School of Pharmacy
TEMPLE UNIVERSITY
Regulatory Affairs and Quality Assurance
Graduate Program

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EXPECTATIONS OF ONLINE STUDENTS

Thank you for registering for RAQA's online courses. This memo clarifies our expectations of online students to ensure that everyone's experience is rewarding and enjoyable.

How do online courses work?

All Temple University online courses are held through Zoom.

RAQA online courses are synchronous, offered in **real time**, so you
- meet and discuss issues with our instructors and students from around the world, who represent hundreds of pharmaceutical, device and biotechnology companies and regulatory agencies (including the FDA), and
- become part of the huge RAQA network, which has a 50+ year history of delivering excellent graduate-level RAQA courses to more than 2,600 graduates.

Online courses enable you to
- see and hear your instructor online,
- watch PowerPoint presentations and videos,
- participate in class discussions through your laptop's microphone or instant chat,
- answer class polls, seeing the results immediately, and
- see other students and give live presentations with a webcam and microphone.

Who is eligible to register for online courses?

- New students, who are starting the RAQA program.
- Continuing students who have an overall 3.0 GPA with no Incompletes or Holds.
- Full-time international students, who completed 12 credits with an overall 3.33 GPA.

What are the technical requirements for taking an online course?

It is mandatory to have the following:
- **A PC or MacIntosh laptop or computer with a high-speed (Ethernet) connection**. You must have **your own laptop or computer.** You cannot share one during class. Wireless connections, devices, and cell phones will constantly drop you from class, which is disruptive to other students and your instructor.

- **A microphone for class discussions.** Most laptops have built in microphones, but a **headset with a built-in microphone** will enhance your **audio quality** and **minimize background noise at your location.** They cost less than $25 and enable everyone to give audible and clear presentations. **Cell phone headsets don't work** (i.e., Plantronics). Purchase your headset online by searching for "**microphones with headsets.**" One suggestion is Logitech's USB headset (Models H340, H390, or H540).

- **<u>A webcam</u>**. **It's required** and should be on during class. If your laptop has one, you don't need to purchase another.

- **Chrome or Firefox for your web browser.**

- **Optional**: adding external speakers to a laptop or computer will enhance class audio. It is also helpful to have two monitors but not mandatory.

<u>What steps should you take to register for an Online Course?</u>

- Forward the online registration form ASAP, at least 48 hours before the first class.

- **First time taking an online course?**
  You must test your computer and Internet connection before registering.
  The test is available 24/7: https://ensemble.temple.edu/Watch/t5G8Wqj6

  A key word is given at the end, **which you must include on your registration form.**

- **Using a new or different computer?** If you took RAQA online courses before but you switched computers, run through the self-test link. If you are using Zoom for the first time, do the self-test. This checks to see if your computer has firewalls that might prevent Zoom from working.

- **Do the mandatory speaker/headset test**. This ensures your headset works and you know how to adjust audio during class. Conduct the test with David Brickett (dbrick@temple.edu) or Mike Doukas (mdoukas@temple.edu) before your first class.

- **Install Zoom.** If you need help navigating Zoom, contact David Brickett (dbrick@temple.edu) or Mike Doukas (mdoukas@temple.edu) for help. Work computers may block you from installing Zoom software. Questions? Ask David or Mike.

- **Have an active Temple e-mail address (TUmail)**. **All class links will be sent to your TUmail address or posted in Canvas**. Without TUmail, you won't receive class links.

<u>How do you get TUmail or obtain a new password?</u>

New students should follow these steps for obtaining a TUmail account:

1) Submit your registration with **all** required documents;
2) Once we process your registration, you will receive an email within 48 hours with your TUid number.
3) Go to https://accounts.temple.edu. Click **Activate AccessNet Account** and submit the required information (name, DOB, TUid).
4) Forward your TUmail address to the RAQA Office as soon as possible.

Forgot your TUmail password? Go to: https://accounts.temple.edu to reset it, or contact Temple's HELP desk at 215.204.8000. The RAQA Office does not have access to passwords.

You can FORWARD TUmail to work or home emails to streamline your email accounts.

To access TUmail remotely, go to: https://tuportal5.temple.edu/ then TUmail. Your user name is the characters BEFORE the @ of your Temple email address (no need to include @temple.edu).

What's expected of you as an RAQA Online Student?

- **Attend and participate in all scheduled classes.**
  If an emergency arises, contact the RAQA Office and your instructor, so we can try to record the class. Don't assume that no one will notice if you don't attend. *Online courses record attendance*. Polling assures that students are actively engaged in class discussions.

- **Resist the temptation to multi-task at your computer.**
  Multi-tasking is disruptive to others, including your instructor. Stay focused when you attend class, so you won't have to spend extra time reviewing recordings again.

- **Participate in class discussions.**
  You will learn more when you are engaged in class discussions. Most instructors include participation in the final grade. Remember, **quality** and not quantity is the goal.

- **Review and follow the University honor code for all exams and assignments**
  (available on the Forms page of the RAQA website).
  Violations of the Honor Code are taken seriously. Do your own work and make sure you cite all sources in papers.

- **Understand why Proctored Exams are so important.**
  All students deserve the right to take exams in the same format and timeframe as other participants. Every RAQA course is required to hold at least one proctored exam. Proctored exams assure that students and graduates of Temple's RAQA program benefit from its long-established and well-respected academic reputation.

How do Proctored Exams Work for Remote Students?

- **In TRADITIONAL PROCTORING,** students are observed by an instructor or proctor at a specific location.
  Online students are required to identify a suitable proctor, approved by the RAQA Office. See: https://pharmacy.temple.edu/raqa/courses/proctoring

  Local libraries and professional testing centers (Sylvan Learning Centers, Huntingdon Learning, etc.) schedule exams late afternoon and evening. RAQA also provides free proctoring at our Fort Washington site. (You must alert the RAQA Office at least 48 hours in advance.)

- **ONLINE PROCTORING** is provided by RPNow for a modest fee ($15.00 per exam).

  Instructors schedule RPNow practice tests, you have experience before the actual exam.

  RPNow exams are scheduled during class time (usually 6:00 - 9:00 pm weeknights, East Coast time). Instructors select the length of time and format of exams.

  RPNow records students taking exams to verify that test protocols were followed. You will be asked to scan the room with your webcam. If you do not wish to have an area filmed, it is your responsibility to select a suitable test location. By using RPNow, you consent to their online proctoring policies which includes being filmed. See: https://www.psionline.com. RPNow reviews all exams and notes violations or suspicious behavior. RAQA staff review the recordings and determine if further action is required.

  Students may take RPNow exams at our Fort Washington site, where a technician is available to help you. You must let us know that you wish to take your exam at Fort Washington at least 48 hours in advance. (You must still pay the $15.00 RPNow fee.)

  Courses using RPNow are identified in the RAQA Class Schedule. Most students prefer the convenience of RPNow, since they may take exams at home or while traveling.

What reasons would cause the Pharmacy School to drop a student from an online course?

- Not purchasing and not using a microphone headset,
- Not using a webcam during class
- Not using an Ethernet (or stable) connection,
- Constantly losing class connection by multi-tasking or using incompatible devices,
- Violating the honor code or sharing a computer with another student. That includes copying RPNow exams or portions of exam or sharing exam content in any format.
- Identifying an inappropriate proctor or not returning proctoring forms in a timely manner,
- Not being actively engaged in Zoom classes.

We care about the quality of our academic experience. We welcome students who are eager to learn the latest regulations and quality practices and become leaders in regulatory authorities, and pharmaceutical, medical device, biotechnology, and related industries.