

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, biopharmaceutical and medical device 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 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. Wireless connections, devices, and cell phones will constantly drop you from class, which annoys other students and your instructor.
- **A microphone for class discussions.** Most laptops have built in microphones, but a **headset with a built-in microphone** enhances your **audio quality and minimizes 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 "**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 presentation and professional networking.
- **Chrome or Firefox for your web browser.**
- **Optional:** adding external speakers to a laptop or computer enhances class audio. It is very 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 test is available 24/7: <https://ensemble.temple.edu/Watch/t5G8Wqj6>
A password is given at the end, **which you must include on your registration form.**
- **Using a new or different computer?** If you took an RAQA online course previously but 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.

How do you get TUmail or obtain a new password?

- Submit your registration form with all required documents;
- Once the RAQA processes your registration, you will receive an email within 48 hours with your TUid number;
- Go to <https://accounts.temple.edu>. Click **Activate AccessNet Account** and submit the required information (name, DOB, TUid).
- 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.

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 attending 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.**
See: <https://pharmacy.temple.edu/raqa/student-policies-and-services/academic-honesty>
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 a 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, so you have 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 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.psonline.com>. RPNOW reviews exams and notes violations or suspicious behavior. RAQA Staff review the recordings and determines if further action is required.

Students are welcome to 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 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,
- Not using 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. This includes copying an RPNOW exam or portions of the 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 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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