Engineering Online
North Carolina State University

Student Guide: Policies and Procedures
2019 Fall Semester

Engineering Online Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>August 21</td>
<td>First day of classes</td>
</tr>
<tr>
<td>August 27</td>
<td>Last Day to Update Registration Status, by 1:00pm</td>
</tr>
<tr>
<td>September 2</td>
<td>Labor Day Holiday, University Closed</td>
</tr>
<tr>
<td>September 6</td>
<td>Proctor Identification Form must be completed and submitted to Engineering Online</td>
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<tr>
<td>October 10-11</td>
<td>Fall Break; no classes</td>
</tr>
<tr>
<td>October 18</td>
<td>Drop/Revision Deadline</td>
</tr>
<tr>
<td>November 28-29</td>
<td>Thanksgiving Holiday for Students; no classes</td>
</tr>
<tr>
<td>December 6</td>
<td>Last day of classes</td>
</tr>
<tr>
<td>December 10-18</td>
<td>Final Exams for on campus classes; online class schedule may vary.</td>
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<tr>
<td></td>
<td>Check date with the course syllabus or instructor.</td>
</tr>
<tr>
<td>December 18</td>
<td>All downloaded video lectures must be deleted by this date.</td>
</tr>
</tbody>
</table>

Class Communications

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

Lecture Viewing Schedule

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

For those students enrolled in courses captured during the current semester, you should receive information at the beginning of the semester letting you know when the on campus class meets. This will give you an idea as to when these lectures will be available for you to view. Note that for classes meeting in the late afternoon or evening, these notes will NOT be posted until the next day.

**Accessing Course Lectures and Materials**

Engineering Online uses streaming media technology to deliver the captured versions or live versions of the on-campus lectures. To view the lectures for your class, go to the EOL web site at [https://www.engineeringonline.ncsu.edu/student-resources/course-homepages/](https://www.engineeringonline.ncsu.edu/student-resources/course-homepages/)

Scroll down to find your course(s). Click on the Home Page button to the right of the course name and number.

Distance students will be able to download lectures if needed for travel purposes, **but you must first complete the EOL Download Form found on the Video Lecture page.** All lectures are to be deleted by December 18. Creating special copies of the course lectures or sharing them with other non-registered individuals is a copyright violation.

**MediaSite Player**

You will be able to manage the playback and move the video and content screens around that best fits your learning style.
The features of this player are:

- **Resizing the player** – The overall player window can be resized by clicking and dragging the corners or edges of the player window. The content and video windows within the player will resize and shift locations dynamically to maximize the utilization of space on your display.

- **Playing and pausing the lecture** – The play/pause button is located in the lower left corner of the player. The status and running/end timer are located immediately to the right of the play/pause button.

- **Skip back/forward** – The next control is the skip back button. Selecting this will cause the lecture to skip back 3 seconds. The left and right cursor can also be used to skip back 3 seconds or forward 10 seconds.

- **Playback speed** – By default the lecture will play back at normal speed (1x). Selecting this button will allow you to adjust the playback speed to 1.4x, 1.6x, 2x, or 0.5x. The up and down cursor control keys can also be used to increase or decrease the playback speed by one step.

- **Volume** – The volume of the audio can be adjusted by clicking on the sound bar or dragging the indicator to raise or lower the playback volume.

- **Information display** – The information display button is located on the lower right corner of the player (letter i inside a circle). Selecting this button causes the course and instructor information to be displayed on the right hand side of the player. A link to the lecture notes is also available from this screen.

- **Help** – The question mark button brings up an overview of the functions of the player and playback troubleshooting recommendations.

- **Seek/progress bar** – As the lecture plays, the progress bar indicates the relative position in the lecture relative to the length of the total lecture. You can also use it to quickly move forward or backwards in the lecture. Thumbnails or full screen views of the content will be shown as you use seek bar to help navigate to the specific content you want to watch or review.

- **Display options** – You can click on either window in the player and it will be the only window displayed. If you select the icon of the two rotating arrows, you can select to have the video or the content appear in the larger window. If you select the star button, you will change which content is used as the primary content. You can also select the upward arrow button to pop-out the content or video window to resize it independently or move it to a second monitor. The two separate windows will remain synchronized for playback.

- **Navigate a stream’s images** – Once the content pops out, you can select the gears icon to navigate the slides of the lecture. Once a slide is selected, you can begin playing back the lecture from that slide by selecting the time display at the bottom of the content image.

A video demonstration of the features of the player can be found on the course website in the lecture folder. Look on the left hand side of the page and you will see 01 EOL Resources above your class folder or go to [https://coe.online.ncsu.edu/online/Catalog/Full/7423c582dbca47d5ad6ed4e77ec436d021](https://coe.online.ncsu.edu/online/Catalog/Full/7423c582dbca47d5ad6ed4e77ec436d021)
**Proctoring of Exams**

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

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

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

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

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

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

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

**Change in Registration Status**

If you have questions about dropping or withdrawing from the university for a semester, visit this website to learn the procedures you will need to follow:
[https://studentservices.ncsu.edu/yourclasses/withdrawal/](https://studentservices.ncsu.edu/yourclasses/withdrawal/)

**Withdrawal Refund Schedule**

Tuition and fee refunds for official withdrawals are prorated based on the schedule that is available on the cashier’s website at [https://studentservices.ncsu.edu/your-money/bill/refunds-andreimbursements/refunds-for-reduction-in-hours](https://studentservices.ncsu.edu/your-money/bill/refunds-andreimbursements/refunds-for-reduction-in-hours). No refunds are made for official withdrawals after 50 percent of the enrollment period.

NOTE: An administrative fee of 5 percent of the total tuition and fee, and late registration fee charges not to exceed $100, will be charged for all withdrawals processed. This fee will post to your account after your withdrawal is processed.
It you are registered in two courses and want to drop one course, there will be NO refund after September 4. Your final tuition bill is calculated on that day based on your current enrollment.

**EOL Contact Information**

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

- Technical Issues or problems accessing lectures – Eva Boyce, Media Coordinator, 919.513.0984 or techsupport_eol@help.ncsu.edu
- Exams or Proctor Selection – Lisa Jessick, Exam Coordinator – 919.515.3693 or lisa_jessick@ncsu.edu
- Homework Coordinator – Phillip Henry- 919.513.2844 or phenry@ncsu.edu
- Registration questions or issues – Sarah Boswell, Assistant Director, 919.513.4822 or sarah_boswell@ncsu.edu
- Questions about the Engineering Online program or course logistics, contact Dr. Linda Krute, Director – 919.515.5440 or linda_krute@ncsu.edu