

LINCOLN MEMORIAL UNIVERSITY



FACULTY GUIDE TO ONLINE LEARNING

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ABOUT THIS GUIDE

This Faculty Guide for Online Learning includes policies and best practices to guide you through your experiences as an online educator. All statements contained within this guide are based upon current Lincoln Memorial University policies and online learning best practices.

LINCOLN MEMORIAL UNIVERSITY ONLINE

Online Learning at Lincoln Memorial University (LMU) enables students to achieve their educational and professional goals by providing quality courses that are flexible, accessible, and innovative. LMU Online Learning is designed to reach students who are unable to travel to campus to attend face-to-face classes or for self-directed learners who prefer to work independently to complete their educational goals in an environment other than the traditional face-to-face, campus based classroom.

COURSE MANAGEMENT SYSTEM: BLACKBOARD

In order to provide a secure and stable online environment, Lincoln Memorial University (LMU) uses Blackboard as its course management system. Blackboard provides LMU faculty and students with all the essential tools needed to successfully participate in online learning. A copy of the *LMU Student Guide to Online Learning* is available online at (insert URL here). The Student Guide to Online Learning contains tutorials on topics such as logging into Blackboard, viewing your grades, participating in the discussion forums, etc., as well as a list of tasks to complete before, during, and after completion of your course.

BLACKBOARD POLICIES

Following are key policies with regard to Blackboard usage. For complete information about Blackboard, please refer to the Online Learning website at <http://www.lmunet.edu/factools/ctl/onlinelearning.html>

LOGGING INTO BLACKBOARD

1. Obtaining Your User ID: To obtain your User ID, go to <https://webadvisor.lmunet.edu/>, the LMU WebAdvisor website, where you can obtain your User ID by entering either your social security number or your University ID.
2. After obtaining your User ID, proceed to the Blackboard Login website at <http://lmunet.centertech.com/webapps/portal/frameset.jsp> to log into the Blackboard Course Management System.
3. Your initial password is your date of birth in the following format 121588 (MMDDYY).
4. When you log into Blackboard the first time you will need to change your password. To change your password follow these steps:
 - a. Log into Blackboard.
 - b. Select Personal Information in the left Tools Menu.
 - c. Next select Change Password.
 - d. Enter and verify your Password.
 - e. Select Submit.

BEGINNING OF SEMESTER COURSE AVAILABILITY

Prior to the beginning of class each instructor is responsible for making his/her courses available. Course availability can be set to continuous or can be set to begin and end on specified dates. These options are available in Blackboard under the Control Panel in the Settings course option.

CLEARING STUDENT ASSESSMENTS ATTEMPTS

After two attempts are cleared for a student on any given test, the student will contact an approved test proctor and set up an appointment to have them proctor the test. The test proctor can either proctor the test in its original form in Blackboard or a paper test will be mailed to the proctor and the student can complete the test on paper.

Neither the Blackboard Administrator nor the Director of Online Learning will clear attempts for assignments or assessments without explicit written instructions from the instructor.

COPYING COURSES

The Lincoln Memorial University (LMU) Blackboard administrator will create an empty shell for all LMU courses prior to the beginning of each semester. Faculty members will create a course "Export" file at the end of each semester which may be integrated into a future course by using the "Import Package" feature.

COURSE ARCHIVE

After grades have been entered and all student interactions with the Blackboard site are complete, create a new *archive* and *export* file. A course export file contains only the contents included in your course. A course *archive* includes contents as well as student interactions and submissions in the course.

COURSE EXPORT

To help avoid losing course contents or student data, create a course export file and an archive file before making your course available. A course export file contains only the contents included in your course. A course archive includes contents as well as student interactions and submissions in the course.

CROSS-ENROLLING STUDENTS

Lincoln Memorial University (LMU) does not support cross-enrolling students from two course sections into one Blackboard site.

DELETING COURSES

Blackboard courses are available to faculty/instructors for one calendar year, e.g., upon completion of Spring 09 courses, Spring 08 courses will be deleted. Faculty/instructors are responsible for creating and storing an archive of all Blackboard courses they are currently teaching, have previously taught, and are creating for future use. Courses currently being taught are to be archived by faculty/instructors at the onset of the course, at midterm, and at the end of the course.

END OF SEMESTER COURSE AVAILABILITY Settings

After all student interactions with the web site are complete, make the course unavailable. Course availability options are available in Blackboard under the Control Panel in the Settings course option.

NEW BLACKBOARD SITE CREATION

Blackboard shells for upcoming semesters will be available 4 weeks prior to the first day of classes. Course shells for developmental purposes will be created on an as needed basis. To request a developmental Blackboard site, please contact the Director of Online Learning (jeff.burleson@lmunet.edu) or the Blackboard Administrator (michael. stewart@lmunet.edu).

DEVELOPING YOUR COURSE

APPROVAL AND DEVELOPMENT OF NEW COURSES

Requests to develop a web-based course must be approved by the Chair of the respective academic department, the appropriate School Dean and the Vice President for Academic Affairs (VPAA). The Director of Online Learning will provide additional input concerning design, instruction and compatibility. Instructors must complete the **REQUEST TO DEVELOP AN ONLINE COURSE** form (see Appendix C) and submit it to their Chair/Dean for approval. Approval of the Director of Online Learning is also required to signify that all approvals and requirements for the online course have been met. The process for requesting approval to develop a web-based course is outlined in Appendix D.

INFORMATION SERVICES HELP DESK

DAYTIME TECHNICAL SUPPORT

Day/Times: Monday through Friday 8:00 AM to 4:30 PM

Telephone: 423.869.7411

Email: ishelpdesk@lmunet.edu

Mail: Information Services
Lincoln Memorial University
6965 Cumberland Gap Parkway
Harrogate, TN 37752

AFTER HOURS TECHNICAL SUPPORT PROVIDED BY PRESIDIUM

Day/Times: Weekdays: 4:30 pm- 8:00 am
Weekends: Friday 4:30 pm through Monday 8:00 am

Telephone: 423.869.7411

INSTRUCTIONAL DESIGN SERVICES

The Center for Teaching and Learning Excellence (CTLE) provides support for course content creation. Currently, the CTLE supports the following programs for content development: (1) Adobe Captivate; (2) Adobe Connect Pro; (3) Audacity; (4) Blackboard; (5) LiveText; and (6) Microsoft Office 2007.

Faculty who intend to teach a blended or web-based course must receive training prior to course development. To schedule an initial Blackboard training session, contact the Director of Online Learning or Instructional Technologist. Sessions are approximately 1-2 hours in length.

Topics covered in this session include:

1. Managing the Navigation Menu
2. Using the Text Editor
3. Copying Items
4. The Assignment Feature
5. The Gradebook
6. Archiving/exporting Your Course
7. Creating Assessments
8. Online Teaching Strategies
9. Editing the LMU Course Template
10. Managing Course Settings

PROCEDURES FOR TEACHING ONLINE

COURSE REVIEW

The Center for Teaching and Learning Excellence will review all web-based courses prior to deployment. All courses will include the components listed in the web-based course required components checklist (see Appendix A).

COURSE ORIENTATION

Lincoln Memorial University (LMU) faculty will develop and deploy an online orientation for each web-based course they develop/teach. The purpose of this orientation is to provide the students with the basic information needed to successfully complete the course. Topics to include are: how to navigate the course; technical requirements (e.g., software/hardware requirements); required modes of communication; accessing technical support; testing procedures, as well as other course specific information that is necessary to the successful completion of this course. Faculty should consult the Director of Online Learning if they have questions about system requirements or course development.

INTRODUCTORY EMAIL

Prior to the beginning of each course, faculty will send an introductory email to all students including contact information, office hours (online and face-to-face), a link to the Student Guide to Online Learning which contains instructions explaining how to navigate the course, a link to the course management system (Blackboard) login page, and helpdesk contact information. Additionally, faculty members should remind students that their Lincoln Memorial University (LMU) email address will be the official email address for the course and to check the announcements page in the course management system on a regular basis.

COMMUNICATION

Faculty members teaching web-based courses are encouraged to use various methods for communicating instructions and announcements to their students. Communication is a key element in the successful retention of online students. Establish a schedule for checking your Lincoln Memorial University (LMU) email account on a frequent and regular basis. Also provide students with opportunities to contact you through synchronous means via telephone or Adobe Connect Pro meetings.

DISCUSSION BOARDS

Monitor your discussion boards carefully. In the event that students are posting flaming or inappropriate statements, immediately block them from the discussion board until you have the opportunity to discuss appropriate netiquette.

TIMELY FEEDBACK

The amount of time it takes for an instructor to provide feedback on an assignment or test is left up to the instructor. However, research shows that slow feedback is considered by many to be a significant contributing factor in the drop-out rates of external students. Communication is a key element in distance education courses. Upon receipt of assignments, promptly reply to students with a brief message stating you have received their assignment.

TESTING PROCEDURES

Lincoln Memorial University (LMU) faculty teaching web-based course are required to coordinate testing for each of their web-based courses. Testing procedures must adhere to any current or future LMU policies. Students must make arrangements for test proctors by completing the Proctor Request Form at: <http://www.lmunet.edu/factools/ctl/TestProctorRequest.html> . (See Appendix E) Proctor Guidelines are defined in Appendix F.

OFFICE HOURS

The office hours requirement for faculty teaching online courses is the same as is presented in the Faculty-Staff Policy Manual in which it states: "Full-time faculty members are to maintain a reasonable number of office/conference hours, but no fewer than six (6), for student consultation, distributed for maximum student benefit throughout each week of a term. Office/conference hours are to be posted prominently and otherwise publicized. The number and distribution of office/conference hours are to be approved by the Chair of the respective academic department, the appropriate School/College Dean, and the Vice President for Academic Affairs. Adjunct faculty members are to be available for reasonable periods apart from class time for student consultation. Summer faculty members are required to maintain office/conference hours proportionate to those in the academic year, for advisement of students." Office hours provided through online methods are to be posted on the Faculty/Staff Information page of each Blackboard site.

SYLLABUS

The LMU approved syllabus template must be used and is provided in each course shell created (see Appendix B).

TESTING SECURITY AND ENSURING STUDENT IDENTITY

Testing security and ensuring student identity are major concerns in online learning programs. Lincoln Memorial University (LMU) currently requires one proctored activity per web-based course to help ensure student identity in web-based courses. Prior to the beginning of each course all students must complete the Proctor Request Form and submit it to the Director of Online Learning for approval. Students that already have a test proctor in place from a prior semester do not need to complete the form again unless a change has occurred. Students in this category must send their instructor an email stating that their proctor information is already on file with the Director of Online Learning.

Online TEACHING Resources

CENTER FOR TEACHING AND LEARNING EXCELLENCE

The Lincoln Memorial University Center for Teaching and Learning Excellence (CTLE) provides faculty, staff, and students with professional development opportunities on teaching and learning that promote quality educational opportunities both inside and outside the classroom. Lincoln Memorial University (LMU) is committed to providing meaningful academic exchanges between students, faculty, and the global classroom offered through electronic access to the learning environment around us. For more information on the CTLE go to <http://www.lmunet.edu/factools/ctl>.

LIBRARY RESOURCES

The Carnegie Vincent Library at Lincoln Memorial University (LMU) offers many products and services online. These products and services are easily integrated into online learning software such as Blackboard and can be accessed 24/7. The library provides access to electronic books, full-text journals, periodical databases and the Piper catalog. Services for faculty include email reference, online tutorials and bibliographies, and customized subject pages for web resources. Interlibrary Loan and Document Delivery are two services enabling faculty to request and receive materials via email or delivered to their home or office address. Faculty can suggest items to be added to the collection using the online Collection Development Recommendations link. Please visit the Carnegie Vincent Library homepage for more information on our services, <http://library.lmunet.edu>.

MULTIMEDIA EDUCATION RESOURCE FOR LEARNING AND ONLINE TEACHING (MERLOT)

“MERLOT is a searchable collection of peer reviewed and selected higher education, online learning materials, catalogued by registered members and a set of faculty development support services.”
<http://www.merlot.org>

SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS (SACS)

The Southern Association of Colleges and Schools (SACS) is the regional body for the accreditation of degree-granting higher education institutions in the Southern states. The Commission's mission is the enhancement of educational quality throughout the region and it strives to improve the effectiveness of institutions by ensuring that institutions meet standards established by the higher education community that address the needs of society and students. As a member of SACS, Lincoln Memorial University (LMU) strives to adhere to guidelines, values and practices as required by SACS Commission on Colleges. SACS guidelines provide specific requirements for web-based courses and programs. It is the intention of LMU to abide by these guidelines to maintain and improve the quality of our online learning program. Additional information on SACS may be found at <http://www.sacscoc.org/>.

TENNESSEE INDEPENDENT COLLEGES AND UNIVERSITIES ASSOCIATION (TICUA)

TICUA engages Tennessee's private colleges and universities to work collaboratively in areas of public policy, cost containment, and professional development to better serve the state and its citizens. TICUA's 36 member colleges and universities educate over 66,500 students from across the state, country, and throughout the world. Additional information on TICUA may be found at <http://www.ticua.org/>.

ONLINE STUDENTS

STUDENT SERVICES

Student services for students participating solely as online students that cannot, for reasons of distance, come to campus, will be provided via telephone as well as other electronic means of communications. Additional information regarding the various student services available at Lincoln Memorial University (LMU) can be found at the following URL: <http://www.lmunet.edu/campuslife/index.html>

STUDENTS WITH DISABILITIES

Lincoln Memorial University (LMU) does not discriminate, for purposes of admission to LMU or access to and treatment in LMU's programs or activities, on the basis of disability. Every effort is made to accommodate the needs of the students with disabilities attending LMU. LMU will also provide reasonable accommodations to students with properly documented disabilities. If a student with a disability has any issue or question about his/her disability, the Americans with Disabilities Act ("ADA") or Section 504 of the Rehabilitation Act of 1973 (Section 504) he/she should contact the ADA Coordinator in the Office of Student Services (Student Center, Room 319, 423-869-6251). That contact information is also listed on the class syllabus for every LMU class.

REQUEST FOR ACCOMMODATIONS

The following procedure must be followed in order for any student with a disability to receive accommodation:

- 1) The student must submit documentation of his/her disability to the ADA Coordinator (guidelines for proper documentation are set forth below);
- 2) The ADA Coordinator will contact the student concerning arrangements for reasonable accommodations (student must be prepared to discuss specific accommodation needs);
- 3) A "Student Accommodation Form" listing the accommodations to be provided to the student during a particular semester, will be circulated to the student's faculty for review and signature;
- 4) The student must contact the ADA Coordinator prior to each semester for reauthorization and accommodations for the upcoming semester.

ONLINE TEACHING POLICIES

COPYRIGHT

Faculty members are required to abide by copyright laws when duplicating print and digital materials. The following information provides a brief guide to adhering to Copyright Law:

- LMU Faculty shall adhere to the provisions of the U.S. Copyright Law (Title 17, United States Code, Sec. 101).
- LMU Faculty should review the following items when considering the use of materials in web-based courses: (1) the copyright law and (2) fair use guidelines.
- For detailed information on copyright law, faculty members should consult the following web sites:

- Lincoln Memorial University Library Website (<http://library.lmunet.edu/policies/copyright-and-fair-use/>)
- Library of Congress Copyright website (<http://www.copyright.gov/>)

ENROLLMENT

No more than 22 students will be allowed to enroll in each web-based course. This limit can only be increased by the course instructor with approval from the appropriate school dean and Vice President of Academic Affairs.

ENROLLMENT MINIMUM PER SECTION

Minimum enrollments per web-based section, remains consistent with the statement provided on page 8 of the LMU Faculty/Staff Policy Manual, in which it states:

“Courses with enrollment fewer than ten (10) students (excluding any receiving LMU tuition benefit) following the regular registration period are subject to cancellation at the discretion of the Vice President for Academic Affairs, and other courses may be substituted to fill the faculty member's course load.

All faculty members are to meet classes regularly at scheduled times. In cases of illness or emergency requiring absence, the instructor is to notify his or her academic supervisor, by speaking directly to, not leaving a voice or email, so that appropriate action may be taken to meet the class or to cancel it if an appropriate substitute cannot be secured.”

In addition to communication with the supervisor, the instructor should make every attempt to contact students through email and the Course Management System announcements.

INTELLECTUAL PROPERTY

The University owns the copyright to a work of authorship when the work was created by an employee within the scope of his/her employment. Work will also be owned by the institution as a work made for hire when it is specially ordered or commissioned under a written contract or agreement.

APPENDICES

APPENDIX A: WEB-BASED COURSE REQUIRED COMPONENT CHECKLIST

General

- Has the course been approved for online delivery?
- Is the online section of the course comparable to the face-to-face on campus section(s)?
- Have pre-requisite skills and courses been clearly identified?
- Have course technical requirements been clearly identified?

Objectives

- Do objectives correlate with course goals?
- Are objectives clearly presented to the student?
- Are objectives measurable?

Contents

- Does the course include a detailed calendar or schedule?
- Does the course include detailed faculty contact information?
- Does the course include a syllabus based upon the LMU guidelines, i.e., the LMU syllabus template?
- Does the course include a "Getting Started" announcement?
- Are contents comparable to those in the face-to-face on campus section?
- Does the course content correlate with course objectives?
- Does the course include a description of how assessments will be administered?
- Are all resources and links current and active?

- Are instructional resources readily available to student?

Structure

- Was the course created using the Blackboard LMU Course Template?

- Are enrichment opportunities provided for students?
- Is there opportunity for instructor/student interaction?
- Is there opportunity for student/student interaction?
- Are there opportunities for class discussion?

Evaluation

- Are students provided adequate time and opportunities to evaluate the course?
- Are students provided adequate opportunities to evaluate class instruction?

APPENDIX B: SYLLABUS TEMPLATE

Course Number:
Course Title:
Course Term and Year:

Course Section:
Meeting Time & Location:
Course Credit Hours:

Faculty Contact Information:

This section must include instructor's name, office hours, office location, phone number, email address, and it may include any other contact instructions.

I. Course Description:

This section must be taken from the course catalog and include any course prerequisites.

II. Course Objectives:

This section must be aligned with the individual program outcomes.

III. Texts/Materials for the Course:

This section must include any required or recommended texts/materials assigned for the course.

IV. Course Requirements, Assessment (Learning Outcomes) and Evaluation Methods:

This section must include a class attendance policy, learning outcomes, evaluation method and grading system, i.e., rubrics, percentages, tests, projects, etc.; it may also include an incomplete policy.

V. Methods of Instruction:

This section may include collaboration, demonstration, evaluation, tools, projects, themes, activities or performance tasks, labs, lectures, etc.

VI. Information Literacy/Technological Resources:

This section should include any type of research materials or technology (i.e., Blackboard, LiveText or a bibliography) the student will need to use for the classroom.

VII. University Policies:

Students with Disabilities Policy: Any student with a disability should bring documentation for the disability to the ADA Compliance Officer in the Office of Student Services [which is presently located on the third floor of the Student Center]. When the documentation has been reviewed, a form will be completed stating the reasonable accommodations to be granted to the student with a disability. All students with disabilities (learning or physical) should contact the Office of the Vice President for Student Services and Enrollment Management at (423) 869-6393.

Discrimination, Scholastic Dishonesty, Cheating, and Plagiarism Policies can be found in the student handbook: <http://www.lmunet.edu/campuslife/sthandbook/handbook.pdf>.

Lincoln Memorial University's (LMU) Inclement Weather Policy can be found at the following link to LMU's website: <http://www.lmunet.edu/curstudents/weather.html>.

VIII. MISSION STATEMENTS:

Lincoln Memorial University Mission Statement can be found at the following link to LMU's website: <http://www.lmunet.edu/about/mission.html>.

Department or Program Mission Statement: [OPTIONAL]

IX. Course Outline/Assignment/units of Instruction or Clinic Schedule:

X.[Each instructor may insert Miscellaneous course elements here, as desired – numbered in sequence]: [OPTIONAL SECTION(S).]

XI. Important Dates in the Academic Calendar Fall/Spring 20__: [OPTIONAL SECTION]

Last Day to Add Classes

Martin Luther King Day (no classes)

Convocation (9:30 a.m.)

Last Day to Drop Course without "WD"

Last Day to Drop Course without "F"

Spring Break/Easter Holiday (no classes)

Last Day of Classes

Final Exams

XII. THE INSTRUCTOR RESERVES THE RIGHT TO REVISE, ALTER AND/OR AMEND THIS SYLLABUS, AS NECESSARY. STUDENTS WILL BE NOTIFIED IN WRITING AND/OR BY EMAIL OF ANY SUCH REVISIONS, ALTERATIONS AND/OR AMENDMENTS. [OPTIONAL SECTION/LANGUAGE.]

APPENDIX C: FORM A: REQUEST TO DEVELOP AN ONLINE COURSE

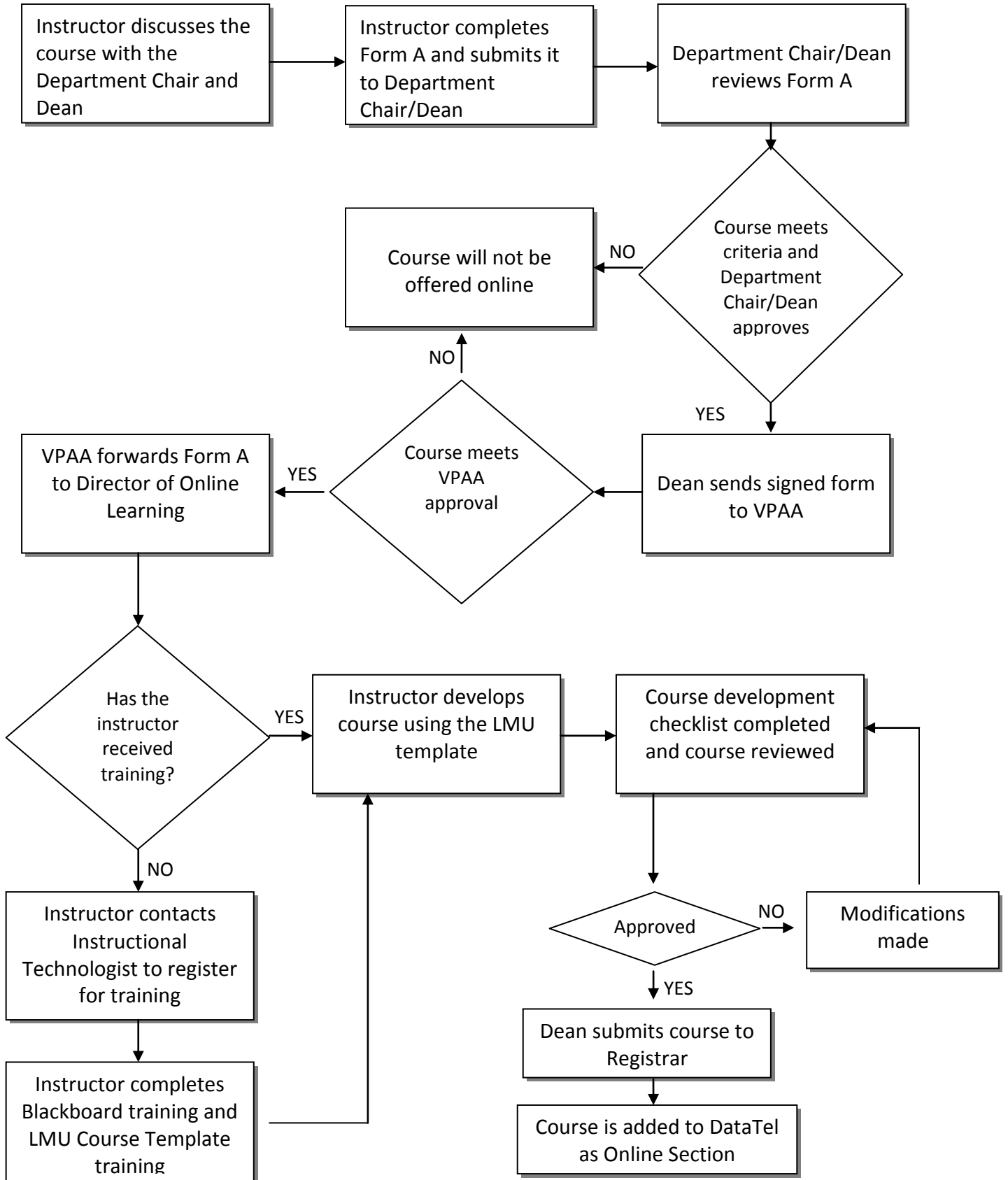
Faculty Name:		
Proposed Course Title:		Course Number:
Is the course transferable?	Yes/No	During which semesters would you like to offer the course?
Is the course required?	Yes/No	Fall Semester <input type="checkbox"/> Spring Semester <input type="checkbox"/> Summer Semester <input type="checkbox"/>
When would you like to begin offering the course?		Have you taught an on-line course before? Yes/No Have you received training in on-line instruction? Yes/No
What textbook will be used for this course?		
Why do you want to offer this course? (Address the Evaluation Criteria that is listed below)		
<p>Evaluation Criteria:</p> <p>Will this course be used to move toward completion of an on-line program? What is the enrollment potential of this course? How did you determine this? Is the course required in any program? Is the course transferable? Is the course currently offered at LMU and in what format? What effect will the on-line course have on the current course? Is the development/offering plan realistic? Has the person proposing the course received adequate preparation and training?</p>		

Approved/Disapproved: _____ (Division Dean)

Approved/Disapproved: _____ (VPAA)

Approved/Disapproved: _____ (Director of Online Learning)

APPENDIX D: APPROVAL PROCESS TO DEVELOP A NEW WEB-BASED COURSE



APPENDIX E: PROCTOR REQUEST FORM

STUDENT NAME: _____

STUDENT ID: _____

PHONE NUMBER: _____

EMAIL ADDRESS: _____

ADDRESS: _____

PROCTOR INFORMATION

NAME: _____

TITLE: _____

INSTITUTION: _____

PHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

ADDRESS: _____

COURSE INFORMATION

COURSE ID: _____ COURSE SECTION: _____

COURSE ID: _____ COURSE SECTION: _____

COURSE ID: _____ COURSE SECTION: _____

COURSE ID: _____ COURSE SECTION: _____

PLEASE SEND ALL PROCTOR REQUEST FORMS TO: JEFF BURLESON, DIRECTOR OF ONLINE LEARNING, BE 119. YOU CAN ALSO COMPLETE THIS FORM ONLINE AT THE FOLLOWING URL:
<http://www.lmunet.edu/factools/ctl/TestProctorRequest.html>

APPENDIX F: PROCTOR REQUIREMENTS

PROCTORS REQUIREMENTS

- The proctor must be an educator or administrator.
- The proctor may not be a friend, relative, work colleague, or immediate supervisor.
- All proctor sites must provide broad-band Internet Access.
- Preferred Proctors Include:
 - Professor
 - Librarian
 - Teacher
 - Academic Professional
- During the test or activity, the proctor must be in close proximity to and have an unobstructed view of the student.
- Proctored, written tests and activities are to be sent to the course instructor from the proctor. Proctored tests and activities delivered by the student will not be accepted.
- In the event that a student is locked out of a web-based test or activity, the proctor should immediately contact the instructor to request the attempt be cleared. If the instructor is unavailable, the proctor session must be rescheduled after the instructor makes a determination regarding the circumstances surrounding the student's attempt. Neither the Blackboard Administrator nor the Director of Online Learning is authorized to clear student attempts without explicit written instruction from the instructor.
- No more than two attempts will be cleared per student per test/activity. If a student is locked out of the same web-based test or activity two times, the student will contact the instructor to determine an alternative method for completing the assignment. If it is determined that the proctor location, network connection, or computer is causing frequent issues of this nature, a new proctor may be required.

For more information on test and activity proctoring, please contact Jeff Burlison, Director of Online Learning at jeff.burlison@lmunet.edu.