. A copy of the signed letter will be returned to the facilitator and Site Coordinator.

**Remember:** Class sections without signed letters of understanding on file in the FEEDS Office by the first week of class must be canceled. In these instances students will be dropped and tuition refunds provided. Exceptions are outlined in the Policies and Procedures.

Florida International University  
College of Engineering

**Academic Facilitator**  
Letter of Understanding

I \_\_\_\_\_ understand that by agreeing to become an academic facilitator, I shall act on behalf of the FIU faculty member, the FIU College of Engineering, and the Site Coordinator to enforce all applicable policies and procedures related to a section of the following class \_\_\_\_\_. I further understand that failure on my part to exercise this responsibility may result in the loss of FEEDS site certification and/or academic penalties to enrolled students.

At a minimum I shall:

- read all policy and procedure documents available from the Site Coordinator.
- attend all class sessions for the entire time and be prepared to participate in discussions
- take roll to include the arrival time of each student for each class session.
- if appropriate, stop the tape and facilitate class discussions.
- note any areas of general academic confusion and pass this information to the faculty member.
- act as liaison between the faculty member and students by calling the faculty member at least once a week.
- abide by all requirements of an exam cover sheet, proctor all exams or quizzes and certify security.
- collect all assignments on time, in the manner specified by the instructor and log any deviations or omissions.
- advise the faculty member of all absences and habitual tardiness or report as required by the faculty member.
- give the faculty member prior notice of my absence and the arrangements made with the Site Coordinator for a replacement.
- note areas of administrative problems and communicate these to the Site Coordinator and the FIU FEEDS office as soon as possible.
- notify the Site Coordinator of my inability to comply with any additional directives from the faculty member, or the FIU FEEDS Office as they relate to my duties as academic facilitator.

I understand and freely assume these responsibilities in return for consideration, some of which is indicated below:

\_\_\_\_\_/\_\_\_\_\_  
Facilitator's Signature      Date

\_\_\_\_\_/\_\_\_\_\_  
Site Coordinator's Signature      Date

\_\_\_\_\_/\_\_\_\_\_  
FEEDS Coordinator  
FIU, College of Engineering

Florida International University  
College of Engineering

**Class Administrator**  
Letter of Understanding

I \_\_\_\_\_ understand that by agreeing to become a class administrator, I shall act on behalf of the FIU faculty member, FIU College of Engineering, and the Site Coordinator to enforce all applicable policies and procedures related to a section of the following class \_\_\_\_\_. I further understand that failure on my part to exercise this responsibility may result in the loss of FEEDS site certification and/or academic penalties to enrolled students.

At a minimum I shall:

- read all policy and procedure documents available from the Site Coordinator.
- ensure that all class sessions are scheduled and that enrolled students are notified.
- appoint one student to serve as class leader and faculty liaison who will stop the tape and permit discussion at the request of any class member and speak with the faculty member on behalf of the group as needed.
- have all students sign an attendance roster for each class session.
- report on areas of general academic confusion to the faculty member.
- abide by all requirements of an exam cover sheet, proctor all exams or quizzes and certify security.
- collect all assignments on time and send them to the faculty member through the FIU FEEDS Office.
- advise the faculty member of habitual absence and tardiness.
- give the faculty member prior notice of my absence and the arrangements made with the Site Coordinator for a replacement.
- note areas of administrative problems and communicate these to the Site Coordinator and the FIU FEEDS Office as soon as possible.
- notify the Site Coordinator of my inability to comply with any additional directives from the faculty member, or the FIU FEEDS Office as they relate to my duties as Class Administrator.

I understand and freely assume these responsibilities in return for consideration, some of which is indicated below:

\_\_\_\_\_/\_\_\_\_\_  
Facilitator's Signature      Date      \_\_\_\_\_/\_\_\_\_\_  
Site Coordinator's Signature      Date

\_\_\_\_\_/\_\_\_\_\_  
FEEDS Coordinator  
FIU, College of Engineering

