Online Student Policy and Procedures

Rev. (2/18/20)

Waldorf Online—Courses

Students access their course on the Waldorf University learning platform, Blackboard, using their login and password, which are e-mailed to the student before the start of his/her first term. Once logged in, the student will be presented with a personalized welcome page and a list of enrolled courses. After the student enters the online course, the first screen they see is the announcements section. The announcements section contains important information concerning the course. On the left side of the screen, the student will see a link to each section of the course.

The students should review the entire syllabus for each course so that they are aware of all course requirements. Waldorf University courses are designed and developed to match the content and rigor of the residential courses. However, courses are laid out in a consistent manner so students are able to navigate the courses with ease.

Waldorf University students can view grades at any time through Blackboard or by visiting the myWaldorf Student Portal. The myWaldorf Student Portal provides students the option to print course grade reports and review all assignment grades for courses completed at Waldorf. Course specific grading information is available within each Course Syllabus, to include assignment weights.

Waldorf Online—Course Professors

Students may find information about their professor in the online course by clicking on the Professor Profile link. Students should direct all course-related questions to the professor. The preferred contact method for all Waldorf University online faculty is their Waldorf University e-mail as this provides a written record of all communication. However, many faculty members will make phone appointments if e-mail correspondence will not suffice.

Waldorf Online—Student Course Evaluation

Students are asked to complete a Student Course Evaluation for each course. Students may remain anonymous. Notification of the Student Course Evaluation is located in Unit VII of each course. Student Course Evaluations enable the university to measure the effectiveness of the course and to pinpoint problem areas. The evaluation rates the textbook, course content, assessments, assignments, and the course professor.

Waldorf Online—Assessments and Assignments

Waldorf University courses are divided into eight units, each normally containing objective and subjective assignments and one or more class discussion. Depending on the course, papers, projects, and/or a proctored final exam may be required. Students will receive feedback from their professor for each subjective assignment graded. An e-mail notification will also be provided for each assignment when it is graded. Students can access faculty feedback and comments through the My Grades section of the Blackboard course. After the conclusion of a term, final course grades are available in the myWaldorf Student Portal. Waldorf University requires all assignments to be graded in a timely manner. Unit Assessments and Final Examinations are required to be graded within three business days of submission. Papers, Projects, Article Critiques, and Case Studies are required to be graded within five business days of

submission. There may be times in which a grading delay could occur due to extenuating circumstances. These delays will be communicated appropriately.

Waldorf Online—Late Assignment Submissions

The following list defines information regarding late assignment submissions:

- Weekly course assignments must be turned in during the week they are assigned. Students have the option to submit assignments three weeks in advance, unless otherwise indicated by the University.

- Students are required to respond to the Discussion Board assignment by Saturday, Midnight (Central Time) and comment on another student's response by Tuesday, Midnight (Central Time).

- Assignments not turned in by the deadline will be penalized as follows:

    o One day late—10 points deduction

    o Two days late—20 points deduction

    o Three days late—30 points deduction

Unless approved by the professor, assignments will not be accepted after the third day. The student will earn a zero on assignments not turned in by the third day after the deadline unless otherwise approved by the course professor, per the Assignment Make-Up Policy. Students earn zero points if Discussion Board assignments are submitted late.

Waldorf Online—Final Examination Proctor Policy

Waldorf University degree programs contain a variety of assignment types and methodologies. Comprehensive sets of questions or exercises are used to evaluate knowledge, skills, and mastery of subject matter prior to and during the final examination. Numerous courses within a program of study may require a final examination; for which, an approved proctor is required. An approved proctor is defined as a credentialed organization, center, or individual, who verifies student identity and supervises examination integrity. Waldorf approves two, flexible proctoring options: a standard proctor, who is chosen by the student and approved by the University, or Remote Proctor Now (RP Now), an on- demand, third- party, virtual proctor. Students may elect to choose one or a combination of both available proctoring options based upon individual final examination needs. The following are important facts concerning proctored final examinations:

- Students may retain up to three approved proctors on file with the University. It is the student's responsibility to ensure a proctor is approved by the University before the final exam. See the proctor policy and proctor approval sections within this policy for more information. It is recommended that students have more than one approved proctor on file.

- Students should request to sit for a final examination during the last two (2) weeks of the course by submission of the "Request to take Final Examination Online Request Form" located in the myWaldorf Student Portal.

- Final Examinations must be submitted for grading prior to 11:59 p.m., Central Standard Time (CST), on the last day of class.
- Refer to course examination instructions for materials allowed during final examination. Materials not specified in the examination instructions are not permitted. Students may use a computer to access the online examination and/or type essay answers. They may not use the internet to search for answers to the examination questions. Unless otherwise specified in the examination instructions, students are allowed to use their course materials and textbook(s). Online calculators or other software may be utilized, with the approval of the course professor or the Academic Achievement Center of Excellence (AACE). Other materials are not permitted unless specified in the examination guidelines or course syllabus.

- Valid, government-issued photo identification, such as a driver's license, is required for identity verification prior to examination administration to receive credit for the examination.

- Compliance with all identified final examination violations is required, as noted in the Exam Violations section of this policy.

- Students are allowed short breaks during the examination. A total of 15 minutes break time is permitted during the four (4) hour examination. No materials are allowed to leave or reenter the testing area.

- Students are allotted four (4) hours for examination completion, which begins at the time the examination is initially opened. The time allotment is cumulative; therefore, short breaks taken during the examination administration are included in the time allotment.

- Fees incurred by use of proctoring services are the responsibility of the student.

- Final examinations should not be taken in an environment where the student is likely to be interrupted during examination administration; i.e. the workplace or other interactive environment.

Waldorf Online—Proctor Policy

Final exams are to be administered to students by an approved proctor on a date before the course end date that is mutually convenient. The student is responsible for selecting a qualified proctor who must be approved by the university. A list of acceptable proctors is provided in the Proctors section of this policy. Proctors must submit to Waldorf's Student Services a signed Proctor Agreement for approval before being allowed to proctor an exam. Proctors are to verify the student's identity, remain in proximity while the student takes the exam, assure that the four (4) hour exam time limit is strictly adhered to, assure that the student adheres to the policy regarding short breaks or breaks totaling no more than 15 minutes, and assure that no unauthorized materials are allowed during the exam. Proctor forms can be found in the myWaldorf Student Portal and in the course. Students should allow time for the potential proctor to return the "Proctor Agreement" to Waldorf and for processing before submitting the Final Examination Request form. Both forms can be found in the myWaldorf Student Portal.

Waldorf Online—Proctors

Waldorf University reserves the right to verify proctor qualifications, require additional evidence of eligibility, or require a different proctor be selected.

Qualified Proctor:
- College or University Professor, Dean, Director, or university official
- School Principal or Vice- Principal
- University/College Testing Center
- Private Testing Center
- Personnel Officer, Human Resources Manager, training officer or training facilitator
- Commissioned Officer or Senior Non-Commissioned Officer in the Armed Forces or Civil
  - Service equivalent
- Police or fire service
- Sergeant or higher
- Educational Services Officer (ESO)
- Educational Services Specialist (ESS)
- Military Base Testing Offices
- Library / Librarian
- Teacher or School / Guidance Counselor
- Minister, Priest, Rabbi or other Religious Leader
- Direct Supervisor
- Remote Proctor Now (RP Now)

Unqualified Proctor:
Any individual that poses a conflict of interest
- Co-worker
- Tutor
- Friend
- Neighbor
- Relative
- Waldorf Student
- Individuals paid for a personal service (doctor, attorney, consultant, etc.)
- Individuals deemed unqualified by Waldorf University personnel

Possible Forms of Certification
- Business Card
- Work badge with position (excluding military identification card)
- Teacher's ID or copy of Teaching Certificate
- Letter from potential proctor's supervisor or human resources department stating the proctor's position on company letterhead
- Information from company website verifying potential proctor's position
- Official military documentation s t a t i n g the name and grade of the potential proctor (LES, ORB, etc.—personal information m a y be blacked out)

- Individuals selected to serve as a proctor must have no vested interest in the outcome of the exam. Falsifying proctor information or not following proctor testing procedures will result in failure of the course and may be cause for termination from Waldorf University.

Proctor Responsibilities
- Keep the exam secure and only allow the student to access the exam in the proctor's presence. The password must be kept confidential and should never be shared with the student.
- Provide the student with a private area conducive to testing. A computer with Internet access must be available.
- Check student's photo ID to ensure the examinee is actually the person scheduled to test.
- Ensure no copies of the exam are made.
- Ensure that the student does not access notes, articles, or other unauthorized materials.
- Unless otherwise specified, only the textbook and course materials are allowed.
- Time the exam and stop the examinee when time has been expended. A maximum of four (4) hours is allowed for the exam.
- Ensure that the student does not exceed 15 minutes of cumulative break time during the exam.
- Keep the exam during any breaks. The student should never have access to the test without the proctor present and the test should never leave the testing room.
- If a fee is charged for exam proctoring, request payment from the student at the time of testing.
- Students are responsible for any proctor fees.

Waldorf Online—Standard Proctoring/ Testing Procedures
- From the myWaldorf Student Portal, the student will access the "Proctor Agreement" forms and provide them to the potential proctor for completion. Upon completion, the Proctor Agreement forms and certification should be sent to Student Services. The documentation can be emailed to students@waldorf.edu of faxed to 251-224- 0554.
- Student Services notifies both the student and proctor of approval/denial, via email within 2–3 business days.
- Upon approval, the student will submit the "Request to take Final Exam Online Form" located in myWaldorf Student Portal.
- Student Services will send the final examination password to the proctor within 2–3 business days upon receipt of the request.
- The student and proctor will meet at a pre-determined, mutually convenient time and location for examination administration.
- The proctor must verify student identity by viewing a valid government issued photo identification and ensure only permitted materials are used during the examination.
- The student will login to Blackboard and click on the "Final Exam" link within the course.
- The proctor will enter the password, guarding against student view.
- The student can begin the examination online or print the final examination and work offline.
- The student will complete the examination within the four (4) hour time allotment.
- Printed copies of the examination must be disposed of upon completion of the examination.

<p style="text-align: center;">**Waldorf Online—Remote Proctor Now (RP Now)**</p>

Waldorf University approves two, flexible proctoring options: a standard proctor, who is chosen by the student and approved by the University, or Remote Proctor Now (RP Now), an on- demand, third-party, virtual proctor which offers students the ability to sit for their exam at any time or any place that is convenient to them.

Students who choose to use RP Now must have an operational webcam, audio capabilities, a highspeed internet connection, and appropriate system rights required to download and install software. There is a $19 fee per exam to use this service, which is paid directly to RP Now at the time the exam is taken. Please view the video overview and Frequently Asked Questions in order to gain a better understanding of how the RP Now process works. Students are also encouraged to review the Final Examination and Proctor Policy prior to taking any final exam. Specific questions regarding proctoring or final examinations should be directed to students@waldorf.edu.

<p style="text-align: center;">**Waldorf Online—Final Examination Violations**</p>

The following final examination violations are subject to sanctions identified in the Academic Integrity Policy:

- Use of materials or unapproved software/technology, other than a writing utensil, course textbook, course materials, and calculator or examination specific materials
- Use of the Internet to access any site other than the Blackboard LMS
- Speaking with another individual during examination administration
- Use of a cellphone or technology other than the computer being used for examination administration. (Students encountering technical difficulty are allowed to access a cellphone to call technical support.)
- Materials exiting or re-entering the testing area
- Exceeding the four (4) hour testing time limit
- Exceeding the maximum allowed cumulative break time of 15 minutes
- Actions deemed disorderly, lewd, indecent, or otherwise inappropriate

Should any circumstances develop before or during a final examination, including natural disasters, emergencies, power or internet outages, etc., the student and/or proctor should contact Student Services immediately at 877-267-2157. Student Services hours are Monday-Thursday, 8 a.m. to 5 p.m. CST and Friday, 8 a.m. to 3 p.m. In the event the call is placed after standard operating hours, please leave a message or e-mail students@waldorf.edu. If technical difficulties develop after business hours, Technical Support can be contacted at 877-399-1063, techsupport@waldorf.edu or by chat through the myWaldorf Student Portal. Their operating hours are Monday–Friday, 8 a.m. to 11 p.m. CST, and 10 a.m. to 7 p.m. CST Saturday-Sunday.