# Policy and Procedure

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Mission Statement/Creation/Philosophy
OSC Mission Statement
OSC Mission
To help online students resolve problems and inform potential students about online programs.

Why the OSC was created?
No other organization existed who could consistently act as a liaison for online students and follow their concerns through to a final resolution.

OSC Philosophy
1. Focus on the student and everything else will follow.
   Our focus is on students, they are the reason we exist. We are not instructor support or the IT Help Desk. We approach issues from the student’s point of view.

2. You don’t have to know everything to be a smarty-pants.
   We serve students with a diverse set of needs it is impossible for us to know everything but it is possible for us to find answers, resolve issues, and follow up.

3. It is better to fix a problem then whip out the duct tape.
   When issues affect a group of students we work with campus to resolve it.

4. Now is better than later.
   We act with urgency on each issue until it is resolved. We take responsibility and follow up. We do not pass things off to other employees or departments and hope it goes away.

5. I’m a child of God and so are you.
   We treat students as individuals and recognize that we are all children of God.

6. Doing nothing will give you hives.
   We are productive and proactively try to improve the student experience.

Registration/Authorization
Authorizing After the Registration Deadline (42165)
Students have the first week of classes or until Registration Deadline to change their schedule and add courses. It is the policy for online courses that after that first week or the Registration Deadline, students are not allowed to add classes.
If there are extenuating circumstances, Online Degrees and Services will review each student’s case individually and will have the finally say on students adding after the Registration Deadline.
Below are some but not all of the examples of extenuating circumstances that may be considered to be authorized after the Registration Deadline.
   • The student started the class, but accidently dropped it.
   • It was the fault of the University that the student was unable to add the class.
If after reviewing the student’s situation it is determined that the student should be added, the process for authorizing after the Registration Deadline is to go to the SRR tab of the my.byui.edu portal, select authorizations, select the course, check all applicable authorization types, indicate that it is after the registration deadline, and submit. The student should be able to enroll in the class.
Backup Documentation: This is an email that I received from Brad Marshall about adding students to who accidently drop their course. If the users add the exact same section again, their enrollment will change from inactive to active and no transition is needed.

BRADLEY S. MARSHALL
208.496.7217 | MarshallB@byui.edu
This means that if a student is added back to their exact section their work should still be there and they should change from inactive to active.

Policy and Procedure reviewed and approved by Nathan Relken on 1/17/2012. Upheld in an Online Director’s Meeting on 5/1/2012

Students Requesting Capacity Authorization When Seats Are Available In Other Section
When the Online Support Center (OSC) is contacted with a request to have a student added over capacity to a particular course section, the OSC will check to see if there are open seats in other course sections. If there are no open seats, the OSC will follow waiting list procedure. Should there be an open seat in another section of the course; a capacity authorization will not be given and the student will be directed to enroll in that open seat.

Online Degrees and Services reserve the right to override and grant a capacity authorization in extreme circumstances. However, the following do not constitute an extreme circumstance.

- The instructor gives permission
- The instructor and student know each other personally
- The instructor and student are family
- A family member or student contact us and explains to us the unfairness of this policy
- The instructor promised to work with the student
- All other instructors are too difficult in course work and to work with
- Etc.

Upheld in an Online Director’s Meeting on 5/1/2012.

Email Templates for Students that demand to be added after the Registration Deadline
After the Registration Deadline has passed, students that request to be added to an online class will receive one of these emails below. The majority of students will receive an email from the OSC. Either of these emails may be adjusted slightly to accommodate student’s specific concerns.

Email Template for Supervisor
I supervise the Online Support Center. I am sympathetic to your concerns, but we are unable to authorize students into online classes after the Registration Deadline. The deadline for full semester classes and first block classes was September 19th. This is a firm deadline. Unfortunately, we are unable to authorize you to add this class.
You are more than welcome to add second block classes.

Email Template for OSC
Thank you for contacting us with your concern. Unfortunately, because of the rigorous nature of online courses and deadlines established by the university, students are unable to add online courses after the
Registration Deadline date has passed. The Registration Deadline for Winter 2012 semester is January 11th for full semester and first block classes. If you have any other questions or concerns, please feel free to contact us. Thank you!

Policy and Procedure reviewed and approved by Nathan Relken on 2/7/2012.

**Academic Start Students taking Accelerated Classes**
If a Pathway student wants to accelerate or substitute their Pathway courses, they can do so with permission from Pathway Advising ([pathwayadvising@byui.edu](mailto:pathwayadvising@byui.edu)). Once we receive permission from Pathway advising, we follow the following steps:

- We create a ticket with the student’s request to accelerate.
- We gather the following information:
  - First and Last Name
  - I# (ID number)
  - The Course and Section Number
- The ticket will be assigned to Brother Karstad who will authorize this student to take the class.
- The student will receive a follow up email informing them that the student can now add the class. A carbon copy (CC) will be sent to the student’s missionary couple.
- The ticket will be closed.

Policy and Procedure reviewed and approved by Nathan Relken on 1/27/2012.

**Auto-Drop Students from Online Courses**

**Important points:**
- Registrar’s Office allows on campus instructors the first nine days of the semester or block to request a student be manually withdrawn from a class.
- Online has the same amount of time to request a student to be withdrawn.
- The last day to add classes is on the seventh day of the semester.
- Due to the nature of online classes, authorizing students to add classes after the first week puts the student at a disadvantage.
  - Make up homework.
  - I-Learn may take up to 48 hours to load the class.
  - Added burden on the instructor.

**Proposed Policy:**
Students that are enrolled in an online class, with no recorded activity in that class, will be dropped by the campus “Registration Deadline”.

**Proposed Procedure:**
1. Online instructors will make an effort to contact the students within the first four days.
2. On day five, a list of “non-participators” will be generated.
3. The OSC will inform those students that if they do not have some activity in the class they will be withdrawn.
4. On day six, a second list of “non-participators” will be generated.
5. That list will be reviewed and then sent to Student Records and Registration (SRR).
6. Between day six and seven, SRR will withdraw those inactive students.
Notes: By withdrawing the students before the close of business on day seven, it will allow a few hours for a student that really did want to be in the class to re-add the class by themselves. Also, students that have been waiting to add the class will have a chance to add the class.

Positives and Negatives:
Positives:
1. Students that didn’t want to be in the class will not receive a grade rather than receiving a “W” or “F” grade.
2. By withdrawing students on the “Registration Deadline,” other students that want the class will be able to add the class.
3. Student will receive a 100% refund on that class.
Negatives:
1. Some students may not want to be withdrawn and would like a chance to make up class work.
2. Financial aid implication?

Policy and Procedure reviewed and approved by Nathan Relken on 11/21/2011.

Manually Drop Students from Online Courses
Students unable to drop themselves:
If a student is unable to drop/withdrawal themselves from their class or classes, SRR can manually drop these students. Students should be required to withdraw themselves unless circumstances don’t allow them to do so. Unable to drop/withdraw does not mean unwilling to drop/withdraw.

Unable can be, but is not limited to:
• Physically unable due to illness or medication
• No Internet access (mostly for International Pathway Students)

Unable is not (for example):
• The lack of time to withdraw themselves
• The lack of knowledge to withdraw themselves
• Telling the missionary couple and assuming it has been done

Students that have stopped attending and have less than 1 hour in I-Learn:
Every semester there are a handful of students that stop attending class and do not withdraw themselves. Typically, later in the semester an instructor, the actual student, or someone in administration notifies the school that the students is no longer attending and should be removed from the class. Agreements have been made with Student Records and Registration (SRR) and the Bursar’s Office to manually drop students without a petition if the student spent less than one hour in the online class and the OSC is notified before the last day to withdraw from a class or classes depending on the withdrawal type. If this is the case, the student will not receive a grade and they will receive a full refund.

• Students, administration, or instructors will notify the OSC of students that are no longer attending and that should be manually dropped.
• The student’s class activity will be looked at in I-Learn.
  o If the student has spent less than one hour in I-Learn, an email will be sent to SRR and the Bursar’s Office letting them know.
  o If the student spent more than one hour in I-Learn, the student can choose to withdraw themselves (unless they are unable). If they are unhappy with the results of their withdrawal, they will need to petition both SRR and Bursar’s Office to have their grade
removed, withdraw date changed, or an adjustment made to their tuition reimbursement.

- If the student spent more than one hour in I-Learn, the student can choose to remain in the class and receive a failing grade. This may seem ideal to some students for financial aid or deferment reasons.

- After SRR and the Bursar’s Office has been notified, the will respond back to the OSC once the student has been withdrawn and tuition adjusted.
- The OSC will follow up as needed.

**Note:** The manual drop option is only scalable if the auto drop function is working. The auto drop function should remove many of the students that never attended. This would leave relatively few that need to be manually dropped based on non-attendance.

*Policy and Procedure reviewed and approved by Nathan Relken on 05/30/2012.*

**Students that have stopped attending with more than one hour in the course:**

Students that have more than one hour of recorded time in I-Learn are required to withdraw/drop themselves from the course. In many cases the Instructor or missionaries request to have a student be withdrawn/dropped simply because the student has stopped attending or is unresponsive. In these situations a student is still required to officially withdraw themselves. This is in accordance with Student Records and Registration Office’s official policy.

Some exceptions may make it necessary to have the school manually withdraw/drop a student. Some examples are:

- Unable to withdraw themselves due to medical circumstances.
- International Pathway students not having Internet access. When possible these students should plan in advance to withdraw themselves before they are without Internet service.

Students that are unable to withdraw/drop themselves should contact the Online Support Center for assistance.

If the student is unhappy with their grade or the amount of their tuition refund and the student has spent more than one hour in their online course, they will need to submit an Academic Exceptions Petition to the Student Records and Registration Office’s and send an email to the Bursar’s Office at bursar@byui.edu. Those offices will make the decision on adjustments to grades and refunds.

*Policy and Procedure reviewed and approved by Nathan Relken on 06/13/2012. This subject was talked about in POP on 6/11/12 and there was agreement that this should be the policy.*

**Transferring from an on campus course to an online course after the Registration Deadline**

In general, an online course is not a solution for on campus students that decide after the Registration Deadline that they need to leave campus. While there are several parallel courses taught online and on campus with similar learning objectives, often differences in class discussions, point totals, syllabi, and assignments make transfer between course sections nearly impossible.

If an on campus student is experiencing extenuating circumstances, it may be determined that the student could be transferred from an on campus course to an online course. Examples of extenuating circumstances may include:

- Complications with pregnancy
- Serious family illness or death
- Serious injury that prevents a student from coming on campus, but not from doing school work

Not extenuating circumstances are:
• A really good job/internship
• Students unable to handle school right now
• Insufficient funds to stay on campus

On campus instructors should not offer online courses as a solution unless extenuating circumstances exist. If there is a question concerning extenuating circumstances, students should be directed to the Online Support Center at onlinelearning@byui.edu or 1-866-672-2984.

Email template for Students:
Student,
Thank you for contacting me. Even though the courses and learning objectives between online and on campus classes are the same, there are many differences between course sections. The University does not allow students to transfer from an on campus class to an online class after the Registration Deadline. Of course, if there are serious extenuating circumstances a transfer may be considered.
If you feel that you have an extenuating circumstance, please let me know. Otherwise, I apologize but we will not be able to transfer you to an online course.
Sincerely,
Policy and Procedure reviewed and approved by Nathan Relken on 02/08/2012.

Faculty Reserve
Currently, Faculty Reserve is located as a link on an online adjunct instructor’s my.byui.edu portal. At this time, the Registration Office cannot remove this option from these instructors. Though accessible, online adjunct instructors should not use the Faculty Reserve function for their classes. This was decided in January 2010 and re-affirmed on May 1, 2012 in the Online Learning Directors meeting. If an instructor is identified as using the Faculty Reserve, the instructor’s name, course, course section, and change in course capacity will be sent to the Online Instruction Director so it can be removed and corrected. Online Operations will be courtesy copied on the email so that they will know that one of their course capacities has been temporarily changed.

Justification: Further justification is evidenced in exurbs email below:
The original decision (Jan 2010) was that:
As a policy we need to prohibit individual instructors from reserving any seats for anyone, or trying to cut their load or adjust class constraints by holding back or shutting off enrollment. Reserving seats causes major issues in terms of other policies that have been implemented regarding the online management of seats and sections and in addition, some uses of faculty reserve could be contrary to university policy (aka... instructors closing off enrollment on the first day of class rather than at the end of the university-wide 1st week of class add/drop period).
The decision was made to try and get the technical functionality removed, if possible, but after discussion with the registrar’s office we found out that we are unable to remove this functionality for online instructors.
If instructors have concerns about seat capacity they should consult with their CDM during pilot or with their TGL after pilot if they feel the capacity is inappropriate given our workload guidelines of 3-4 hrs/wk per credit. If instructors have other concerns regarding seat management they should express their concerns to their TGL who can then share that information with Online Instruction administrators for further review and discussion.
Jan 2010 - Janine Gilbert & Matt Sanders (Online Instruction), Peter Williams (Delivery/Operations), Nathan Relken (Services), Alan Young (Course Development)
We have reconfirmed with the Registrar’s office that we are still unable to remove this functionality so we may still have faculty members doing so, thus having negative implications on enrollment management procedures worked out between Instruction, Delivery/Operations & Services. We ask that you not publicize this functionality and that you instruct faculty who are doing so (whom we can identify for you) to not do so in the future.

Policy and Procedure reviewed and approved by Nathan Relken on 05/02/12 and upheld in Online Learning’s Directors meeting on 5/1/12.

Meeting with SRR
The Online Student Support Coordinator (OSSC) will meet with SRR every two weeks. The OSSC will gather questions and concerns from both online degree personnel and from Pathway personnel about SRR issues. The OSSC will then take that information to the SRR and bring back answers for online and Pathway departments.

Policy and Procedure reviewed and approved by Nathan Relken on 2/7/2012.

Auditing Online Courses
Online Courses cannot be audited. Students can never audit. If a student is found to be auditing an online course, SRR will remove that student. There are different options available if an on campus instructor would like to audit the course. See email template below.

Auditing Online Courses
Online courses at BYU-Idaho cannot be audited. Students that request to audit an online course should be told that auditing not an option. Instructors, however, have better options to view and participate in an online course than auditing. For more information, instructors should contact Joel Galbraith at ext. 1881 or galbraithjo@byui.edu.

Email last sent to SRR on August 2, 2012.

Advising
Transferring Academic Start Credits
Academic Start course credit automatically transfers into a BYU-Idaho degree program. GS 120, MATH 100, and ENG 106 transfer as elective credit; and FDREL 121, 122, and 333 transfer as direct credit to fulfill specific degree requirements. Institute Book of Mormon credit must be manually transferred by each student.

In addition, BYU-Idaho's Department of Religious Education requires all degree-seeking students to obtain 14 religion credits in-residence (meaning the courses must be taken directly from BYU-Idaho, either in person or online). Therefore, institute Book of Mormon courses do not count toward the religion residency requirement. They do, however, transfer as elective credit, and students will not be required to retake Book of Mormon courses after they matriculate.

Policy stated in the July 17, 2012 Missionary Update.
**Bursar’s Office**

**Aging Report for Pathway Students**

**Report is from:** Bursar’s Office  
**Report is to:** Online Learning (Online Degrees and Services)  
**Purpose:** To inform Online Learning of Pathway students who have not paid their tuition and fees.  
**Date:** 3/29/2012

This report will be created and maintained by the Bursar’s Office.  
The report will separate domestic and international Pathway students based on their billing type code.  
The report will show which students owe the University money and how delinquent the students are in paying tuition and fees.  
Once this report has been created, it will be sent to the Online Student Support Coordinator (OSSC). The OSSC (or those assigned by the OSSC) will contact the students on the report and/or will notify the Pathway missionaries. Pathway employees may request a copy of the report as needed.  
This report will be created and distributed once a month. Individual students and student issues concerning payment of tuition and fees can be checked on an individual basis. However, the report will only be created once per month.

**Waiting List**

**Waiting List Reporting**

The waiting list report will be updated and emailed to the Online Scheduling Manager and Degrees and Services Director every Friday during open registration. This will help with the determination of student demand for classes. The waiting list form can be found on the ODS drive under OSC, Report, and the appropriate semester. The report is generated in MS Excel (Here is the map: O:\OSC\Reports) The report in MS Excel will be populated with information from the current ticketing system. (Currently, we use MS Access as our ticketing system)

**Policy and Procedure reviewed and approved by Nathan Relken on 2/7/2012**

**Waiting List Priority**

Waiting lists will be created when an online class is at capacity. The OSC will create that list. Information concerning the students track, need for graduation, and request date will be used to determine priority on the waiting list. The chart below will show the breakdown of priority.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Student’s Track</th>
<th>Graduation</th>
<th>Request Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Priority</td>
<td>Online Student</td>
<td>This Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>2nd Priority</td>
<td>Off Track Students</td>
<td>This Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>3rd Priority</td>
<td>On Track Students</td>
<td>This Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>4th Priority</td>
<td>Part Time Students</td>
<td>This Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>5th Priority</td>
<td>Online Students</td>
<td>Next Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>6th Priority</td>
<td>Off Track Students</td>
<td>Next Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>7th Priority</td>
<td>On Track Students</td>
<td>Next Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>8th Priority</td>
<td>Part Time Students</td>
<td>Next Semester</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>9th Priority</td>
<td>Online Students</td>
<td>None</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>10th Priority</td>
<td>Off Track Students</td>
<td>None</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>11th Priority</td>
<td>On Track Students</td>
<td>None</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>12th Priority</td>
<td>Part Time Students</td>
<td>None</td>
<td>Earliest Date</td>
</tr>
<tr>
<td>Last Priority</td>
<td>Non-matriculated Students</td>
<td>None</td>
<td>Earliest Date</td>
</tr>
</tbody>
</table>
• **Note:** We also take into consideration some of the student’s comments. For example: I am getting married and moving to Japan and want to finish my associate’s degree. We may take that type information into considerations.

**Email Template**
We received an email from Brother Springer about your desire to add **COMM352**. We put you on the waiting list for this class. The waiting list doesn’t guarantee you will be able to get into the class, so we suggest that you continue to check the class for drops during the registration period. You will receive an e-mail if we add another section or if we can authorize you. Please let us know if you have any questions or concerns. Thanks!
*Policy and Procedure reviewed and approved by Nathan Relken on 1/27/2012*

**Online Class Cancellation**
If an online class doesn’t have to the appropriate number of students or in some other way cannot run for the semester, it will be cancelled. It is the responsibility of Online Operations to inform the Online Support Center. Students in the cancelled course will be notified by Operations. Students will be directed to their major specific academic advising/advisors. The student’s advisor will help them adjust their schedule if needed. If authorizations are needed, we will follow authorization procedure.
*Policy and Procedure approved by Nathan Relken on 5/25/2012.*

**Instructor Support**

**Incomplete Contracts**
First, review the [I-Contract Guidelines](#). Then email the student outlining the requirements of the contract.

Be sure to include:

- Student name, email address & I-Number
- Instructor name, course, section number, and term
- Description of the circumstances around the incomplete
- If it occurred after the 10th week of class - (Yes or No)
- If the student had a passing grade? (Yes or No)
- If you feel you can assist the student in completion? (Yes or No)
- What the student needs to do in order to finish the course
- The required date to complete the course

Once you have received the student’s response, forward the full email to: onlinelearning@byui.edu

OSC students will log the contract as a ticket and forward the email to Allison at SRR:

**Incomplete Contracts are now being processed by Allison (johnsonal@byui.edu) under Lauri's stewardship. I believe either one of them can assist you.**

Thanks,

Jerrod (Email sent on December 16, 2011)
**Final Grade Deadline**
If an online instructor is unable to submit their final grades by the deadline established by Student Records and Registration, they will need to submit a change of grade form for each student’s grade not submitted.

The OSC does **not** submit change of grade forms!

Please inform instructors that they will need to submit the student’s name, the class, and the new grade to onlineinstruction@byui.edu

**Instructor Complaints and Grievances**

**Instructor Complaint Procedure:**

1. Make sure that the student has contacted the instructor

2. Double-check/ask follow up questions to make sure we have a thorough understanding of real issue.

3. If the issue is simply that the student hasn’t been able to communicate with the instructor and it has been more than 24 hours, we send a template email to the instructor letting them know that the student hasn’t been able to get a hold of them.

4. If the issue is of a more serious nature and a student has been mistreated, we send an instructor complaint template email to the teaching group leader and CC Heather Bosworth. Make sure and keep the student anonymous at this point.

5. In terms of how to ticket these, we need to make sure and include name (first and last), i-number, email address, phone number, student type, AND the course. The tag and the subject need to be inputted as “instructor complaint”. In the notes we need to make sure we know who the instructor is, whether it is just a communication problem or a more serious issue. After making a ticket, keep it active, mark the due date as a week from when you started the process and in a week, follow up!

6. A grievance is the last step we will take. If it reaches that point, we will send the grievance policy and the form to the student and close the ticket. If we receive the grievance form back from the student, we will re-open the ticket and assign it to Brother Karstad.

*Approved on 3/2/2012.*

**Explanation of a Grievance:**
http://www2.byui.edu/DeanofStudents/academicgrievance.htm
**Reminder email for departments:**

FYI - The BYU-Idaho Student Academic Grievance policy was amended in 2010, to make it clear where and how students in online courses can file a grievance. We thought it might be useful to share this information with department chairs, secretaries, and other administrators so they can help point students in the right direction (to the Online Support Center), 866-672-2984, 208-496-1800, [http://www.byui.edu/online/online-support-center/](http://www.byui.edu/online/online-support-center/).

Here’s the revised policy: [http://www.byui.edu/DeanOfStudents/academicgrievance.htm](http://www.byui.edu/DeanOfStudents/academicgrievance.htm)

And the FAQ: [http://www.byui.edu/online/online-support-center/faq#IDx27999](http://www.byui.edu/online/online-support-center/faq#IDx27999)

*Approved by Nathan Relken on 7/19/2012.*

**Online Support Center**

**Websites for Internet Favorites (OSC)**

All OSC employees will have the *Required URL links* saved to their favorites on the Firefox browser on each of the OSC computers. OSC employees will also be encouraged to have the *Optional URL links* saved.

**Required URL’s links:**

URL Quick List:
- [www.byui.edu](http://www.byui.edu) – University Home Page
- [www.byui.edu/online](http://www.byui.edu/online) – Online Learning Website
- [http://beta.byui.edu/about-us/contact-us](http://beta.byui.edu/about-us/contact-us) – Academic Discovery Centers’ Contact Info
- [http://web.byui.edu/directory/](http://web.byui.edu/directory/) – Campus Directory
- [https://web.byui.edu/Username/CreateUsername.aspx](https://web.byui.edu/Username/CreateUsername.aspx) – Create Username and Password Page
- [http://www2.byui.edu/RegistrarsOffice/](http://www2.byui.edu/RegistrarsOffice/) – Registrar’s page (for registration dates, academic deadlines, etc.)
- [https://web.byui.edu/timeclock/TimeCardDisplay.asp](https://web.byui.edu/timeclock/TimeCardDisplay.asp) – Put the time clock in favorites to reduce time in searching.

**Optional URL Links:**

- [http://www.byui.edu/admissions/](http://www.byui.edu/admissions/) – Admissions
- [http://igx.byui.edu/advising/Career_And_Academic_Advising.html](http://igx.byui.edu/advising/Career_And_Academic_Advising.html) – Advising General Home Page
- [https://secure.byui.edu/cas/login?service=https://web.byui.edu/Services/Login/?RedirectURL=https%3a%2f%2fmy.byui.edu](https://secure.byui.edu/cas/login?service=https://web.byui.edu/Services/Login/?RedirectURL=https%3a%2f%2fmy.byui.edu) – my.byui.edu log in
- [http://www.byui.edu/ATS/tutorials.htm](http://www.byui.edu/ATS/tutorials.htm) – Tutorials
- [http://www.byui.edu/onlinetesting/](http://www.byui.edu/onlinetesting/) – Online Testing
- [http://www.byui.edu/pathway/](http://www.byui.edu/pathway/) – Pathway Website
- [http://www.byui.edu/registrarsoffice/TransferCredit.htm](http://www.byui.edu/registrarsoffice/TransferCredit.htm) – Transfer Credit
- [http://beta.byui.edu/academic-support-centers/study-skills-tutoring-center](http://beta.byui.edu/academic-support-centers/study-skills-tutoring-center) – Tutoring
- [http://www2.byui.edu/OnlineAdjunct/current/directory.htm?id=b3017a12z1#Top](http://www2.byui.edu/OnlineAdjunct/current/directory.htm?id=b3017a12z1#Top) – Teaching Group Leaders

*Policy and Procedure sent to Nathan Relken on 2/7/2012.*
**Useful Tips for Ticket Creation**

It is beneficial to have your student tab opened in one tab on your browser and the advisor tab opened in another tab on your browser so that you can be looking up a student and seeing if there are open seats in a class without having to close either of those windows. This seems to make ticket-making easier.

It is also helpful to have the database on one screen and your internet and email on another. This also helps with ticket-making.

Many times it is easier to leave your email unsent when filling out a ticket. This helps you so you don’t have to reopen the email to fill out the ticket and gives you time to double check the email for errors before you send it. Once the ticket is complete, send the email.

Using the headset on the phone will also allow you to write better notes and navigate the computer better.

When you first log onto the computer, make sure that you are logged into the phone and the agent (and that the agent is set to ready), that the email is up, that you are logged into Skype, that you have the student tab and advisor tab ready to go and check your active tickets.

Use which every websites you find most helpful in your bookmark bar. The Campus Directory is a nice tool and would be recommended as well as the Online Learning home page.

**OSC Missed Calls**

We do the following with missed calls:

- If the student leaves a message, we call them back and assist them.
- Missed calls are recorded in the Outlook email. They are moved to a file called “Missed Call”.
- OSC students record the number of missed call we have each day and the times at which we missed the call in a call log. The call log is located at: O:\OSC\Reports.

**Objective:**

Our goal is always to minimize the number of missed call that we have, but when we do have a missed call and the caller leaves us a message we will get back to them that day. (If the missed call in on the weekend, we will get back with them on the following Monday)
## OSC Skype Procedure

<table>
<thead>
<tr>
<th>Option</th>
<th>OSC Procedure</th>
</tr>
</thead>
</table>
| Video  | • Please use video as often as possible.  
          • If the Internet connection isn’t good, don’t use video.  
          • If video becomes a distraction for the student or there are long periods of time between your conversation and you finding the answer for the student, don’t use video.  
          • It is encouraged to share your screen in order to help clarify your message.  
          • If a student is hard to understand, video can help. Video is encouraged in this case. |
| Talk   | • As a general rule, a Skype call is like any other call we receive and we need to verbally speak with the student. (The talking function should be used the majority of the time)  
          • If there are periods when the caller needs to wait while an answer is found, use the mute function on the microphone. Please let the caller know that they are being put on hold. |
| Chat   | • Use the chat on Skype to send links and to elaborate on our live speaking. When in doubt use chat.  
          • When Skyping with an International Pathway student, use chat frequently to help with your communication. |

**Username:** onlinesupportcenterbyui  
**Password:** meldrum711

*Policy and Procedure reviewed and approved by Nathan Relken on 1/26/2012.*
OSC Training Schedule

Policy
The OSC will have a training meeting every two weeks, unless the schedule is adjusted by the Online Student Support Coordinator. Training will consist of current updates and current problems as well as specific training in the following areas: Instruction, Advising, Pathway, and Online Degrees.

Procedure

<p>| By Semester |</p>
<table>
<thead>
<tr>
<th>Week</th>
<th>Day/Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1st Thursday/ 7 pm to 9 pm</td>
<td>Talk about Pathway, Registration. Help new Pathway students.</td>
</tr>
<tr>
<td>3</td>
<td>Thursday 2 pm to 3 pm</td>
<td>Panel – Instruction</td>
</tr>
<tr>
<td>5</td>
<td>Thursday 2 pm to 3 pm</td>
<td>Panel – Advising</td>
</tr>
<tr>
<td>7</td>
<td>Thursday 2 pm to 3 pm</td>
<td>Panel – Pathway (Domestic)</td>
</tr>
<tr>
<td>9</td>
<td>Thursday 2 pm to 3 pm</td>
<td>Panel – Pathway (International)</td>
</tr>
<tr>
<td>11</td>
<td>Thursday 2 pm to 3 pm</td>
<td>Panel – Online Degrees</td>
</tr>
</tbody>
</table>

Template for setting up meetings by semester

<p>| Winter 2012 |</p>
<table>
<thead>
<tr>
<th>Week</th>
<th>Date/Time</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/5/2012 From 7 pm to 9 pm</td>
<td>Talk about Pathway, Registration. Help new Pathway students.</td>
</tr>
<tr>
<td>3</td>
<td>1/19/2012 From 2 pm to 3 pm</td>
<td>Panel – Instruction</td>
</tr>
<tr>
<td>6</td>
<td>2/9/2012 From 2 pm to 3 pm</td>
<td>Panel – Pathway (International)</td>
</tr>
<tr>
<td>8</td>
<td>2/23/2012 From 2 pm to 3 pm</td>
<td>Panel – Pathway (Domestic)</td>
</tr>
<tr>
<td>10</td>
<td>3/8/2012 From 2 pm to 3 pm</td>
<td>Panel – Advising</td>
</tr>
<tr>
<td>12</td>
<td>3/22/2012 From 2 pm to 3 pm</td>
<td>Panel – Online Degrees</td>
</tr>
</tbody>
</table>

Email used to invite individuals to be on the training panel
All,
Would you be willing to be on my panel for OSC training on Thursday February 9th from 2 pm to 3 pm? I will provide you with a list of questions the OSC has about advising and you, the panel, will address those questions as well as follow-up questions asked by the OSC.
Thank you,
Policy and Procedure reviewed and approved by Nathan Relken on 1/30/2012.

Facebook Post for New Sections
Every time we have a new class section added, the Online Student Area Director is to post that information on Facebook. The template that I have been using is below. Of course the classes and semester information will need to be adjusted accordingly.
We have a few more new course sections for Fall 2011: FDMAT108-71 and FDSCI 201-14. They were opened yesterday. As always, these classes will fill quickly so we encourage you to enroll if you need either of these classes.
IT Maintenance Updates
IT Maintenance will be updated on the Online Learning website calendar by the OSC Projects Coordinator. If the IT Maintenance is going to be unusually long or significant, the update will also be posted on Facebook and advertise as needed.

Online Learning Emails
How to set up Microsoft Outlook Email
1. Open Microsoft Outlook
2. Auto Account Setup will open
   a. Enter your name
   b. Email address is: onlinelearning@byui.edu
   c. Enter your school password in each box
   d. Press next
   e. Press Finish

or

Use this link:
https://owa.byui.edu/owa/auth/logon.aspx?replaceCurrent=1&url=https%3a%2f%2fowa.byui.edu%2fowa%2fonlinelearning%40byui.edu%2f

Policy and Procedure reviewed and approved by Karl Karstad on 2/2/2012.

OSC Pipeline Strategy
On Call OIS:
- The OSC will maintain two On Call OIS (Online Information Specialists) student employees. These employees will work minimal scheduled hours and will be used to maintain coverage during regular OIS absence due to illness or vacation.
- On Call OIS students will be trained and then observed to see if they can move up to be a regular OIS in the future. When possible the On Call OISs will be the pipeline of the OSC.
- Recruiting for On Call OIS students will be on the BYU-Idaho job board.

OIS Trainees:
- During periods of rapid growth, a trainee program may be implemented. Several student employees will be hired to be regular OISs one or two months before the semester that we will need them. These students will work two to four hours a week and will be fully trained by the time we need them.
- The trainee program may also be implemented when several students are leaving (i.e. graduating or not invited to return) and there are insufficient returning students.
- Trainees can also be On Call OIS or be used as an On Call OIS. Trainees after basic training can be used in coverage of the OSC. This is if they are working with an experienced OIS.
- Recruiting for trainees can be on the BYU-Idaho job board or through a booth at the MC. (Booth method recruiting was approved by Nathan Relken on 5/24/2012)

Returning Students:
- Those students that have done a good job working for the OSC and who need to leave for a semester or two will be considered in the planning for staffing the OSC.
- When possible these students will return to their original positions.
- Returning students will need to be rehired.
Off Track Exception:
- The OSC has approval for one 20 hour off track exception.
- If a student is off track and would like to use this exception, this might be a good solution for OSC staffing needs.
- HR must be contacted (via email) to approve an Off Track Exception.

*New* Off Track Employment Option:
- Off track students can continue to work their on campus jobs while off track with as little as no credits.
- This is up to 20 hours without an exception.
- Contact Beth Baldwin for more details.

Continuous Recruitment:
- An OIS job posting will remain open throughout the year. This will hopefully provide a pool of applicants. If a student applies that meets all of the OIS’s qualifications and is a high quality recruit, that student may fit future trainee or on call roles.
- This job posting will be on the BYU-Idaho student job board.

Policy and Procedure approved by Nathan Relken on 5/25/2012.

Students with Suicidal or personal safety issues
Counseling Center services are limited, as only full-time day students are eligible. If the student is not a full-time day student (e.g. Online Degree, Off-track, Concurrent, or Continuing Education), please encourage them to search for local resources or contact their ecclesiastical leader. If a student displays suicidal thoughts or attempt, or has a personal safety issue, notify the Online Support Center (OSC) at onlinelearning@byui.edu, 1-866-672-2984, or (208) 496-1800. Please provide as much information as you can so that the OSC can correctly handle this concern. Further, dire emergencies can be referred to: (208) 496-9370 or outside M-F 8-5:00, MT: (208) 496-HELP.

For OSC:
All students that display suicidal thoughts or attempt, or have personal safety issues should be directed to the following resources:
- For an emergency have the Instructor call 911, or (208) 496-9370 or outside M-F 8-5:00, MT: (208) 496-HELP. In addition the Dean of Students should be contacted at (208)496-9200 or at dos@byui.edu.
- If it isn’t an emergency, you should contact the Dean of Students at (208) 496-9200 or email at dos@byui.edu.

For students with behavioral issues, contact the Student Honor Office (208) 496-9300.

I-Card
First, go to this website for I-card information: http://www.byui.edu/financial-services/my-account/i-card. There is a link there for online degree students to fill out.
Here is the link for the direct for online degree students to fill out an application for an i-Card: http://www.byui.edu/financial-services/my-account/i-card/online-student-i-card-application-form.
Online Students Insurance Protocol
Nathan,
As per our phone conversation the online students that may enroll in the student insurance:
Must live in the surrounding Rexburg area
Please see the link below for the BYU Idaho student health plan summary of benefits (page iii). The book will provide detailed information:
http://www.dmba.com/nsc/Student/Handbooks.aspx
Sorry for the delay in getting this information to you. If you have any questions please call.
Ruth Clark

Pathway
Application Age to Pathway Program
I just want to make sure we are all on the same page here – as long as the applicant is 17 when class starts they will be admitted. I got a hold of the CES handbook just before I left for scout camp and the verbiage we have always used about finishing seminary first no longer applies. They had a policy change a couple years ago – we no longer need to worry about whether they have completed seminary. And since we don’t require a high school diploma we are just going to go with Admissions current policy which states the applicant must be 17 when class starts – no exceptions.
Thanks,
Bryan (Email sent by Bryan Justesen on 7/16/2012)

Pathway Site Managers
Central States: Bryan Justesen, 208-496-1821, justesenb@byui.edu
Pacific Northwest & Canada: April Spaulding, 208-496-1822, spauldinga@byui.edu
Southwest: Andy Cargal, 208-496-1823, cargala@byui.edu
Northeast: Corey Christensen, 208-496-1824, christensenco@byui.edu
Southern Idaho: Elder & Sister Benjamin, 208-496-1813, benjamina@byui.edu
International: Gene Hayes, 208-496-1831, hayese@byui.edu

Dress and Grooming Standards
According to a discussion during POP meeting today, Pathway student do not initially have to live up to the matriculated students dress and grooming standards. They only strive to do so. Therefore, if the OSC is asked if a student can have a beard/other nonconformities during academic start, the OSC will respond somewhat like this:
• Thank you for your interest in the Pathway program. You can still enroll and participate in the Pathway program with a beard...etc. Students during the first year of the Pathway program or Academic Start are not required to abide by the all the dress and grooming standard. However, we encourage you to strive to live by the BYU-Idaho dress and grooming standard as much as you can. We would like you to know that after you complete Academic Start or the first year of Pathway and you become an Online Degree student, you will be asked to sign and live by the BYU-Idaho dress and grooming standards. It is much easier to do so if you have prepared yourself during Academic Start.
Approved July 10, 2012 POP Meeting.
Pathway Matriculation Options
Pathway students that do not meet the 3.0 cumulative GPA need to retake an academic start class to raise their GPA. Pathway student cannot matriculate with having less than a 3.0 cumulative GPA but obtaining a 16 on their ACT. If a Pathway student would like to come to campus, they must fulfill all the requirements and they will forfeit their Pathway tuition. In order for a Pathway student to apply for campus they should select that they are a transfer student with less than 24 credits (in most cases).

Justification Email
From: Justesen, Bryan
Sent: Wednesday, August 22, 2012 9:08 PM
To: Hales, Brad
Subject: RE: Matriculating Students 3.0 exception
Thanks for the reminder. Yes, the team unanimously felt that we should hold tight to the 3.0 standard. Even Lynne agreed which is undeniable proof that we made the right decision 😊

From: Hales, Brad
Sent: Monday, August 20, 2012 4:26 PM
To: Justesen, Bryan
Subject: Matriculating Students 3.0 exception
Bryan,
I also wanted to make sure that Karl added to his policy database that he is creating the decision that we made last Monday with the Pathway Managers about how we do not want to make exceptions for students that come close to the 3.0 Pathway academic start matriculation standard. Can you reply and confirm that decision and if there are any other details that I need to add. Then I will make sure that Karl documents this policy in his database.
Thanks,
Brad
Pathway Program Support Coordinator
Phone: (208)496-1845
Email: halesb@byui.edu