

## 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 meet through Zoom.

RAQA online courses are synchronous, offered in **real time**, so you

- meet and discuss issues with instructors and students from across the U.S. and world. Our RAQA community includes individuals from hundreds of pharmaceutical, device, biotechnology companies and regulatory agencies (including the FDA);
- join the vast RAQA network, which has a 50+ year history of delivering excellent graduate-level RAQA courses to more than 2600 graduates.

Online courses enable you to

- see and hear your instructor and engage with other students in class discussions,
- give presentations with your webcam and microphone,
- watch PowerPoint presentations and videos,
- answer class polls, seeing instant results, or participate in group case studies.

### 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 technology is required for taking RAQA online courses?

**You are required to have the following:**

- **Your own PC or Macintosh laptop or computer with a high-speed (Ethernet) connection.** You cannot share one during class. Wireless connections, devices, and cell phones will constantly drop you from class, which is disruptive to your instructor and other students.
- **A microphone for class discussions.** A headset with a built-in microphone enhances **audio quality** and **minimizes background noise**. They cost less than \$25 and will help you give audible and clear presentations. **Headsets designed for cell phones don't work** (i.e., Plantronics). Purchase a headset by searching for **microphones with headsets**. One suggestion is Logitech's USB headset (Models H340, H390, or H540).

- **A webcam.** If your laptop has one, you don't need to purchase another. A webcam enhances presentations and professional networking.
- **Chrome or Firefox for your web browser.**
- **Optional items:** adding external speakers to your laptop/computer will enhance class audio. It is also helpful to have two monitors (but not mandatory).

### **What steps should you take to register for an Online Course?**

- 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 [self-test video](#) is available 24/7. A password is given at the end, **which must be included on your registration form for it to be processed.**
- **Using a new or different computer?**  
Run through the self-test link before logging on to class. The self-test link reveals whether your computer has firewalls that 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](mailto:dbrick@temple.edu)) or Mike Doukas ([mdoukas@temple.edu](mailto:mdoukas@temple.edu)) before your first class.
- **Install Zoom.** If you need help navigating Zoom, contact David Brickett ([dbrick@temple.edu](mailto:dbrick@temple.edu)) or Mike Doukas ([mdoukas@temple.edu](mailto:mdoukas@temple.edu)). 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.

### **How do you get TUmail or obtain a new password?**

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

- 1) Submit your registration with **all** required documents;
- 2) Once RAQA processes 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 ([help@temple.edu](mailto:help@temple.edu)) OR call 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 TUmial remotely, go to the very bottom of the [RAQA homepage](#) and click the TUmial link. Your user name is the characters BEFORE the @ of your Temple email address (you do NOT need to include “@temple.edu”)

### **What’s expected of you as an RAQA Online Student?**

- **Attend and participate in all scheduled classes.**  
Students are expected to attend all class lectures. 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.

Unexcused absences from class will result in a penalty impacting the final course grade.

- **Resist the temptation to multi-task at your computer.**  
Multi-tasking is disruptive to everyone. **Stay focused when you attend class, so you won’t have to spend extra time reviewing recordings** and notes 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.**  
Violations of the Honor Code are taken seriously. Do your own work and make sure you cite all sources in papers. Only use AI if your instructor specifically approves it.
- **Understand why Proctored Exams are so important.**  
**All students deserve the right to take exams in the same format and timeframe.**  
Every RAQA course is required to hold at least one proctored exam.  
Proctored exams assure that students and graduates of Temple's RAQA programs benefit from its long-established and well-respected academic reputation.
- **Take exams on the scheduled dates and hand in assignments by the stated deadlines.**  
Dates of proctored exams are posted on the official RAQA schedule of classes. If you miss a proctored exam, you will be required to pay a fee (see [Proctoring](#)). Your instructor’s syllabus lists the due dates of class assignments and take-home exams. Do not register for a course if you cannot commit to completing required course work as scheduled. Missed exams and assignments will result in a lowered grade or even a failing course grade. Penalties for late assignments are posted on the course syllabus.

Most students find it helpful to post due dates of exams and assignments on their Outlook or cell phone calendar.

### **How do Proctored Exams Work for Remote Students?**

- In **TRADITIONAL PROCTORING**, students are observed by an instructor or a proctor at a specific location.
- **ONLINE PROCTORING** is provided by RPNOW for a modest fee (\$15.00 per exam).  
Practice RPNOW exams provide hands-on experience before taking an 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 during exams to verify that test protocols are 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. RPNOW reviews exams for violations or suspicious behavior. RAQA also reviews exam recordings to determine if further action is required.  
You are welcome to take RPNOW exams at our Fort Washington site, where a technician is available to help you. (You must still pay the \$15.00 fee to RPNOW.)  
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 and a webcam during class,
- Not using an Ethernet connection,
- Constantly losing class connection by multi-tasking or using incompatible devices,
- Violating the honor code or sharing a computer with another student during class,
- 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 and 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.**

All RAQA courses and all recordings of RAQA courses are the property of Temple University School of Pharmacy and may not be copied, taped, recorded, or duplicated in any format for any reason. Violating this rule is a breach of the University's Honor Code; in addition, the matter will be taken to the School's administration, which may result in further action by the University's legal department.

*All rights reserved. This document or portions of this document may not be reproduced or copied without written permission of the Regulatory Affairs and Quality Assurance Graduate Program of the Temple University School of Pharmacy.*