



# INSTRUCTOR HANDBOOK for Flexible Courses

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



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## Introduction:

The Centre for the Advancement of Teaching and Learning ([The Centre](https://umanitoba.ca/centre-advancement-teaching-learning/)) (<https://umanitoba.ca/centre-advancement-teaching-learning/>) 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 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](https://umanitoba.ca/centre-advancement-teaching-learning/support/) (<https://umanitoba.ca/centre-advancement-teaching-learning/support/>).

## Instructor Responsibilities:

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

1. **Welcome your students.** Your Welcome Message/Letter, or Announcements posting, helps to establish expectations with students, provides them with important contact information, office hours/virtual office appointments, and any requirement or rules regarding late assignment submission. Students will expect to see this on the first day of class.
2. **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 Responsibilities of Academic Staff with Regard to Students (ROASS) policy. [An example ROASS compliant syllabus, and a link to the governing policy](https://umanitoba.ca/centre-advancement-teaching-learning/support/roass-compliant-syllabus/) (<https://umanitoba.ca/centre-advancement-teaching-learning/support/roass-compliant-syllabus/>) is available for your reference.
3. **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.
4. **Post announcements about important dates and deadlines.** Students will look to your course for term related information. Posting [important term dates](http://umanitoba.ca/student/records/deadlines/) (<http://umanitoba.ca/student/records/deadlines/>) in your course helps to ensure that your students stay on track.
5. **Deliver the approved course materials.** A team, including a course author (approved by your academic department) and instructional designer, have designed course materials, term work, and assessment. If you believe the course requires *significant* changes, please contact your academic department to discuss the possibility of this for a future term. Refer to Course Materials (page 6) if you believe that the course requires *minor* revisions.
6. **Prepare and update term specific information in your course.** After reviewing the course syllabus, and updating the schedule, you may find term specific information that needs to be adjusted. Examples of term specific information includes: Assignment Folder due dates, rotational assignments, quiz dates and availability should be updated. You will also need to familiarize yourself with the course and the [UM Learn](http://umlearn.ca) (<http://umlearn.ca>) system.
7. **Establish and maintain office hours.** Include office hours/virtual office appointments in your syllabus and/or Welcome Message/Letter along with method of contact preferences. Please consider scheduling office hours to include evenings and weekends to accommodate students who select flexible learning opportunities such as online courses.
8. **Communicate regularly with students.** Please communicate with students regularly throughout your course, with timely messages posted in the Announcements section and Discussions forum of the course, and by 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/student/records/email_policy/index.html) ([http://umanitoba.ca/student/records/email\\_policy/index.html](http://umanitoba.ca/student/records/email_policy/index.html)).

9. **Mark and return assignments within a timely manner.** Your successful 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.

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.

10. **Timeline for responding to student requests/emails.** Regarding learning activities, assignments, questions, or course-related issues, students can expect a response within 24 – 48 hours. If you cannot provide a detailed response in this time, consider responding within 24 hours to let them know when a more detailed response is coming
11. **Maintain a grade register as the official grade source.** Manage an online grade book within the Grade Tool in [UM Learn](http://umlearn.ca) (<http://umlearn.ca>) to communicate grades to students. Specific instructions for setting-up and maintaining a grade book are located within [UM Learn](http://umlearn.ca) (<http://umlearn.ca>). A copy of the grades can be exported from [UM Learn](http://umlearn.ca) (<http://umlearn.ca>) (see Appendix) for later import into Aurora, or to maintain an offline instructor copy.
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://umlearn.ca) (<http://umlearn.ca>), 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 any page).

Both on-campus and flexible course instructors must use their University email address ([first.last@umanitoba.ca](mailto:first.last@umanitoba.ca)) and UMnetID password to access the course website in UM Learn.

## University Email and Password

Your unique user identification at the university is called a 'UMnetID'. You will require this to be activated in order to access most university resources.

- [Claim your UMnetID](https://signum.umanitoba.ca/) (https://signum.umanitoba.ca/).
- Verify that your University email address works (e.g., first.last@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 in the My Course widget.

## 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](https://umanitoba.ca/centre-advancement-teaching-learning/) (https://umanitoba.ca/centre-advancement-teaching-learning/).

## Course Materials

Course authors and instructional designers, in consultation with the academic department, have designed the course materials of each course to meet specific course objectives using a variety of tools within UM Learn. In addition, your academic department has approved the course materials in each course as provided to you.

## Changes to Course Materials

Changes must not be made without consulting the academic department.

The Centre supports, with the approval of the academic department/faculty/school, making changes to course materials through a consultative process. Refer to *Instructor Support, Teaching Workshops and Pedagogy* (page 11) to review the training opportunities available to you. You can initiate a [Flexible Learning Support](mailto:thecentrecontactus@umanitoba.ca) (mailto:thecentrecontactus@umanitoba.ca) consultation, or book a one hour one-on-one [Ask an Expert Consultation](https://umanitoba.ca/centre-advancement-teaching-learning/technologies) (https://umanitoba.ca/centre-advancement-teaching-learning/technologies).

## Required Edits in the Course

During the term, you may identify *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 such that learning and teaching can continue. Please inform your Department Head of the required changes for future terms.

## Technical Issues During Delivery of the Course

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).

## Library Resources

UM Librarians are here to assist you when you need help to update your course information.

- Library assignment revisions
- Library website information

Working in collaboration with your [Subject Librarian](https://libguides.lib.umanitoba.ca/?b=s) (https://libguides.lib.umanitoba.ca/?b=s) or the [Off-Campus Library Services](https://libguides.lib.umanitoba.ca/offcampus) (https://libguides.lib.umanitoba.ca/offcampus), you will be able to have current information regarding all library resources listed below.

- Library terminology for assignments
- Access to library resources

## Office Hours

The University of Manitoba requires instructors to maintain office hours/virtual office appointments for student contact. Please consider scheduling office hours to include evenings and weekends to accommodate students who select flexible learning opportunities such as online courses. Office hours and contact information must be provided in your Welcome Letter/Message and/or course syllabus. Cisco Webex, available within your course in UM Learn, can be used to schedule video conference appointments for your students.

## 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/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 (refer to page 13). 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](https://centre.cc.umanitoba.ca/development/resources/providing-feedback-to-students/) (<https://centre.cc.umanitoba.ca/development/resources/providing-feedback-to-students/>) 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 [important dates and deadlines](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. [Comments](https://centre.cc.umanitoba.ca/development/resources/providing-feedback-to-students/) (<https://centre.cc.umanitoba.ca/development/resources/providing-feedback-to-students/>) may be brief but should be constructive. 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 [Aurora Student](https://aurora.umanitoba.ca/banprod/twbkwbis.P_GenMenu?name=homepage) ([https://aurora.umanitoba.ca/banprod/twbkwbis.P\\_GenMenu?name=homepage](https://aurora.umanitoba.ca/banprod/twbkwbis.P_GenMenu?name=homepage)) 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.
- Refer to [Providing Feedback to Students](https://centre.cc.umanitoba.ca/development/course-development/#online) (<https://centre.cc.umanitoba.ca/development/course-development/#online>) – The Centre for the Advancement of Teaching and Learning.

## Final Examination

**There will be no in-person final examinations for the Fall 2021 term; students cannot declare an off-campus examination location.**

**Please contact your Department with questions regarding final examinations.**

An [Alternatives Forms of Assessment](https://umanitoba.ca/centre-advancement-teaching-learning/support/remote/assessment) (https://umanitoba.ca/centre-advancement-teaching-learning/support/remote/assessment) page can be found on [Contingencies for Teaching](https://umanitoba.ca/centre-advancement-teaching-learning/support/remote) (https://umanitoba.ca/centre-advancement-teaching-learning/support/remote).

## Final Grades

After final exams are graded, calculate final grades and enter them into Aurora Student. 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) (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 ([The Fundamental Values of Academic Integrity, \(3<sup>rd</sup> ed.\)](https://academicintegrity.org/images/pdfs/20019_ICAI-Fundamental-Values_R12.pdf)). (https://academicintegrity.org/images/pdfs/20019\_ICAI-Fundamental-Values\_R12.pdf).

There is a misconception that upholding academic integrity is largely a student responsibility; however, what we do as instructors in our classrooms and laboratories, in flexible learning environments, and in the field influences students' behaviour around integrity. Educating students about academic integrity and academic misconduct (i.e., plagiarism, duplicate submission, cheating on quizzes, tests, and examinations, academic fraud, personation, and inappropriate collaboration) is the responsibility of all academic staff (as per [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](http://umanitoba.ca/admin/governance/governing_documents/students/278.html)).

You will find resources for promoting academic integrity and suggestions for preventing and detecting academic misconduct at The Centre for the Advancement of Teaching and Learning's [Academic Integrity webpages](https://centre.cc.umanitoba.ca/integrity/) (https://centre.cc.umanitoba.ca/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/) (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](http://umanitoba.ca/admin/vp_admin/ofp/copyright/index.html) 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](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 audio visual 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.

When considering copying or communicating a short excerpt, the most advantageous of sections (i) through (vii) may be selected.

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.

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 typically not be included. The fair dealing test considers distribution of a copy; it is less likely to be fair to make a short excerpt available or shareable publicly online, although it may be fairer 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 if you want to make a copy in excess of the UM Copyright Guidelines, contact 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, however, generally linking to a resource is the preferred or only permitted way to use the licensed resource. You may also consider using [Reading Lists](#) in UM Learn to make library e-resources easily accessible within your online courses.

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 (for example, by prohibiting upload of a PDF to UM Learn) the URL (permalink) to the item 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 or contact the Copyright Office for further assistance interpreting Creative Commons licenses.

## 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](https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events) (<https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events>)
- [Lunch hour workshops webpage](https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events) (<https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events>)
- [UM Learn workshops webpage](https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events) (<https://umanitoba.ca/centre-advancement-teaching-learning/support#upcoming-workshops-and-events>)
- [Ask an Expert: One-on-one consultations regarding UM Learn](https://umlearnteacher.youcanbook.me/) (<https://umlearnteacher.youcanbook.me/>)
- [Ask an Expert: One-on-one consultations regarding other educational technologies](https://umanitoba.ca/centre-advancement-teaching-learning/) (<https://umanitoba.ca/centre-advancement-teaching-learning/>)
- [Ask an Expert: One-on-one consultations regarding Instructional Design and Creative Media](https://umanitoba.ca/centre-advancement-teaching-learning/support/course) (<https://umanitoba.ca/centre-advancement-teaching-learning/support/course>)

- [iClicker Cloud webpage](https://umanitoba.ca/centre-advancement-teaching-learning/technologies/iclicker) (https://umanitoba.ca/centre-advancement-teaching-learning/technologies/iclicker)
- [Cisco Webex webpage](https://umanitoba.ca/centre-advancement-teaching-learning/technologies/webex) (https://umanitoba.ca/centre-advancement-teaching-learning/technologies/webex)

## 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](http://umlearn.ca) (http://umlearn.ca)
2. Log in with your UM email and password
3. Access your course
4. Go to 'Communications' and select 'Classlist and Email'

### Method 2:

Access [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/student/records/email_policy/index.html) for details (http://umanitoba.ca/student/records/email\_policy/index.html).

## 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 Rating of Instruction (SRI)

UM is committed to ensuring the quality of its academic programs, teaching, and student learning. An essential component of this commitment is the ongoing evaluation of courses by students. Students are encouraged to provide feedback so that this information can be used by instructors to improve their teaching, by academic administrators to review curricula and programs, and by all members of the University community to learn about the courses that are offered.

The **\*NEW\*** Student Rating of Instruction (SRI), approved by Senate, includes fewer and more direct questions about the experience a student has with your course. The SRI is posted on the course website approximately two weeks prior to the course end date. 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 SRI evaluation by adding a reminder on course announcements and communicating with students.

We recommend the following approaches to increasing your response rates:

- set aside time in class for students to complete evaluations;
- communicate the value of course evaluations to your students and encourage them to engage in the process; and
- make announcements and remind your students when evaluations are available.

For more information, please contact [SRI@umanitoba.ca](mailto:SRI@umanitoba.ca).

### **Off-Campus Library Services**

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). Additional contact information is provided on page 15.

### **Textbook Inquiries**

Textbooks are available through the UM bookstore. Please be aware that textbook changes to course materials 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 submit a request to [Flexible Learning Support](mailto:thecentrecontactus@umanitoba.ca) ([thecentrecontactus@umanitoba.ca](mailto:thecentrecontactus@umanitoba.ca)) to initiate the process.

If you have questions regarding the textbook(s) for your Flexible course, please contact the textbook coordinator in your academic department.

## Student Requests

Students may require 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 for Completion of Term Work](https://intranet.umanitoba.ca/student/records/media/Time_Extension_Form.pdf) (https://intranet.umanitoba.ca/student/records/media/Time\_Extension\_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 exam 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, if more than one examination was missed, within 48 hours of the scheduled date of the last examination missed. A medical certificate or otherwise appropriate documentation may be required.

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

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).

### 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](http://umanitoba.ca/student/records/grades/691.html) (http://umanitoba.ca/student/records/grades/691.html) 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 [Current Students](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**

As the instructor teaching an academic course, your reporting line is to the Department 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 [ServiceDesk@umanitoba.ca](mailto:ServiceDesk@umanitoba.ca)

Toll-Free 1-844-616-1756

### Instructor Training

Training and consultation opportunities through [The Centre](https://centre.cc.umanitoba.ca/development/)  
(<https://centre.cc.umanitoba.ca/development/>).

### Cisco Webex Support

Service Desk 204-474-8600 [ServiceDesk@umanitoba.ca](mailto:ServiceDesk@umanitoba.ca)  
Toll-Free 1-844-616-1756

### Copyright Office

<http://umanitoba.ca/copyright/> 204-474-7277 [Copyright Office website](#)

### Off-Campus Library Service

Gaitree Boyd 204-474-9183 [disted@umanitoba.ca](mailto:disted@umanitoba.ca)  
204-293-6256 Mobile (text preferred)

**Exam Coordinator (Registrar's Office – Inquiries regarding final exam scheduling.)**  
[RO.Exams@umanitoba.ca](mailto:RO.Exams@umanitoba.ca)

### Student Accessibility Services

<http://umanitoba.ca/student-supports/accessibility> 204-474-7423

### Textbook Coordinator / Ordering

Contact the textbook coordinator in your academic department.

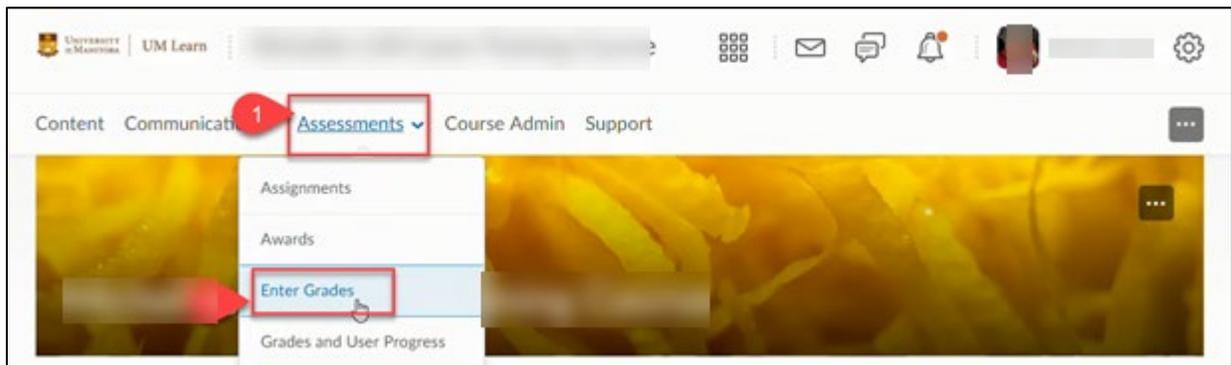
## Appendix

### How to export final grades

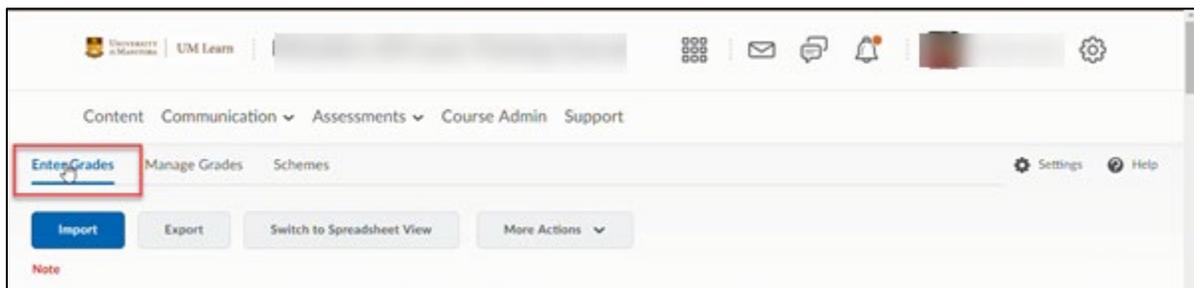
#### An instructor's guide to exporting final grades

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.

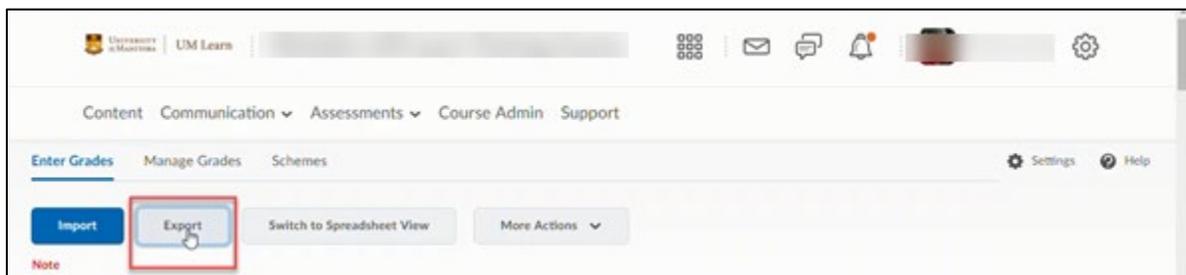
1. Click 'Assessments' > 'Enter Grades' in your course.



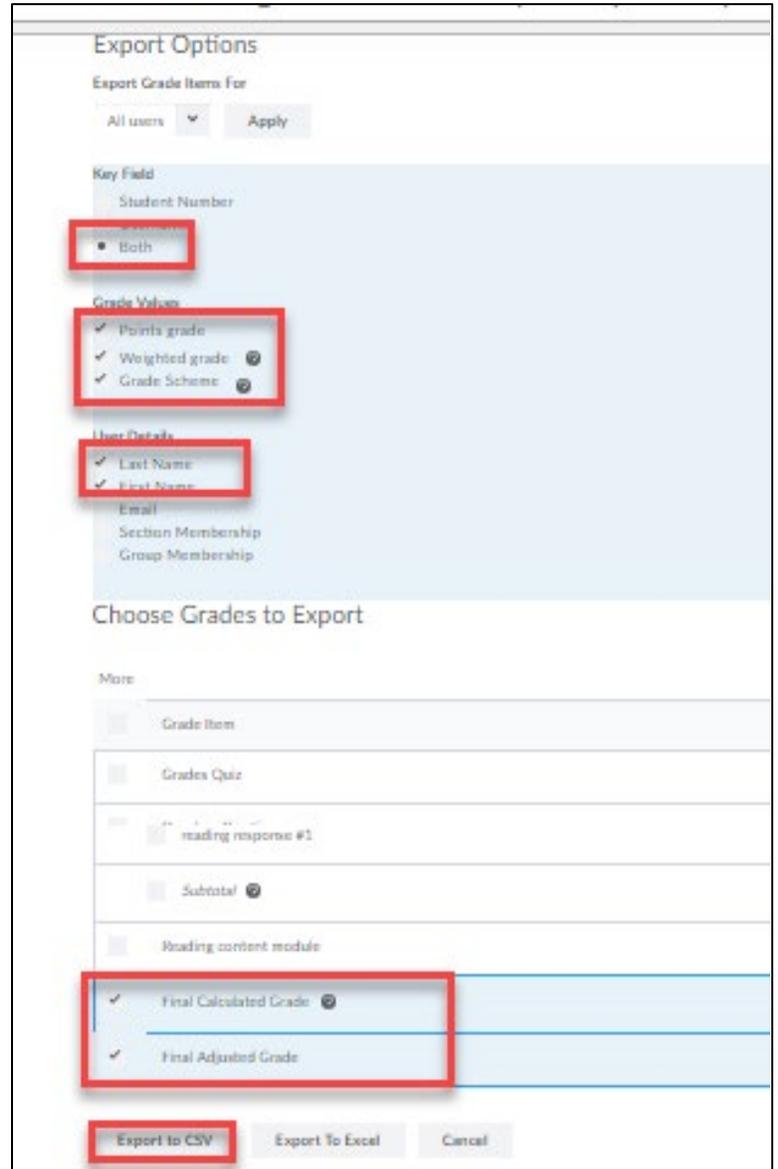
2. Click on 'Enter Grades', in the Grades tool.



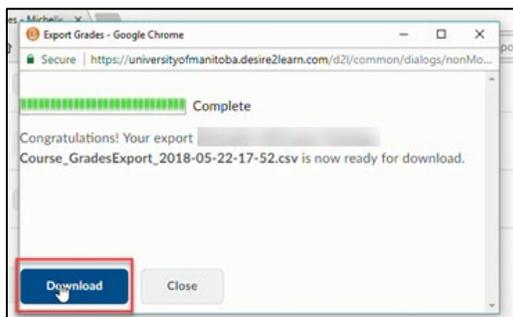
3. Click 'Export', to begin the grade export process.



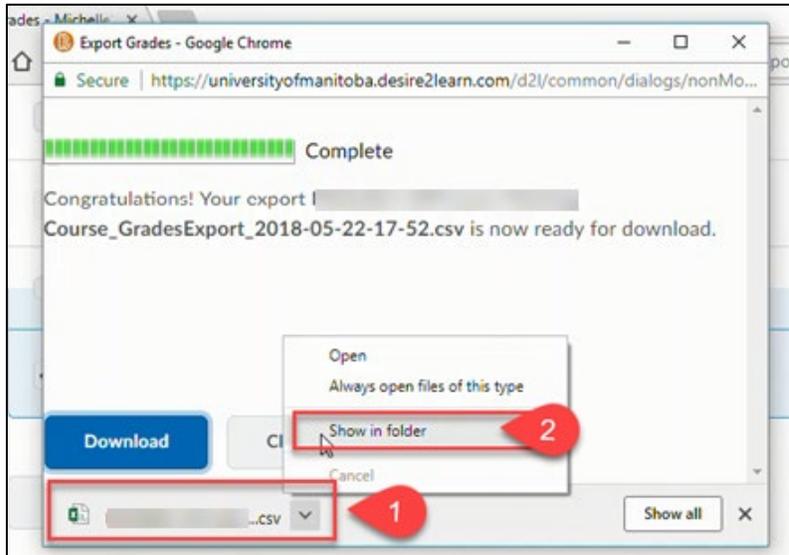
**4. Select the options for your grades export. Including at least the ‘Student Number’, ‘Grade Values’, and the ‘Final Calculated Grade’.**



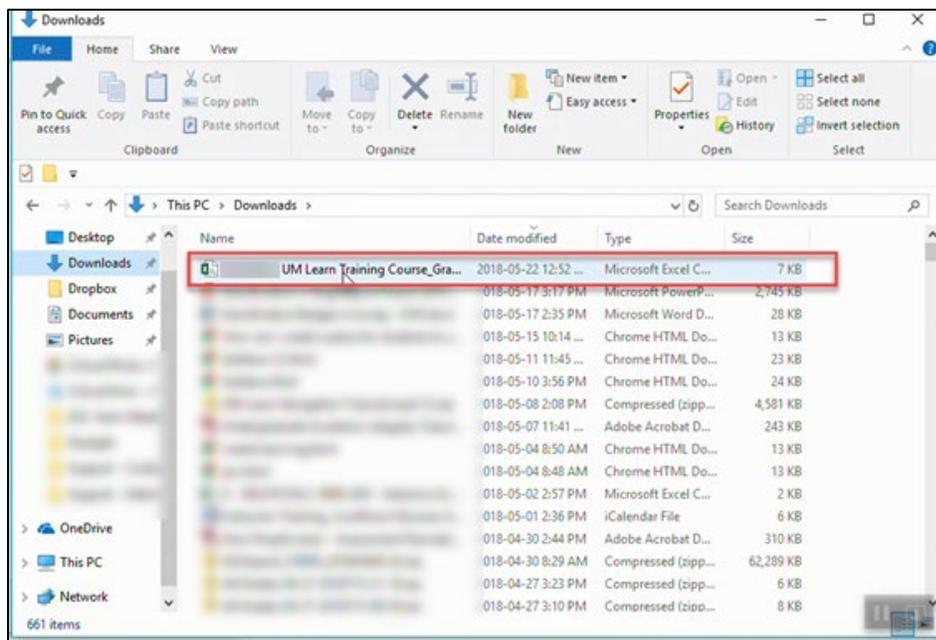
**4. Click the ‘Download’ button.**



**5. 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://umanitoba.sharepoint.com/sites/um-intranet-final-grades> (must be logged in to the intranet).