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Introduction

Melody Bowdon, Ph.D.
Director, Karen L. Smith Faculty Center for Teaching and Learning
Professor of Writing and Rhetoric

The University of Central Florida is one of the largest and fastest-growing institutions of higher education in the United States and is committed to excellence in teaching, research, and service. That commitment is evidenced in part by the university’s significant investment in faculty development and support in each of these areas. The contents of this book will provide you with an overview of resources and policies that pertain to many of your roles as a faculty member.

The Karen L. Smith Faculty Center for Teaching and Learning (FCTL) is a hub for campus-wide faculty development opportunities and is a division of Academic, Faculty, and International Affairs. The center was established by President John C. Hitt and Provost Gary Whitehouse in 1997 at the request of faculty members, with a vision of serving as “the model environment where scholars innovate, invigorate, and explore the art of teaching and the science of learning.” We offer a variety of services and activities for faculty at all career stages. If you are considering trying out a new technique in your class, hoping to conduct informal or formal research about a teaching approach, or if you want to talk about how and when to incorporate cutting-edge technologies into your courses or presentations, we are here to support you and to help you find other useful resources on campus and beyond. The Faculty Center model relies on a collaborative community of colleagues sharing teaching and research challenges and successes.

Faculty Center services and activities include:

- Book clubs featuring selections on both general-interest and academic topics
- Class observations (at your request, a Faculty Center staff member will observe a class and provide a brief
report and debriefing; staff members can also make a video recording of a class for professional development purposes)

- Course Innovation Projects (funded opportunities for faculty members to learn about and incorporate specific, new teaching strategies into their courses—2013–2014 offerings will include such topics as assigning and evaluating multimedia student projects and practices in STEM education)

- Faculty Development Cohorts (opportunities for faculty members to pursue specific types of professional development—upcoming opportunities will include “How to Write a Journal Article in Twelve Weeks” and “Writing as a Scientist”)

- Faculty Learning Communities (faculty members meet six times over the course of the year to explore a variety of professional development topics)

- Faculty work space (feel free to stop by the center between classes to check your email, have a cup of coffee, or do some grading)

- Faculty Writing Clubs (faculty members are invited to spend time in the Faculty Center working on their research in the company of colleagues)

- Individual consultations on any teaching-related topic

- Library (the Faculty Center has an extensive collection of books related to teaching and learning across the disciplines available for checkout)

- Summer Faculty Development Conferences (each summer the center cohosts this opportunity for faculty members to work in teams on projects related to teaching and learning)

- Teaching Circles (informal conversations among faculty about topics ranging from teaching honors students to working with graduate students)

- Technology support (including classroom response systems, lecture capture, iPads, and more)
• Training for adjunct faculty and graduate teaching assistants
• Weekly workshops on teaching principles, engaging students, teaching with technology, assessing student performance, and more
• Winter Faculty Development Conferences (each winter the center hosts this opportunity for faculty members to participate in collaborative learning on topics of interdisciplinary interest).

You will see in the following pages that the Faculty Center is just one of many groups on campus who are eager to support your multifaceted work as a faculty member. Materials in this guide have been collected from numerous sites across campus and are up-to-date at the time of this printing. Be sure to contact our office or the entities listed in the following pages if you have questions about these topics or others not addressed in this text. This guide is a living document that will change regularly in response to campus policies and faculty needs. The online version is available at http://www.fctl.ucf.edu/. Whether you are a first-time instructor, a seasoned veteran of the classroom, or something in between, you’ll find useful information here that we hope will make your teaching experience as successful and fulfilling as possible.
SECTION I: Getting Started at UCF: The Basics

Moving to a new campus or new position can be intimidating, and the size and complexity of an organization like UCF can make this transition particularly challenging. This chapter provides you with basic information you’ll need as you’re getting started, including nuts and bolts like logging on to computer systems and getting technical assistance, policies related to your responsibilities as a faculty member, and legal matters that are relevant to teaching at UCF.

Nuts and Bolts

A Note to Regional Campus Faculty Members

Regional campus faculty, staff, and students are critical to UCF’s success and mission. Some policies vary from campus to campus, and it is not possible for us to address all policies for every campus in a brief publication such as this. To find out more about policies regarding campus-specific issues such as office space, reimbursement for travel among campuses, emergency procedures, parking, and student services available on-site, please reach out to your department chair or school director and to contacts at your regional campus.

ID Numbers & Sign-On Credentials

In Spring 2014, we expect that the campus will move to a fully federated identity management system, making only one ID number necessary. Until that time, however, you will likely be assigned three identifiers by your department:

- **EMPL-ID (employee ID):** a seven-digit number used for record keeping in the HR, student, and financial systems
- **PID (personal ID):** the first initial of your first name (as specified on your social security card) followed by the seven-digit EMPL-ID, used to access myUCF, the campus portal
• **NID (network ID):** an identifier used for computer sign-on and email access.

PIDs and NIDs have separate passwords. To reset your PID password or NID password, visit [https://www.secure.net.ucf.edu/SelfReset/](https://www.secure.net.ucf.edu/SelfReset/). In both cases, you will have the option to look up your account by using security questions, to confirm via email, or to confirm via SMS. Confirming via email prompts you to select the email address to which you would like the verification code to be sent. Confirming via SMS prompts you to enter the phone number to which you would like the verification code to be sent. The verification code is valid for one hour. Once you receive the verification code, you can then enter it, and you will be prompted to change your password. You will receive an email confirming the change.

**Parking**

• **Orlando campus:** Parking on campus requires a permit. You will need a PID to purchase your parking permit online. If you do not yet have a PID, complete the vehicle registration form found on the web page under “Forms” ([http://parking.ucf.edu/forms/](http://parking.ucf.edu/forms/)), and bring your hire letter or contract, plus your driver’s license, to the Parking Office at Garage B to purchase the permit in person.

Visit [https://secure.parking.ucf.edu/](https://secure.parking.ucf.edu/) to apply for a parking permit. All vehicles must be registered online before you can click to purchase a permit for the semester (or the year).

Note that faculty members are required to purchase “B” permits, which allow for parking in faculty lots as well as all other lots and garages. Adjuncts are allowed to purchase less expensive “C” permits, which provide parking in all staff (C) lots as well as all student lots and garages.
• **Regional campuses:** Check with the administration office at your regional campus to inquire whether parking permits are required. At some, such as the Cocoa campus, a permit is required but can be obtained from your department at no cost.

**UCF Alert**

UCF Alert is the Orlando campus Emergency Mass Notification System, comprising outdoor notification systems, indoor notification systems, text message, email, and social media. During an emergency, all or part of the system will be activated to provide you with critical information regarding the incident.

You can verify your contact information registered with the system using the following steps:

1. Go to [https://my.ucf.edu/](https://my.ucf.edu/)
2. Click on “Employee Self Service” located on the left side of the screen in the toolbar
3. Click on “Personal Information” located on the left side of the screen in the toolbar
4. Click on “UCF Alert”
5. Fill out the information, including your email address, cell phone number, and cell phone carrier
6. Click “Apply” to save the changes, then click “OK.”

Additional information on the UCF Alert system can be found at [http://emergency.ucf.edu/ucfalert.html](http://emergency.ucf.edu/ucfalert.html).

**Faculty ID Card**

To acquire your faculty ID card, which you will need on a regular basis, present your hire letter or contract at UCF Card Services ([https://ucfcard.ucf.edu/](https://ucfcard.ucf.edu/)), located in the John T. Washington Center. You will need a faculty ID card to use the library and for other purposes, such as showing it to campus police if you need to be admitted to your locked classroom or office.
Faculty Email Account
Most (but not all) departments on campus use Outlook (Exchange) email, with the address format first.last@ucf.edu (though you may change this default later). Your department must initiate the creation of an email account for you. Once you have an account, you can access email by configuring the Outlook client or by using the web-based interface at https://webmail.ucf.edu/.

If you have any questions about Outlook account requests, contact the Service Desk (407-823-5117) or visit http://www.servicedesk.ucf.edu/ for more information.

myUCF Portal
Many electronic functions of the university are accessible through the myUCF “portal” located at https://my.ucf.edu/ (you will sign on with your PID and your PID-specific password). On the menu to the left are self-service areas for you as an employee (paycheck, direct deposit, contact information, benefits) and for your instructional roles (official roster, submitting grades at the end of the term, faculty webcourse manager). Across the top is a tab for “Online Course Tools,” which contains links to the Course Management Software (known as “Webcourses@UCF”).

Computer Access
Your departmental technology support team will tell you how to sign on to computers in your office. Computers in many offices require log-in through the NET.UCF.EDU domain. You will use your NID and NID password to log on to a computer that is joined to the NET.UCF.EDU domain. Check with your department representative for further assistance if your office does not use the NET.UCF.EDU active directory domain for authentication.
Wireless Access
Telecommunications Network Services https://publishing.ucf.edu/sites/itr/cst/Pages/WirelessNetworkOverview.aspx, a service unit of Computer Services & Telecommunications, controls access to the UCF wireless network. Students and employees at UCF’s Orlando campus should connect to “UCF_WPA2” for wireless service. Log in using your UCF NID and NID password.

Safe Escort Patrol Services
The Safe Escort Patrol Services (S.E.P.S.) has part-time student workers, hired and trained by the UCF Police Department, to provide an escort to anyone on campus during the evening hours (8:00 p.m. – midnight) daily. The S.E.P.S. students wear yellow shirts with the S.E.P.S. insignia and carry radios that are in direct communication with police dispatchers. To contact an S.E.P.S. escort, call 407-823-2424. If it is after midnight or the weekend, contact the UCF Police Department at 407-823-5555, and a police officer will be dispatched to assist you.

UCF Policies and Procedures and Faculty Responsibilities

UCF Faculty Handbook
The online Faculty Handbook, maintained by the Office of Faculty Relations, contains links to many important regulations, policies, procedures, and guidelines of UCF employment (including the collective bargaining agreement). There are also sections on evaluations, tenure, awards, and sabbaticals, as well as a detailed explanation of the conflict of interest form that all faculty members must complete and submit at least once each academic year. The online handbook is available from the Office of Faculty Relations http://facultyrelations.ucf.edu/ at http://facultyrelations.ucf.edu/files/2013/07/Faculty-Handbook.pdf.
The UCF Policy Manual
The policy manual, available at http://policies.ucf.edu/, lists sample policies for all employees and students at the university. Topics include the Grading Policy, Course Syllabi, Final Exams, and the Make-Up Policy.

FERPA—Student Privacy
FERPA, the Family Educational Rights and Privacy Act of 1974, as amended, protects the privacy of student educational records. It gives students the right to review their educational records, the right to request amendment to records they believe to be inaccurate, and the right to limit disclosure of those records. An institution’s failure to comply with FERPA could result in the withholding of federal funds by the Department of Education.

With the exception of “directory information” (which includes student major, address, date of birth, attendance and enrollment status, degrees, and sport information), student records are to be considered confidential. Items you should keep private include student ID numbers (PID and NID), email addresses, and grades (assignment and course).

There are several practical consequences of FERPA for faculty members.

- You should not leave graded material (exams, papers, etc.) in a public area for other students (or anyone else) to see
- Do not post grades publicly in any way that includes names or any part of ID numbers; instead, use the Webcourses@UCF Gradebook for electronic grade dissemination
- Take care to protect digital student records. Do not store protected student information on a USB flash drive or other device that is not password protected. If a device containing protected information is lost or stolen, report that information to your chair or director as soon as possible
• Do not pass around attendance sheets in class that include student PIDs, which are to be kept private
• Do not ask students to provide social security numbers for any purpose
• Do not use the telephone or email to provide assignment or final grades to your students. Face-to-face dissemination is required, unless you use the officially sanctioned electronic means of Webcourses@UCF. The communication of individual comments and feedback via email, however, is permitted
• Unless you have been given written permission by the student to do so, do not discuss a student’s grades or performance in class with anyone other than the student or a UCF employee who needs the information for an official purpose.

The UCF Registrar’s Office maintains a website on FERPA: http://www.registrar.ucf.edu/ferpa/welcome/. Faculty should visit this site to become acquainted with FERPA.

Additionally, instructors are encouraged to complete the online FERPA training provided by the Registrar’s Office, which will appear as an official PeopleSoft training certificate. To enroll:
• Log on to the myUCF portal using your PID and PID password
• From the myUCF menu, select Employee Self Service
• Select Learning and Development
• Select Request Training Enrollment
• Choose one of the four search methods to continue the enrollment process; search by course name (“SR FERPA Training - Web”) or course number (“SR100W”)
• Once you submit the training request, you should receive an email confirming your enrollment. The email will be sent to the primary email address indicated on your Personal Information Summary page in Employee Self Service
• Student Records online courses are provided through Webcourses@UCF delivery platform, which is hosted on the web. You will be granted access to the online course(s) within 24 hours. When the 24-hour waiting period elapses, you may access the online course(s) through the myUCF portal by clicking the “Online Course Tools” tab. The course hyperlink will be listed under the Webcourses@UCF pagelet.

ADA-Compliant Course Materials
The University of Central Florida is committed to providing all students with equitable access to the best possible opportunities for academic success. This commitment includes providing appropriate classroom accommodations (see Section III for more detailed information) and adhering to requirements in the Americans with Disabilities Act Amendments Act that course materials be accessible to all students. UCF Student Disability Services works with faculty members on a regular basis to facilitate academic accommodations, including extended time on tests, note taking, and interpreting services. However, as more faculty members innovate to incorporate web-based media into their online and face-to-face classes, we must be diligent to ensure that accessibility remains a top priority.

Faculty members are responsible for providing ADA-compliant material for students in their courses. If you have questions about materials in your course, please work with one or more of the offices below to address the matter.

• Student Disability Services coordinates academic accommodation efforts and can provide services such as Braille materials, electronic files for textbooks, creating a transcript of a recorded lecture, and converting text-based materials into an accessible format. Contact SDS at 407-823-2371 or sds@ucf.edu
• The Center for Distributed Learning assists faculty members in the design and development of accessible online course materials, including captioning videos from transcripts. Course design information is available at http://teach.ucf.edu/pedagogy/accessibility. Additional Accessibility Tips for multimedia can be found at http://teach.ucf.edu/resources/accessibility-tips/. Faculty members teaching online are encouraged to work directly with their assigned instructional designer. General inquiries should be directed to 407-823-3718 or cdladminteam@ucf.edu

• The Faculty Center can help faculty members create and design course materials and teaching strategies that will accommodate a wide range of differences among students. The center offers workshops and one-on-one consultations with faculty on best practices. Contact the Faculty Center at 407-823-3544 or fctl@ucf.edu.

For more information about student accommodations or accessibility within the classroom, please visit the Student Disability Services website http://sds.sdes.ucf.edu/. Additional questions should be directed to Adam Meyer, Director of Student Disability Services, by calling 407-823-0176 or by emailing adam.meyer@ucf.edu.

Faculty-Student Relationships
Faculty shall not have amorous relationships with students who are in their classes; see Resolution 2007-2008-1 of the Faculty Senate: http://facultysenate.ucf.edu/index.asp (September 2007).

Textbook Order Deadline Compliance
Florida law dictates that information about textbook orders must be available to students at least 35 days before the start of a term. At UCF, we maintain compliance with this regulation by reporting all textbook orders (or statements that there are no textbooks for a course) to the UCF Bookstore. The fastest and
The easiest way to submit book requests is through the UCF Bookstore’s online book-request system, which provides information about which texts were used, by course, over the past two years, as well as resources for researching textbooks you may be considering. It’s always a good idea to check with the bookstore near the beginning of the semester to make sure that your books are available for purchase by students. Also, be sure to keep your department informed about the books you’ve ordered so they can answer student questions and confirm department-wide compliance with the state-mandated deadlines.

Desk copies (free copies of the textbook for use by the faculty member, often with answers to questions and teaching suggestions) are typically provided through a campus representative from the book publisher. One common method for getting in touch with this person is to ask a colleague or your department chair to email that representative with your name and contact information, or you may order straight from the publisher. Publisher policies vary. If you need a textbook quickly, talk with your department chair or administrative personnel about other options.

**Office Hours**

Office hour policies vary among departments and schools, so check with your chair or director to find out how many hours you are expected to schedule, whether they need to be spread out over a certain number of days in the week, if there are restrictions on where they must be held, and if policies vary for online courses. General campus practice typically suggests a minimum of 1.5 office hours for each class you teach. It is generally expected that faculty members who are teaching only online will still hold office hours on campus in addition to coming to campus regularly for faculty meetings and other activities. Faculty members are required to list office hours on their syllabi and to note that other times may be available by appointment.
Class Cancelation
There is no required campus-wide protocol for canceling a class session, though care should be taken not to cancel a class frequently during a semester or to move it online simply for convenience. The modality (face-to-face versus online) of a course is not subject to the instructor’s preference and should not be changed from what is listed in the course catalog. An individual class session can be canceled due to unforeseen circumstances (for instance, if you become ill). Because there is no centralized office to report this to, you should inform your department as well as your students as soon as possible. As an alternative to canceling the class outright when you are attending a conference or have another planned absence, you may wish to consider inviting a guest speaker from the UCF Library staff who could talk about citations in your field or database searches, a representative of the Student Academic Resource Center (SARC) who could discuss study skills with your students, or a representative of Career Services who could provide a career workshop or information session. Always let your chair or director know if you are planning to cancel a class for any reason.

Campus Closure
Any closure of campus due to hurricanes or any other emergencies will be announced by the university with as much advance notice as possible. University personnel will be notified using the UCF Alert system. Personnel enrolled in UCF Alert can expect to receive these messages by email and text message. The UCF home page will also announce campus closures and additional important information about the event. To ensure course continuity in the event of closures, work with your department chair to develop a plan for curricular adjustments or alternate delivery systems. It is important to recognize that the impact of weather emergencies may be different on regional campuses. Be aware that hurricanes may create scheduling and operational difficulties long before they arrive, and there may be persistent effects for days.
Religious Holidays
It is UCF’s practice to reasonably accommodate the religious observances, practices, and beliefs of individuals in regard to admissions, class attendance, and the scheduling of examinations and work assignments. If a test or midterm exam is scheduled on a religious holiday, the university catalog states that students may request an alternate day for the exam and observe the holiday without penalty. Students are expected to notify their instructor in advance if they intend to observe a holy day of their religious faith that will result in an absence from class. For more information, go to [http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/MajorReligiousHolidays/](http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/MajorReligiousHolidays/).

Final Exam Policy
A final examination should be given in each course that is taught. In courses in which a final exam may be inappropriate, an alternative final assessment may be used. Regardless of the type of mechanism employed for final assessment, each faculty member will meet with his or her class for the scheduled number of sessions as published in the university calendar and semester schedule, including the final examination period. For full policy details, go to [http://policies.ucf.edu/documents/4-400.2FinalExamsFINALFinal3.pdf](http://policies.ucf.edu/documents/4-400.2FinalExamsFINALFinal3.pdf).

Copyright Regulations and Course Materials
Faculty members at UCF are to render their own judgment on whether their course materials violate US copyright law or fall under the Fair Use doctrine. Section 107 of the Copyright Law allows for the use of copyrighted works without the permission of the copyright owner(s) for scholarly research, educational, and other purposes. Infringements, once determined, may result in individual liability. “Fair Use” is a slippery concept with few rigid guidelines. UCF does not have a “standard” answer for how much of a work can be duplicated without permission, though many other universities suggest 10–15 percent as a baseline. Categories to consider include:
• **Purpose.** Usage of material is seldom “Fair Use” for a commercial venture or when the user profits from the use. Teaching, research, scholarship, and criticism are uses often in line with “Fair Use”

• **Nature.** Unpublished and highly creative works can seldom be used without permission under “Fair Use,” whereas published works and factual/nonfiction works more often may

• **Amount.** It is not considered “Fair Use” when a large portion or the whole work is used, or when the portion used is central to the entire work. “Fair Use” is more likely when the portion is small and not central to the work

• **Effect.** It is seldom considered “Fair Use” when the usage could replace or impair the sales of the copyrighted work, when numerous copies are made, when the usage is made accessible publicly (including the web without password protection), or when the usage is repeated and long-term. It is more likely “Fair Use” when the user owns a purchased copy, makes only one or few copies, has no impact on the potential market for the copyrighted work, and lacks a licensing mechanism.

To date, there is no university-wide infrastructure for the university to process and/or pay for copyright permissions. Individual faculty members may check with their departments or obtain permissions on an individual basis.

See the Library’s guidelines for more information: [http://library.ucf.edu/Administration/Policies/Copyright/default.asp](http://library.ucf.edu/Administration/Policies/Copyright/default.asp)

**Coursepacks and Library Reserves**
The UCF bookstore can create a coursepack for students containing copyrighted materials; keep in mind that the
bookstore requires significant lead time to secure permissions. The permission price will be added to the cost of the coursepack paid by students.

The library can also create print or digital reserves for courses. For information about reserving library materials, see http://library.ucf.edu/Circulation/Reserve/default.php.

What to Do in an Emergency

Office of Emergency Management
The Office of Emergency Management maintains emergency plans for various disasters and emergencies that may affect the university. These plans outline preparedness, response, and recovery procedures for these events, and highlight important protocols for the university community to follow. The office also provides Emergency Guides in all classrooms and laboratories on the Orlando campus. These flip charts, located near the light switch at the entrance to the room, provide you with the building and room number and include a step-by-step guide to handling various emergencies that you may encounter in the classroom, including emergencies related to fire, weather, crime, and health. For more information about emergency responses and planning, see http://www.emergency.ucf.edu/. Additionally, new faculty members, adjuncts, and GTAs receive a “911 Guide” at Faculty Center orientations. This guide contains contact and programming information for a wide range of UCF services relevant to instructors. The guide can be picked up at the Faculty Center in CB1-207.

Classroom Security
Faculty members have the right to control their classroom environments in order to maintain a sense of safety, efficiency, and effective decorum for their students and themselves. Faculty may deny access to their classrooms to any person not registered for the class, with the exception of university
administrators or persons providing services for students with recognized disabilities (see Students with Disabilities).

If there is a threat of immediate violence inside the classroom, take the following actions:

• Dismiss the class if possible
• Maintain your safety and that of your students
• Isolate the threat if possible
• Put something between you and your assailant
• Call 911 with as much specific information about the assailant as possible.

In the case of a threat of immediate violence occurring outside the classroom:

• Determine the nature of the threat
• Dismiss the class if possible
• Otherwise, secure the area:
  o Lock or barricade the door
  o Keep away from windows, close blinds, stay out of sight
  o Silence cell phones, computers, radios, TVs
• Maintain the safety of yourself and your students as best as you can
• Remain calm
• Call 911 with as much specific information about the assailant as possible.

If a student threatens violence in the future to himself or herself:

• Speak to the student in private
• Inform the student of the services available at UCF Counseling and Psychological Services
• Consult UCF’s Counseling and Psychological Services, if you wish
• File an Incident Report Form
• Monitor the student’s behavior
• QPR (Question, Persuade, Refer) Suicide Prevention Training is available through Counseling and Psychological Services.

If a student threatens violence in the future to you or other people:
• Take all suitable precautions for your own safety
• “When in doubt, call us out!” UCF Police Department
• Speak to the student privately outside the classroom
• If you ask the student to come by your office:
  o Inform the office staff of your action
  o Keep the door open
  o Ask someone to join you or be close by (UCF Police Department provides this service)
• Inform the student about UCF Counseling and Psychological Services
• Notify the UCF Police at 407-823-5555 (not 911)
• File an Incident Report Form
• Monitor the student’s behavior.

If there is a weather-related threat, a fire alarm, or a bomb threat:
• Follow the siren instructions
• Monitor the situation
• If action is warranted:
  o Dismiss the class and evacuate the building OR
  o Move the students away from windows.

If a student becomes seriously ill in class due to disease, medication imbalance, drugs, or alcohol, including a seizure or vomiting:
• Dismiss the class
• Call 911
• File an Incident Report Form.

If a student is disruptive or personally abusive:
• Take all suitable precautions for your own safety
• Call 911, if warranted
• Speak to the student privately outside the classroom
• Do not allow the student to return to class that day
• If you ask the student to come by your office:
  o Inform the office staff of your action
  o Keep the door open
  o Ask someone to join you or be close by (UCF Police Department provides this service)
• Inform the student of the services at Counseling and Psychological Services
• Explain progressive disciplinary action (see below) and implement
• Keep a written record of the incident for yourself
• File an Incident Report Form
• Monitor the student’s behavior.

Typical steps taken in progressive disciplinary action:
• 1st incident: Speak to the student in private and inform the student of progressive disciplinary action. Keep a written record of the event for yourself
• 2nd incident: Notify the student in writing of your action, file an Incident Report, and inform your supervisor
• 3rd incident: Speak to your supervisor and someone in your college or in the Office of Student Rights and Responsibilities. Determine penalties or other accommodation and notify the student
• 4th incident: University-level sanctions, including possible suspension from the university.

If a student’s behavior is aberrant, but not sufficient to be disruptive:
• Speak to the student after class
• Inform the student of the services available at Counseling and Psychological Services
• Keep a written record of the incident for yourself
• File an Incident Report Form
• Monitor the student’s behavior.
If a student is unusually emotional:

- Speak to the student in private
- Inform the student of the services available at Counseling and Psychological Services
- Consult with Counseling and Psychological Services, if you wish
- File an Incident Report Form
- Monitor the student’s behavior.

If a student is in distress because of a disability:

- Determine the severity of the student’s situation
- Dismiss the class or remove the student from the class, if warranted
- Call 911, if warranted
- Refer the student to Student Disability Services
- File an Incident Report Form.

Faculty members should not:

- Touch students
- Confiscate student property
- Tell students they have a mental or a physical problem
- Use foul language
- Discuss the student’s situation over email
- Gossip about the student’s situation.

Resources available to support classroom security (see http://map.ucf.edu/ for building locations and names):

<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Services</td>
<td>MH 210</td>
</tr>
<tr>
<td>UCF Drug-Free Policy</td>
<td>CAPS</td>
</tr>
<tr>
<td><a href="http://whps.sdes.ucf.edu/ucfdrugfreepolicy">http://whps.sdes.ucf.edu/ucfdrugfreepolicy</a></td>
<td></td>
</tr>
<tr>
<td>Counseling and Psychological Services</td>
<td>CAPS</td>
</tr>
<tr>
<td>Equal Opportunity &amp; Affirmative Action</td>
<td>MH 330</td>
</tr>
<tr>
<td>Faculty Center for Teaching and Learning</td>
<td>CB1 207</td>
</tr>
</tbody>
</table>
Threatening Behavior

If you feel that you are facing an immediate threat, call 911.

When dealing one-on-one with anyone displaying intimidating or threatening behavior, use the following steps to increase your safety:

- Relocate to a populated area
- Develop distress words with your colleagues and make sure they are practiced. Ask your chair or director about your unit’s approach to such situations.

If you notice a student displaying threatening behavior to themselves or others, report the behavior to the Office of Student Rights and Responsibilities at http://osc.sdes.ucf.edu/incidentreport.

Medical Emergency

In the case of a medical emergency:

- Notify University Police at 911 immediately
- Do not attempt to move the victim unless he or she is in danger of further injury
- Properly trained individuals should begin CPR, if necessary
Properly trained individuals should commence first aid, particularly to stop heavy bleeding, while waiting for an ambulance.

Remember that UCF Health Services cannot deliver emergency care.

Other Important Campus Policies

Florida Sunshine Law
The state of Florida has broad public-records laws that allow for residents to request the right to access records made (or received) by a government body, including our university. Many written records fall into this category, including emails and communications with students. Although some educational records may be FERPA-protected, as a general rule, emails sent from a university email address, or sent otherwise using university equipment, could be publicly requested.

Internationalization Policies
There are numerous opportunities for faculty members to get involved with internationalization programs and activities at UCF, from attending events hosted by the units mentioned in Section V to incorporating international dimensions to their courses using technology (the globally connected classroom) to developing study-abroad opportunities for their students. You can find resources for internationalization at http://international.ucf.edu/faculty/. If you want to speak with someone about your internationalization interests, visit OIS at Millican Hall, Suite 107, email ois@ucf.edu, or call 407-882-2300.

The following UCF policies are associated with internationalization:
Policy 2.900: International Partnerships
Policy 2.901: Policy for All Foreign Nationals
Policy 2.903: Traveling to Restricted Destinations
Policy 2.902: Study Abroad
The full texts of these policies can be found at http://policies.ucf.edu/.

Travel to Restricted Countries
As a general rule, UCF does not lead, sponsor, endorse, or promote travel to countries that are under a US Department of State travel warning or to countries to which the state of Florida has prohibited travel for official state business. However, to avoid an undue burden on members of the UCF community whose research or educational program necessitates travel to any of these areas, UCF has established a process through which an exception may be granted based on the details of the specific travel. Considerations for exceptions include, but are not limited to, the following: academic relevance of the proposed activity, specific text and nature of the travel warning, experience and training of the faculty organizers or in-country staff members, and a plan to minimize risk to the participants. Many of these policies also apply to Study Abroad. For more information, visit https://www.international.ucf.edu/restricted-travel/.

Sexual Harassment
Sexual harassment is a form of sex discrimination that is defined as influencing, offering to influence, or threatening the career, pay, or job of another person in exchange for sexual favors, or deliberate or repeated offensive comments, gestures, or physical contact of a sexual nature in a work or work-related environment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment
b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual
c. Such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

Any person who believes that he or she is being harassed or otherwise subjected to illegal discrimination is encouraged to consult with the Office of Equal Opportunity and Affirmative Action Programs.

**Preventing Discrimination**
The university hosts numerous workshops on preventing discrimination that apply to all employees, faculty members, and students employed as graduate assistants. To find out about upcoming workshops, access the list using these steps:

1. Sign on to the portal at [https://my.ucf.edu/](https://my.ucf.edu/)
3. Search by course name: “Discrimination Prevention-Web” then select “Search”
4. Select “View Available Sessions,” then select the highlighted session number
5. Select “Continue” to complete registration.
6. Select “Submit”
7. You will get a confirmation email once registration is complete. You can then begin the course.

Participants may call Barb Woodford at 407-823-2348 with questions about the log-in process.
Sensitive Information
UCF Regulation 3.045 Sensitive Information Disclosure details employee, student worker, and affiliate duties to protect all sensitive information acquired during the course of employment or service to the University of Central Florida.

Sensitive Information includes, but is not limited to, the following categories:

- Personally identifiable student or parent information
- Financial information (including social security and credit card numbers)
- Health information
- Certain contracts, research information, alumni and donor information
- Personnel information
- University financial information
- Computer passwords
- University proprietary information
- Any other information for which access, use, or disclosure is not authorized by university regulation, policy, or procedure.


Ombuds Office
The Ombuds Office provides all members of the university community an informal, independent, impartial, and confidential resource that listens to concerns and facilitates resolution of issues. Their website is http://ombuds.ucf.edu/.

This office will:
- Listen to complaints
- Clarify university policy
- Answer questions concerning appropriate channels
• Assist with problems that have not been resolved by other offices
• Informally look into complaints
• Make referrals to individuals who can address concerns
• Help define options that are available
• Recommend changes to university policy, rules, or procedures that are outdated, unclear, or ineffective
• Open avenues of communication; facilitate conversations
• Offer a safe place to discuss concerns
SECTION II: Before the Semester Begins: Designing and Preparing to Teach Your Course

Some of the most important work of teaching takes place before we ever meet our students (virtually or face-to-face) on the first day of class. This is the time put into planning and designing a course. Although it is critical to be flexible and responsive to realities in and out of the classroom throughout the term, thoughtful and conscientious planning of course details can minimize difficulties for both the students and the instructor. We begin this chapter with an unofficial checklist for this pre-semester phase of teaching—a list of things to keep in mind as you develop your course plan and schedule. The section is followed by a list of minimal requirements for syllabus contents and information about other steps you’ll want to take as you prepare to start the term, including ordering textbooks, setting up your course website, and accessing class rosters.

Advice on Planning Your Course

• Make an effort to learn as much as you can about the context in which you are teaching and your students are learning as you plan your course. Per state regulation, each baccalaureate degree program at UCF has an Academic Learning Compact (ALC), a set of learning outcomes in three specific areas: discipline-specific knowledge, skills, attitudes, and behaviors; communication; and critical thinking. (See http://oeas.ucf.edu/alc/academic_learning_compacts.htm). Get additional information about your ALCs from your chair or director and ask about how the course you’re teaching fits into the vision of your program, whether as a prerequisite, core course, or elective. Ask if your department has a “curriculum map”—a document that indicates where each learning objective in your program
will be introduced, emphasized, and reinforced. Understanding your program’s learning goals broadly can help you to make good decisions about how to teach your own course.

- Based on what you learn from the research described above, build class assignments and assessments around meaningful and measurable course objectives to help students understand the connections between individual class activities and the broader goals of your class or program. Speak with a consultant at the Faculty Center if you want help with this process.

- Think carefully about how you weight the point values of assignments in your course so that your grading scheme reflects the relative importance placed on each assignment as accurately as possible.

- Consider assigning web-based materials that are easily accessible for all students at the beginning of the semester to avoid having your schedule thrown off because students can’t complete assignments in the first couple of weeks due to lack of access to ordered items, especially if you’re teaching a class that is likely to involve significant numbers of students who enroll at the last minute or if you’re not sure if your books will be available at the beginning of the term.

- Pay attention to accessibility issues in all your course materials. See sections in this book on providing ADA-compliant products to ensure that all your students can access the information they need to succeed in your course.

- Build a schedule that will realistically allow you to provide consistent and meaningful feedback to your students in any course, no matter the size, level, format, or modality. Students need to know what they’re doing well and where they need to make improvements. As you plan your course schedule, consider building in opportunities for significant formative assessments—those that students can learn from along the way—as
well as summative assessments that lead to final grades. If at all possible, develop your schedule so that you will provide students with significant feedback prior to the mid-semester withdrawal deadline, so they can make informed decisions about whether to stay enrolled or try the course again another semester. This is especially important for students who are struggling. See Senate Resolution 2011-2012-1 for more information: http://facultysenate.ucf.edu/resolutions/2011_2012/index.asp#res1

- Remember to carefully review the academic calendar as you’re planning your course schedule. You’ll find it at http://registrar.sdes.ucf.edu/calendar/academic. Scroll to the bottom to find a list of holidays and pay attention to announcements about other special events (like weeknight football games) that may affect your meeting schedule. Review the UCF policies about religious holidays and keep that information in mind as you plan.

**Required Syllabus Components**

All courses at UCF are required to have a syllabus. Faculty members must turn in their syllabi to their departments or colleges before the start of the semester. Some departments encourage all instructors of the same course to use one common syllabus or include common elements (e.g., course objectives, required materials). You can get information about these policies from your chair or director. Syllabi at UCF must contain the required components detailed below.

**Contact Information**

- Instructor’s name
- Contact information for instructor
  - Office location and hours
  - Email and phone
- Contact procedures for class: Knights email, Webcourses@UCF, or both
Course Information

- Course name
- Course ID and section number
- Credit hours
- Course description (include catalog description, departmental description, and a more detailed section-specific description of the course)
- Course objectives (in accord with teaching goals and tied to planned assessments) listed with as much detail as possible
- Course prerequisites and instructor expectations of student abilities
- Required texts
- Supplemental texts, helpful websites, and other materials
- Evaluation and grading
  - Plus/minus grading or flat grading
  - Grade scale (numbers/letters equivalencies)
  - Grade distribution/grading on a curve
  - Weight of assignments and tests
  - Categories of assessment
  - Method of grade reporting (Webcourses@UCF or in person)
- Policy about due dates (missed assignments/exams, makeups, extra credit)
- Policy about academic integrity
- Policy about ADA compliance and accommodation of students with disabilities

Calendar

- Final exam date and time
  (see http://www.registrar.sdes.ucf.edu/calendar and click on “Final Examination Period” near the bottom).

We also recommend that you consider including:

- Detailed information about the academic integrity standards and definitions for your specific course,
including issues such as self-plagiarism and group work on homework and/or tests

- Information about campus resources students can turn to if they need assistance in your course, including Student Academic Resource Center (SARC) services such as Supplemental Instruction and academic tutoring, the University Writing Center, and the Math Lab
- A policy on student decorum in your course that encourages high-level discussions and discourages disrespectful comments (racist, ageist, sexist, classist, homophobic, or other offensive nature) that may occur in class discussions or written documents
- Policies about attendance or class participation if applicable.

Samples and Templates

A subsection of the Faculty Center’s website is dedicated to creating a syllabus based on course goals and objectives: [http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/Syllabus/templates/](http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/Syllabus/templates/)

This page also includes syllabus templates, sample policy statements, and links to other syllabus resources.

Sample Academic Conduct Statement Elements

1. UCF is committed to promoting a culture of academic integrity where faculty and students work together to meet our personal, professional, and social responsibilities. A degree from UCF is only valuable to the extent it reflects valid assessments of student learning. Misrepresenting your learning on tests, projects, reports, or papers invalidates your grades and tarnishes the credibility of UCF. While collaboration is encouraged in the learning and studying process, you should assume that all tests, quizzes, etc. require your individual effort unless explicitly directed otherwise. Unauthorized collaboration, whether voluntary or not, is cheating.
Unauthorized use of materials during a test, quiz, or other assessment is cheating. Regarding papers and projects, one of the core fluencies that students need to demonstrate is the ability to discern information that is common to the public from the intellectual property of individuals. Use of protected ideas, processes, or language without attribution or proper citation is plagiarism.

2. You should consult the Golden Rule online at http://goldenrule.sdes.ucf.edu/ for guidelines. Cheating, dishonesty, or plagiarism is grounds for grade reduction or failure in this course. To learn more about plagiarism, see http://plagiarism.org/. This course requires original work on writing assignments. If you wish to write about a topic that you have previously done in another course, or are currently writing for another class, you must contact me beforehand to work out an acceptable project.

3. UCF faculty members have a responsibility for your education and the value of a UCF degree, and so seek to prevent unethical behavior and when necessary respond to infringements of academic integrity. Penalties can include a failing grade in an assignment or in the course, suspension or expulsion from the university, and/or a “Z Designation” on a student’s official transcript indicating academic dishonesty. For more information about the Z Designation, see http://integrity.sdes.ucf.edu/zgrade/.

For more information about UCF’s Rules of Conduct, see http://osc.sdes.ucf.edu/. Be advised that instructors at UCF are required to report alleged cheating or plagiarism with the Office of Student Conduct.
Sample Disability Access Statement
The University of Central Florida is committed to providing reasonable accommodations for all persons with disabilities. This syllabus is available in alternate formats upon request. Students who need accommodations must be registered with Student Disability Services, Student Resource Center Room 132, phone 407-823-2371, TTY/TDD only phone 407-823-2116, before requesting accommodations from the professor.

Additional examples of syllabus statements may be found on the Faculty Center’s website:
http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/Syllabus/statements.php

Final Exams
All UCF classes are expected to meet during the assigned final examination period, even if the course does not obviously lend itself to a final exam. The final exam period is included in the total hours of instruction required for the semester. Post the final exam date and time on the syllabus at the beginning of the semester.

Flexibility and Course Continuity
While it is generally best not to change course policies or substantially modify the grading scheme after the semester has begun, the schedule may change throughout the term, not only for unforeseen emergencies or weather-related campus closures, but also by instructor discretion in response to class dynamics. Accordingly, it is usually advisable to state in the syllabus and to remind students that the schedule is subject to change.

Sample statement: “This syllabus may be amended or modified in any way upon notice; any changes would
most likely affect the class schedule, so be sure to check the Webcourses calendar and announcements regularly or check with a classmate if you miss class.”

If you make substantive changes to your syllabus (beyond a minor adjustment such as a due date), provide your department with a revised copy for their records. Give students as much notice as possible in writing when a change is coming in order to promote a cohesive course experience. Ask your department chair about any specific policies regarding revised or amended syllabi.

**Ordering Books**

All textbooks at UCF must be ordered at the UCF Bookstore (affiliated with Barnes & Noble), even if they are also available elsewhere (such as online). Check with your department if there is a central coordinator who orders textbooks. If not, you may do it yourself: [http://ucf.bncollege.com/](http://ucf.bncollege.com/) (click on “Faculty”). Follow the instructions provided to select materials for your course. By Florida law, students must have access to a list of required class materials at least 35 days before the start of every term.

If you need help deciding on a textbook, you may check with your department for their recommendations.

You may also wish to develop a “coursepack” of photocopied material that you want students to buy with their books. That can also be accomplished through the UCF Bookstore. Submit your materials to the bookstore as early as possible; the processes of securing the copyrights and producing the packet can be lengthy.

If you are teaching at the Orlando campus, it is a good idea to verify at the bookstore (located in the John T. Washington Center) that your class books have arrived before the first day of class. Note that the bookstore may not order enough books
for each student in the class; they use a formula when deciding how many books to order based on your maximum enrollment. Keep this in mind as you plan and stay aware of other outlets students can use for book purchases. The bookstore also makes textbook rentals available for students.

**Setting Up a Webcourse to Supplement Your Face-to-Face Class (Webcourses@UCF)**

Webcourses@UCF is a “course management system”; some instructors use this tool only to host their syllabi online, while others integrate activities (online quizzes, message boards, learning modules, grade reporting to students) more deeply into their courses. Others who have received the required training teach courses fully or partially online.

Before you can access the online version of your course in Webcourses, you must first request a course section using the Faculty Webcourse Manager (FWM). Detailed instructions on how to do this can be found on the Webcourses@UCF Semester Checklist at [http://teach.ucf.edu/resources/semester-startup-checklist/#1](http://teach.ucf.edu/resources/semester-startup-checklist/#1). A general walkthrough is provided below:

- The Faculty Webcourse Manager is located within the myUCF portal under “Faculty/Advisor Self Service” in the myUCF menu. After clicking on “Instructors,” you will see “Faculty Webcourse Manager” as one of your options (If you do not see this option, contact your department scheduler to make sure that you have an instructor role for the course in PeopleSoft)
- Click on “Faculty Webcourse Manager” to see a list of courses that you will be teaching during a particular term. Selection of a different term can be done at the top of the page
- Select the course section(s) for which you would like to create a Webcourse section
• It is possible to combine multiple sections into the same Webcourse. In the “Combine Sections” column, click on the icon for one of the sections and then use the first column labeled “Create Online Section” to check all the section(s) you wish to combine
• After clicking “Save,” your course should appear in Webcourses within 24 hours
• Once your course appears in Webcourses, you can start to add course content.

One of the final necessary steps is to “Publish” your course. Students cannot see your course until it is published. On the right side of your course home page in Webcourses, click on the “Course Setup Checklist.” At the bottom of the list is the link to “Publish Course.” Click on the link, confirm that you would like to publish your course, and a confirmation message will inform you that the course has been updated.

If you hope to teach a class that has reduced seat time or is fully online, formal training will be required. Speak with your department chair about this training.

Questions to Ask in Your Department

While many campus policies and procedures are universal, there are sometimes significant differences among departments and programs on campus. For that reason, you may wish to inquire at your department about the following items:

1. Has my paperwork been sent to Human Resources? (This is important because you cannot log in to the portal at https://my.ucf.edu/ until your paperwork is done and a PID is created for you)
2. Who in our department is responsible for PeopleSoft permissions? (You may need their help accessing myUCF and the class roster)
3. If my PID isn’t active yet, who can print out my rosters for me?

4. What is the log-in information for the instructor’s computer in the classroom where I will be teaching? It is typically your NID and NID password. Check with support personnel on regional campuses for local policies.

5. Will I be assigned a faculty mentor? How does our department handle mentoring for new faculty?

6. Where can I find our department’s governance documents, annual evaluation standards, and tenure and promotion guidelines?

7. What is our department’s procedure for reporting sick leave?

8. How many office hours per week should I hold?

9. Will I be issued keys for our department and/or building?

10. What are the departmental policies regarding overrides to fill a class beyond its standard enrollment cap?

11. How can I make photocopies for class?

12. Does our department or college provide instructional supplies like dry-erase markers?

13. Do we use Scantrons in our department? If so, which color? Where do we get or buy them, and how do we grade them? Is there a reader in the department, or do we use the Test Scoring Services at http://olympus.cc.ucf.edu/~tester/?

14. Does our department have a document or website explaining how my courses fit into the larger curriculum? (You’ll want to pay particular attention to curricular goals and to what extent your class includes prerequisites or instills basic skills needed for courses further in the curriculum)

15. Will I “inherit” a syllabus for my class, or perhaps several previous examples? Is it preferred that I customize the syllabus or leave it alone?
16. Are there particular policies that should be in every syllabus in our department (i.e., about use of technology, Turnitin, etc.)? (See http://www.fctl.ucf.edu/TeachingAndLearningResources/CourseDesign/Syllabus/statements.php for several examples of standardized policy statements)

17. Does the department have a recommendation about whether I should use plus/minus grading or “flat grading”?

18. When are department faculty meetings? Am I expected to attend?

19. Who does the textbook ordering for our department? What are our internal deadlines?

20. Will I receive a physical inbox/mailbox in the department?

21. Where can I find information about our department’s travel approval and reimbursement procedures?

22. What is our department’s policy regarding teaching at other universities or colleges while teaching at UCF?

**Accessing Class Rosters**

To download your class roster from myUCF, log in to the portal, click on “Faculty/Advisor Self Service” near the top left, and click on “Instructors.”

Next, select “View My Teaching Schedule.” The three-person icon can be clicked to view the roster, and if you wish to download to Excel, click on the link near the top-right of the roster. You may have to hold Ctrl on your keyboard as you click the link to download (if that fails, you might have to configure your browser to allow pop-ups at the my.ucf.edu domain).

If your PID is not yet set up or your assigned course is listed with “Staff” as the instructor rather than your name, you may have to ask someone in your department to print the roster for you. You might also request that your chair ask someone in your department to change the database so that you are listed as the
instructor of record and can access your own roster. It may also be necessary to have Computer Services change your permissions in PeopleSoft to the instructor role; if so, email srsecure@ucf.edu.

Note: Some instructors set up electronic gradebooks in Excel as soon as they have their rosters. To avoid complications from late adds and drops, we suggest waiting until the second week of class to create an electronic gradebook.

Take care that gradebooks remain on secure devices. The university requires that student records be protected against theft, especially when placed on a notebook computer or a flash drive. See the FERPA discussion in Section I of this book. Email security@ucf.edu for more information.

**Emailing Your Students**

It is possible to email your students directly from the roster page at myUCF. Look under Faculty Self-Service > Instructors > View My Teaching Schedule > [three-person-icon] (as described in the previous section). Below the table of students are two green buttons. Click “Notify All Students” to be taken to a page that lets you type in a message (and cc your own email address). However, there is no way to add attachments to this message. If you need to send an attachment (such as your syllabus), you will need to download the roster (see previous section) and copy/paste the email addresses from Excel to your preferred email program (such as Outlook).

Note that student emails are listed in the format of xyz@knights.ucf.edu—this is known as “Knights Email.” All students must have a Knights Email account, which has been defined as the “campus address” in the PeopleSoft system that holds the university’s database of users. Faculty members are expected to use Knights Email addresses when contacting students, and not collect other email addresses from them. Most students have also become accustomed to checking their
Webcourses classes regularly (see the section above on obtaining a “course web page” for your class). Some instructors contact students using both systems. Knights Email is configured to disallow the forwarding of emails. It is a good idea to remind students of all email policies in your syllabus.
SECTION III: During the Semester: Tools and Tips for Teaching Your Course

This chapter will provide you with a summary of some basic research about effective college teaching as well as resources and procedures you may need throughout the semester. If at any time during the term you face a challenge with which you want or need assistance, remember to reach out to your department chair or school director and/or to the Faculty Center. In one-on-one consultations we can help you to think through issues related to classroom management, teaching approaches, and more. If you are concerned (or excited) about something happening in your class and would like someone from our office to observe a session and provide you with confidential feedback, just ask. We can also bring a video camera to record a session for your review. Or perhaps you just want to connect with other faculty members to hear about their experiences and debrief your own—in that case, you can attend one of our workshops, teaching circles, or book clubs that take place throughout the year. Check out the other campus resources in Section V for more information about the support available to you.

Teaching Practices and Principles to Consider

While some of the suggestions below may seem obvious to many readers, we’ve found that even experienced instructors benefit from honest self-assessment. See how your teaching matches up to this list of practices. As you may know, there is a robust academic field dedicated to the study of how people learn and how that knowledge can be applied in the college classroom. This work is done by colleagues in a wide array of home disciplines, from predictable sites such as education and psychology, but also from fields as diverse as chemistry, English, and business. Faculty Center staff members stay active in
regional, national, and international conversations about what qualitative and quantitative research is revealing about how our students learn and, consequently, how we may want to teach. In addition to this information from sites outside UCF, we stay involved in internal conversations about practices that local data suggest do and don’t lead to optimum learning outcomes. Below are a few thoughts to consider as you teach your courses. For much more information on these topics, check out the many resources available in the Faculty Center library or one of our weekly workshops.

- Communicating expectations: Most students arrive at college and in our courses with a great deal of experience as learners. Some of that experience is relevant to what we hope to accomplish in our classes; some is not. One aspect of the training they bring is a set of strategies for trying to discern what each new instructor wants or is “looking for.” It is our responsibility to articulate clearly to students what excellence looks like in our particular course, how they will be graded, and what our standards are regarding issues like academic integrity and classroom decorum. We recommend talking with your students explicitly about how they are studying, how they are approaching exams and assignments, and what resources are available on campus to help them when they are struggling.

- Engagement: Research suggests that students learn best when they are actively engaged in learning activities rather than exclusively listening to lectures. Faculty members at UCF promote engagement in many ways. Some have students complete study guides during class, require small-group work for course projects, incorporate technologies that capture student responses to questions throughout a class period, or assign service-learning, which requires students to complete a course project in the community. Most of us
can agree from our personal experience that keeping
the mind active promotes learning, so as you’re
planning class periods, try to offer a blend of activities
that will help students to master difficult material and
to become more focused and critical thinkers

- Respect and concern: Research conducted by the UCF
  Research Initiative for Teaching Effectiveness (RITE)
suggests that the item on our Student Perception of
  Instruction (SPoI) that correlates most closely with an
  overall positive rating for instructors is demonstration
  of respect and concern for students. Students want to
  be recognized as individuals by their instructors.
  Respect and concern can be demonstrated through
  providing substantive feedback on assignments,
  listening to students when they have a concern,
  responding to requests for assistance in a reliable
  manner, making good use of class time, and creating a
  professional and civil learning environment where
  students feel comfortable asking questions and sharing
  ideas. In a later section in this chapter, we discuss
  resources you can access when a student in your course
  seems to be struggling. Making these kinds of referrals
  based on your observations of a student’s course
  performance and/or behavior is another way to
demonstrate respect and concern

- Rigor: Students tend to appreciate faculty members
  who set high standards for class performance and help
  students to achieve them. It is critical to communicate
  expectations for student performance clearly and to
  grade equitably. When students are provided with
  rubrics and other forms of feedback that help them to
  understand course goals and their own relative
  performance, they often respond by raising their game
to try to meet those standards, particularly when they
see how the work they’re doing in a class connects with
their own broader professional and academic goals.
One useful and heavily cited book on evidence-based practices for effective college teaching is *How Learning Works*, by Susan Ambrose et al. The book makes seven key points about learning as it applies to the college classroom. These points are worthwhile to consider as you move through your course throughout the semester and try to work with students as learners.

- How students organize knowledge influences how they learn and apply what they know
- Students’ motivation determines, directs, and sustains what they learn
- To develop mastery, students must acquire component skills, practice integrating them, and know when to apply what they have learned
- Goal-directed practice coupled with targeted feedback enhances the quality of students’ learning
- Students’ current level of development interacts with the social, emotional, and intellectual climate of the course to impact learning
- To become self-directed learners, student must learn to monitor and adjust their approaches to learning.


**Working with Students**

Below you’ll find information about working with students who are facing some kind of difficulty that may have an impact on their performance in your course. Several UCF offices provide support for both you and the student in these situations. If you are seeing surprising or worrisome behaviors or receive communication that concerns you, let your chair or director know about it and consider seeking assistance from one of the entities listed below. If you want advice on how to handle a
Referring Students for Counseling and Psychological Assistance

As a faculty member who will see students regularly over a period of time, you may be the first to notice a student’s decline due to a mental health issue or personal problem that is causing them to feel overwhelmed. There are periods during the semester when some students may be particularly susceptible to stress and anxiety related to academic pressures that can trigger mental health issues. These issues, if left untreated, can become more severe, even life threatening, and impede a student’s ability to be successful in the classroom. Many students can be successful if there is early intervention from you as a faculty member to connect them with mental health services such as Counseling and Psychological Services (CAPS) at UCF.

We recognize, especially for those who are not mental health professionals, that it can be difficult to know when to be concerned about a student. Students who experience stress or a sense of being overwhelmed may exhibit their problems in a variety of ways. While there is no “template” for identifying a distressed student, the following are some warning signs that may indicate distress or a significant emotional problem.

- Marked nervousness, agitation, or irritability
- Inappropriately aggressive or abrasive behavior
- Excessive procrastination and/or poorly prepared work
- Marked decline in grades
- Pattern of infrequent class attendance, little or no work completed
- Apparent depression or lack of energy
- Marked change in personal hygiene
• Withdrawal, indecisiveness, and/or confusion
• Comments (written or verbal) that suggest thoughts about harming oneself, or any threats to another person
• Bizarre, alarming, and unusual statements, or evidence that a student is engaging in dangerous behavior.

If you find that you are concerned about a student, it is important to know that there are steps you can take and resources available to support you. We encourage you, if possible, to speak directly to the student and express your concern. We also want you to be aware of and seek consultation from Counseling and Psychological Services (CAPS).

• UCF CAPS staff are available to provide consultation anytime between 8 a.m. – 6 p.m., Monday through Thursday, and 8 a.m. – 5 p.m. on Friday during the Fall and Spring (open 8 a.m. – 5 p.m. during the summer). More information about CAPS can be found on their website at http://caps.sdes.ucf.edu/
• CAPS phone number is 407-823-2811
• There are CAPS staff members available at the College of Medicine and Rosen College. These therapists can be reached by calling the main number above
• To reach their after-hours crisis line, call the CAPS number (407-823-2811) and press #5 to be connected to a counselor
• For emergency situations, call the UCF Police Department (911)
• If a student refuses to go to CAPS for an initial assessment, and you are concerned about this student, we encourage you to fill out a Student of Concern form on the Office of Student Rights and Responsibilities website at http://osrr.sdes.ucf.edu/resources
• If you need help navigating a situation, please call 407-823-2811 for a consultation
Making a Referral to CAPS
Faculty can have a positive influence on students. Many students consider visiting CAPS only after it was suggested by their instructor. A faculty member’s attitude about seeking counseling can make a difference in a student seeking professional help. One way of introducing the topic of a counseling referral to a student is to summarize to him or her what you understand to be the problem. For example, “You sound very depressed about your relationship problems. I have found that other students who felt that way have been helped by talking to a professional, at CAPS. How would you feel about that?”

In speaking to the student about counseling, it is important to keep in mind some of the negative reactions a student may have to the idea and be ready to discuss them.

You can explain to the student that counseling is not for “crazy” people (most students going to therapy have normal everyday struggles in managing their personal or college life and relationships), nor does it encourage dependency (counseling is time-limited on campus). Counseling does provide a chance to explore feelings and solve problems with the help of an objective, sensitive, concerned listener, who is professionally trained.
Once the student has agreed that counseling might be useful, there are several possible steps to take, depending on the student’s attitude and the urgency of the situation.

1. Discuss services that CAPS offers and encourage the student to call
2. Explain that counseling is confidential and their file is protected by law and does not become part of their academic record
3. Offer to let the student call from your office right then, so that a public commitment will be made
4. If needed, accompany the student to CAPS and provide the center with any necessary information. The CAPS staff will appreciate your calling ahead if the student is being brought over or sent directly so that plans can be made to have a counselor available
5. If the student shares any thoughts or feelings of a violent nature (toward others or self), please call CAPS so that they can help you get the student to their services.

Although students can feel ambivalent or afraid to start counseling, many students feel comfortable after attending their first session. Generally, unless there is some immediate concern about the welfare of the student or other students, it is better to try to maintain your relationship with the student rather than to force a referral to CAPS. The idea can be brought up again later if you continue to see a pattern of behavior. If you have any questions, contact Dr. Karen Hofmann, Director of Counseling and Psychological Services (CAPS), at 407-823-2811.

**Identifying Students of Concern**
The university has a process in place for students in distress or students of concern. Please visit [http://concern.sdes.ucf.edu/](http://concern.sdes.ucf.edu/) to learn more about the Student of Concern process, what to look for, resources, and how to help. The Student of Concern Form allows students, staff, faculty, and UCF community members to report concerning behavior exhibited by a student. It is our goal
to intervene before the student reaches a crisis level. Examples of concerning behavior include, but are not limited to, the following: a student exhibiting behavior significantly out of character; acting peculiar (in a way that causes alarm); displaying unhealthy or dangerous patterns of behavior; or continuing to seem distressed despite prior referrals.

Once a Student of Concern Report is filed, it is sent to the case manager for review. The case manager will reach out to the student of concern to assess what resources would be beneficial to the student and collaboratively develop an action plan with the student to reduce obstacles to their success at UCF.

To consult with the case manager about a possible student of concern, call 407-823-5607 or email casemanager@ucf.edu.

Accommodating Students with Disabilities

Many students in the UCF community have disabilities that may require accommodation in some or all of their courses. The information below offers an introduction to some of the policies and procedures that govern how faculty should handle such situations. This information was provided by Student Disability Services at http://sds.sdes.ucf.edu/. Ferrell Commons 185, 407-823-2371.

Faculty and Student Responsibilities: Students with disabilities bear the primary responsibility of notifying the university about their requested accommodations. In most cases, it is best for the student to connect with SDS first before getting accommodations in the classroom. If a student requests an approved accommodation, the faculty member, student, and SDS collaborate to provide reasonable accommodations. Accommodation letters are emailed to your Outlook account after the student has met with SDS. Course accommodations include recommendations in the
accommodation letter and may also incorporate course modifications that reduce barriers in other ways.

**Faculty-Student Interactions:** Dialogue between the student and instructor is essential throughout the term. The student’s own suggestions, based on experience with the disability and with schoolwork, are valuable to facilitating accessible course instruction and assessment. If you have concerns about an accommodation, please contact SDS before denying the request so that all angles can be considered.

**Attendance and Promptness:** As a general rule, students with disabilities are expected to meet the same attendance and promptness requirements as all other students. However, flexible attendance policies may be appropriate accommodations for some students due to their documented disabilities. For example, students using wheelchairs or other assistive devices may encounter obstacles or barriers in getting to class on time. Others may have periodic or occasional difficulties, either from their disability or from medication. Flexibility is helpful in applying attendance and promptness rules to such students.

**Testing and Evaluation:** Depending on the disability, various testing accommodations may be needed, such as extended time, a test reader, a test scribe, a large-print test, or technology to provide access (video print enlarger or computer). Some faculty members utilize the testing service provided by SDS to coordinate these accommodations. Faculty members should apply the same standards to students with disabilities that they apply to other students in evaluating work and assigning grades.

**Temporary Impairment:** SDS is one of several offices on campus that voluntarily provide assistance to UCF
students who sustain temporary impairments that impact their academic activities. A temporary impairment is not covered by the Americans with Disabilities Act Amendments Act or Section 504 of the Rehabilitation Act. The university requests that you consider assisting the student to maintain enrollment and demonstrate knowledge through testing. Class peers can assist with notes.

The SDS team is willing to collaborate and consult with faculty members to determine the best way to remove barriers and coordinate accommodations. Please note that the purpose of SDS is to advocate for an accessible educational experience. To reach this outcome, SDS works with and supports students and faculty in the academic experience.

**Advising Students**

**Faculty Advisors**
Faculty members are regularly asked to advise students on planning a course of study. If you need access to the advising functions in the myUCF Portal (under Faculty/Advisor Self Service) and do not have them, speak with your department chair.

Faculty roles as advisors may include:
- Sharing knowledge of the requirements of a program of study and changes from recent years
- Sharing knowledge of careers available to students with specific majors and minors
- Assisting students in yearly planning of course work
- Suggesting course substitutions (which must be approved by program coordinators or directors)
- Being available for advising during peak hours (orientation and registration periods)
- Recommending appropriate electives to prepare students for a career path.
In some departments and colleges, academic advising for undergraduates is primarily conducted by professional advisors (staff who are not part of your department). When students are accepted to UCF, they work with advising offices from Student Development and Enrollment Services (SDES) such as First Year Advising or Transfer and Transition Services. Some student groups, such as athletes and honors students, have their own advising offices. Once students declare a major, they receive advising from college, school, and/or department advising offices. Contact information can be found online: http://www.fctl.ucf.edu/FacultySuccess/Advisors/offices.php

If you have questions about advising procedures or degree requirements, contact your college advising office or department advisor for assistance.

**UCF Career Services**

Faculty members may refer students to Career Services for additional resources and advising.

Career Services offers such resources as:
- Career counseling and assessments
- Career workshops and expos
- Résumé assistance and practice interviews
- Alumni mentoring
- Graduate school preparation.

Faculty members may also request a Career Services speaker to conduct in-class workshops or information sessions as part of Career Services Outreach, UCF’s cocurricular program designed to bring professional development information to students in their classrooms. Contact information can be found online: http://career.sdes.ucf.edu/.
Promoting a Culture of Academic Integrity
As members of the academic community, we are entrusted to embody the principles and behaviors of ethical scholars and to pass those on to our students. Academic integrity informs our teaching, mentoring, research, and service. Our ethical character affects the validity and sustainability of all our practices, whether delivering instruction, assessing student learning, creating intellectual property, supervising staff, or managing grants. UCF is committed to promoting a culture of academic integrity, and it is expected that faculty, administrators, staff, and students will work together to meet our personal, professional, and social responsibilities.

To assist in the communication of our expectations, the *UCF Golden Rule* addresses student rights and responsibilities and informs faculty members about the processes related to academic integrity and other types of student conduct concerns. Students are bound by the Golden Rule, which includes codes of conduct that extend even to off-campus and after-hours activities. Some elements of the Golden Rule also apply to faculty members, such as the requirement to report academic dishonesty if you become aware of it. The full Golden Rule can be read online at [http://goldenrule.sdes.ucf.edu/](http://goldenrule.sdes.ucf.edu/).

When instructors report academic misconduct, they have the option to file the report for documentation purposes only, for documentation purposes plus a required Academic Integrity Seminar, or to initiate the Student Conduct Process. More information regarding the process for these matters can be found at [http://osc.sdes.ucf.edu/](http://osc.sdes.ucf.edu/), or by calling the Office of Student Conduct at 407-823-4638. Please note that in 2011, a task force on academic integrity proposed significant changes to the process for handling academic misconduct. Official changes to the policy have been in effect since Fall 2012 and are available at [http://osc.sdes.ucf.edu/](http://osc.sdes.ucf.edu/).
A number of actions can be taken in response to an incident of academic dishonesty. Some include:

**Academic Action, Taken by Instructor, Chair, or Dean of College**
1. Loss of credit for specific assignment, exam, or project
2. Removal from course with a grade of “F”

**Program Action**
1. Probation with the program
2. Dismissal from the program

**Conduct Review Action, Taken by the Office of Student Conduct**
1. Warning
2. Probation
3. Suspension (permanent conduct record with UCF)
4. Expulsion (permanent conduct record with UCF)
5. Z Designation

**Z Designation for Academic Misconduct**
For undergraduate students, incidents of academic misconduct in a course will be noted by a grade preceded by the letter Z. Thus, semester grades such as ZA, ZB, ZC, ZD, or ZF may appear on student transcripts.

Please note that the Z designation is part of the Student Conduct Process, which may include additional sanctions, such as a disciplinary warning, disciplinary probation, disciplinary suspension, or expulsion, but that the Office of Student Conduct must be involved when a Z grade is reported.


**Turnitin.com**
To assist instructors and thesis/dissertation advisors to deter and detect plagiarism, UCF has purchased an institutional account with Turnitin, an online system that instructors can use to quickly and easily compare each student’s document to
websites and many journals and publications, as well as an extensive database of student papers that grows with each submission. After submitting the paper or asking a student to do so through the online system, an instructor receives a report that states if and how another author’s work was used. The Faculty Center and the Office of Student Conduct collaborate to conduct workshops that help faculty to learn how to interpret these reports. To obtain an instructor account and receive this training, contact the Faculty Center at fctl@ucf.edu or look for one of the workshops on Turnitin on the Faculty Center calendar at http://fctl.ucf.edu/site/Calendar/.

Traumatic Events
Although rare, traumatic incidents (such as shootings, bombings, or other violent acts) can occur during the semester, and it is important for faculty to prepare for teaching after such events. Significant research has been conducted on valued practices for teaching in such situations. Experts suggest that faculty members begin by acknowledging their own emotions, gathering relevant information, and planning appropriate classroom activities.

During class, it is recommended to model calm and controlled behaviors, use gentle language, and maintain routines as much as possible. However, faculty members should be prepared to exercise flexibility by adjusting course schedules or by temporarily limiting their expectations for student performance. In addition, it may be useful to limit distractors by encouraging students to engage in the lesson (instead of watching news reports, texting their friends, or posting to social media websites). It is likely that students will wish to discuss the event in class, so if possible, prepare yourself by organizing a “debriefing” session in which you provide accurate, honest information and a space for students to express their concerns. It is often useful to employ active listening skills, but do not attempt to offer counseling services to students. Instead, refer students to other campus resources listed below. Last, take
some time to review campus safety policies and procedures so that you (and your class) are prepared in the event of a traumatic incident.

**Campus Resources**

- UCF Alert ([http://emergency.ucf.edu/ucfalert.html](http://emergency.ucf.edu/ucfalert.html)) 407-882-7111
- UCF Center for Trauma, Anxiety, Resilience and Prevention: Anxiety Clinic ([http://psychology.cos.ucf.edu/anxietyclinic/](http://psychology.cos.ucf.edu/anxietyclinic/)) 407-823-3910
- UCF Counseling and Psychological Services ([http://caps.sdes.ucf.edu/services](http://caps.sdes.ucf.edu/services)) 407-823-2811
- For students: Loyola University’s REACT online ([https://reactonline.loyola.edu/online/](https://reactonline.loyola.edu/online/))

For Further reading, download the National Association of School Psychologist’s “Tips for Teachers and Parents Following School and Community Violence” at: [www.nasponline.org/resources/crisis_safety/Following_National_Tragedy.ppt](http://www.nasponline.org/resources/crisis_safety/Following_National_Tragedy.ppt)
Recording and Communicating Grades to Students during the Semester

For posting grades for assignments, quizzes, exams, etc. during the semester, instructors are encouraged to use the Webcourses@UCF Gradebook. This tool is secure and FERPA-compliant, and allows students to see only their own records. To set up a Webcourses@UCF section for supplementing a class or for posting grades during the semester, see the web page http://onlinesupport.cdl.ucf.edu/webcourses/myucf-grades/. If you have any questions regarding this procedure, please contact Online@UCF Support at 407-823-0407 or onlinesupport@ucf.edu.

Important Features

- If you elect to use Test Scoring Services to process Scantron tests (note: this is not required, especially if your department has a Scantron machine), the Scantron results will be automatically uploaded to your Webcourses@UCF section. You will then need to log in to your section and “unmute” the gradebook column that contains the Scantron results so that students can see their grades.
- You can upload other grading events yourself or edit and adjust individual grades online.
- Official rosters auto-populate the Webcourses@UCF Gradebook; you will not be able to add or delete students in your course.
- It is possible to upload and download grades and grading events to and from the gradebook using comma-delimited (.csv) files.

The Webcourses@UCF Gradebook communicates unofficial grades to students and does not interface with the final grade submission process. The process for recording final grades is described in the next chapter.


**Test Scoring Services**

Instructors may use the free Scantron scoring services from Academic Computing Support if they are utilizing raspberry-colored Scantrons (which must have the UCF logo on them) in their classes. Test results will be automatically uploaded to myUCF Grades, with a turnaround time of two days or less. Visit the Test Scoring Services website for information and required forms: [http://olympus.cc.ucf.edu/~tester/](http://olympus.cc.ucf.edu/~tester/).

**Online Teaching**

Online teaching at UCF is administered by the Center for Distributed Learning (CDL). There are two modes of teaching online: Mixed-Mode, Reduced-Seat-Time ("M") and fully online, World Wide Web ("W"). In addition, there are two video-based "lecture capture" modes, one that is based on a classroom presentation ("RV") and one that has no classroom component ("V").

CDL provides numerous online and face-to-face training opportunities for instructors teaching online. Visit the Teaching Online website at [http://teach.ucf.edu/](http://teach.ucf.edu/) for their schedule of professional development and training events. The resources page offers links to many helpful files, such as archived training sessions and text instructions.

**Requesting a Course**

Please use the Faculty Webcourse Manager (FWM) to request a Webcourses@UCF course section to support an academic course. For assistance in using FWM, please see [http://teach.ucf.edu/resources/semester-startup-checklist/](http://teach.ucf.edu/resources/semester-startup-checklist/). If you do not find your course within FWM, or if it is not an academic course, please complete the form at [http://teach.ucf.edu/forms/course/](http://teach.ucf.edu/forms/course/). Please contact Online@UCF Support for help or with any questions: onlinesupport@ucf.edu or 407-823-0407.
Resources

- Center for Distributed Learning, http://online.ucf.edu/, 407-823-4910 (Partnership 2) or 407-823-3718 (Library)
- Online@UCF Support, onlinesupport@ucf.edu, 407-823-0407 (technical support)
- Online@UCF Support documentation, http://onlinesupport.cdl.ucf.edu/
- Teaching Online, http://teach.ucf.edu/ – Resources for online faculty
- Learning Online, http://learn.ucf.edu/ – Resources for online students

Training

CDL offers several types of professional development and training:

**Essentials of Webcourses@UCF** – optional online training for those using Webcourses@UCF with any face-to-face class. Essentials of Webcourses@UCF is a self-paced faculty development workshop designed to ensure you possess the foundational knowledge of the course management system required to develop and deliver a web-enhanced course. “Web-enhanced” courses utilize the Internet to supplement face-to-face class meetings. These courses do not change the number of face-to-face class sessions (such as “W” and “M” courses). To enroll, please visit http://teach.ucf.edu/professional-development/essentials/.

**ADL 5000** – ADL 5000 is a non-credit, online course for faculty who want to teach an existing online course. The purpose of ADL 5000 is to familiarize you with the design elements of the course you are inheriting and help you succeed in the delivery of your course. ADL 5000 addresses many (but certainly not all) of the important pedagogical, logistical, and technological issues involved in delivering effective online courses.
The time commitment for this faculty development course is approximately 35 hours. The course is self-paced, and you may begin at any time. If you are interested in participating in ADL 5000, please contact your department chair.

If you need to develop an original “W” or “M” course, you must complete IDL 6543.

**IDL 6543** – IDL 6543 is an award-winning, non-credit course for faculty who want to design and deliver an *original* fully online (“W”) or mixed-mode (“M”) course. IDL 6543 models an online course using a combination of seminars, labs, consultations, and web-based instruction and is delivered in an “M” mode. The course is offered three times a year in sessions lasting nine weeks each. The faculty time commitment for participation is a minimum of 80 hours. The purpose of this faculty development course is to help you succeed as you develop and deliver your fully online (“W”) or mixed-mode (“M”) courses. Remember, you are required to successfully complete IDL 6543 in order to teach a new course in the online environment using the “M” or “W” mode of delivery. If you would like to participate in IDL 6543 in an upcoming semester, please start the conversation with your department chair.

If you have experience teaching online at another institution, discuss your experience with your department chair. Your chair should contact CDL Associate Director Bob Reed for possible alternative credentialing options.

**IDV Essentials** – IDV Essentials is a set of self-paced tutorials for faculty who wish to teach in a lecture-capture (video-streaming) modality or present supplemental course content appropriate for video lecture capture. The program is a UCF prerequisite for
delivery of an exclusively video-streamed course (“V”) or a video-streamed course with classroom attendance options (“RV”). See http://dl.ucf.edu/scope-policies/ucf-delivery-modalities/ for the full definition of UCF course modalities. IDV Essentials is technology focused and addresses the pedagogical, logistical, and technological issues involved in delivering a course in a lecture-capture modality. The program covers the basics of using UCF’s video capture and delivery technologies, how to integrate and host the course with the Webcourses@UCF system, and some basic classroom advice for teaching via video. The time commitment for IDV Essentials is approximately eight hours. The program is self-paced, online, and you may begin at any time. If you are interested in participating in IDV Essentials, please ask your department chair to send a request to CDL Associate Director Bob Reed.

**Faculty Seminars in Online Teaching** – at least once per term, CDL and members of the UCF teaching faculty offer stand-alone seminars to foster collegial dialogue on topics of interest to instructors of online/blended courses. While this series is designed with online faculty in mind as an on-going follow-up to IDL 6543, all members of the UCF community with an interest in online/blended teaching are invited to participate. To more flexibly meet the needs of our diverse community, seminars are highly focused (i.e., 30 minutes for presentation and discussion), include numerous “takeaway” resources, and are recorded for later review. A slowly growing repository of seminar recordings and support materials is available for review at http://bit.ly/FacultySeminars.

CDL periodically partners with the Faculty Center and other university departments to provide additional professional development opportunities. Such opportunities are typically announced via the
Webcourses-News LISTSERV. For more information on the Webcourses-News LISTSERV or to join the LISTSERV, please visit http://onlinesupport.cdl.ucf.edu/other/listserv-membership-webcourses-news-webcourses-tegrity/.
SECTION IV: At the End of the Semester: Posting Final Grades and Reflecting on Your Teaching

Final Grade Posting

UCF uses an online system for submission of all end-of-term grades to the registrar. Instructors enter grades online through myUCF. Information on how to use the online submission process and whom to contact for assistance is provided below.

Timeline
Online grading is only available at the end of the term. Usually, the grade roster icon appears in the faculty view of the class roster on the evening before the start of the final examination period and disappears after grades are due.

Online Final Grade Form
One method available for entering grades online is via an online final grade form on myUCF. Our web tutorial provides step-by-step guidance through the process. You can watch the quick video tutorial linked from the following page:
http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/Grades/finalgrade.php

Excel File Upload
It is also possible to upload an Excel file (in .csv format) containing the final grades. This method is recommended for larger classes. Our tutorial provides step-by-step guidance through the process. You can watch the video tutorial linked from the following page:
http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/Grades/upload1.php
Incomplete Grades
Sometimes a student has completed and passed most of the work required for a class but then encounters a problem that prevents completion of the course. In this case, an instructor may wish to assign a grade of “Incomplete” (designated as an I on the transcript). This choice is at the instructor’s discretion. If you decide to assign a grade of incomplete, you must complete an “I Grade Form” that can be accessed from the same window as your end-of-semester grade roster in the myUCF portal.

If possible, you should discuss the I grade with the student prior to submitting the form. In the form, you must briefly describe the reason for the student’s inability to complete the course. You must also list the items that the student needs to complete, the deadline for completion of the work, and the letter grade that the student will receive if the work is not completed by the deadline. Once the student has submitted the required items, or the deadline has passed, you will need to file a change of grade form with your department chair.

Once you submit the online form, the student automatically receives electronic notice and must acknowledge having received it in the myUCF portal. You will then be able to see that the student has acknowledged receipt of the form and the date of the acknowledgment. If the student finds the incomplete grade inappropriate or disagrees with the terms, the student has two weeks from the date the form was completed to contact you. Students must resolve any outstanding I grades before the end of their graduating semester or a permanent F grade will be posted that cannot be changed after the date of graduation.
**For Further Assistance**
Contact the Registrar’s Office (grades@ucf.edu; 407-823-5510) for online grading assistance regarding issues such as missing rosters or missing students, and for questions about policy. Contact the Faculty Center (fctl@ucf.edu; 407-823-3544) for questions about how to use the tools for online final grade submission.

**Reflecting on Your Teaching**
The Faculty Center philosophy is that no matter how long we’ve been teaching, there is always room for improvement and growth. That is why our programming and services are designed to target all levels of faculty experience and expertise. Faculty members who succeed at UCF will be able to demonstrate their excellent performance as instructors in numerous ways. Below is the language in the Collective Bargaining Agreement as of July 2012 regarding evaluation of teaching (for all UCF colleges except the College of Medicine). Note that it suggests a number of elements that should be considered in this process.

From Article 10, Section One: Annual Evaluations
10.1.d

(1) Teaching effectiveness, including effectiveness in imparting knowledge, information, and ideas by means or methods such as lecture, discussion, assignment and recitation, demonstration, laboratory exercise, workshop, practical experience, student perceptions of instruction, assessment of and engagement with student work, and direct consultation with students.

(i) The evaluation shall include consideration of effectiveness in imparting knowledge and skills, and effectiveness in stimulating students’ critical thinking and/or creative abilities, the development or revision of curriculum and course structure, effective student performance evaluation procedures, and adherence to
accepted standards of professional behavior in meeting responsibilities to students. The learning objectives of each course, the means of assessing learning objectives, and the outcomes of the assessment should be assessed as part of the teaching performance.

(ii) The evaluation shall include consideration of other assigned university teaching duties, such as advising, counseling, supervision, or duties of the position held by the employee.

(iii) The evaluator shall take into account any relevant materials submitted by the employee such as class notes, syllabi, student exams and assignments, an employee’s teaching portfolio, results of peer evaluations of teaching, and any other materials relevant to the employee’s instructional assignment.

(iv) The evaluator shall consider all information available in forming an assessment of teaching effectiveness.

In-unit faculty also may want to refer to their department Annual Evaluation Standards & Procedures (AESP). These documents contain information on what specific activities the evaluator(s) will expect from the faculty member.

The Faculty Center encourages faculty members to take advantage of multiple opportunities for ongoing assessment and evaluation of teaching, including collaborating with colleagues to observe each other’s classes or creating a teaching portfolio that includes a wide range of evidence of faculty performance and student learning. Our staff and your department and college colleagues can help you to get started with these activities.

Faculty Center staff will conduct observations of courses in any modality at the faculty member’s request. Our feedback is descriptive rather than evaluative, but we will work with you to
discuss any aspect of your teaching you’d like to experiment with or improve.

**Student Perception of Instruction**

One important element of teaching evaluation at UCF is the Student Perception of Instruction (SPoI or SPI). At the end of each term, students complete this form for each class in which they are enrolled to provide feedback about the learning experience. The form is electronic, and faculty members will receive information by email about its availability.

Effective Spring 2013, a new version of the online Student Perception of Instruction form was implemented. After several years of discussion and testing, the Faculty Senate approved the final version, which includes 11 total questions. The SPoI questions are available for review at [http://www.fctl.ucf.edu/facultysuccess/semesteressentials/studentperceptions.php](http://www.fctl.ucf.edu/facultysuccess/semesteressentials/studentperceptions.php). After course grades have been submitted, each faculty member will receive results with comparative analysis based on the level of the course, class size, department, and college for all their evaluated courses. We recommend that you speak with your department chair to learn how these results may be used in annual faculty evaluations, or stop by the Faculty Center to discuss how to use this information productively.

Some faculty members are concerned that their students will not complete the evaluation forms because they are administered online. To help ensure their completion, we recommend that you send your classes the student-centered instructions on the Faculty Center website at [http://www.fctl.ucf.edu/FacultySuccess/SemesterEssentials/studentperceptions.php](http://www.fctl.ucf.edu/FacultySuccess/SemesterEssentials/studentperceptions.php).

Below are some strategies that may help to maximize student response rates on evaluations.

- Remind students when the evaluations are available and share the instructions referenced above with them.
to ensure that they understand how to access and complete the forms

- Include a reference to the evaluations in your course schedule to help students focus on the goal of completing them at the end of the term
- Explain to students why evaluations are administered, and how you and others on campus will use the information provided in them
- Create an atmosphere of mutual respect and engagement in which students will believe that their feedback will be considered and valued
- Consider sharing examples of changes you’ve made in your course as a result of student suggestions to motivate students to respond productively
- Consider putting a date on your syllabus when students can bring in their laptops or tablet devices and complete their evaluations at the beginning or end of class while you are out of the room
- Check with your department about the option of adding supplemental questions to the evaluation form.

**Faculty Perception of Instruction**

One useful way to reflect on and record details of your own teaching is to use the Faculty Perception of Instruction form developed by the UCF Faculty Senate. The form provides an opportunity to document and contextualize instructional experiences each semester before receiving the Student Perception of Instruction (SPoI) results. Faculty members can complete the form for each of the classes taught in the semester and can store the files for their own future reference and planning purposes. Faculty responses can be compared with student responses to assist with interpretation of SPoI results. Faculty members have the option to share their Faculty Perception of Instruction (FPoI) with their chair or others. Participation is completely voluntary. Download the FPoI at the Office of Faculty Relations website: [http://facultyrelations.ucf.edu/resources/](http://facultyrelations.ucf.edu/resources/)
SECTION V: Faculty Development and Support

UCF offers a wide network of faculty support resources. If you are unsure about whom to ask for assistance, contact the Faculty Center at 407-823-3544 or fctl@ucf.edu.

Technology Support

University-Wide Technology
Some technology support is administered at a university level:

- Emerging technologies (wikis, blogs, podcasts, social media, Web 2.0 tools): Faculty Center (407-823-3544) for the tutorials [http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/](http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/)
- Gradebooks in Excel: Faculty Center (407-823-3544) for the tutorial [http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/Gradebook/](http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/Gradebook/)
- myUCF (portal): Computer Services (407-823-2711) [https://publishing.ucf.edu/sites/itr/cst/Pages/home.aspx](https://publishing.ucf.edu/sites/itr/cst/Pages/home.aspx)
- Outlook (Email): Computer Services (407-823-2711) [https://publishing.ucf.edu/sites/itr/cst/Pages/home.aspx](https://publishing.ucf.edu/sites/itr/cst/Pages/home.aspx)
- Service Desk (formerly “Help Desk”) - (computer password resets, LISTSERVs): Service Desk (407-823-5117) [https://publishing.ucf.edu/sites/itr/cst/Pages/ServiceDeskAbout.aspx](https://publishing.ucf.edu/sites/itr/cst/Pages/ServiceDeskAbout.aspx)
• Software Help (Dreamweaver, MS Office, Photoshop, Camtasia): Office of Instructional Resources (407-823-2571) [http://www.oir.ucf.edu/](http://www.oir.ucf.edu/)

• Student Response Clickers: Faculty Center (407-823-3544) [http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/CRS/index.php](http://www.fctl.ucf.edu/TeachingAndLearningResources/Technology/CRS/index.php)

• Surveys (FormManager): Online@UCF Support at Center for Distributed Learning (407-823-0407) [http://onlinesupport.cdl.ucf.edu/help/](http://onlinesupport.cdl.ucf.edu/help/)


• Turnitin.com (plagiarism detection): Faculty Center (407-823-3544) [http://www.fctl.ucf.edu/TeachingAndLearningResources/ClassroomManagement/AcademicIntegrity/turnitin.php](http://www.fctl.ucf.edu/TeachingAndLearningResources/ClassroomManagement/AcademicIntegrity/turnitin.php)

• Webcourses@UCF: Online@UCF Support at Center for Distributed Learning (407-823-0407). To receive training for first Webcourses@UCF use, email onlinesupport@ucf.edu


• Wireless registration of your laptop: Network Operations Center [https://publishing.ucf.edu/sites/itr/cst/Pages/WirelessNetworkOverview.aspx](https://publishing.ucf.edu/sites/itr/cst/Pages/WirelessNetworkOverview.aspx)

**College Support**

Your first stop for technology-related questions, including computer log-ins, video equipment, laptops, and projectors, should be the technology office for your college:

• BHC (Burnett Honors College): 407-823-2076

• CAH (College of Arts and Humanities): CHN-401/402, 407-823-2719, [cahtech@ucf.edu](mailto:cahtech@ucf.edu)

• CECS (College of Engineering and Computer Science): ENG2-201B, 407-823-0085
• CBA (College of Business Administration): BA2-203, 407-823-4170
• CEDHP (College of Education and Human Performance): Ed-106, 407-823-6047
• COHPA (College of Health and Public Affairs): iSAT facility in HPA1-105, 407-823-0112
• COM (College of Medicine): 407-266-1459
• CON (College of Nursing): iSAT facility in HPA1-105, 407-823-0112
• COS (College of Sciences): CSB-231, 407-823-2793, costech@ucf.edu
• CREOL (College of Optics and Photonics): CREOL-111, 407-823-6807
• RCHM (Rosen College of Hospitality Management): Rosen Campus, 407-903-8065

Regional Campuses
Faculty members teaching on the regional campuses should address technology questions to the local tech-support office:

• Cocoa........................................321-433-7927
• Daytona Beach.........................386-506-4073
• Leesburg ..................................352-536-2110
• Palm Bay ..................................321-433-7993
• Sanford/Lake Mary ....................407-708-2855
• South Lake ..............................352-536-2110
• Valencia Osceola......................321-682-4190
• Valencia West ..........................407-582-5660
Faculty Resources

The offices and organizations below provide direct support to faculty.

Center for Distributed Learning
Associate Vice President: Thomas Cavanagh
Orlando Campus: Library 107 (first floor) & Research Park: Partnership 2, STE 234
407-823-4910
Web Address: http://online.ucf.edu/

The Center for Distributed Learning (CDL) serves as the central agent for online learning at UCF, providing leadership in distance-learning policies, strategies, and practices. Our primary purpose is to help you be successful at teaching online. Here is an overview of our key functions:

- **Policy, Planning, Standards, Credentialing, Reporting**: CDL is responsible for establishing and supporting relevant policies and guidelines for distributed learning across the university. We report data to colleges, departments, and senior administration to ensure compliance with accreditation requirements and to collaborate on the strategic development of online courses and programs.

- **Faculty Development**: CDL provides a suite of professional development programs to help prepare faculty to teach online.

- **Course Design**: The CDL instructional design team works closely with faculty as consultants to help design and structure online courses and programs.

- **Course Production**: CDL’s course production model is designed to support all faculty, regardless of their technical skills or comfort.
with media production. We will work with faculty to help them produce their own material or will create original media on their behalf. CDL’s production services include course programming, graphics, interactive exercises, games/simulations, animations, and video with on-location and full studio capabilities.

- Technical Support: Once a course has been designed and developed, CDL offers support throughout its delivery. Specialized technical support is provided to faculty and students to ensure a successful course experience.
- Assessment: The Research Initiative for Teaching Effectiveness (RITE) supports UCF faculty in formulating and implementing research on effective teaching practices in higher education. This research is used to inform CDL’s policy formation, faculty development, course design/development, and technical support functions.

Center for Success of Women Faculty
Director: Linda Walters
CB1-207, 407-823-4240
Web Address: [http://womenfaculty.afia.ucf.edu/](http://womenfaculty.afia.ucf.edu/)

UCF’s Center for Success of Women Faculty (CSWF) promotes the success of women faculty at the University of Central Florida. We primarily achieve this through active mentoring; sponsored events designed to help faculty maximize their research, instructional and professional capabilities; advocacy; and providing resources to assist faculty to balance life and work. The CSWF also encourages excellence in scholarship, research, and creativity among UCF faculty and students in endeavors related to women. CSWF’s website can be found at [http://womenfaculty.afia.ucf.edu/](http://womenfaculty.afia.ucf.edu/); it contains
current information on CSWF-sponsored events, mentoring and faculty development, successful UCF women faculty role models, and faculty resources. The resource page also features information that should be helpful to newcomers to the area, including faculty selections for favorite restaurants, local and organic produce, beaches, mechanics, child care facilities, etc. Also on the resource page is a list of local, regional and national women’s organizations. For further information, please contact the Center for Success of Women Faculty at 407-823-4240.

Faculty Center for Teaching and Learning
Director: Melody Bowdon
Classroom Building I, Room 207, 407-823-3544
Web Address: http://www.fctl.ucf.edu/

The Faculty Center staff and resources support your success at UCF. The many programs we offer are co-designed with the faculty and provide opportunities to improve the effectiveness of your teaching, to meet and share ideas about increasing student engagement and preparing students for their future lives and careers, to develop course and program materials, to learn about innovative pedagogies and classroom technologies, and to develop research and professional enrichment plans.

Faculty Relations
Associate Vice Provost: Lyman Brodie
Millican Hall, Suite 351, 407-823-1113
Web Address: http://facultyrelations.ucf.edu/

In addition to their work with faculty members, the Academic Affairs’ Office of Faculty Relations supports deans, directors, chairs, and other administrators in the development and implementation of institutional policies and professional development activities related
to the academic missions of teaching, research, and service to the university. Faculty Relations personnel are responsible for:

- facilitation and administration of promotion and tenure
- development and mentoring faculty and faculty administrators
- potential conflict of interest and commitment reporting
- oversight of the faculty and A&P sick leave pool
- administration of several university faculty awards, including sabbaticals, professional development leaves, and initiatives to incentivize teaching and research
- collective bargaining-related concerns.

Faculty Relations is committed to assisting faculty and faculty administrators throughout their careers, and we encourage you to contact us with your questions or suggestions.

**Faculty Senate**  
Chair: Reid Oetjen  
407-823-0318  
Web Address: [http://www.facultysenate.ucf.edu/](http://www.facultysenate.ucf.edu/)

The UCF Faculty Senate provides a unique way of becoming involved in faculty governance and making a difference in your life and work as a faculty member. Whether you have questions about topics such as the university calendar, evaluation of teaching, curriculum, travel, research, parking or general university policies, etc., your Faculty Senate can assist you in finding answers and solutions. See the Faculty Senate site at [http://www.facultysenate.ucf.edu](http://www.facultysenate.ucf.edu) or contact our office (407-823-0318) – we’re here to answer your questions.
All UCF faculty members are represented by the Faculty Senate, which is comprised of 75 senators who are elected by every academic unit of the university. Through the efforts of faculty who serve on Faculty Senate committees and university committees and councils, a variety of policies and procedures are developed that affect teaching environments, standards, tenure and promotion, and awards. Among the committees that have only faculty representatives are the Graduate and Undergraduate Councils, which govern college and university curricular and academic policies and procedures, and the Personnel, Budget and Administration, and Parking Advisory committees. The Faculty Senate also ensures faculty representation on university committees that govern key issues, such as strategic planning, admissions and standards, the university master plan, instructional technology, and research.

It is interesting to note that the Faculty Senate was instrumental in the establishment of the Faculty Center many years ago. Among the recent Faculty Senate accomplishments are the development of promotion opportunities for Instructors and Lecturers to Senior Instructor/Lecturer; finalization of the new Student Perception of Instruction forms and their online delivery; development of a formal promotion process for non-tenure-earning assistant and associate professors; and the increased faculty voice on the university committees on Instructional Technology Resources, Strategic Planning, Master Planning, and Benefits.

You don’t have to be a senator to serve on the above committees, so if you have any questions or issues or would like to learn how to become more involved, please visit the Faculty Senate website, http://www.facultysenate.ucf.edu. There you’ll find...
information about your college senators and the Senate officers, as well as see the entire list of committees, who represents your college, archived minutes and resolutions. Faculty Senate meetings are held once a month during the Fall and Spring terms and the agenda and minutes for each meeting are also found on the website.

**Office of Diversity Initiatives**
12424 Research Parkway, STE 169
407-823-6479 Phone
407-823-6480 Fax

The Office of Diversity Initiatives was established in 1994 to support the University of Central Florida’s fourth strategic goal: “To become more inclusive and diverse.” This nationally recognized award-winning unit works with faculty, staff, and students to provide programs and services to make diversity and inclusion a priority within the life and structure of the UCF community. Faculty areas of focus include diversity education and training, individual and group faculty development opportunities, workshops and consultations on curriculum transformation, classroom presentations, and assistance in developing diversity-related protocols for research projects and special programs. The Office of Diversity Initiatives also provides leadership opportunities for faculty and staff via the acclaimed UCF Leadership Enhancement Program.
Office of Information Fluency
Director: Martha Marinara
Classroom Building I, Room 206, 407-823-1342
Web Address: http://www.if.ucf.edu

The Information Fluency Initiative (IF) works to advance the information fluency skills of students, academic faculty, library faculty, and staff at the University of Central Florida and the larger Central Florida community. IF focuses on the research and scholarship of teaching effective information retrieval, efficient evaluation of information, and ethical use of information. IF offers faculty travel grants, IF Awards, sponsors an international information fluency conference, and publishes the peer-reviewed, interdisciplinary Journal of Information Fluency. IF staff members are available to consult with faculty and staff, and to speak with classes on concepts in the field of information fluency including website evaluation, and appropriateness of sources for academic research.

Office of Instructional Resources
Director: Don Merritt
Classroom Building I, Room 203, 407-823-2571
Web Address: http://www.oir.ucf.edu/

The Office of Instructional Resources (OIR) supports the academic, research, and administrative goals of the University of Central Florida by utilizing multimedia, interactive, and digital media resources. UCF has nearly 500 integrated multimedia classrooms and other spaces across all of its campuses. OIR is the primary audio-video (AV) integrator for the university. Their staff of Crestron-certified programmers and CTS-certified installers work with internal university clients, vendors and external integrators to ensure that UCF’s AV standards and expectations are met.
OIR also provides lecture capture, telepresence, webcasting and other online collaboration facilities for university use, including thesis and dissertation committee support. OIR can also provide consultation to determine the most appropriate method of collaboration to meet your needs. For consultation services, to reserve a videoconference space, or to discuss potential costs, please call and ask to speak with a collaboration specialist.

The Faculty Multimedia Center (FMC), managed by OIR, is UCF’s media production facility dedicated to faculty and their needs. Located in Classroom Building I, Room 202, the FMC is home to a Whisper Room (audio production booth), practice teaching space, videoconference services, and high-end media production workstations including high-speed and slide scanners. You can also schedule to have a head-shot photo taken for use on a website or for publications.

Although OIR installs and repairs classroom equipment, they do not schedule classroom spaces. Faculty should work with their department or college scheduler to reserve a classroom or to change a class meeting space.

**Office of International Studies**
Interim Director: Consuelo Stebbins
Millican Hall, Room 107, 407-822-2302
Web Address: [http://www.international.ucf.edu/](http://www.international.ucf.edu/)

Internationalization at UCF is a continuous, holistic process of integrating an international or global dimension to the different functions of the university. The process includes the core functions of teaching, research, and service, as well as the administrative and ancillary services that support the university. The institutional commitment is stated in UCF Strategic Goal
three “Provide international focus to our curricula and research programs.”

While most units at UCF may be involved in the process of internationalization, the missions of the following units are centered on international activities: The Center for Multilingual Multicultural Studies (CMMS); the International Services Center (ISC); The Office of the Special Assistant to the President for Global Perspectives (Global Perspectives); and the Office of International Studies (OIS). You can find descriptions of the activities of these units, as well as links to their specific websites at the international hub http://international.ucf.edu/. You can also find resources, and related news and events through the international hub.

**Student Disability Services**
Director: Adam Meyer
Ferrell Commons 185, 407-823-2371
Web Address: [http://sds.sdes.ucf.edu/](http://sds.sdes.ucf.edu/)

Student Disability Services (SDS) is committed to providing qualified students with disabilities academic accommodations to ensure equal accessibility to educational opportunities offered at all UCF campuses.

SDS offers a wide range of academic accommodations for qualified students with disabilities based on appropriate disability documentation provided during an orientation and registration meeting with one of our SDS Coordinators. Academic accommodations help to level the playing field for students with disabilities and are not reflected on student transcripts.

For more information, please visit our website designed specifically to support faculty and staff members at UCF [http://sds.sdes.ucf.edu/faculty/](http://sds.sdes.ucf.edu/faculty/).
The University of Central Florida Libraries
Director: Barry Baker
Library, 407-823-2564
Web Address: http://library.ucf.edu/

The UCF Libraries is a gateway to academic resources, providing services and facilities in support of teaching and learning, research, intellectual growth, and enrichment of the academic experience. The Libraries provides access to a wealth of resources through the online catalog and electronic databases, including online journal subscriptions and full-text books. Library faculty and staff extend an open invitation to email, call, or stop by and learn more about the resources and services available to you and your students. Contact information for your subject librarian can be found at http://library.ucf.edu/SubjectLibrarians/default.php.

The John C. Hitt Library, located on the Orlando campus across from Millican Hall and the Reflecting Pond, is home to the Knowledge Commons, where students can study individually or in groups, using computers, whiteboards, and personal technology.

The following list highlights some of the faculty and student services provided by the Libraries. Additional information is available at http://library.ucf.edu/ or by contacting Ask A Librarian or your subject librarian.

- **Course and Media Reserves**
  Circulation/Media Services places items on Course Reserves to ensure that materials are available for your classes throughout the semester. Circulation/Media Services also checks out library materials, group study room keys, and equipment, such as iPads, portable DVD players, and Netbooks. Laptops are also available to students for library use. Students
can work in groups to record and view presentations in the Media/Presentation Practice Room.  
http://library.ucf.edu/Circulation/

- **Research and Information Services**  
  Reference assistance is available at all UCF Libraries. At the Research & Information Desk, librarians provide assistance with the catalog and database resources, as well as Off-Campus Access and research tools, such as EndNote and RefWorks citation software. Subject-specific Research Guides are also available to help navigate print and electronic resources.  
  http://guides.ucf.edu/

- **Ask A Librarian Services**  
  Ask A Librarian provides online reference assistance through chat, IM, text, email, or by phone.  
  http://library.ucf.edu/Ask/

- **Scholarly Communication**  
  The Libraries also offers research and publication support through its Office of Scholarly Communication. Services and information are available for literature reviewing and managing citations, understanding citation metrics and impact, determining where to publish and analyzing author rights agreements, etc.  
  http://library.ucf.edu/ScholarlyCommunication/

- **Library Instruction**  
  Library instruction is available at all UCF Libraries. Sessions are customized and provide hands-on instruction, teaching students how to select, evaluate, and use resources related to topics and assignments. Faculty may also request librarian participation in Webcourses.  
  http://library.ucf.edu/Reference/Instruction/
• **Information Literacy Modules**
  Online instruction modules with assessment that can be synchronized with your Webcourses, and Streaming Videos are available. Information Literacy Modules cover topics such as Avoiding Plagiarism, Maximizing Google Scholar, and Evaluating Websites. [http://infolit.ucf.edu/faculty/](http://infolit.ucf.edu/faculty/)

• **Research Consultations**
  Members of the UCF community can schedule a consultation with a librarian at the Research & Information Desk or at [http://library.ucf.edu/Reference/ResearchConsultation/](http://library.ucf.edu/Reference/ResearchConsultation/)

• **Government Documents**

• **Patents & Trademarks**
  The library is also a U.S. Patent and Trademark Depository, providing assistance in searching for existing patents and trademarks dating back to the late 1800s. [http://library.ucf.edu/GovDocs/PatentsTrademarks/default.php](http://library.ucf.edu/GovDocs/PatentsTrademarks/default.php)

• **Interlibrary Loan (ILL) and Document Delivery Services**
  ILL borrows materials from other libraries, including the Center for Research Libraries. All UCF faculty, staff, and students can set up a free ILLIAD account to request books and articles. Faculty, graduate students, and distance
students can also use Document Delivery Services, which delivers articles electronically in PDF and makes UCF collection materials available for pickup. http://library.ucf.edu/ILL/

- **Special Collections and University Archives**
  Special Collections & University Archives acquires, administers, and preserves thousands of non-circulating items, many of which are rare and unique. Collections consist of records and documents of historical value, including manuscripts, photographs, audio and video tapes, films, printed and published materials (books, ephemera, maps, broadsides, etc.). The University Archives is the official repository of all aspects of life at the University of Central Florida, serving as the collective memory of the institution. http://library.ucf.edu/SpecialCollections/

- **Collection Development Library Liaisons**
  Library Liaisons provide assistance with collections related to specific departments and/or programs. For information about journals in your field or to recommend items for purchase, contact “Ask A Librarian” to reach the Library Liaison assigned to your program. Contact information for your subject librarian can be found at http://library.ucf.edu/SubjectLibrarians/default.php.

The Curriculum Materials Center (CMC) is located in the Education Complex, ED 194. The library provides representative K-12 materials for preview, analysis, and circulation, primarily to the students and faculty of the College of Education and Human Performance (CEDHP). http://library.ucf.edu/CMC/
The Harriet F. Ginsburg Health Sciences Library at Lake Nona supports the educational curriculum, research, and patient care initiatives of the College of Medicine. [http://med.ucf.edu/library/](http://med.ucf.edu/library/)

UCF Libraries on Regional Campuses are located at Cocoa, Palm Bay, Daytona Beach, Sanford/Lake Mary, South Lake, Valencia Osceola, and Valencia West. Other partnership sites are served by appointment or virtually. Most of the Libraries’ online databases and electronic books are accessible from home or any campus. Print collections are available through Interlibrary Loan. More information is available at Library Services for Distance Learners [http://library.ucf.edu/Services/DistanceServices.php](http://library.ucf.edu/Services/DistanceServices.php) and UCF Branch and Regional Campus Libraries [http://library.ucf.edu/BranchCampuses/locations/](http://library.ucf.edu/BranchCampuses/locations/).

The Universal Orlando Foundation Library is located at the Rosen College of Hospitality Management. The library supports UCF’s Rosen College and serves as an information resource center for the hospitality industry in Central Florida. [http://library.ucf.edu/Rosen/](http://library.ucf.edu/Rosen/)

**United Faculty of Florida (Chapter #7463)**

President: Shelley Park
Web Address: [http://www.uffucf.org/](http://www.uffucf.org/)

The United Faculty of Florida (UFF) supports faculty rights, the advancement of academic excellence, the achievement of economic security, and gives you the opportunity to join in the collegial decision-making process that determines many of your professional circumstances. Locally, the UCF chapter negotiates a collective bargaining agreement that protects academic freedom and intellectual property, ensures fair assignments and evaluations, and works to address salaries and the terms and conditions of employment.
We provide members with grievance representation to protect faculty rights as stipulated in our contractual bargaining agreement. To ensure that your time at UCF is enjoyable and professionally successful, we sponsor a variety of socials for our members and an annual series of mentoring workshops to assist our members in making successful applications for tenure and promotion and for awards recognizing excellence in teaching and research through salary increases (TIP, SoTL, RIA).

In addition to enhancing your professional career, membership in UFF enhances your economic well-being through access to a variety of money-saving services (such as free life insurance, low cost disability insurance, auto and homeowner policies, discount programs and free financial planning services). Most importantly, perhaps, it allows you to be involved with other faculty in shaping the educational mission of UCF and the policies governing the larger Florida educational system. At a time when higher education is increasingly threatened by those who misunderstand it, UFF invites you to join in a collective local, state and national voice upholding the value and integrity of teaching and research as professional endeavors.

Links:
United Faculty of Florida-UCF Chapter (UFF-UCF): http://www.uffucf.org/
United Faculty of Florida-Statewide (UFF): http://www.unitedfacultyofflorida.org/
Florida Education Association (FEA): http://feaweb.org/
National Education Association (NEA): http://www.neamb.com/
American Federation of Teachers—Higher Education (AFT): http://www.aft.org/yourwork/highered/
Veterans Academic Resource Center
Director & Assoc. Univ. Registrar: Paul Viau
CFE Arena, across from Barnes & Noble at UCF, 407-823-2707
Web Address: http://varc.sdes.ucf.edu/

The Veterans Academic Resource Center, or VARC, is a one-stop solution to the needs of student veterans. We provide offices, study space and lounge space, as well as access to a number of university offices, in one central location. The VARC also provided resources and professional development for faculty and staff regarding working with returning student veterans.
### SECTION VI: Terminology and Acronyms

#### Colleges

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>BHC</td>
<td>Burnett Honors College</td>
</tr>
<tr>
<td>CAH</td>
<td>College of Arts and Humanities</td>
</tr>
<tr>
<td>CBA</td>
<td>College of Business Administration</td>
</tr>
<tr>
<td>CECS</td>
<td>College of Engineering &amp; Computer Science</td>
</tr>
<tr>
<td>CEDHP</td>
<td>College of Education and Human Performance</td>
</tr>
<tr>
<td>CGS</td>
<td>College of Graduate Studies</td>
</tr>
<tr>
<td>COHPA</td>
<td>College of Health &amp; Public Affairs</td>
</tr>
<tr>
<td>COM</td>
<td>College of Medicine</td>
</tr>
<tr>
<td>CON</td>
<td>College of Nursing</td>
</tr>
<tr>
<td>CREOL</td>
<td>College of Optics and Photonics</td>
</tr>
<tr>
<td>COS</td>
<td>College of Sciences</td>
</tr>
<tr>
<td>RCHM</td>
<td>Rosen College of Hospitality Management</td>
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#### Other Terms

**ADL** – Advanced Distributed Learning. This course (ADL 5000) is taken online by faculty to become credentialed to teach their own online (or mixed-mode) courses that someone else has created. To teach a fully original online course, faculty must complete a different program called IDL 6543.

**ALC** – Academic Learning Compacts. Operational Excellence (OEAS) coordinates this list of student learning outcomes for every major at UCF (i.e., what students will know by the time they graduate with each degree).

[http://www.o eas.ucf.edu/](http://www.o eas.ucf.edu/)
CBA – Collective Bargaining Agreement. This is the formal agreement between the UCF Board of Trustees and the United Faculty of Florida that regulates the terms and conditions of employees at UCF, their duties, and the duties of the Board of Trustees. http://www.collectivebargaining.ucf.edu/pages/CBA.htm

CDL – Center for Distributed Learning. This office coordinates all permissions, tech support, and assistance with online teaching. They do not control the university hardware like Internet access or email (those are supported by Computer Services). http://cdl.ucf.edu

DRC – Division Review Committee; part of University Assessment. If you are assigned to work with a DRC, a DRC chairperson will give you specific instructions.

EMPL-ID – (pronounced “em-pull I.D.”) Employee ID. This seven-digit number is also part of the PID (the PID will add a letter to the EMPL-ID). It is primarily used for personnel and financial matters.

Essentials – Online training required to receive a course shell via Webcourses (more properly called Webcourses@UCF Essentials, to distinguish it from IDV Essentials). Faculty teaching face-to-face courses, with no reduction in seat time, can use Webcourses@UCF to hold syllabi and materials, or give quizzes, if they complete Essentials. Contact onlinesupport@ucf.edu to get started.

FCTL – Karen L. Smith Faculty Center for Teaching & Learning. The Faculty Center is your first stop for navigating the UCF network of resources, this office aids with all aspects of teaching and learning. Located in CB1-207. http://www.fctl.ucf.edu
FERPA – Family Educational Rights and Privacy Act. This act of Congress dictates that student records (including grades) are to be kept confidential. In practice, this means grades and other records should never be posted, displayed, or made available in a way that one student can learn another student’s grade. [http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html](http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html)

FLC – Faculty Learning Community. Coordinated by the Faculty Center, these groups are made up of faculty members seeking to discuss faculty life or aspects of teaching, and typically meet several times each semester.

FTE – Full Time Equivalent. This is shorthand for the percentages/components that make up a faculty member’s job. FTE always equals 1.0 (example: research 0.6, teaching 0.3, service 0.1).

FTIC – First Time in College (previously called “freshmen”).

GEP – General Education Program. These required, lower-division classes are sometimes called “core” courses at other colleges. They are often high-enrollment lecture classes. [http://transfer.sdes.ucf.edu/files/gepsheet1213.pdf](http://transfer.sdes.ucf.edu/files/gepsheet1213.pdf)

HR – Human Resources. [http://hr.ucf.edu](http://hr.ucf.edu)

IDL – Interactive Distributed Learning; this term is used with only one class named IDL 6543, which is the required face-to-face course before faculty can teach fully online classes. Contact your chair or director for permission to enroll.

IDS – Interdisciplinary Studies. This major at UCF allows students to combine multiple disciplines into a single course of study. [http://www.is.ucf.edu](http://www.is.ucf.edu)
**IDV** – Interactive Distributed Video; this term is used with the CDL-class (training) called IDV-Essentials, which faculty must complete online before they can teach video-mode classes using the Tegrity software.

**IF** – Information Fluency. This campus-wide initiative was the chosen “Quality Enhancement Plan” for UCF in 2006, and has continued since. [http://if.ucf.edu](http://if.ucf.edu)

**In-Unit** – Regular positions at UCF classified as “in-unit” are part of a “bargaining unit” and are therefore covered by a Collective Bargaining Agreement, a contract that lays out certain terms and conditions of employment. Most faculty members outside of the College of Medicine are in-unit.

**IRB** – Institutional Review Board. This panel of experts reviews all research involving human subjects (including surveys) before the research can begin. This includes classroom-based research. [http://www.research.ucf.edu/Compliance/irb.html](http://www.research.ucf.edu/Compliance/irb.html)

**iTunesU** – Storage space on iTunes for podcasts (or limited videos), accessed via the Media Manager window in the Online Course Tools tab of the portal.

**Knights Email** – Required student email at UCF. Students receive this at orientation or matriculation. Knights Email is a UCF-branded version of Outlook, and it is the official email for students, who are required to check it weekly. Faculty should contact students only at Knights Email. Faculty may also create their own Knights Email account; visit [http://knightsmail.ucf.edu/](http://knightsmail.ucf.edu/) to get started.

**Materia** – Flash-based games and study tools faculty can set up for students to practice discrete sets of material. [https://materia.ucf.edu/](https://materia.ucf.edu/)
**M-mode** – Mixed-mode teaching (also called “blended”) involves reduced seat time, with extra emphasis on Webcourses (it is a partly online class).

**myUCF** – The “portal” website with access to multiple UCF software systems, all with “single sign-on” (no need to sign in again to access them). Paycheck stubs, teaching schedules, and grade submission are found here, as well as hyperlinks to subsystems like Webcourses, iTunesU, and more. [https://my.ucf.edu/](https://my.ucf.edu/)

**Network Systems** – Department in Computer Services that controls the Internet connection to campus, firewalls, and wireless access.

**NFO** – New Faculty Orientation. This academic orientation is organized by the Faculty Center; there is also a separate HR Orientation.

**NID** – Network ID. This is a second ID number (after the PID) and is used to sign in to UCF software programs and your UCF email. NIDs are often (but not always) your first initial and most (or all) of your last name. To find out what your NID is, visit [https://my.ucf.edu/nid.html](https://my.ucf.edu/nid.html). (Note: NIDs often change for former students once they become an employee of UCF). To change your NID password, visit [http://mynid.ucf.edu/](http://mynid.ucf.edu/).

**Obojobo** – A Flash-based software environment for testing, practicing, and reading “learning objects.” Can work in conjunction with Webcourses. This word is not an abbreviation for anything.

**OIR** – Office of Instructional Resources; coordinates hardware in classrooms (unless that room/building is controlled by a college instead). [http://www.oir.ucf.edu](http://www.oir.ucf.edu)
ORC – Office of Research and Commercialization. All sponsored research at UCF must be coordinated with ORC; they will also help with the grant process. [http://www.research.ucf.edu](http://www.research.ucf.edu)

Outlook – UCF’s official email system (sometimes called Exchange, which is the name of the software controlling it).

PeopleSoft – UCF’s enterprise software that controls all student and employee records; also the core of Identity Management; myUCF provides the front-end access to PeopleSoft.

Physical Plant – UCF’s term for the facilities office, which handles such services as housekeeping, maintenance, and postal services on campus. [http://www.fo.ucf.edu](http://www.fo.ucf.edu)

PID - This is a second ID number (after the NID) and is used to sign in to myUCF. The PID is usually your first initial plus your employee ID (EMPL-ID). To find out what your PID is, visit [https://my.ucf.edu/pid.html](https://my.ucf.edu/pid.html). To change your PID password, visit [http://mypid.ucf.edu/](http://mypid.ucf.edu/).

Portal – Synonym for “myUCF.”

QEP – Quality Enhancement Plan. As part of the university’s accreditation with SACS-COC, UCF has to choose a “quality enhancement plan” every ten years to advance a particular cause/agenda. In 2006, the QEP chosen was Information Fluency.

Respondus – Free third-party software that enables plain-text quizzes to be uploaded to Webcourses@UCF with a few clicks.

RFP – Request for Proposals. The formal call for proposals to win competitive offers for funding.
RIA – Research Incentive Award. This competitive award adds $5,000 to base salary; see the provost’s website for details. [http://facultyrelations.ucf.edu/awards-leaves/research-incentive-award-ria/](http://facultyrelations.ucf.edu/awards-leaves/research-incentive-award-ria/)

RITE – Research Initiative for Teaching Effectiveness. This research-based subgroup is part of CDL and investigates mostly online learning. [http://cdl.ucf.edu/research/rite](http://cdl.ucf.edu/research/rite)

SACS-COC – Southern Association of Colleges and Schools Commission on Colleges; the official accrediting body for UCF and the region. [http://www.sacs.org](http://www.sacs.org)

SARC – Student Academic Resource Center. Tutorial, supplemental instruction, and study skills workshops for students. [http://sarc.sdes.ucf.edu](http://sarc.sdes.ucf.edu)


SDS – Student Disability Services. Coordinates requests for accommodation for students with disabilities. [http://sds.sdes.ucf.edu](http://sds.sdes.ucf.edu)

SLO – Student Learning Outcomes. Part of the ALC “contract” with students for each major.

SoTL – Scholarship of Teaching and Learning. This refers to publications, presentations, and grants in peer-reviewed journals about teaching methods and practices. See the Faculty Center website for information about SoTL design and implementation. UCF sponsors a SoTL Award that adds $5000 to faculty base salaries (see the provost’s website for details). [http://facultyrelations.ucf.edu/awards-leaves/scholarship-of-teaching-and-learning-sotl-2/](http://facultyrelations.ucf.edu/awards-leaves/scholarship-of-teaching-and-learning-sotl-2/)
SPoI – Student Perception of Instruction (sometimes abbreviated as SPI). These reviews of class/faculty performance are given to students at the end of each class when they log in to myUCF. Some departments use SPoI results to aid in annual (formal) faculty evaluations. [http://teach.ucf.edu/resources/online-evaluations](http://teach.ucf.edu/resources/online-evaluations)

STEM – Science, Technology, Engineering, and Mathematics. These disciplines are often referred to in the aggregate, and many programs are customized for STEM audiences.

**Summer Faculty Development Conference** – Participants apply to one of several tracks (CSWF, Diversity, International, IF, FCTL, Service-Learning, STEM, WAC) at this funded, UCF-specific conference; faculty do not present research at this conference; rather, they attend to gather ideas. Many tracks also require work toward a final product and complete collaborative projects.

T&P – Tenure and Promotion. Contact Faculty Relations (407-823-1113) with any questions.

Tegrity – Lecture-capture software, often used while teaching to live students. Captures PowerPoint (or document camera) as well as inset webcam-style video.

TIP - Teaching Incentive Program Award. This competitive award adds $5,000 to base salary; see the provost’s website for details.

TurnItIn – Plagiarism detection and prevention service. Faculty must attend a workshop with FCTL to obtain a TurnItIn account. [http://turnitin.com](http://turnitin.com)
UFF-UCF – United Faculty of Florida is the professional association and collective bargaining agent for faculty members of colleges and universities in Florida, and is an affiliate of the Florida Education Association, which is affiliated with both the National Education Association and the American Federation of Teachers.

VARC – Veterans Academic Resource Center. This office assists student veterans and provides programming for them. [http://www.va.ucf.edu](http://www.va.ucf.edu)

W-mode – Web-mode (aka fully online) class, with minimal or no face-to-face.

Webcourses@UCF – UCF’s course management system is Canvas by Instructure and branded Webcourses@UCF. Types of classes include face-to-face (enhanced), mixed-mode reduced seat time (M), and fully on the web (W). Visit [http://teach.ucf.edu](http://teach.ucf.edu/) for more information.

Winter Faculty Development Conference – Participants apply to this funded, UCF-specific conference (sponsored by FCTL); faculty members make teaching-related presentations and participate in think-tank style sessions during this event.