DISTANCE EDUCATION

STUDENT HANDBOOK

Revised by Academic Affairs 08.2024

TABLE OF CONTENTS

WELCOME

UAM offers high-quality online classes and academic programs to accommodate the lifestyles, needs, and interests of its students. This student handbook for distance learning, a supplement to the full [UAM Student Handbook](#), outlines resources meant to enhance a student's online experiences, help assure academic success, and provide guidance for policies and procedures pertaining to online classes.

UAM VISION

The University of Arkansas at Monticello will be recognized as a model open access regional institution dedicated to empowering students to realize and develop their potential. UAM is committed to advancing three vibrant, diverse campuses that serve their communities and foster key partnerships that contribute to the economy and quality of life in the region, state, and beyond.

UAM MISSION STATEMENT

The University of Arkansas at Monticello is a society of learners committed to individual achievement by:

- Fostering a quality, comprehensive, and seamless education for diverse student learners to succeed in a global environment;
- Serving the communities of Arkansas and beyond to improve the quality of life as well as generate, enrich, and sustain economic development;
- Promoting innovative leadership, scholarship and research which will provide for entrepreneurial endeavors and service learning opportunities;
- Creating a synergistic culture of safety, collegiality and productivity which engages a diverse community of learners.

UAM CORE VALUES

- *Ethic of Care*: We care for those in our UAM community from a holistic perspective by supporting them in times of need and engaging them in ways that inspire and mentor.
- *Professionalism*: We promote personal integrity, a culture of servant leadership responsive to individuals' needs as well as responsible stewardship of resources.
- *Collaboration*: We foster a collegial culture that encourages open communication, cooperation, leadership and teamwork, as well as shared responsibility.
- *Evidence-based Decision Making*: We improve practices and foster innovation through assessment, research, and evaluation for continuous improvement.
- *Diversity*: We embrace difference by cultivating inclusiveness and respect of both people and points of view, and by promoting not only tolerance and acceptance, but support and advocacy.

UAM Institutional Learning Outcomes

- *Communication:* Students will communicate effectively in social, academic, and professional contexts using a variety of means, including written, oral, quantitative, and/or visual modes as appropriate to topic, audience, and discipline.
- *Critical Thinking:* Students will demonstrate critical thinking in evaluating all forms of persuasion and/or ideas, in formulating innovative strategies, and in solving problems.
- *Global Learning:* Students will demonstrate sensitivity to and understanding of diversity issues pertaining to race, ethnicity, and gender and will be capable of anticipating how their actions affect campus, local, and global communities.
- *Teamwork:* Students will work collaboratively to reach a common goal and will demonstrate the characteristics of productive citizens.

UAM Definitions of Digital Learning Formats

Online

An online course is web-based and can be participated in mostly or solely on a computer or tablet. Most or all course activities are online.

Prior to taking an online course, students should make sure that this form of distance learning is a good fit for them. It is critical that students communicate with Information Technology and/or the instructor of an online course no later than the first day of class to assure that they possess the technologies and skills necessary to succeed.

The student learning outcomes for an online course are the same as for an in-person offering of the same course. Course grading standards are the same as in an in-person course.

Hybrid

Hybrid classes blend in-person and online learning. This blended learning requires students to spend some of their time in class in person. The remainder of their learning takes place online.

For students who feel uneasy about taking a purely online class but need or want some flexibility in their class schedule, hybrid classes are an option. With a hybrid class, students get the in-person classroom time they may need. Students should consult Information Technology, course instructors, and their advisors about class format and delivery options.

The student learning outcomes for a hybrid course are the same as for an in-person offering of the same course. Course grading standards in a hybrid class are the same as in an in-person course.

Hyflex

A hyflex course permits flexible learner attendance. Each class session and learning activity is offered in-person, synchronously online via Blackboard Collaborate or a similar technology, and/or asynchronously online. The hyflex model requires instructors to design for this flexibility.

Depending on individual instructor requirements, students can determine at least to some degree when and how they attend and participate in a hyflex class. They might be allowed to change how they attend and participate daily but must meet deadlines and all other course requirements regardless of this flexibility.

The learning activities of a hyflex course support the same learning outcomes as other formats in which the course might be offered.

The same lectures, exercises, activities—whatever means the instructor uses to make learning happen—are the same for all students in all participation modes.

The instructor must clearly state in the syllabus the required technology, skills training, and support necessary for a student to be successful.

A SUCCESSFUL ONLINE LEARNER
- Is responsible for maintaining his/her own equipment and internet connection.
- Is expected to communicate in an appropriately professional manner at all times. (See **Appendix A.**)
- Is responsible for meeting all deadlines. A student must plan ahead. Procrastination is a fatal error.
- Is expected to have a high-speed internet connection.
- Is generally proficient in the use of computers and has a firm grasp of digital literacy.
- Participates in the class with the instructor and classmates. A student should ask questions when he does not understand the material. Such questions could benefit other students in the class.
- Reads, listens to, and/or watches all course materials.
- Demonstrates self-discipline.
- Is able to problem-solve.
  - For example, the student takes appropriate action if he has a family emergency, if the electricity goes off, if his computer crashes, if he loses his flash drive.

Expectations: Importance of the Course Syllabus
A student must carefully read the course syllabus. The information in a syllabus will include but not necessarily be limited to the following:

- An outline of what will be taught
- A description of assignments
- The number of tests and the dates of those tests
- The deadlines for assignments
- An explanation of how the instructor will know that the student understands the course

content and how the student will be graded
- The class attendance policy
- The circumstances under which missed work can be made up.

If a student does not understand any of the course policies, deadlines, assignments, or requirements, he should immediately ask the instructor for clarification. If a student asks no questions, the instructor will assume the student understands everything stated in the syllabus.

A student is also expected to observe proper online etiquette at all times. See **Appendix A.**

Attendance Policy

Regular class attendance is considered an essential part of the students' educational experience and a requirement for adequate evaluation of academic progress. The faculty considers that college students, as mature individuals, will recognize the need for regular attendance and will comply with this requirement. Faculty may establish specific attendance requirements that will be stated in the course syllabus.

UAM expects students to be diligent in the pursuit of their studies and regular in their class attendance. Students are responsible for making arrangements satisfactory to their instructors regarding all absences, whatever the reason, and are responsible for all materials covered during any absence. Such arrangements should be made prior to an absence whenever it is possible.

Students absent from two consecutive or a total of three class meetings will be reported to Academic Alert unless they have notified the instructor of a justifiable reason for the absences and made plans to make up all materials covered. (Disclaimer: Faculty members may submit an Academic Alert report on any student identified as at risk at any time.)

It is critical for online students to note that attendance in an online course requires the submission of an academic assignment, participation in an online discussion about academic matters, and/or initiation of contact with the instructor to ask questions about an academic subject. The attendance requirement is NOT fulfilled by a student merely logging into the class.

LIBRARY RESOURCES

The Fred J. Taylor Library and Technology Center and website provide access to materials a student may need for a course. Hard-copy books, periodicals in print or microfilm, links to all e-journals, e-newspapers, electronic databases, etc. are available for the student's success.

For questions, please contact Dr. Renée Clark, Electronic Resources Librarian, at Clarkr@uamont.edu / 870.460.1481 or visit https://www.uamont.edu/academics/library/index.html.

SUPPORT FOR DISTANCE EDUCATION

The Office of Instructional Technology provides support for online students. If a student needs help with Blackboard, the student should use the Blackboard Support link located at the following website:

https://www.uamont.edu/it/index.html Support is also available by phone at 870.460.1620 or in person on the second floor of the Student Success Center in Room 207F.

TECHNOLOGY REQUIREMENTS

To access online courses, a student must log into Blackboard. A student's enrolled courses will not appear in Blackboard until the first day of classes. Blackboard strongly recommends using the latest version of Mozilla Firefox for Windows or Mac. *A student must not use Microsoft Edge or Internet Explorer*. The following link allows a student to see whether his browser is supported by Blackboard: Browser Checker. Additional technology information is located in **Appendix C.**

MICROSOFT 365 SERVICES

As a UAM student, you have the opportunity to download Office 365 including but not limited to Excel, Outlook, PowerPoint, and Word with your uamont.edu account credentials on 5 personal machines for school-related activities. Instructions on how to download the free software is located in **Appendix C.**

TEXTBOOKS

A textbook will most likely be required, even though a class is online. The class syllabus provides details regarding textbooks and other required course supplies. Online bookstore: UAM Bookstore

TIME REQUIREMENTS

An online class may provide some flexibility in regard to when coursework is done, but it requires as much time as—and possibly even more time than—a face-to-face class. Students should be prepared for this prospect.

Time constraints are set by the University. For example, if an assignment is due at midnight, that is midnight (Central Standard Time) on the UAM campus, not midnight in the student's time zone. Turning in assignments early and not waiting until the last minute will save a student much stress and help the student avoid last-minute mishaps that could result in an assignment being late and thus penalized.

In the majority of online classes, students canno*t* work at their own pace: faculty have periodic assignments that are due perhaps daily, weekly, or following some other timeframe set out in the course syllabus.

A student must set aside time to access his course on a regular schedule—often daily—in accordance with the requirements stated in the syllabus.

PROCTORED TESTING

Some online classes require proctored testing. Proctored final exams may be taken at the Testing Center located in suite 201 of the Student Success Center or at an approved testing site. A list of approved testing sites can be found on the UAM Testing Center website: https://www.uamont.edu/life/testing/index.html.
A student may also find an alternate testing site if he lives more than 75 miles from UAM. ***The***

instructor must approve any testing site not listed in the above list of approved testing sites prior to testing. An alternate testing site must be approved by having the student and proctor complete the Alternate Testing/Proctor Request Form (**Appendix B**) on or before Friday of the second week of class. The completed form should be emailed to the instructor.

Failure to secure appropriate off-site testing by a student who cannot use UAM's Testing Center or approved testing site will result in the student being dropped from the course unless he has communicated with the instructor. Once a student has selected a testing site, the student will not be allowed to change testing sites. The instructor will send testing materials to the indicated testing site.

It is the student's responsibility to check with the alternate testing site for the dates and times of operation if the student is taking the test at a site outside the UAM area or an approved testing site. Students must present government issued identification (i.e. driver's license) upon testing at any testing site. Failure to do so will result in the inability to take an exam.

Choosing an Alternate Testing Site
If a student chooses a testing site not listed on the approved list of testing sites, an alternate testing site may be selected. Remote site testing must be at a college, university, or military Educational Services Office. Test proctors must be authorized by UAM to administer tests or in the case of Educational Services Office; personnel must be assigned or appointed to the Educational Services Office department.

There are two ways that a remote test site can be identified:
1. Contact the local college, university, or Educational Services Office.
2. Check the National College Testing Association Website at https://www.ncta-testing.org/list-of-certified-centers. This is a free referral service to facilitate distance learning testing.

These testing sites have been verified and confirmed as meeting UAM testing standards. Any testing fees charged by non-UAM testing centers are the responsibility of the student. Once a college, university, or Educational Services Office has agreed to proctor the tests, the student will need to work with the Educational Services Office to complete and return the Alternate Testing Site Location Form to the instructor no later than one week prior to any online testing.

RESPONDUS EXAM MONITORING

This course requires the use of Respondus LockDown Browser and Respondus Monitor for online assessments. LockDown Browser is a custom browser that locks down the testing environment within our Blackboard Learning Management System. When LockDown Browser is required for an online exam, students are unable to print, copy, visit other websites, or access other applications. Respondus Monitor is an online proctoring solution that adds webcam and video analytics to LockDown Browser. Respondus Monitor is a "companion product" for LockDown Browser and cannot be used without it.

You will not be able to access the exam with a standard internet browser. Watch this short video to get a

basic understanding of what LockDown Browser and Respondus Monitor (the webcam feature) are. A student Quick Start Guide (PDF) is also available. The cost to download Respondus Lockdown Browser for students is free. Students will be required to purchase their own subscription for Respondus Monitor, valid for 12 months for all courses and exams that use Respondus Monitor at their institution. The price is $15.00 for 12 months. Payment is made the first time an exam requires the use of Respondus Monitor. Credit cards, debit cards, and PayPal are the only accepted methods of payment.

A web camera will also be required to take exams that have Respondus Monitor enabled. A web camera may be already built into your computer, or it can be the type that plugs into your computer with a USB cable. Web cameras are not provided to students. If you do not own a web camera, you will need to purchase one for the duration of the course, borrow one for the duration of the course, or use a computer that already has a web camera for the duration of the course.

Here is the link to download LockDown Browser: University of Arkansas - Monticello
https://download.respondus.com/lockdown/download.php?id=581739676

If you're unable to pay for Respondus Monitor, there are a few steps you can take to seek assistance:
1. **Contact Your Institution**: Reach out to your school's administration or financial aid office. They may have funds available to assist students with necessary educational expenses like Respondus Monitor.
2. **Discuss with Your Instructor**: Let your instructor know about your situation. They may be able to provide alternatives or work with you to find a solution.
3. **Respondus Support**: If you encounter technical issues or need help with Respondus Lockdown Browser or Respondus Monitor, you can start a live chat session from within the application itself. The average wait time for an agent is less than 30 seconds.
4. **Check for Institutional Policies**: Some institutions may have policies in place to assist students who cannot afford the cost of proctoring services. It's worth checking if your institution offers any such support.
5. **Technical Troubleshooting**: If the issue is technical rather than financial, there are troubleshooting guides and support available to help you resolve common issues.
6. **System Requirements for Respondus Lockdown Browser and Monitor**
- Windows: 11 and 10 Details
- Mac: macOS 10.15 to 14.0+
- iOS: 12.0+ (iPad only). Must have compatible LMS integration. Details
- Chromebook: Details
- Web camera (internal or external) & microphone
- A broadband internet connection that is strong and stable

Finally, when taking an online exam, follow these guidelines:
- Select a location where you are comfortable having a video recording taken of yourself and your workspace environment. This area should also be free of distractions and interruptions.
- Before starting the test, know how much time is available for it, and that you've allotted sufficient time to complete it.
- Check to ensure your equipment (laptop, web camera, etc.) is working properly and address any

issues before starting the exam
- Turn off all mobile devices, phones, etc., and don't have them within reach.
- Clear your area of all external materials — books, papers, other computers, or devices.
- Remain at your desk or workstation for the duration of the test.
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Remember, communication is key. Please do not hesitate to reach out for help if you're facing financial difficulties that impact your ability to pay for educational resources.

Student Academic Grievances and Appeals

Informal Resolution

Undergraduate students who wish to seek further review of an academic action by the University or a University employee (in an official capacity) that the student contends was in violation of written academic policies, or constitutes unfair or unequal application of such policies, should first seek to resolve such concerns through informal discussions. In particular, grievances regarding academic matters should generally begin with informal discussions with the student's instructor or with the faculty member supervising a course. If such informal discussions do not reach a satisfactory resolution, then the student may pursue a grievance following the steps in this policy.

Formal Grievance Process

For an academically related grievance, the written grievance shall be submitted to the academic unit chair, director, academic dean or assistant vice chancellor (for a technical campus). If the concern relates to the chair, then the written grievance may be submitted to the dean who may appoint an alternate official to consider the grievance. If the concern relates to the dean or the assistant vice chancellor, then the written grievance may be submitted to the relevant vice chancellor.

Appeals

If the student believes the grievance decision is in error, then that person may, within 10 working days after the date of the written decision, appeal the decision to the relevant dean or vice chancellor. The administrator considering the appeal will review the material provided by the student, the grievance decision, any other material which has been assembled regarding the matter, and any applicable university policies and may, at his or her discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting or consulting with any individuals deemed necessary in the administrator's discretion. The administrator reviewing the appeal shall make a decision, in writing, within 10 working days of receiving the student's grievance, or as soon as possible thereafter. The appeal decision shall be final.

Grade Mediation Appeal Structure for Undergraduate Students

If a student questions the fairness or accuracy of a grade, there is recourse through a student grade appeal structure. Shall be heard are allegations that the instructor's policy was not applied consistently to all students, that the enforced policy differed substantially from the announced policy, or that a policy was not announced. All grievances concerning course grades must be filed within 120 days at the

end of the term in which the grade that is being appealed was assigned.

The procedures are:

The student should first discuss the matter with the instructor involved, doing so as soon as possible after receiving the grade. The instructor should be willing to listen, to provide explanation, and to be receptive to changing the grade if the student provides convincing argument for doing so. The student's questions may be answered satisfactorily during this discussion.

If the student chooses to pursue the grievance and submits an appeal, the student shall take the appeal in written form to the appropriate department chair or dean or assistant vice chancellor of the program in which the course was instructed. The appeal should present the basis of the appeal and merits of the grievance with evidence the student may have to support the appeal. If that person determines the case has no merit, that person will inform the student and the instructor. If the student wishes to pursue the concern, the student can submit documentation to the relevant vice chancellor. If that person believes the complaint may have merit, that person will discuss it with the instructor. In the case that the department chair is the instructor, the student should submit an appeal in written form to the appropriate dean of the school or college in which the course was instructed. In the case that the dean is the instructor, the student should submit an appeal in written form to the vice chancellor for academic affairs.

If the matter remains unresolved, the student may file an appeal with the Academic Appeals Committee composed of faculty and/or academic staff. This committee is appointed by the Assembly. The instructor whose grade is being challenged shall not serve on this committee. The committee will examine available written information on the dispute, will be available to meet with the student and with the instructor, and will meet with others as it sees fit.

If the Academic Appeals Committee majority determines, through its inquiries and deliberations, that the grade should not be changed, the committee should communicate this conclusion to the Office of Academic Affairs or the assistant vice chancellor (for a technical campus). The Office of Academic Affairs or assistant vice chancellor will notify the student of the decision. If the committee majority determines that the grade should be changed, the committee will request that the instructor make the change and provide the instructor with a written explanation. Should the instructor decline, he or she must provide an explanation for refusing in writing to the Committee.

If the Academic Appeals Committee, after considering the instructor's written explanation, concludes it would be unjust to allow the original grade to stand, it may then recommend to the department chair, dean or assistant vice chancellor that the grade be changed. That individual (department chair, dean or assistant vice chancellor) will provide the instructor with a copy of the recommendation and will ask the instructor to implement it. If the instructor continues to decline, the department chair, dean, or assistant vice chancellor is then obligated to change the

grade, notifying the instructor and the student of this action. If the dean is the instructor of the course, then it would go to the vice chancellor of academic affairs to change the grade.

ADDITIONAL RESOURCES

Academic Advising

Academic advising plays the vital role of keeping students informed, well-balanced and on-track to graduate. Every student is assigned either a professional academic advisor and/or a faculty academic advisor to discuss academic expectations, degree requirements and career aspirations.

To find your academic advisor, log into your WeevilNet account. Your academic advisor information should appear in the bottom right corner. If you are assigned two academic advisors, try to visit with your professional academic advisor before meeting with your faculty academic advisor.

For more information, please contact advising@uamont.edu / 870.460.1633 or visit https://www.uamont.edu/academics/academic-advising.html

Center for Writing and Communication

The Center for Writing and Communication is a free service to University of Arkansas students. Our staff consists of trained consultants who assist writers at all stages of the writing process: pre-writing, drafting, and revising. We also have a great resource library for more help in the writing process, including (but not limited to): citing sources, MLA/APA formats, brainstorming ideas, how to structure various types of essays, grammar/punctuation, etc. In addition to being a great place for helpful advice on composition, the CWC also sponsors various activities throughout the school year, such as Tuesday Night Reading, Writer's Circle (for creative writers), Game Nights, writing/literary activities, etc.

For more information, please contact at CWC@uamont.edu or 870.460.1379. You may also visit https://www.uamont.edu/academics/arts-humanities/writing-center.html.

Mental Health Counseling

The Mainline Health Systems, Inc. clinic is open to all University of Arkansas at Monticello students, faculty, and staff.

The mission of Mainline Health systems is "to provide the highest quality clinical services to all." Our behavioral health team is proud to collaborate with UAM in order to support your well-being by understanding and treating the behavioral and mental conditions affecting your health. We collaborate with our primary care team to offer physical, emotional, and mental health services for all students, faculty, staff, and alumni.

Our Behavioral Health Services at UAM Include:
- Individual therapy for depression, stress/anxiety, and trauma response
- Assessments and evaluations to provide diagnostic clarity and facilitate access to services
- Anger Management
- Maternal Mental Health Services

- Psych – med management

ACCESS COMPREHENSIVE BEHAVIORAL HEALTH

Speak with a provider in a safe, confidential environment where we focus on you and personalize your treatment to best meet your mental health goals and needs.

We even offer telehealth services for your convenience. This means off-campus students can also participate in services from their homes or remote locations.

For more information, please contact 870.224.0109 or visit https://www.uamont.edu/life/health-and-wellness/counseling/mainline-behavioral-health-services.html

Special Student Services
The Office of Student Special Services ensures that students, faculty, and staff with disabilities are given the same rights and services as other students of the University.

For more information, please contact: Ms. Mary Whiting, Director of Admissions and Recruiting, whitingm@uamont.edu / 870.460.1226 or visit https://www.uamont.edu/admissions/sss/index.html

Tutoring Services
The Tutoring Center provides online tutoring appointment services to currently enrolled students seeking tutoring support and academic assistance in most general education courses. Tutoring Services also offers face-to-face, virtual, and evening/night tutoring support services. The Tutoring Center assists students in becoming independent learners who function successfully in the academic environment and achieve their academic goals. Tutoring is provided free to individuals and small groups in general education subject areas and other courses as available. Current tutoring schedules may be picked up in the Testing, Career, or Tutoring Service offices or can be located electronically on the UAM Tutoring Services webpage.

A list of important contacts is located in **Appendix D** and a list of frequently asked questions is located at https://www.uamont.edu/academics/distance-ed-faq.html.

APPENDIX A

University of Arkansas at Monticello
Appropriate and Effective Online Communication

Here are guidelines for communicating online:

- Be clear and respectful.
- Be polite.
- Stick to the topic.
- Be organized.
- Make sure to use full words so there's no confusion.
- Make sure that the context of your message is clear.
- Do not share private information—yours or anyone else's.
- Don't use all caps. It will look as though you're yelling.
- Be careful with emojis so that they don't make your message vague or ambiguous.
- Always think about what you're saying to be sure it's kind, make your email subjects clear, and protect your personal information to stay safe online.

Following these tips helps make the internet a better place for talking and sharing.

APPENDIX B

University of Arkansas at Monticello-Alternate
Testing/Proctor Request Form

Students who wish to take any test at a site *other than the main campus* of the University of Arkansas at Monticello must complete and submit an **Alternate Testing/Proctor Request Form** to the course instructor for approval. The proctor must be a staff member at the alternate testing center of a college or university. A **proctor cannot be a family member.**

The instructor in consultation with the UAM Testing Center must approve all proctors and reserves the right to reject requests or proctors for any reason. The instructor is responsible for sending exams to the proctor. The instructor will contact the student if the proctor/testing center is not approved.

The student is responsible for any fees or postage charged by the proctor and/or testing center.

STUDENT AND COURSE INFORMATION- PLEASE PRINT
(Complete one form for each course.)

Student's Full Name:	I Student ID:
Address:	Course/Section/Instructor:
Day Phone: ( ) Night Phone: ( )	Semester: Fall Spring Sum Yr.__
E-Mail:	
Reason for Request:	
Signature:	

PROCTOR INFORMATION -PLEASE PRINT (To be completed by proctor.)

Proctor Name:	Title:
Place of Employment:	Department:
Complete Mailing Address:	
Office Phone: ( )	Fax Number: ( )
E-Mail Address:	

_____Approved   _____Not Approved   _____

Instructor Signature

APPENDIX C

University of Arkansas at Monticello
Information Technology Department
Handout

UAM Home page- www.uamont.edu

Instructional Technology Homepage - https://www.uamont.edu/it/index.html

HOW TO LOOK UP YOUR USERNAME AND PASSWORD (Google Chrome is recommended)
- Go to the UAM website at https://www.uamont.edu
- Click on INFORMATION FOR: Students
- Under the IT RESOURCES area, click on the ACCOUNT LOOKUP link.
- Students will enter the following information. All fields must be entered and match your record:
  - Their LAST NAME in UPPERCASE (if you have multiple last names or a hyphened name you will use both names)
  - The last FOUR digits of your Social Security Number SSN (if you do not have a Social Security Number then you will use XXXX)
  - Their Birthday. Use the calendar icon to look for your birthday (do NOT type it in manually and make sure the format is MM/DD/YYYY).
- Once all the required information is entered, click SEARCH.
- The student's UAM ID Number will appear and should be a 9-digit number such as 300000000 or 100000000
- Click on the UAM ID Number.
- Student should now see the following information:
  - Their Student ID Number
  - Their UAM E-Mail Address
  - Their Blackboard Username,
  - Their WeevilNet Student Self-Service Username
  - Their Initial Password for all your UAM User Accounts

Students should now be able to login to all UAM systems on campus

STUDENT EMAIL- The official means of communication for all UAM services
- On the UAM homepage, click on the myUAM portal link in the top righthand corner of the screen.
- Enter your UAM E-Mail and UAM Password.
- Verify your identity via the Multifactor Authentication process.
- Inside your myUAM portal, click on the 9 dots in the top left-hand corner of the screen
- Click on the Outlook app.

WEEVILNET STUDENT SELF-SERVICE (Google Chrome is recommended)

This is where you access Academic Information: Class Schedule, Grades, GPA, Billing/Account Information, To Do List/ Holds, Course History (unofficial transcript), & Personal Information
- On the UAM homepage, click on the myUAM portal link in the top right-hand corner of the screen.

- Enter your UAM E-Mail and UAM Password.
- Verify your identity via the Multifactor Authentication process.
- Inside your myUAM portal, click on the WeevilNet app.

HOW TO LOGIN TO BLACKBOARD (Google Chrome is recommended)
- On the UAM home page, click on the myUAM portal link in the top righthand corner of the screen
- Enter you UAM E-Mail and UAM Password.
- Verify your identity via the Multifactor Authentication process.
- Inside your myUAM portal, click on the Blackboard app.

HOW TO DOWNLOAD OFFICE 365 FOR FREE
- Open up an Internet browser on your computer (Google Chrome is recommended) and go to www.uamont.edu.
- On the UAM website, click on the myUAM portal link in the top right-hand side of the page.
- Enter your UAM E-Mail address on the Microsoft screen. For example: abc123456@uamont.edu. Click next.
- Enter your UAM password on the Microsoft screen. For example: Um123456. Click Sign In.
- You will now be prompted to verify your identity with Multifactor Authentication (MFA).
- Once you are verified your MFA, you will see a screen that asks you to Stay signed it? If you are on your personal computer, click YES. If you are on a public or borrowed computer, click NO.
- You should now be successfully logged into you myUAM portal account.
- In the top left part of the screen, you should see nine white dots in the grey bar next to the UAM logo.
- Click on the nine white dots to open a new menu. Click on the small "->" icon to access your Microsoft 365 account.
- You will be brought to a new screen for Microsoft.
- In the top right-hand part of the screen, you should see a button titled Install Apps. Click on this drop-down menu to open new menu.
- Inside the drop-down menu, click on the option that reads Microsoft 365 apps.
- The install for Office 365 will begin. NOTE: depending on your browser this will look different.
- The installation will begin downloading to your computer.
- You will now see an Installing Office menu on your screen.
- Once finished you will see a message that says Office is now installed. Click the Close icon.
- To find your new Microsoft products, type in the Search bar a key word to find the application.
  - For example: Word = Microsoft Word, Power = Microsoft PowerPoint, Exec = Microsoft Excel, etc.

APPENDIX D

Important Contacts

Admissions and Registration	Mr. Jay Hughes VC of Student Engagement hughesj@uamont.edu 870.460.1053 Ms. Mary Whiting Director of Admissions and Recruiting whitingm@uamont.edu 870.460.1026
Academic Deans	Dr. Steven Harper Dean of the School of Arts and Humanities harpers@uamont.edu 870.460.1178 Dr. Marsha Clayton Dean of the School of Business clayton@uamont.edu 870.460.1673 Mr. Brian Hairston Dean of the School of Computer Information Systems hairstonb@uamont.edu 870.460.1538 Dr. Kim Level Dean of the School of Education level@uamont.edu 870.460.1062 Dr. Michael Blazier Dean of the College of Forestry, Agriculture and Natural Resources blazier@uamont.edu 870.460.1152

	Ms. Carrie Johnson Assistant VC for Academic Success & Chair of the Division of General Studies johnsonc@uamont.edu 870.460.1233 Dr. Shuneize Slater Dean of the School of Mathematical and Natural Sciences slaters@uamont.edu 870.460.1116 Dr. Brandy Haley Dean of the School of Nursing haley@uamont.edu 870.460.1069 Dr. Clinton Young Dean of the School of Social and Behavioral Sciences young@uamont.edu 870.460.1147 Dr. Tracey Tucker Vice Chancellor for College of Technology at Crossett tuckerts@uamont.edu 870.460.2027 Mr. Bob Ware Vice Chancellor for College of Technology at McGehee wareb@uamont.edu 870.460.2101
Bookstore	Mr. Billy Hogue Bookstore Manager 1305mgr@Follett.com 870.460.1155

Disability Services	Ms. Mary Whiting Director of Admissions and Recruiting whitingm@uamont.edu 870.460.1026
Dropping a Class or Withdrawing	Dr. Steven Harper Dean of the School of Arts and Humanities harpers@uamont.edu 870.460.1178 Dr. Marsha Clayton Dean of the School of Business clayton@uamont.edu 870.460.1673 Mr. Brian Hairston Dean of the School of Computer Information Systems hairstonb@uamont.edu 870.460.1538 Dr. Kim Level Dean of the School of Education level@uamont.edu 870.460.1062 Dr. Michael Blazier Dean of the College of Forestry, Agriculture and Natural Resources blazier@uamont.edu 870.460.1152 Ms. Carrie Johnson Assistant VC for Academic Success & Chair of the Division of General Studies johnsonc@uamont.edu 870.460.1233 Dr. Shuneize Slater Dean of the School of Mathematical and Natural Sciences slaters@uamont.edu 870.460.1116

	Dr. Brandy Haley Dean of the School of Nursing haley@uamont.edu 870.460.1069 Dr. Clinton Young Dean of the School of Social and Behavioral Sciences young@uamont.edu 870.460.1147 Dr. Tracey Tucker Vice Chancellor for College of Technology at Crossett tuckerts@uamont.edu 870.460.2027 Mr. Bob Ware Vice Chancellor for College of Technology at McGehee wareb@uamont.edu 870.460.2101
Financial Aid	Ms. Althea Hayden Financial Aid Coordinator haydenag@uamont.edu 870.460.1350
IT	Office of Information Technology UAM-Ithelp@uamont.edu 870.460.1036
Library	Mr. Dan Boice Library Director boice@uamont.edu 870.460.1480 Dr. Renee Clark Electronic Resources Librarian parishe@uamont.edu 870.460.1280
Scholarships	Ms. Kiara Palmer Scholarship Coordinator palmerk@uamont.edu 870.460.1081

Student Accounts	Ms. Melissa Robertson Fiscal Support Supervisor robertstonm@uamont.edu 870.460.1543 or cashier@uamont.edu
Student Complaints	Dr. Steven Harper Dean of the School of Arts and Humanities harpers@uamont.edu 870.460.1178 Dr. Marsha Clayton Dean of the School of Business clayton@uamont.edu 870.460.1673 Mr. Brian Hairston Dean of the School of Computer Information Systems hairstonb@uamont.edu 870.460.1538 Dr. Kim Level Dean of the School of Education level@uamont.edu 870.460.1062 Dr. Michael Blazier Dean of the College of Forestry, Agriculture and Natural Resources blazier@uamont.edu 870.460.1152 Ms. Carrie Johnson Assistant VC for Academic Success & Chair of the Division of General Studies johnsonc@uamont.edu 870.460.1233 Dr. Shuneize Slater Dean of the School of Mathematical and Natural Sciences slaters@uamont.edu 870.460.1116

	Dr. Brandy Haley Dean of the School of Nursing haley@uamont.edu 870.460.1069 Dr. Clinton Young Dean of the School of Social and Behavioral Sciences young@uamont.edu 870.460.1147 Dr. Tracey Tucker Vice Chancellor for College of Technology at Crossett tuckerts@uamont.edu 870.460.2027 Mr. Bob Ware Vice Chancellor for College of Technology at McGehee wareb@uamont.edu 870.460.2101
Tutoring	Mr. Brian Jones Director of Career, Testing, and Tutoring Services jonesb@uamont.edu 870.460.1453