

California Lutheran University

Bachelor's Degree for Professionals

Faculty Resources

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Program Overview

Director: Lisa L. Buono, Ed.D.

When not causing mischief, Lisa proudly serves the students, faculty and staff. She often fulfills the functions of both a dean and department chair for the faculty and students. She represents the Professionals program to the entire campus community. In addition to her many responsibilities for the program, Lisa is responsible for the Oxnard & Woodland Hills Off-Site Centers, Continuing Professional Education (CPE), and the Center for Nonprofit Leadership.

Associate Director: Jess Waddell, M.S.

Jess oversees the operations of the Professionals office. Jess also serves as a liaison to campus constituents, and advocates for and represents the Professionals at events, various meetings, etc. In addition, she advises students and is tasked with program analytics and outreach. Furthermore she supervises CPE and directly supervises our admin assistant. Jess tends to be the overly and obnoxiously positive force in the office.

Academic Advisor: Kristy Fenstermaker, M.S.

Kristy is the academic advisor extraordinaire to students who take the majority of their courses on the main campus. When we have graduate interns in the office, Kristy is their supervisor. Kristy coordinates various projects, creates the weekly updates, and manages our marketing materials (no small task). She puts up with Lisa's tired jokes and helps keep Lisa in line.

Academic Advisor & Retention Specialist: Maggie Bueno, M.S.

Maggie is the academic advisor to our students who receive military benefits, are registered for the online major, and take the majority of their classes at the Oxnard and Woodland Hills Centers. Maggie works with Jess to review the retention data and create programming to address students' needs. Maggie also coordinates events such as New Student Orientation. It takes a village...Maggie also does her best to keep Lisa in line.

Administrative Assistant: Christina Helm, MBA

Christina oversees our front desk operations and is a vital liaison for faculty (addressing basic faculty needs, handling syllabi, textbook orders, etc.). She co-coordinates various events such as New Student Orientation and our faculty workshops, schedules meetings as needed, supervises student workers, handles the day-to-day operations of CPE, and handles Lisa's calendar. Christina keeps all staff in line, and is the "goddess of the office" according to Lisa.

Office Assistants

The office assistants help with tasks such as filing, running errands, completing specialty projects, making appointments, etc. They are the first to greet you upon your arrival at the Benson House!

The current office assistants for winter 2017 are:

- Kate Artmann
- William Cochran
- Brinna Gangl
- Courtney Russell

Office Overview

The Bachelor's Degree for Professionals office is located in the Benson House (#38j on campus map below), which is a two-story Spanish style white house located on Faculty Street behind Swenson.



Our mailing address is 60 West Olsen Road #7100, Thousand Oaks, CA 91360.

Our regular hours are as follows:

- Mondays-Thursdays: 9am – 6pm
- Fridays: 8am – 5pm
- Saturdays/Sundays: Closed

Off-Site Centers

The hours for the Oxnard and Woodland Hills Centers August 29th – December 16th, 2016 are as follows:

Woodland Hills

Monday–Thursday	1:30pm – 10pm
Friday	Closed
Saturday	10am – 3pm
Sunday	Closed

Oxnard

Monday/Wednesday	1pm-10pm
Tuesday/Thursday	9am-10pm
Friday	9am-12pm
Saturday/Sunday	10am-3pm

The hours for the Oxnard and Woodland Hills Centers January 3rd – May 11th, 2017 are as follows:

Woodland Hills

Monday–Thursday	1pm – 10pm
Friday	Closed
Saturday	8am – 1pm
Sunday	Closed

Oxnard

Monday/Wednesday	1pm-10pm
Tuesday/Thursday	9am-10pm
Friday	9am-12pm
Saturday/Sunday	10am-3pm

****Note: The hours will be modified at both locations through December due to staffing complications; we hope regular hours will resume in January.***

**Note: both Centers will be closed on Thursday, November 24th – Friday, November 25th for Thanksgiving and Saturday, December 17th – Monday, January 2nd for the winter break.*

These hours fluctuate depending on special events or classes that are scheduled, so be sure to check the calendars or call the site coordinators to find out the updated hours for each week.

Bryan Rupley is the Site Supervisor; his responsibilities include supervision of the Oxnard and Woodland Hills Centers, site coordinating at Woodland Hills, and some outreach to the Westlake Village Center. If you have a suggestion or concern about the Oxnard or Woodland Hills Centers, please share them with Bryan. He can be reached at brupley@callutheran.edu or 805-493-3051.

Swipe Card Access to the Centers

All students, faculty, and staff will now need a Cal Lutheran Identification (ID) card to enter both Centers. All students, faculty, and staff will “swipe” their ID cards to gain access (similar to accessing the library on the main campus).

Anyone not able to identify themselves as a Cal Lutheran student, faculty, or staff member may be barred from entering the Centers.

If you do not have a Cal Lutheran ID card, now is the time to obtain one! You have a few options:

1. Go to the Campus Safety Office at the main campus to obtain your ID card (#3 on the campus map: <https://www.callutheran.edu/map/>). Please go to the Campus Safety webpage (<https://www.callutheran.edu/offices/campus-safety/>) for their hours of operation.
2. If you are unable to get to the main campus, then please contact Christina for instructions on taking your ID card photo and sending it to Campus Safety

Visitor Policy

Any faculty member who is expecting a visitor at the Woodland Hills or Oxnard Centers (e.g. guest lecturer) should notify the site coordinator of the date and time of the guest’s expected arrival and provide the visitor’s name. When the guest arrives, he or she will sign in on the visitor sheet with his/her name, and the class/faculty member the visitor is scheduled to meet. The site coordinator will provide the guest with a visitor pass, swipe the guest into the building and escort the guest to the designated classroom. The faculty member will need to escort the guest back to the lobby upon his/her departure from the center.

Please be aware that if you have a visitor arrive unannounced the site coordinator will notify you and you will be responsible for coming to the lobby and confirming the identity of your guest and bringing the guest back to your classroom or office.

Oxnard

Several academic areas offer courses/degree programs at the Oxnard Center, including the School of Management, the Graduate School of Education, and the Graduate School of Psychology, as well as the Professionals program. The majors offered with the Professionals program at this center are Business Management, Organizational Leadership, and Psychology. Some elective courses are also offered at the center.

The current Site Supervisor is Bryan Rupley; he can be reached at brupley@callutheran.edu or 805-493-3051. The Site Coordinator is Christina Nguyen; she can be reached at ctnguyen@callutheran.edu or 805-493-3051.

Oxnard Center Address:

The Palms

2201 Outlet Center Drive, Ste. 600

Oxnard, CA 93036

Woodland Hills

Several academic areas offer courses/degree programs at the Woodland Hills Center, including the School of Management and the Graduate School of Education, as well as the Professionals program. The majors offered with the Professionals program at this center are Accounting, Business Management, Communication, Organizational Leadership, and Psychology.

The Site Coordinator is Kim Parker; she can be reached at kimparker@callutheran.edu or 805-493-3070.

*Woodland Hills Center Address:
5925 De Soto Avenue
Woodland Hills, CA 91367*

Amenities



Making Copies

When you need to make copies on the main campus, there are several places you can go (they are listed below). The ID to log in is 14000 and the password is left blank. (**Note: this copy code is not for students.**) Once logged into the copier, there are many different options you could make (double-sided, stapled, etc.). If you need assistance, please do not hesitate to ask the assistant nearby.

- Benson House (The Professionals office)
 - Available during normal business hours (M-Th: 9:00am-6pm, F: 8am-5pm)
- SBET 233 (Graduate School of Education)
- SWEN 214A (Copier, printer, and scantron machine)
 - Available 7:30am-7:30pm

Copy machines and scantron machines are available for faculty use at the Woodland Hills & Oxnard Centers. Please see the site coordinators for assistance.

Adjunct Faculty Space

There are several places on the main campus for any adjunct faculty to use to grade papers, meet with students, etc.

- Benson House; multi-purpose room in the Professionals office (Computer, microwave)
 - Available during traditional business hours (M-Th: 9:00am-6pm, F: 8am-5pm) – check with Christina for availability
- SWEN 234; part-time faculty office space (Computers, microwave & fridge)
 - Available 7:30am-6:30pm
- SWEN 239; part-time faculty office space (Computer)
 - Available 7:30am-6:30pm
- There is also dedicated faculty space at the Oxnard & Woodland Hills Centers. Please contact the Site Coordinators for more information about the room locations.

Media Services

Media Services at California Lutheran University provides presentation technology for the Cal Lutheran community. Classroom presentation and video equipment are available for check-out at the Media Services office, located in room 133 of the Spies-Bornemann Center for Education and Technology building. Services include the following:

- audio/visual classroom support (i.e. the classroom projector is not working)
- video production and duplication
- faculty development in educational technology

Media Services can be reached at media@callutheran.edu or 805-493-3820. On the main campus they will come assist you during your class.

At the off-site centers, please inform the site coordinator, he or she will assist you.

Classroom Computers

If you are having computer problems in your classroom, contact the Help Desk at 805-493-3698 and someone will be sent to assist you.

At the off-site centers, please inform the site coordinator, he or she will assist you (and/or contact a technician for you).

Classroom Temperature

If you are experiencing air conditioning or heating problems in your classroom after hours, please call the Campus Safety non-emergency line for immediate assistance with your problem (805-493-3208). If you are unable to do so, please contact the Professionals office at 805-493-3543 and they will help you get assistance.

Most thermostats on campus have an override button. Most buttons are either black or have "O/R" on them. To use, press the button for about 5 seconds and it will override the system, allowing the user to control the thermostat for 60-90 minutes.

At the off-site centers, please notify a site coordinator immediately for assistance.

Advisors/Student Issues

Advising Assignments

Main Campus Students

- Kristy Fenstermaker
kfenster@callutheran.edu
805-493-3515

Oxnard, Woodland Hills, Veteran Students, and Organizational Leadership Online Students

- Maggie Bueno
mbueno@callutheran.edu
805-493-3130

A Handful of Various Students

- Jess Waddell
jwaddell@callutheran.edu
805-493-3169
- Dr. Aaron Heresco
aheresco@callutheran.edu
805-493-3429
- Dr. Ariana Young
ayoung@callutheran.edu
805-493-3267

Retention red Flags/Situations to go directly to Jess:

1. Student attends class but is not registered
2. Student misses the first class and does not respond to your check-in email
3. Student misses multiple classes with no contact with you
4. Student not doing any of his/her work
5. Student is struggling and experiencing emotional difficulties

Instructional Resources

Syllabus Template

When creating your syllabus, please refer to the current syllabus template provided by the Administrative Assistant.

A thorough syllabus is important for many reasons:

- Gives students a clear set of expectations for the course and helps very busy post-traditional adult learners plan for the 11-week term
- It helps them understand how the additional instructor-led online hours will be delivered (or if there is an expectation for field trips, experiential learning activities, etc.)
- It is akin to a contract and helps with attendance issues and grade challenges; when those policies are clear on the syllabus students have clear expectations for the course and this helps stop things like grade challenges before they start

Carnegie Instructional Hours

The United States Department of Education is mandating that all college courses meet for a specified amount of time, and that they have consistent expectations for student work outside of class. Our accrediting body (WASC) is mandated to monitor this and we must meet these expectations to maintain our accreditation. The expectation is:

- For every credit, a class will meet the equivalent of one hour in class each week, and students will work 2 hours outside of class each week, over a 15 week semester
- An hour is defined as “50 minutes”

As the Bachelor’s Degree for Professionals (Professionals) courses meet during an accelerated 11-week term, most of the courses do not contain enough in-class instructional hours; therefore it is necessary to identify and address the number of instructional hours that need to be added to each course. (i.e. In order to meet the instructional hours, typically 13 to 14 hours of instructional time needs to be added to a 4-credit course. One way to address these hours is designing quality instructor-led online activities.)

MEETING THE CARNEGIE INSTRUCTIONAL HOURS

When designing coursework to meet the out-of-class instructional time, the following must be taken into account:

- The increased hours must be **instructor-led** (not homework); **this requires active direction and involvement by the instructor.** (Speaking with students about assignments or assigning a “discussion” board that only students use does not meet the requirement; instructors need to engage in discussion, encourage students, and provide quality feedback.)
- The Professionals program will use web-facilitated means to address the gap (instructor- led discussion boards, instructor-led e-case studies, online exams with instructor feedback, “flipped” classes, etc.).
- Activities, grading, times & deadlines must be clearly stated on the course syllabus.
- While other activities including additional face-to-face class time and guided field trips may count toward the additional “seat time,” these must be documented on the course syllabus and approved by the Director of the Professionals program prior to the beginning of each term.

While it is up to each instructor to decide how instructor-led and independent (homework) hours are communicated on the course syllabus, they must be clearly documented.

The following is an example of a chart we need instructors to use on syllabi to account for these hours. Please note this chart does not include assignment/activity deadlines (it only accounts for “seat time” and homework).

**Example: Student Workload for a 4-credit course
(Translated into traditional (60-minute) clock hour):**

Activity	Instructor-Led Hours		Homework Hours		Remarks
	Weekly	Course	Weekly	Course	
Readings of required text			5	55	Over 11 weeks, uneven distribution
Weekly Classes	3 hr. 20 min.	36 hrs. 40 min.			Includes final exam
Article Assignment				10	Average, varies by student
Blog Post		2 hrs. 20 min.			Average, varies by student
Mid-term Prep				10	Average, varies by student
Discussion Board		4			Average, varies by student
“Flipped” Class (Recorded lectures)		4			Average, varies by student
Case Study		3			Average, varies by student
Final Paper				15	Average, varies by student
Final Exam Prep				10	Average, varies by student
Total		50		100	

Note: If your course has midterm and/or final exams, they are part of the instructor-led hours. Again, this chart is just an example and the specifics for your course may differ from this one.

To see the breakdown of instructional hours, please refer to the supplemental document sent out each term.

Academic Calendar

Each summer, we post the academic calendar for the upcoming academic year. This calendar has important dates for each term, such as the first day of classes, drop and withdrawal dates, and holidays.

To access the academic calendar for the current year, go to:

<http://www.callutheran.edu/professionals/resources/advising.html>

The Center for Teaching and Learning

The Center for Teaching & Learning (CTL) has terrific online resources such as Blackboard tutorials, best practices, and research and scholarship information. Check out their webpage at:

<http://www.callutheran.edu/ctl/>

Assistance with Blackboard

Please contact Help Desk for Blackboard support at helpdesk@callutheran.edu or 805.493.3698.

Assistance with Designing Instructor-Led Web-Enhanced Hours

Minyan He is our Instructional Designer. He can assist you with designing quality instructor-led web-enhanced (online) hours, review your syllabus, or help you choose the best online activities to engage your students (i.e. pre-recorded lectures, discussion boards, etc). If you have questions about course design, please contact him at mhe@callutheran.edu or x3683. If you have any instructional technology needs, from Blackboard issues to Prezi training requests, just send the details to

helpdesk@callutheran.edu.

Library Specialist

The information specialist who is the liaison for the Professionals program is Yvonne Wilber. Yvonne can be reached by phone at 805-493-3092 or by email at ywilber@callutheran.edu. Yvonne is willing to come to classes to make presentations about her services, basic search information, etc. The link to her LIB page is <http://libguides.callutheran.edu/professionals>.

Writing Center

The Writing Center is a collaborate space where students, faculty, staff, and alumni come together to discuss and improve writing. Our consultants are highly trained graduate and undergraduate students in a variety of majors. We assist clients with any stage of the writing process – from brainstorming to making final edits – and we encourage clients to make appointments early in their writing process. Our consultants can help with any kind of writing, including class papers, presentations, group projects, resumes and cover letters, and creative writing work. In addition to one-on-one appointments, we hold regular workshops, social events, and Write-In Days to provide students a place to learn about writing and meet our fantastic consultants. And, the center can be used as a study space too! We have computers, comfy chairs, and lots of candy to help you be productive. Finally, remember that all of our

appointments can be held in-person or online. If a client cannot come into the center, he or she can chat with us through our WOnline system.

All clients must make 30-min or 60-min appointments ahead of time and each is allowed two hours of writing center assistance per week. To make an appointment, go to MyCLU and click on the YELLOW writing center button. Choose an open slot (the white ones!) and register for the appointment. During the Fall and Spring semesters, we are open M-Th from 10am-8pm, F from 10am-2pm, and Sunday from 2pm-6pm. In the summer, we are open M-Th from 12-6pm. You can find us inside Pearson Library in the Room #132 (look for the green wall straight back from the entrance!). For questions or more information, email writingcenter@callutheran.edu, call us at 805-493-3257, or visit our website at this address: <http://www.callutheran.edu/students/writing-center/>. For immediate help, check out resources page, where you can find handouts and guides on a variety of writing related topics including organization, citation, and grammar. We look forward to meeting all of you soon!

Disability Support Services (DSS)

We recognize and value diversity on our campus community and are committed to providing equal access and opportunities to qualified students with various disabilities. Our Disability Support Services (DSS) provides comprehensive services in a manner that promotes respect and self-advocacy. In addition, we comply with University policy, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disability Act of 1990 with its amendments of 2008.

All CLU students with a disability(s) may register with DSS to request reasonable aids and services. Those who qualify are students who have met with the DSS coordinator to discuss their specific needs, completed the required DSS paperwork, and submitted appropriate disability information to DSS.

Types of aids and services provided may include:

- Note Taker Services
- Books in Alternative Formats
- Extended Test Time
- Alternative Test Location
- Classroom Relocation
- Priority Registration
- Study Room
- Adaptive Technology Lab and Equipment
- Campus/Community Referrals

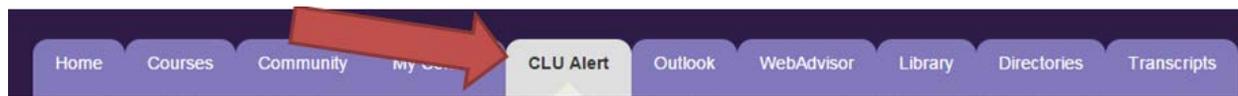
We understand that every student has individual needs. Other accommodations may be discussed with the DSS Coordinator.

Contact DSS Coordinator Wendy Jimenez at wjimene@callutheran.edu or 805-493-3260 for more information.

Campus Safety Procedures

Cal Lutheran Emergency Notification System

It is important that all faculty access the CLU Alert system in order to receive information regarding any campus emergencies. To sign up, login to your MyCLU portal and click on the CLU Alert tab from the main home page. Please submit your current contact information, including your cell phone number should you be out when a report is made. If a situation arises, you can receive a notification by email, phone, or text depending upon the information in which you provide.



The CARE Team

In an effort to increase our campus community's understanding of one of the various ways the University addresses student concerns, we would like to bring your attention to the Campus Awareness, Referral and Education (CARE) Team. The CARE team is a cross-divisional team that meets regularly to review student cases related to social, mental health, academic, behavioral, and/or a combination of these, issues.

The purpose of the CARE Team is to serve the University and individual students by arranging, coordinating, monitoring, evaluating, and advocating for students in need of assistance. Through collaboration and coordination of resources, the CARE Team seeks to foster academic and personal success for students.

The CARE Team process does not replace faculty classroom management, disciplinary processes, and/or campus safety responses to incidents.

The members of the CARE team discuss reports or information that have been submitted and decide what, if any, course of action may be necessary on the part of the CARE team. We utilize reports submitted to the CARE Team in conjunction with other reports from our various departments to assess other areas of concern for the student. The CARE team is not a "crisis management team" therefore, if you ever feel like there is any imminent threat of harm to self or others, please call Campus Safety and/or 911. We also encourage you to continue to give updates to the CARE team if, and when, new information or concerns arise about a student.

For more information about how reports are submitted and treated, please visit our website <http://www.callutheran.edu/care/>.

Reporting Sexual Violence/Sexual Harassment

In accordance with the Campus Sexual Violence Elimination Act (SaVE) of 2014, all faculty, staff, and administrators should notify Cal Lutheran of any potential incidents of sexual violence.

Please refer to the following link for recommendations and helpful resources if you or one of your students is a victim of sexual assault or harassment: <https://www.callutheran.edu/title-ix/>.

This packet also outlines university reporting procedures and information on notifying authorities.

If a student tells you she or he has been sexually harassed or has been a victim of sexual violence, you must give the student the above link/resource AND depending upon the situation you must report it to the appropriate department (see this link for further information: <https://www.callutheran.edu/title-ix/reporting-obligations.html>)

Academic Policies and Procedures

Academic Honesty

According to our website, “The educational programs of California Lutheran University are designed and dedicated to achieve academic excellence, honesty and integrity at every level of student life. Part of Cal Lutheran’s dedication to academic excellence is our commitment to academic honesty.”

(<https://earth.callutheran.edu/ctl/services/academic-honesty.php>). Like most institutions, Cal Lutheran is not immune to issues of academic dishonesty. It is imperative that academic dishonesty is addressed swiftly and judiciously.

Please review Cal Lutheran’s “Statement on Academic Honesty”

(<https://earth.callutheran.edu/ctl/services/academic-honesty.php>). This policy describes the importance of academic honesty, defines academic dishonesty, and outlines the process for handling academic dishonesty. **We highly recommend reviewing this policy and sharing it with your students.** We believe it is important we make sure students understand our expectation of academic honesty, and how to avoid being dishonest.

Per the policy, if you suspect a student has been academically dishonest, you want to schedule a time to meet with the student to discuss the allegation, giving the student the chance to explain what has happened. If you continue to believe a violation has occurred, you then need to file a Report of Academic Dishonesty form with the Vice President of Academic Affairs. This form needs to be turned in to the Director; the Director will turn it in to the Vice President for Academic Affairs.

You will find the form under “Academic Resources” -- <http://www.callutheran.edu/offices/academic-affairs/faculty-resources/>

If you need assistance with the process, please contact the Director.

Cancelling Class

When classes are canceled, students complain to us, they note it on their course evaluations, they complain to the Registrar’s Office, etc. It is a good sign they become upset about missed classes; they are engaged and want the instructional time! Therefore it is important to make up the canceled class time.

We recognize that just as it does for students, sometimes “life happens” for faculty; we catch the flu; a medical situation arises, etc. If you need to cancel a class, it is important to adhere to the following guidelines:

- Please contact the Administrative Assistant and the Director as soon as you know you will need to miss a class.
- Contact your students so they know not to show up to class and let them know how the cancelled class will be handled. If you would like, with a few hours warning, our office can also call your students to let them know the class has been cancelled (we will make certain a note is placed on your classroom door in case any of your students miss your communication).
- A plan needs to be created to make up the instructional time for the students. With enough warning I suggest finding a qualified guest lecturer. If you cannot find someone to fill in, then I suggest creating an instructor-led online activity (i.e. a discussion board).

- We suggest you avoid adding another class meeting. If you chose to do so, you cannot hold it against students who cannot make the extra class meeting (meaning you cannot take points away from their participation grade). It is expected you will create a meaningful, instructional piece for students who are not able to attend the additional meeting. The reason for this is that it is not the student's fault the original class meeting was canceled – therefore the student is entitled to receive the instruction and cannot be penalized for not attending an additional class meeting. (Students may have a tough time attending due to prior commitments, family commitments; they may be registered for another course, etc.) If you do add a class meeting, please work with the administrative assistant to secure a meeting space.

Students Missing Classes (MIA)

We highly recommend you develop an attendance policy for your course and this policy is clearly stated in your syllabus.

It is not acceptable for students to miss more than 2-3 classes during a term (when we only have 11 class meetings) – really we do not want them missing more than 1 class meeting – but life happens. An attendance policy can give points for each class attended, take away points for missed class meetings, or even alert the student that the student will fail the course if “X” number of classes are missed. Clarity like this will help students know if this is the right time in their work-cycle for the course.

If a student starts off a course but then has to miss several class meetings (4 or more) due to a personal or family emergency/health situation, then it would be best for the student to officially withdraw from the course. In an event like this if the student's advisor is notified, with appropriate documentation we might be able to offer the student a financial credit toward taking the same course again within a 2-year timeframe. (If the student misses the official withdrawal period with appropriate documentation the student's advisor can help the student petition to retroactively withdraw from the course.)

If a student simply stops attending class, please notify Jess immediately at jwaddell@callutheran.edu or 805.493.3169. Jess will notify the appropriate advisor, who will contact the student by email and phone. The advisor will ask the student to follow up with their professor; if the student does not, the advisor will reach out again and try to make contact

Submitting Grades

Please watch for our emails – we will give you a few weeks' notice about the date grades are due each term. **Grades MUST be turned in on time!** The negative impact for students and the university as a whole is tremendous; students could lose their employer reimbursement, be dropped from their courses and the university could lose its financial aid.

Grade Challenges

When a student believes that a grade has been incorrectly assigned, the student should attempt to resolve the matter directly with the instructor. If the student is not satisfied, then the student should discuss the matter with the Director of our program.

If the conflict cannot be resolved at the departmental level, then the student may appeal in writing to the Director. Upon appeal, the Director will normally review:

- the student's written complaint and copies of examinations and other papers the student may submit;
- the instructor's written response to the student's complaint;
- course materials including outlines, the syllabus, and the other materials describing course requirements and grading guidelines;
- the instructor's grade file, including recorded evaluations of the work of all students in the class.

The Director will then evaluate whether the instructor violated his or her published grading guidelines or whether there is evidence of arbitrary, capricious, or biased behavior on the part of the instructor, which may have affected the process. If not, the grade remains as it has been recorded. The student may appeal this decision to the Vice President for Academic Affairs, whose judgment is final.

If, in the extraordinary event that the dean of the school or college determines that there is a likelihood that an unfair or discriminatory grade may have been assigned, the Vice President for Academic Affairs may direct that a special grade evaluation committee be formed to review the matter. Such a committee will be composed of three faculty members: one appointed by the dean of the school or college, one appointed by the chair of the FADC, and the third appointed by the Vice President for Student Affairs. The committee will choose its own chair. The committee will solicit written statements from all concerned parties, evaluate all available evidence, and advise the Vice President for Academic Affairs as to whether the grade in question represents gross unfairness or illegal discrimination and, if so, what change of grade, if any, is necessary to remedy the situation. After considering the committee's report, the Vice President for Academic Affairs will make the final decision. The action of the Vice President for Academic Affairs is final.

Incompletes

A grade of IN (Incomplete) may be assigned only in the case of students who, for illness or other circumstances beyond their control, have missed a final examination or major piece of work. Students may not make up the Incomplete by repeating the course.

For Bachelor's Degree for Professionals students, an IN automatically becomes an F if not made up by the last day of the following term.

Assigning an Unofficial Withdrawal (UW) or an F (failing grade)

- Students who do not complete a course and do not officially withdraw from the university will receive a grade of UW (counted equivalent to a grade of F in the GPA) or an F for the semester. The university does not automatically drop students who register for a course and then choose not to attend.
- If a student has attended 67% of the class, but then stops attending the last 4 classes, an F should be assigned.
 - Confirm with Jess whether your student should receive this grade by emailing her (jwaddell@callutheran.edu) with the student's last date of attendance.
- Students who attended less than 67% of the class (essentially less than 7 classes) should be assigned a UW grade.
 - Confirm with Jess whether your student should receive this grade by emailing her (jwaddell@callutheran.edu) with the student's last date of attendance.

Holding On To Student Assignments

According to the Faculty Handbook (<http://www.callutheran.edu/offices/academic-affairs/faculty-handbook/personnel-policies/faculty-responsibilities.html>), faculty MUST hold onto graded examinations and papers (that are not returned to the student) for their class for one year after the conclusion of a class.

Tutorials and Independent Studies

Tutorials

A true tutorial is offered to a student when the student needs a course that is not offered in order to graduate or advance in a sequence of courses. There is special paperwork that needs to be completed. The Director and/or one of the Academic Advisors will contact an instructor to arrange for a tutorial course offering. Typically a true to tutorial is delivered to one (maybe two) students.

Due to the nature of our program, we have permission to have courses with 1-4 students follow the tutorial guidelines. Those general guidelines follow:

At a minimum, tutorials are to meet for 1/2 hour per course credit each week, so a four credit course is to meet for 2 hours per week during a 15-week semester. (The Carnegie Instructional Hours are based on a 15-week semester, 50-minute hour.) **The end result is that a 4-credit tutorial is supposed to meet for 25 (60-minute) hours during the 11-week term (or about 2.5 hours per week).** Of course if more instruction is needed, then you may meet more often! You may opt to supplement some of this instructional time using instructor-led, online tools (the key is it must be instructor-led (interactive) otherwise that online time is considered homework). There is an assumption that there will be more out-of-class work (homework) for a tutorial course.

Independent Studies

Students who need a few additional credits or who have a true need to research a topic/complete a project may do so via creating an independent study (1-4 credits). An independent study is guided by an instructor. Full-time faculty do not receive compensation for delivering independent studies. Part-time faculty receive some compensation.

Tutorials and independent studies are not guaranteed -- some students think they "must" have a tutorial or independent study -- when they really do not. Before committing to a tutorial or independent study, please have the student contact his or her advisor immediately. The advisor can accurately assess the needs of the student and help the student proceed appropriately.

Course Evaluations

To access your course evaluations, go to <http://courseval.callutheran.edu> and login with your CLU username and password. For detailed instructions, please visit this link: <http://www.callutheran.edu/assessment/resources/documents/Howtoaccessyourreportin4easysteps5.10.10.pdf>.

It is very important that your students fill out course evaluations. When students give honest and thoughtful feedback, it can be useful in maintaining and/or improving the course in the future. Make sure to let your students know that the evaluations are confidential and anonymous, and instructors will not be able to view them until grades have been posted. Please encourage your students via email and in class to complete evaluations, and relay that you appreciate and take into consideration their input and feedback.

Make sure to go in 2-3 weeks after the close of your course and review your evaluations. It is important to review them after every course. If you have mixed evaluations, please contact the director to discuss.

For more information on course evaluations: <http://www.callutheran.edu/offices/institutional-research/resources/courseval-faculty.html>

Educational Effectiveness and Institutional Research

HOME > INSTITUTIONAL RESEARCH > RESOURCES > COURSE EVALUATIONS

Course Evaluations

The faculty Teaching and Learning Committee (TLC) began reviewing the delivery system of the Cal Lutheran course evaluation system in January 2007. The CoursEval Pilot began with the Summer 2008 11 week courses.

Students and faculty

The following link will take you directly to the CoursEval login page where you can complete your online course evaluations or view your reports: <http://courseval.callutheran.edu>

The following links provide information about the process and access to information.

- [Course Evaluation Survey \(online format\)](#)
- [Administration Dates](#)
- [Past Evaluations](#)
Includes response rate charts, survey analysis, and other resources by academic year.
- [CoursEval Team](#)
- [CoursEval for Students](#)
- [CoursEval for Faculty](#)

Overview
Learning Outcomes
Assessment System
Program Reviews
Administrative Reviews
Data Warehouse
Accreditation
Surveys
Resources 

- Workshops
- Assessment Tools
- **Course Evaluations**
- Research

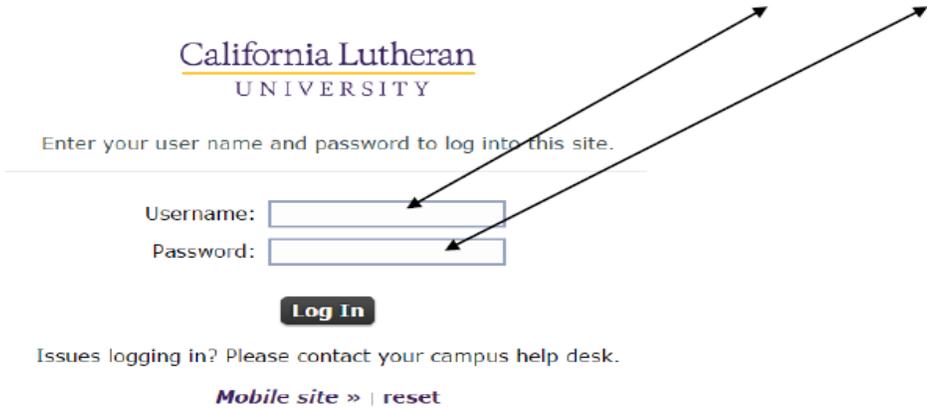
Contact Us

Fact Book >

To access your Evaluation Reports, go through the following steps:

Step 1:

Login to the system at <http://courseval.callutheran.edu> with your Cal Lutheran username and password.



Issues logging in? Please contact your campus help desk.

[Mobile site >>](#) | [reset](#)

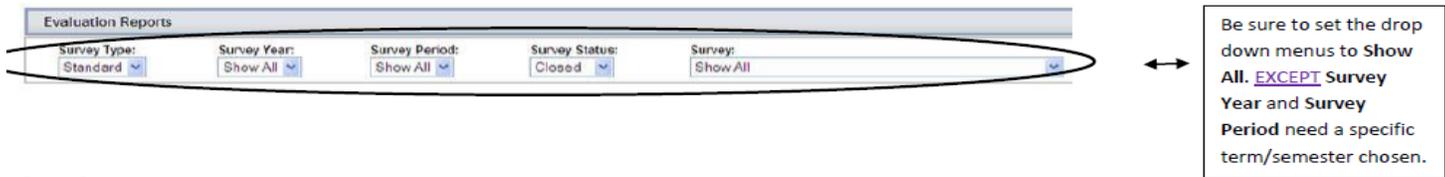
Step 2:

After logging into the system the screen will say, "There are no recent reports available to you." Click on "here" to get to the Evaluation Report screen.



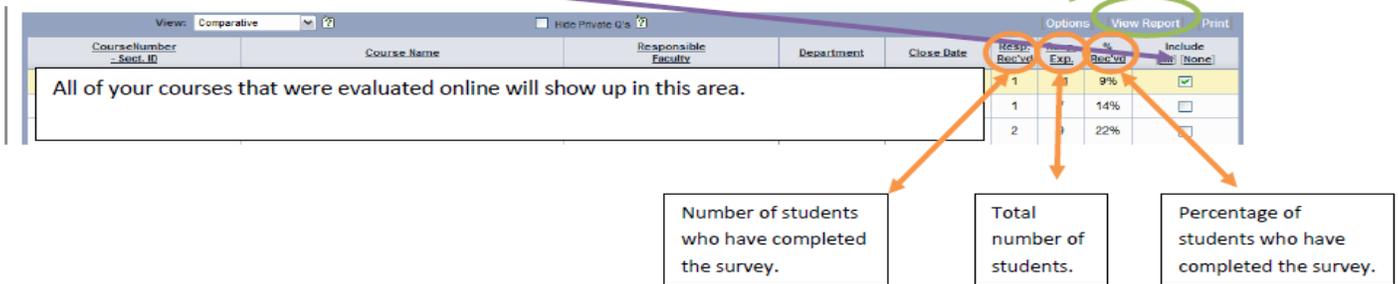
Step 3:

Once in the Evaluation Reports screen, change the drop down menus to the term/semester you are looking for.



Step 4:

Click on the evaluation(s) you would like to see. Now click on "View" (your evaluation report will open in a new window). You can also PDF your report or print your report.



If you have any difficulties, please contact Melinda Wright (mjwright@callutheran.edu) and Karissa Oien (koiien@callutheran.edu).

Proctoring Exam Policy

There are two reasons staff members from the Bachelor's Degree for Professionals program will proctor an exam: a student needs to make-up an exam or the instructor needs to miss delivering an exam due to an unforeseen circumstance.

Student-Related Reasons

Before asking the Professionals staff to proctor a make-up exam, it is up to the instructor to determine that the student has a legitimate reason for missing the exam.

Acceptable Reasons

The following are acceptable reasons for students to ask for a make-up exam:

- The student or a close family member has a true medical emergency
- The student has a child or close family member who is ill and requires care
- The student is severely ill (i.e. the student has the flu, pneumonia, bronchitis, strep throat, etc.)
- The student has been in a car accident or has experienced some other unforeseen circumstance
- The student has a previously scheduled business trip
- The student has met the requirements for taking an incomplete (IN) in the course (A grade of IN may be assigned only in the case of students who, for illness or other circumstances beyond their control, have missed a final examination or a major piece of work. Students may not make up the incomplete by repeating the course. See the undergraduate catalogue for further discussion about incompletes.)

If students have a medical emergency or a family member who needs care, the instructor may ask for appropriate documentation prior to scheduling a make-up exam (i.e. a doctor's note). If a student has a previously scheduled business trip, the student should inform the faculty member the first night of the term (or as soon as the student is informed she/he needs to travel for his/her company).

Unacceptable Reasons

While it is important to support Professionals students in every way possible, the following are not acceptable reasons for students to ask for a make-up exam:

- The student was not feeling well (different from being severely ill)
- The student has to miss class (no reason given)
- The student is simply absent (no notification or explanation)
- The student has to miss class for multiple business trips (If students have to go on multiple business trips, this may not be the right time for the student to take the course)

Timing

In order for this to be fair for students who took the exam as scheduled, the make-up exam should be scheduled as close to the original exam date as possible (within 1 week if possible).

Instructor-Related Reasons

If an instructor should need a proctor due to an unforeseen circumstance or sudden illness, the Professionals staff will make every effort to accommodate the request.

Proctoring Exam Procedures

Individual Students

Professionals instructors must complete the Exam Proctoring Form before an exam can be proctored and submit it along with the exam to be proctored to the Professionals front desk staff. The Professionals staff will attach this form to the front of the exam. This form will be kept in the Professionals office and returned to the instructor when the exam has been completed. This form should not be given to the student.

The form must be signed and dated by the faculty member for whom the exam is being proctored. By signing the faculty member acknowledges that:

- A Professionals staff member will proctor the exam in the Professionals office unless otherwise noted
- No student workers or site coordinators are allowed to proctor exams
- The Professionals office does not take any responsibility for the outcome of the exam experience of the student nor the results of the exam.

A Professionals staff member will check the student's ID when he/she comes to the office to take the exam.

Classes

If an instructor needs an exam proctored for an entire class, instructors must fill out the Exam Proctoring Form described above. The request needs to be made at the beginning of the term, or as soon as it is determined that the instructor will need to have an exam proctored for his/her class.

The site coordinators at the off-site centers are not allowed to proctor exams. Arrangements need to be made in advance for a Professionals staff member to travel from the main campus to proctor the exam at the off-site centers.

Notification

At a minimum, proctoring exam requests must be made to the Professionals office at least 24 hours in advance. We need at least 48 hours warning to proctor an exam at an off-site center. More advanced warning is appreciated. (Of course we will do our best to proctor an exam immediately in an emergency situation.)