



## **Student Guide**

**University of Alaska Anchorage  
Distance Education Services  
Student Support  
3211 Providence Drive SSB-120  
Anchorage, Alaska 99508  
907.786.4646 Opt 3  
Toll Free: 877.633.3888  
[distance@uaa.alaska.edu](mailto:distance@uaa.alaska.edu)**

[www.uaa.alaska.edu/distanceeducation](http://www.uaa.alaska.edu/distanceeducation)  
**Table of Contents**

<b>Distance Education Course Requirements .....</b>	<b>3</b>
<b>Web-based Course Requirements .....</b>	<b>3</b>
<b>Audio Conference Requirements .....</b>	<b>3</b>
<b>Video Conference/eLive Requirements.....</b>	<b>4</b>
<b>How to Register for a Distance Course through UAA.....</b>	<b>4</b>
<b>DISTANCE EDUCATION QUICK START GUIDE.....</b>	<b>5-6</b>
<b>DISTANCE EDUCATION GET STARTED GUIDE .....</b>	<b>6-7</b>
<b>Order books from UAA Bookstore .....</b>	<b>7</b>
<b>MIDTERM AND FINAL EXAMS for Distance Courses .....</b>	<b>7</b>
<b>To Submit your DISTANCE EDUCATION PROCTOR FORM .....</b>	<b>7</b>
<b>To Submit your ALTERNATE PROCTOR FORM .....</b>	<b>8</b>
<b>Submitting Your Assignments.....</b>	<b>8-9</b>
<b>Authorized Extended Site Contact Information .....</b>	<b>10</b>
<b>Alternate Proctor Sites .....</b>	<b>10</b>
<b>Frequently Asked Questions.....</b>	<b>10-12</b>

# Distance Education Course Requirements

A distance education course usually requires more time and effort than a traditional college course. Distance education courses generally recommend 8 to 10 hours of study each week, for a three-credit course. Keep in mind that distance education courses require more self-discipline and more study time to complete. Each course will require the purchase of textbooks and other supplies needed to complete a college course.

UAA Distance courses are all web-based, meaning that all the courses are held in the UAA course management system called Blackboard. Each student upon registering is assigned a Blackboard account. All courses that a student is registered for through distance will show up in their personal Blackboard account from the first day of the semester. Also all students registered for a UAA Distance Education course must have full access to a computer with basic internet, word processing and internet access during the semester. Additional hardware and software requirements are found below.

Students will be required to complete and submit homework, engage in online class activities, such as class discussions, and group projects. Individual courses will always differ in terms of their actual requirements; however, in general, web-based courses are not self-paced. In fact, most require weekly or biweekly "attendance" and assignments. Student-to-faculty and student-to-student interactions are also an integral part of web-based courses and should be anticipated. These are carried out in a variety of ways, including email, discussion boards, audio-conferencing, and/or chat rooms. Instructions on all course lectures, assignments, and exams are provided in the course syllabus, which must be retrieved online (UAA Blackboard) at the beginning of each semester. Please consult the syllabus of a specific course to learn more about that course's teaching format and policies. Some web-based courses require a "hard-copy" proctored midterm and final (see Midterm and Final Exam information).

## **Web-based Course Requirements:**

Most web-based courses require:

- 233mhz Pentium (PC) or PowerPC (Macintosh)
- 32 megabytes of RAM
- 4 Gig hard drive space
- CD-ROM
- Word processing software (Microsoft Office)
- speakers
- 800x600 screen resolution
- 56 K modem
- reliable Internet Service Provider (ISP).

Please consult the syllabus of a specific course to learn more about that course's teaching format, policies, and hardware and software requirements.

## **Audio Conference Requirements:**

An audio-conference course is a course that relies upon teleconferencing technology to enable instructors and students to converse in "real-time" through an orchestrated conference call. Participants of an audio-conference use a toll-free number and pass-code to dial in to a common telephone line at a pre-arranged date and time.

**Video Conference Requirements:**

Many instructors are moving to the new software called Elluminate Live! to host video conferencing for their students. Elluminate Live! or eLive! software is provided by UAA to students through their Blackboard accounts. If your course will be using eLive! go to the Blackboard log in webpage at <http://technology.uaa.alaska.edu> and review the information regarding eLive! set up on your computer. There is also help available via UAA IT Services Call Center, 907-786-4646, option 1.

## **How to Register for a Distance Course through UAA**

Admissions and registration for a distance course at UAA is the same as for traditional courses. You can register online at [www.uaonline.alaska.edu](http://www.uaonline.alaska.edu). For assistance call the Enrollment Services department with UAA at 907-786-1480.

When looking up courses to add in UAOnline the key to the distance courses will be in the “location” column. WEB or AUDIO in this column, this will indicate it is a distance course. Once you are registered if you look at your weekly course schedule in UAOnline it will list your distance courses at the bottom of the screen.

For specific registration or admissions questions you must contact UAA Enrollment Services at 907-786-1480 or look up information on their website at <http://www.uaa.alaska.edu/studentaffairs/enrollment/index.cfm>

Once you are registered for a distance course, follow the GETTING STARTED ON YOUR DISTANCE COURSE GUIDE next in this manual.

## **DISTANCE EDUCATION QUICK START GUIDE**

Follow these five steps to get started on your Distance Education course:

- Check your UAA username and password for Blackboard and webmail.
- Order books from the campus at which your course is being taught.
- If you need exams proctored, submit a Distance Education Exam Proctor Form.
- Review Student Blackboard or Elluminate Live! Tutorials.
- Log into Blackboard on the first day of classes to obtain your syllabus and other course information.

### **1) Check Your UAA Username and Password for Blackboard and Webmail (New Students)**

- All Distance Education courses are located on UAA Blackboard. Log on to [www.uaa.alaska.edu/classes](http://www.uaa.alaska.edu/classes).
- To obtain your username go to, [technology.uaa.alaska.edu](http://technology.uaa.alaska.edu). Enter your first name, last name and UA Identification Number in the USERNAME LOOKUP feature. You will use this username to log onto your UAA Blackboard account ([www.uaa.alaska.edu/classes](http://www.uaa.alaska.edu/classes)).
- Your default password takes the form of uaaJFS#####. For example, if your name is John F. Smith, and your UA ID# is 30012345, your password will be uaaJFS2345.
- Important course information will be sent to your UAA webmail account. To forward your account to another email address, browse to [me.uaa.alaska.edu](http://me.uaa.alaska.edu) and select CHANGE OTHER ACCOUNT ATTRIBUTES. When changing attributes, make sure you are changing your asxxx account and not your UA account.
- Questions or problems? Call the UAA IT Services Call Center at 907-786-4646 Option 1 or toll-free at 877-633-3888. Hours are M-F 6am-Midnight, Holidays/Weekends 8am-5pm.

### **2) Order Books From the Campus at Which Your Course is Being Taught**

- Go to [www.uaa.alaska.edu/bookstore](http://www.uaa.alaska.edu/bookstore) .
- Select TEXTBOOKS from the RESOURCES ONLINE list on the right side of the page.
- Then select DISTANCE EDUCATION ORDERS.
- For assistance, call the UAA Bookstore at 907-786-1151.
- Courses from extended sites please see extended site's bookstore for course materials.

### 3) Submit Your Distance Education Proctor Form

- NOTE: Students planning on taking exams on the main UAA Campus do not need to fill out a proctor form unless they are taking the exam with Disability Support Services. To schedule exams on campus, call 907-786-4646 Option 3 or email to [distance@uaa.alaska.edu](mailto:distance@uaa.alaska.edu).
- Go to [www.uaa.alaska.edu/distanceeducation](http://www.uaa.alaska.edu/distanceeducation) .
- Select STUDENT RESOURCES from the left sidebar.
- Then select PROCTOR FORM ONLINE.
- A form will appear. If you are not near any of the exam sites listed on the form, you must find a proctor in your area and submit an ALTERNATE PROCTOR FORM to the DISTANCE EDUCATION office.
- All PROCTOR FORMS are due February 1.
- For assistance, contact Distance Education Student Support through the IT Services Call Center at 907-786-4646 Opt 3 or toll-free at 877-633-3888 Option 3.

### 4) Review Student Blackboard or Elluminate Live! Tutorials:

- Go to [www.uaa.alaska.edu/classes/studentresources](http://www.uaa.alaska.edu/classes/studentresources)

### 5) Log into UAA Blackboard on the First Day of Classes

- Go to [www.uaa.alaska.edu/classes](http://www.uaa.alaska.edu/classes)
- Here you will find your course syllabus, assignments, and instructor contact information.

## DISTANCE EDUCATION GET STARTED GUIDE

This section of the guide contains detailed “how to” information in the same order as the QUICK START guide above. If you have trouble with these instructions call Distance Education Services (786-4646 Opt 3, toll free 877-633-3888) for further assistance.

### UAA Blackboard and Webmail username and password (New Students)

If you are a student who is *new* to the UAA system and has not used Blackboard before you must find your username and password. Your username can be found by going to the technology website at [technology.uaa.alaska.edu](http://technology.uaa.alaska.edu). Follow the instructions for the USERNAME LOOKUP feature on the left hand column of the webpage. Enter the required information and select GO.

UAA has created for this username a default password. It is uaa, your initials, and the last four digits of your UA ID number. Your default password will look like this: uaaJFS####

**Example:** John F. Smith UA ID# 30012345 Mr. Smith's password: uaaJFS2345

Using the example above John F. Smith's username and password will be:  
USERNAME: asjfs, PASSWORD: uaaJFS2345

Once you have obtained your username and default password, you will need to log on to your UAA Blackboard account at [www.uaa.alaska.edu/classes](http://www.uaa.alaska.edu/classes).

If you have questions or experience problems call UAA IT Services Call Center at 907-786-4646, option 1 for assistance with username and password defaults.

## **Order books from UAA Bookstore**

All college courses require textbooks, as do distance courses, to order textbooks go to <http://www.uaa.alaska.edu/bookstore/> Select TEXTBOOKS from the Quick links list on the right hand side of the web page and select DISTANCE EDUCATION ORDERS. The UAA Bookstore usually opens one (1) week prior to the first day of courses for text book sales. You may preorder if the website is available, but make sure to note when the books will actually be shipped to you. If you live in the Anchorage area, you can avoid a shipping fee by coming to the bookstore in person. For assistance or questions call the UAA Bookstore at 907-786-1151.

Students taking UAA courses from extended sites such as Kenai Peninsula College and Mat-Su College are required to obtain their books from that college's bookstore. For more information on this or questions regarding location of course materials, please contact the UAA Distance Education office at 907-786-4646 Opt.3 or by email at [distance@uaa.alaska.edu](mailto:distance@uaa.alaska.edu).

## **MIDTERM AND FINAL EXAMS for Distance Courses**

Some UAA Distance courses require a proctored midterm and final for completion of the course. Your distance professor will list on your course syllabus what type of exams is required for your course. If these exams are proctored you will need to fill in the Proctor Form Online, per the instructions below. If you live outside of Anchorage we will be able to assist you in taking exams. All proctor information MUST be turned in by the deadline dates for the current semester to have exams available to you.

### **To Submit your DISTANCE EDUCATION PROCTOR FORM**

Go to [www.uaa.alaska.edu/distanceducation](http://www.uaa.alaska.edu/distanceducation) Select STUDENT RESOURCES and PROCTOR FORM ONLINE. You must select the EXAM SITE closest to you. For example if you live in Palmer or Wasilla, Alaska you must use the MAT-SU College site. Once you have selected a site you should call and find out the testing schedule. The exams are available to exam sites outside of Anchorage the week prior to the UAA

testing date; it is up to the students to make appointments in an appropriate manner, as many college professors do not accept late exams for any reason.

***Proctor Form Due dates are posted at [www.uaa.alaska.edu/distanceeducation](http://www.uaa.alaska.edu/distanceeducation)***

### **To Submit your ALTERNATE PROCTOR FORM**

If you are not near any of the sites on this form you must find a proctor in your area and submit an ALTERNATE PROCTOR FORM to the DES Office. An alternate proctor must follow the rules listed below:

#### ***Proctor Rules:***

1. Can NOT be a family member, friend, or co-worker.
2. Must be employed by an educational institution or public library.
3. Must be available to talk to a Distance Education Representative for verification via phone.
4. Must be able to receive email, email attachments and be able to print the documents. Also have access to a fax machine/scanner to fax/scan the completed exam back to DES by the due date.

A DES representative will be contacting your proctor to verify their qualifications before any tests are sent to them.

***Proctor Form Due dates are posted at [www.uaa.alaska.edu/distanceeducation](http://www.uaa.alaska.edu/distanceeducation)***

For assistance or questions regarding proctor forms call Distance Education at 907-786-4646 Opt 3 or toll-free 1-877-633-3888.

## **Submitting Your Assignments**

The method of submitting homework will be determined by the instructor of each course. Several instructors want your homework to be submitted directly to the distance education office. If this is the case with your class, you can submit your homework via mail, email, or fax. You can also come to the distance education office and drop it off. We have a homework drop box located just outside our door if you need to drop off homework after business hours.

- **Digital Dropbox** – If your professor requires you to use the digital dropbox feature in Blackboard that is where they expect your assignments to be submitted. Go to TOOLS, and select Digital Dropbox. Here you attach the assignment and in a second step submit the assignment.
- **Email**- emailed assignments should be sent to: **distance@uaa.alaska.edu**.
- **Fax**- Faxes should be faxed to the Distance Education office at 907-786-6000. **Please be sure to note on a cover page the number of pages faxed along with your name and your course name.** Also please print your name and page number on each page of the

fax, we get hundreds of homework assignments each week, we would like to make sure everything you send gets turned in.

- **Postal Mail-** Assignments should be mailed to the Distance Education office using the postal address:

University of Alaska Anchorage  
Distance Education Services  
3211 Providence Dr. SSB 120  
Anchorage, AK 99508

- **Personal Delivery-** Assignments can be hand-delivered to our office in the Social Sciences Building (SSB) room 120 between the times of 8am until 5pm M-F. Assignments submitted after 5pm will be accounted for as being received the following business day. Assignments can also be emailed to the Distance Education office at [distance@uaa.alaska.edu](mailto:distance@uaa.alaska.edu).

## Authorized Extended Site Contact Information

Students testing at extended sites should contact their proctors with the provided extended site contact information (located in the table below) to make an appointment to take their midterm and final. If your final is not at the site one week prior to the testing dates, please contact DES, and we will make sure the exam is available to you.

Extended Sites	Semester	Contact Person	Contact Phone
Chugiak/Eagle River Campus	Fa, Sp, Su	Staff	907-696-8378
Eielson AFB	Fa, Sp, Su	Roger Wilson	907-377-5106
Elmendorf AFB	Fa, Sp, Su	Mattie Wilson Alex Casanova	907-753-0204
Ft. Richardson	Fa, Sp, Su	William Johnson Roberta Weaver	907-428-1228
Ft. Wainwright Ed. Center	Fa, Sp, Su	Marla Gale	907-356-3826
Kachemak Bay Campus	Fa, Sp	Nancy Johnson	907-235-1601
	June	Rhoda Roedl	
	July	Therese Lewandowski	
Kenai Peninsula College	Fa, Sp, Su	Staff	907-262-0327
Kodiak Extension Site	Fa, Sp, Su	Donna Jones	907-486-1232
Mat-Su College	Fa, Sp, Su	Staff	907-745-9713
McGrath Center	Fa, Sp	Karen Ladegard	907-524-3074
Prince William Sound (Cordova)	Fa, Sp, Su	Susan Harding	907-424-7598
Prince William Sound (Valdez)	Fa, Sp, Su	Gianna Thornton	907-834-1645
Seward Library	Fa, Sp, Su	Staff	907-224-4082
Talkeetna Public Library	Fa, Sp, Su	Staff	907-733-2359
UAF Bristol Bay Campus	Fa, Sp, Su	Marla Elisa	1-800-478-5109
UAF- Center for Distance Education	Fa, Sp, Su	Leslie Sanders	907-479-4715
UAS Juneau	Fa, Sp, Su	Staff	907-796-6348
UAS-Ketchikan	Fa, Sp, Su	Staff	907-228-4524
UAS-Sitka	Fa, Sp, Su	Lynne Davis	907-747-7785

### Alternate Proctor Sites

If you are a student that is not in the vicinity of a UA campus site, you will have to find your own proctor for your exam. UAA requires testing be done at an educational facility so the best place to look is at any local college or community college campus, public library or local high school. The proctor must not be related to you and cannot be a personal friend. Once you have found a suitable proctor, fill out the alternate proctor form at [www.uaa.alaska.edu/distanceeducation](http://www.uaa.alaska.edu/distanceeducation) and fax or mail it to our office.

### Frequently Asked Questions

#### Am I in charge of ordering my textbooks, or will they automatically be sent to me?

This is an important question. Distance education students are responsible for ordering and purchasing textbooks for their distance education course. Those books may be ordered by phone, in person, or online from UAA's campus bookstore.

#### My syllabus isn't online, what do I do?

Courses will be enabled by faculty with the goal of “switching on” all courses by the first day of the current semester. If, after this date, you do not see your course listed on your Blackboard account, please call Distance Education office at (907) 786-4646 Opt 3 or toll-free 1-877-633-3888.

Once your course is “available” on your Blackboard, click on it and open it. Take some time to click on the Announcements, Course Information, and Course Documents menu buttons that are located at the left-hand side of your screen. Each instructor will arrange his/her course differently; however, clicking on these key buttons will generally allow you to access your course syllabus and other important documents that your instructor has posted. If you cannot locate your syllabus after clicking on the menu buttons stated above, please call the Distance Education office at (907) 786-4646 Opt 3 or toll-free 1-877-633-3888.

**Can I work at my own pace or do I have to follow a weekly schedule when I take a distance education course?**

Distance education courses vary greatly in terms of the flexibility they afford students. Most courses have some restrictions on how far ahead students may work, imposing weekly or biweekly deadlines on assignments and other activities. Other courses may allow students to set their own pace. You may want to check your course syllabus before your course begins to determine whether or not class deadlines and requirements will meet your needs.

**Am I ever required to come to campus for a distance education course?**

UAA currently defines a distance education course as one in which a student is not required to come to campus for more than 10% of the total number of contact hours associated with a given course. In most cases, that translates to no more than four hours. Exemptions exist for students who have special health needs and students who live more than one hour’s driving distance from campus. To find out more about whether or not your course will require you to come to campus, please contact your course instructor before the add/drop period ends.

**Do distance education courses require less time to complete than regular on-campus courses?**

No, in fact, research shows that they often take more time to complete.

**Are there other students in my distance education course and will I be “aware” of them (will I know their names and will I be able to communicate with them)?**

Student-to-student interactions will vary across courses. Some courses will require weekly interactions via an online discussion board or teleconference, while other courses may require no student-to-student interactivity. Students are able to send email through Blackboard to their classmates and instructors; this feature is listed under the COMMUNICATION button in a Blackboard course.

**Will I get any help from the instructor during the semester, or am I on my own?**

All distance education faculty are available via phone and email and are also required to post office hours. In any course, the level of one-to-one interaction between faculty member and student varies. In a distance course, however, there’s an added factor that shouldn’t be overlooked. Receiving help depends upon the extent to which the student seeks that help. Research shows that distance students must show more initiative than face-to-face students in this area.

**Do distance education students have access to UAA’s library online?**

Yes. UAA’s Consortium Library ([www.lib.uaa.alaska.edu/](http://www.lib.uaa.alaska.edu/)) may be accessed online. You will have to login with your UAA username and password, which is the same as your Blackboard and your UAA email username and password. If you’re unsure what those two items are, call the IT Call Center at 786-4646.

**Do I have access to an advisor if I am a distance education student?**

Yes. All UAA students have access upon request to an academic advisor through UAA's Advising and Testing Office ([www.uaa.alaska.edu/advise/](http://www.uaa.alaska.edu/advise/)). Students who have declared a major will be assigned an advisor within their discipline. It's highly recommended that you talk to an advisor before you sign up for a course (distance or campus-based).

**How much do I really need to know about technology to take a distance education course?**

You will need to know how to access the internet, navigate internet web pages, check, respond to and be able to attach documents to email, and have some familiarity with word processing software. Some courses use video and audio media, so you will also need to be able to use media playing software such as Windows Media Player or something equivalent. You will also need to check the syllabus of the course you are taking and make sure you are familiar with any software they may require for class, for example, Microsoft Excel may be used in an Accounting Course. Since all distance courses are now based in the Blackboard program you will need to know how to navigate within that program. Distance Education Services can train you in Blackboard, either in the office or via phone if you live outside of the Anchorage area.

**Do distance education students have access to services for disabled students?**

Yes. UAA's Disability Support Services ([www.uaa.alaska.edu/dss/camai.html](http://www.uaa.alaska.edu/dss/camai.html)) office is a resource for both campus-based and distance education students.