

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 use Zoom.

RAQA online courses are live classes, 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 professionals 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.

Live 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, and 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 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 may not share a laptop or computer during class. Do not use wireless connections, devices, and cell phones, since they 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 to 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. Chrome is required for Proctorio exams.**

- **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?

- 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](#) 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 to** ensure your headset works. Conduct the test with Jessie Chen (jessie.chem@temple.edu) or David Brickett (dbrick@temple.edu) before your first class.
- **Install Zoom.** If you need help navigating Zoom, contact Jessie Chen (Jessie.chen@temple.edu) or David Brickett (dbrick@temple.edu). Work computers may block you from installing Zoom software. Questions? Ask David or Jessie.
- **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 TO OBTAIN a TUMAIL ACCOUNT OR 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 paperwork, you'll be emailed your TUid #.
- 3) When you have your TUid#, 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 the Temple HELP desk (help@temple.edu) OR call 215.204.8000. RAQA does not have access to or issue passwords.

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

To access TUmail remotely, go to the bottom of the [RAQA homepage](#) and click the TUmail link. Your user name is the characters BEFORE the @ of your Temple email address (you do NOT need to include "@temple.edu")

EXPECTATIONS OF RAQA ONLINE STUDENTS

- **Attend and participate in all scheduled classes.**
You are expected to attend all 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.

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 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. You may 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.
- Follow the directions for proctored exams. All Proctorio exams will be reviewed several times. Ignoring directions such as scanning the room and desk or walking out of the room during the exam are considered violations of the exam SOPs.
- **Take exams on the scheduled dates and hand in assignments by the stated deadlines.**
Proctored exam dates 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 exams. Don't register for a course, if you cannot commit to completing required assignments 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?

- **ONLINE PROCTORING** uses a system called Proctorio.

You'll be able to take a "practice" Proctorio exam in every course, so you have hands-on experience with Proctorio before taking an actual exam.

Proctorio 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.

Proctorio records students (video and audio) 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 Proctorio, you consent to their [online proctoring policies](#) which includes being filmed. Proctorio uses AI and reviews exams for violations or suspicious behavior. RAQA also reviews exam recordings to determine if further action is required.

You are welcome to take Proctorio exams at our Fort Washington site, where a technician is available to help you.

The dates of Proctorio exams are identified in RAQA Class Schedules. Most students prefer the convenience of Proctorio, since exams can be taken at home or while traveling.

WHAT BEHAVIOR IS NOT ACCEPTABLE IN ONLINE COURSES?

- Not purchasing and not using a microphone headset and 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,
- Failing to take a practice exam 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.

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