COLLEGE OF
INFORMATION
STUDIES

Instructor Guide
2021–2022

Contents

About this Document

The purpose of this document is to present information about the organization of the iSchool, to discuss expectations related to academic programs, to identify resources available to faculty members, and to explain a range of teaching and personnel policies and procedures. Please note that all of the information contained in this document (and more) is available in both browseable and searchable format in the iSchool Academic Programs knowledge base, available at https://tinyurl.com/iSchoolAcademicsKnowledgeBase.

There are several other information resources that instructors may find helpful, including:

- iSchool Academic Programs Request and Question Portal: http://tinyurl.com/iSchoolAcademicProgramsPortal
- iSchool Intranet: https://internal.ischool.umd.edu/
- iSchool Website: http://ischool.umd.edu
- UMD Academic Calendar: https://www.provost.umd.edu/calendar/
- UMD Campus Map: http://maps.umd.edu/map/
- UMD Graduate Course Catalog: http://www.gradschool.umd.edu/catalog/
- UMD Undergraduate Course Catalog: https://academiccatalog.umd.edu/undergraduate/
- UMD Faculty Handbook: https://faculty.umd.edu/index.html
- UMD Schedule of Classes: https://app.testudo.umd.edu/soc/
- UMD Teaching and Learning Transformation Center: http://www.cte.umd.edu/
- UMD Teaching Policies and Guidelines: http://faculty.umd.edu/teach/

Important iSchool Contacts

- iSchool Academic Programs: ischoolfacquery@umd.edu
- iSchool Administration and Finance: ischooladmin@umd.edu
- iSchool Communications: ischoolcomm@umd.edu
- iSchool Facilities: ischoolfm@umd.edu
- iSchool Faculty Affairs: ischoolfacultyaffairs@umd.edu
- iSchool Human Resources: ischoolhr@umd.edu
- iSchool Information Technology: ischooltechsupport@umd.edu

Please note: questions or concerns related to anything in this document can be directed to the Academic Programs team via their help desk portal: http://tinyurl.com/iSchoolAcademicProgramsPortal

Administrative Resources

Building Hours

Hornbake building hours are Monday to Thursday, 7:00am–9:30pm and Friday, 7:00am–6:00pm. Patuxent building hours are Monday to Friday, 8:00am–5:00pm. For after hours or weekend access, please contact ischoolFM@umd.edu to make arrangements.

Calendar

The iSchool Calendar is the public calendar of the iSchool and includes public committee meetings, events, etc. Employers may wish to add it to their Google Calendar view, by doing the following:

- Open Google Calendar;
- On the left side, find "Other Calendars";
- Click on the + sign to "Add other calendars";
- Click on "Subscribe to Calendar"; and
- In the "Add calendar" box, type in ischoolcalendar@umd.edu, and hit Enter.

To add an item to the calendar, employees can create an event and "invite" the calendar like they would a person using the "invite guests" area of Google Calendar. The email address to invite the calendar is ischoolcalendar@umd.edu.

Central Authentication Service (CAS)

The University uses a central login service (CAS) for the majority of University systems including ELMS (online learning platform), email, etc. An employee's directory ID and password are the login information for those systems. iSchool HR (ischoolhr@umd.edu) will provide new employees with a University ID (9 digit number), which is necessary to create a directory ID.

The Division of IT requires a multi-factor authentication process for all systems behind the CAS firewall. Multi-factor authentication requires individuals to have access to their directory ID and password and a mobile device, hardware token, phone that can receive voice calls, or a one-time use code. Instructions for setting up multi-factor authentication are available at https://it.umd.edu/MFA.

Communication Listservs

All employees' UMD emails will be subscribed to several listservs automatically. These are:
- "ischoolfac" – includes all faculty within the College. Official notices, funding opportunities, and announcements go to this list.
- "ischoolannouncements" – includes all faculty, staff, and students in the College.

- "fall21infofaculty" – includes all instructors teaching in the current semester
- "2108infofacultypt" – includes all adjunct instructors teaching in the current semester

Employees also have to the option to subscribe to "ischooldiscussion." Interested employees should send an email to listserv@listserv.umd.edu including the following in the first line of the message: SUBSCRIBE ISCHOOLDISCUSSION <their name>. The subject line of the message should be left blank.

Contracts

Full-time instructors teaching online do not receive a contract for courses taught during the fall and spring semesters. Full-time faculty who are teaching overload courses will receive an appointment letter confirming the compensation amount and appointment terms. Adjunct instructors will receive contracts from iSchool Human Resources (ischoolhr@umd.edu) on a per-semester basis. Full-time faculty teaching in the winter or summer will also receive contracts.

Copies

Small copy jobs may be produced using the copier in the Administration Office (1117 Patuxent). No passcode is needed to use this machine. Employees may send larger jobs to iSchool Administration and Finance (ischooladmin@umd.edu), and the job will be forwarded to the Copy Service Center on campus. This process takes 72 hours to complete. Employees may pick up their copies at the Patuxent first floor reception desk.

Faculty/Staff ID Card

Employees must obtain a University ID card in person at the first floor lobby of the Mitchell Building. Employees must bring a current photo ID, such as a driver's license. More information is available at http://registrar.umd.edu/current/Policies/id-cards.html. Employees will need an ID card to gain access to campus buildings during nights, weekends, and holidays, as well as to check out books from the libraries, access campus recreation facilities and other similar tasks. Requests to access iSchool spaces that remain locked should be made at https://docs.google.com/forms/d/e/1FAIpQLSdE02u5znLaZJufrJWyrl-NAT6bGsAfFZz9yXT KOICFJyK0wg/viewform?usp=sf_link.

Instructional Supplies

Instructors wishing to purchase instructional supplies should submit a request to the iSchool Academic Programs portal http://tiny.url.com/iSchoolAcademicProgramsPortal. Purchases made without the prior approval of the Academic Programs team will not be reimbursed.

Mail

For full-time faculty and staff, all incoming mail and packages will be distributed daily, Monday through Friday, to individual offices. Items will be left inside locked offices. Adjunct faculty can retrieve mail from the iSchool Service desk during regular business hours (9am–4pm, Monday to Friday).

All mail and packages should be addressed as follows to ensure proper delivery:
[Employee Name]
College of Information Studies
4130 Campus Dr.
0201 Hornbake Library
College Park, MD 20742

Outgoing mail and packages will be collected and processed daily, Monday through Friday, at the iSchool Service Desk in HBK0201 or at the Dean's Reception Desk outside PTX1122. Employees mailing a package should drop off the item at one of these locations and send a note to iSchool Administration and Finance (ischooladmin@umd.edu) with the recipient's address information. Tracking information will be provided once the item has been shipped.

Parking

Questions about parking should be directed to ischooladmin@umd.edu. General campus parking information is available at http://transportation.umd.edu/faculty.html.

Payroll

The Administrative Resource Enterprise Services (ARES) is the University of Maryland's employee information site. Log in to ARES using the Directory ID and password and go to Payroll and Human Resources (http://www.ares.umd.edu). New adjunct faculty should be aware that it generally takes four weeks to receive the first paycheck. Direct deposit is strongly encouraged; that form is available at https://www.marylandtaxes.gov/statepayroll/Static_Files/Direct_Deposit_Form.pdf

Physical paychecks, when issued, can be picked up in the iSchool Human Resources suite (2112 Patuxent). Employees may also ask that they be mailed to their official payroll address. Please contact iSchool HR (ischoolhr@umd.edu) to request checks be mailed.

Employees may view and/or print earnings statements by logging into ARES at: http://ares.umd.edu/home/ and then following this path:
Payroll > Human Resources > View Print Biweekly Earning Statement.

Reserving Rooms

Employees needing a (non-course) meeting space should email iSchool Administration and Finance (ischooladmin@umd.edu).

Shared Governance

The iSchool plan of organization and additional information on faculty governance and committees is available at https://internal.ischool.umd.edu/governance-planning/ischool-plan-of-organization/. Full-time faculty members are appointed to serve on committees by the Dean. Adjunct faculty members may attend College Assembly and the program committees for which they teach; in these committees, adjunct faculty have voice but no vote. There is one voting member elected by the adjunct pool to vote on matters at College Assembly. The 2021-2022 representative is Jennifer Sturge (jsturge@umd.edu).

Key Governance Committees

With the exception of the Appointments, Promotion, and Tenure Committee, all of the following committees hold publicly accessible meetings. If you wish to attend and need information on their meeting dates and times, please submit a request to the iSchool Academic Programs portal http://tiny.url.com/iSchoolAcademicProgramsPortal.

Appointments, Promotion, and Tenure (APT)

The committee on Appointments, Promotion, and Tenure (APT) is responsible for establishing policies for the appointment, review, promotion, and tenure of faculty; conducting reviews of faculty per the APT Policies and Procedures; coordinating faculty mentoring; and making recommendations to the Dean regarding the appointment, contract renewal, promotion, and tenure of faculty. APT is made up of all full-time faculty. Procedures and criteria for Tenure-Track Faculty (TTK) and Professional Track Faculty (PTK) are available at https://internal.ischool.umd.edu/governance-planning/umd-ischool-committees/committee-on-appointments-promotion-and-tenure/. Please note that this committee is not publicly accessible.

College Assembly

This is an all-faculty and -staff governing body that also includes student representatives from each program. It is held on the first Friday of each month in September, December, February, March, April, and May.

Program Committees

Each degree program has a standing committee responsible for overseeing maintenance, development, and support of the program. This includes, but is not limited to, reviewing and approving any substantive change to courses and curriculum and making recommendations to PCC (see below) regarding policies (new or changing) that affect the program. The Committee also sets admissions criteria, oversees the admissions process,

reviews and approves/denies student petitions, recommends appropriate actions for students having academic difficulty, etc.

Programs, Courses, and Curriculum (PCC)

The Programs, Courses, and Curriculum (PCC) committee is responsible for overseeing maintenance, development, and support of academic programs within the College. This includes, but is not limited to, reviewing and approving any substantive changes to courses and curriculum in the programs. PCC also makes recommendations to the College Assembly regarding policies (new or changing) that affect the iSchool's academic programs. PCC also houses the Students in Academic Distress (SAD) Committee, which is responsible for reviewing the status of students with academic difficulties in a timely fashion so that appropriate action can be taken. PCC is chaired by the Senior Associate Dean and is made up of the Associate Dean for Academic Affairs, the Directors of Operations, and the faculty Directors of each program.

University Email and Directory ID

Access to most University electronic systems is managed through a directory ID, which iSchool HR (ischoolhr@umd.edu) created for each employee as part of their initial appointment with the University. The directory ID will define employees' email address and login account to most University and iSchool systems. New employees can set up their University ID (different from directory ID, consisting of 9 numbers) and email address at https://identity.umd.edu/id/newuser.

Updating Personal and Contact Information

ARES (Administrative Resource Enterprise Services) is the University of Maryland's employee information site. It includes personnel forms related to contact information and benefits at http://www.ares.umd.edu.

Working on Campus

Full-time faculty are assigned an office by iSchool Facilities. Adjunct faculty are encouraged to utilize workspace in the iSchool Commons as needed. Rooms 0302B-G are available as private workspaces or to hold office hours on a first-come, first-served basis, Monday through Friday, 9am-4pm. Keys to these rooms can be retrieved from the iSchool Service Desk in the iSchool Commons. Questions can be directed to iSchool Facilities (ischoolfm@umd.edu).

The University requires all employees to be vaccinated against the COVID-19 virus or to seek a medical accommodation through the Office of Faculty Affairs (available at https://www.faculty.umd.edu/) or the Office of Staff Relations (available at https://uhr.umd.edu/staff-relations/). All employees must confirm their vaccination status at http://return.umd.edu to ensure that they will be cleared to come to campus. Further information on campus safety and compliance issues vis-a-vis the COVID pandemic is available at https://umd.edu/4Maryland/faculty-staff-graduate#campus.

Teaching Policies, Resources and Recommendations

Academic Integrity

The student-administered Honor Code and Honor Pledge prohibits students from cheating on exams, plagiarizing papers, submitting the same paper for credit in two courses without authorization, buying papers, submitting fraudulent documents, and forging signatures. Read more at https://www.president.umd.edu/administration/policies/section-iii-academic-affairs/iii-100a. Information on policies relating to fairness of grading is available at . Information on classroom climate policies is available at https://tltc.umd.edu/instructors/teaching-topics/classroom-climate. Information on the Code of Academic Integrity, the Code of Student Conduct, and other prohibited behaviors is available at https://academiccatalog.umd.edu/undergraduate/registration-academic-requirements-regulations/academic-integrity-student-conduct-codes/.

Instructors with concerns about student code violations should submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. Instructors should also report instances of academic integrity directly to the Office of Student Conduct at https://www.studentconduct.umd.edu/academic-dishonesty.

Academic Program Administration

The below diagram outlines the academic program administration workflow. For questions, please submit a ticket via the should submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. (Zoom in for detail and please note that the image is not accessible to screen readers. If you need the information relayed to you in a different format, please submit a ticket to the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.)

Curriculum Management Workflow
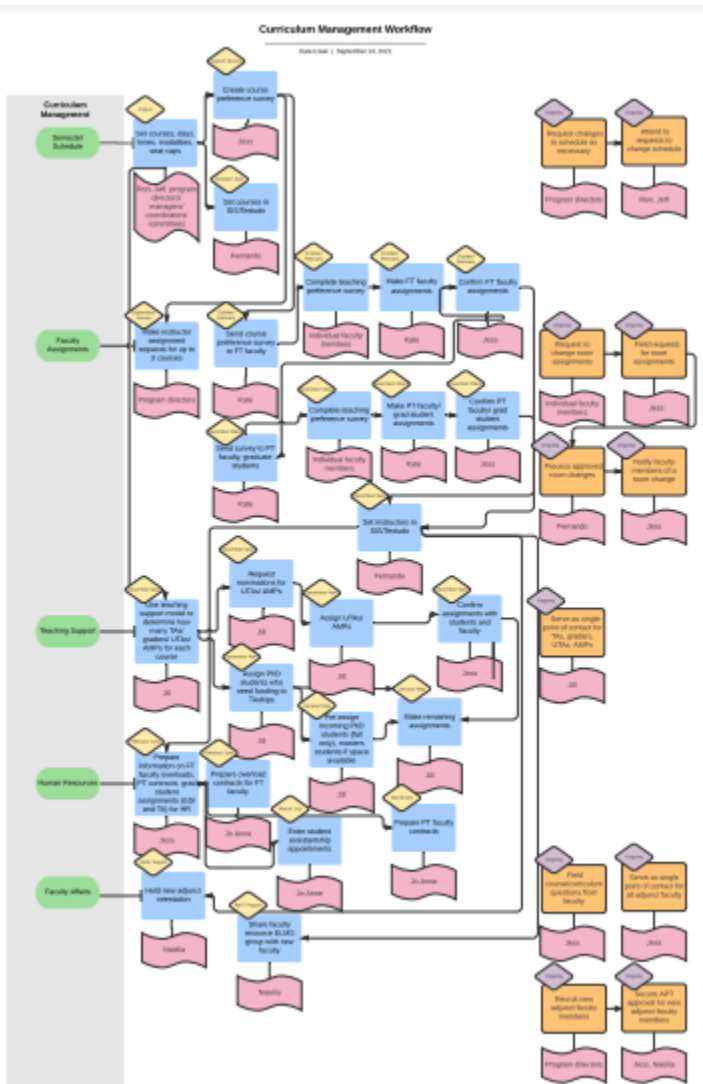
Accommodations

The iSchool is committed to creating and maintaining a welcoming and inclusive educational, working, and living environment for people of all abilities. For students to receive reasonable accommodations, they should contact the Accessibility and Disability Service (ADS) office (301-314-7682) to schedule a registration interview. Receiving an accommodation or service is based on the nature of the disability. Further information on accommodations and services are available through ADS, at https://www.counseling.umd.edu/ads/.

Instructors will be notified via email about students who have received accommodations. They will be able to view and agree to the accommodation letter through the Online ADS Portal. Instructors must sign the Acknowledgement of Student Request Form to signify receipt of the student's accommodation letter and to indicate that a dialogue regarding accommodation implementation has occurred. For online classes. Instructors should either digitally sign the form or email the student confirming they have received the letter and do

not have further questions about their accommodations. It is appropriate to share accommodation requests with graduate teaching assistants.

Students must meet privately with instructors, preferably during office hours, to discuss the logistics of implementing their accommodations in courses. This meeting should occur at the beginning of the semester after the instructor has received an electronic copy of the accommodation letter. Graduate teaching assistants may hold these meetings in lieu of faculty if they will be overseeing the student's testing requirements.

Students and instructors/graduate teaching assistants must complete a Detailed Implementation Plan Form for any accommodations requiring a written plan. Once complete the student and the instructor/graduate teaching assistant should retain a copy of the written plan for their reference, and the student should submit a copy to ADS.

It is not necessary for students to sit for their exam at the ADS Testing Office unless specifically listed as an accommodation. If instructors are unable to administer an accommodated exam independently they should schedule the student to take the exam with ADS.

To utilize the ADS Testing Office the student must make a reservation three business days in advance of the testing section. Instructors will be notified via email and will utilize the ADS Online Portal system to provide a copy of the test questions and instructions for administering the exam. Instructors are responsible for providing all test questions and instructions by 12pm. If materials are not submitted by the timelines mentioned above the reservation will be cancelled.

For online courses, instructors are able to independently accommodate students within ELMS/Canvas. ADS Testing Office staff do not have access to online course content and will not be able to assist or troubleshoot accessibility questions. Instructors should work directly with the Division of IT by contacting itaccessibility@umd.edu for specific guidance and assistance.

Classrooms

Instructors can locate an assigned classroom at https://testudo.umd.edu/. All instructors should check their room prior to the start of the semester to ensure that it will adequately meet their instructional needs. Instructors can check on a room's capabilities by physically visiting the classroom or using the 25Live.com scheduling system at https://25live.collegenet.com/pro/umd#!/home/dash. Instructors concerned with an assigned room's capabilities should should submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Class Session Cancellations

Instructors who must cancel a class session due to illness, travel, emergency, etc., have two options. First, they could replace the class session with online work or an additional assignment; second, they could engage the University's collegial leave standard, in which a

instructor asks another iSchool faculty member to substitute. Instructors are responsible for making this request, but can also direct questions via submission of a ticket to the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Course Evaluations

CourseEvalUM is the online course evaluation system used throughout the University. Students receive notification by email with directions on how and when to submit course evaluations. A summary report of the evaluations is available to faculty several weeks after the close of the semester. All iSchool faculty members are strongly encouraged to include information about the course evaluation system on their syllabi and to actively support its use by students. Information about CourseEvalUM can be found at https://courseevalum.umd.edu/ .

The purpose of the evaluations is to help encourage excellence in teaching. The Associate Dean for Academic Affairs reads all evaluations and, when appropriate, contacts faculty members to discuss particular issues that emerge from the evaluations. All faculty members are also free to discuss their evaluations with the Dean, Senior Associate Dean or Associate Dean for Academic Affairs. To arrange a meeting, instructors should submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Course Rosters

Class rosters are found on University of Maryland Electronic Grading System (UMEG) at umeg.umd.edu. Instructors will need their directory ID and password to access UMEG. Instructors should check their class roster carefully during the first two weeks of the semester. The iSchool requires that all students be registered for a class by the tenth day of the semester. The University will ask instructors to verify the roster at that point, which takes place in UMEG. After this date, students are only allowed to drop—not add—a class. For questions about a student's presence in class, please submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Delayed Openings and Campus Closings Due to Inclement Weather

Weather alerts and weather-related schedule updates will be announced on the UMD homepage and the snow hotline: 301-405-7669. The iSchool recommends that all employees sign up for text message alerts at https://alert.umd.edu/. While local television and radio stations report on University closings, the information is not always correct. Please use the telephone number above or check the University website (www.umd.edu). See Procedures for Delayed Openings and Campus Closings Due to Inclement Weather at https://www.prepare.umd.edu/severe-weather-events and access inclement weather FAQs at https://umd.edu/weather. If the University indicates it will be closing early, but an instructor has a class scheduled prior to the dismissal time, it is their choice to hold the class session or to cancel it. Cancellation notices should go to students as soon as possible. No one may ask students to remain on campus after the dismissal time.

Instructors with synchronous online courses starting after dismissal time may hold class but they should be prepared to offer students an opportunity to make up any assignments, as some may rely on public facilities for their information technology needs. Instructors may cancel the session entirely or work individually with students who are not able to access a course space during inclement weather.

Final Exams

A final examination shall be given in every course. Exceptions may be made with the written approval of the Associate Dean for Academic Affairs. To request an exception, please submit a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. A student's final course grade may not assign a weight to a final exam that accounts for more than 49% of the student's grades. Other assessments should make up the majority of the student grade. Instructors can review the final exam schedule in Testudo each term. Most exams fall into a standard schedule used each semester for courses. Some courses, due to time or room conflicts, are scheduled off the standard schedule. That information is provided early in the semester and is listed under each course. The standard finals schedule is available at http://www.registrar.umd.edu/current/registration/exam.html. If a course is not represented in the standard final exam schedule, that means the course is operating on a non-standard day or time. For these courses, the University will release exam times by the middle of the term, at https://ntst.umd.edu/soc/exam/

No final examination or equivalent assignment may be given or due during the last week of classes. Out-of-class final examinations or equivalent assessments shall be due on the date and at the time listed in the Official Examination Schedule.

Students whose class schedule requires them to take more than three final examinations on the same day have the right to reschedule at least one examination. The student is responsible for making this request to their instructor. Issues regarding rescheduling exams can be addressed by submitting a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. Students wishing to reschedule a final examination under this rule should contact their instructor(s) by the deadline for dropping courses (see Deadlines here: https://www.registrar.umd.edu/deadlines.html). Students are strongly encouraged to check the final exam schedule before registering for courses (see Final Exam Schedule http://registrar.umd.edu/current/registration/exam.html).

Instructors are responsible for implementing University policy on makeup examinations. The student must notify their instructor of the reason for an absence as soon as possible. Excused absences include illness, religious observance, participation in university activities at the request of University authorities, or compelling circumstances beyond the student's control. Students must apply in writing and, in some cases, supply documentation. Where the reason for absence from a scheduled assessment is known well in advance, the student must inform the instructor by the end of the schedule adjustment period.

Please note that during the COVID-19 pandemic, students are not responsible for providing documentation of illness.

Grading Policies

The following symbols are used on the student's permanent record for all courses in which the student is enrolled after the initial registration and schedule adjustment period: A+, A, A–, B+, B, B–, C+, C, C–, D+, D, D–, F, XF, I, P, S, W, and AU. These marks remain as part of the student's permanent record and may be changed only by the original instructor on certification, approved by the department chair and the dean, that an actual mistake was made in determining or recording the grade. Further information is as follows:

- A+, A, A– denotes excellent mastery of the subject and outstanding scholarship.
    - In computations of cumulative or semester averages, a grade of A+ or A will be assigned a value of 4.0 quality points per credit hour.
    - A grade of A– will be assigned 3.7 quality points per credit hour.
    - A typical point scale is:
        - A+ (98–100)
        - A (93–97)
        - A– (90–92)
- B+, B, B– denotes good mastery of the subject and good scholarship.
    - A grade of B+ is assigned a value of 3.3 quality points per hour.
    - A grade of B is assigned a value of 3.0 quality points per credit hour.
    - A grade of B– is assigned a value of 2.7 quality points per hour.
    - A typical point scale is:
        - B+ (88–89)
        - B (83–87)
        - B– (80–82)
- C+, C, C– denotes acceptable mastery of the subject.
    - A grade of C+ is assigned a value of 2.3 quality points per hour.
    - A grade of C is assigned a value of 2.0 points per credit hour.
    - A grade of C– is assigned a value of 1.7 quality points per credit hour.
    - A typical point scale is:
        - C+ (78–79)
        - C (73–77)
        - C– (70–72)
- D+, D, D– denotes borderline understanding of the subject and marginal performance. It does not represent satisfactory progress toward a degree.
    - A grade of D+ is assigned 1.3 points per credit hour.
    - A grade of D is assigned a value of 1.0 quality point per credit hour.
    - A grade of D– is assigned 0.7 quality points per credit.
    - A typical point scale is:
        - D+ (68–69)
        - D (63–67)
        - D– (60–62)
- F denotes failure to understand the subject and unsatisfactory performance.
    - A grade of F is assigned a value of 0.0 quality points per credit hour.
    - A typical point scale is:
        - F (0–59)
    - XF denotes failure due to academic dishonesty.

- An XF is treated in the same way as F for the purposes of cumulative average.
- The mark of 'I' is an exceptional mark that is an instructor option. It is only given to a student whose work has been qualitatively satisfactory, when, because of illness or other circumstances beyond the student's control, he or she has been unable to complete some small portion of the work of the course. In no case will the mark 'I' be recorded for a student who has not completed the major portion of the work of the course.
- The mark of P is a student option mark, equivalent to a grade of C– or better. This grade is not used in any computation of quality points or cumulative average totals at the end of the semester. The student must inform the Office of the Registrar of the selection of this option by the end of the schedule adjustment period. For a full explanation see "Pass–Fail Policy" below.
- S is a department option mark that may be used to denote satisfactory performance by a student in progressing thesis projects, orientation courses, practice teaching, and the like. In computation of cumulative averages a mark of S will not be included.
- W is used to indicate withdrawal from a course after the end of the schedule adjustment period. For information and completeness, the grade of W is placed on the student's permanent record by the Office of the Registrar. The instructor will be notified that the student has withdrawn from the course. This grade is not used in any computation of quality points or cumulative average totals at the end of the semester.
- AU denotes a student registering to audit a course or courses which have been designated as available under the audit option and in which space is available. The notation AU will be placed on the transcript for each course audited. A notation to the effect that this symbol does not imply attendance or any other effort in the course will be included on the transcript in the explanation of the grading system.

Incomplete Grades

An incomplete is a mark that an instructor may award to a student whose work in a course has been qualitatively satisfactory, but who is unable to complete some portion of the work required because of illness or other circumstance beyond the student's control. While the iSchool values understanding and flexibility, it is ultimately the instructor's choice to award an Incomplete or not. There are no circumstances that require instructors to do so. The student is responsible for making arrangements with individual faculty members to complete the remaining work. Incomplete contracts typically ask that work be completed by the end of the semester following the one in which the student received the "I"; however, it is possible to set a completion date as far as one year from the date of request.

Undergraduate Students

To award the mark of "I" to an undergraduate student, instructors must fill out a contract specifying the work remaining to be completed. It must be signed by the instructor and the student and maintained by the Undergraduate Student Services Office (infosci@umd.edu). The student is responsible for providing a copy of the contract to the Student Services

Office for their program. The form can be downloaded at
https://www.sis.umd.edu/incomplete.pdf and must be submitted to the iSchool Academic
Programs undergraduate advising staff (ischooladvisors@umd.edu).

Graduate Students

To award the mark of "I" to a graduate student, instructors must fill out a contract, as well.
The contract should specify the work remaining to be completed, the date by which the
work must be completed, and the grade that the student will earn if the remaining work is
not completed (otherwise known as the Default grade). It must be signed by the instructor
and the student, and sent to iSchool Academic Programs (ischoolfacquery@umd.edu). The
form can be downloaded at
https://ischool.umd.edu/files/intranet/IncompleteContract_0.pdf.

Registration and Waitlists

Students register electronically and waitlists are generated when a section fills. If a seat
opens, students on the waitlist are offered a space in the class in the order in which they
appear on the electronic waitlist. Students often ask instructors to bypass this process and
oversubscribe them. For undergraduate courses (INST 100–499), iSchool Academic
Programs (ischoolfacquery@umd.edu) must approve any decision an individual faculty
member makes to oversubscribe a class. Instructors should submit a ticket via the
Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal in order
to allow review and directions. Instructors with questions about undergraduate
registration and waitlists should refer to the iSchool College Park Schedule Adjustment
Guide at
https://internal.ischool.umd.edu/wp-content/uploads/2021/08/Schedule-Adjustment_-Faculty-Communication-Guide_Undergraduate-Courses.pdf. For graduate courses,
(INST/INFM/LBSC 500–899) the instructor may make their own determination about
admitting extra students and should notify by submitting a ticket via the Academic
Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Students may occasionally request to "sit in" on a course. In accordance with University
policy, the iSchool does not allow this practice. Any interested student must audit the
course through the formal registration process.

Percent Held Seats

Due to the high demand for INST 100- to 400-level INST, iSchool Academic Programs
may reserve 10% of course seats in core courses during the registration period. This
practice allows incoming freshman and transfer students to have access to courses during
orientation and to accommodate emergency enrollment scenarios (e.g. reinstatement of
an expelled student). Any unused seats are released to the course waitlist on the first day
of classes. Because of this practice, course entries on Testudo may appear to be different
sizes than what an instructor is assigned to the course. For more information, instructors
should submit a ticket via the Academic Programs portal at
http://tinyurl.com/iSchoolAcademicProgramsPortal..

Sensitive Topics in the Classroom

The UMD Teaching and Learning Transformation Center has developed a resource on dealing with sensitive topics with students, faculty, and staff in our current climate. The guide can be found at
https://tltc.umd.edu/discussions?mc_cid=dd5f136d3f&mc_eid=05a5b2766f

Student Attendance

Attendance policies and make-up procedures are explained at
https://faculty.umd.edu/teach/#attend. Holiday and religious observance policies are explained at https://faculty.umd.edu/teach/#religious. Further, the university holiday schedule is available at https://www.provost.umd.edu/node/1920.

Students in Distress

Instructors should report any concerning behavior, significant decline in academic performance, or any other issues to iSchool Academic Programs by submitting a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. The Academic Programs team can assist instructors in navigating campus resources for students in distress such as the following:

- The University's Behavior Evaluation & Threat Assessment Team (BETA) is prepared to assist or intervene in cases in which an employee fears that a student may harm themselves or others. Non-emergency situations may be reported by calling 301-314-BETA (x4-2382) during normal business hours, by using an online form on the BETA website, available at www.beta.umd.edu, or by emailing the office (beta@umd.edu).
- The University's Counseling Center staff psychologists, academic skills counselors, and disability support specialists are prepared to assist instructors in responding to students in distress. Their website has a series of scenarios and resources to help instructors identify the best ways to respond to a variety of situations, from emotional distress to substance abuse. This information is available on their website at https://www.counseling.umd.edu/. Employees can reach the Counseling Center at (301) 314-7651.
- The University has a protocol for handling hate/bias incidents, described at https://diversity.umd.edu/training-education/bias/team/. Employees may report a hate/bias incident, as a participant or as a witness, as well as civil rights violations, sexual harassment, sexual assault, and other forms of gender-based violence at https://www.ocrsm.umd.edu/. Employees can also report concerns or ask questions of the Associate Dean for Academic Affairs, who is also the College Title IX Liaison. These notifications can be made by submitting a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal. Please note that federal law requires that all University employees learning of a sexual assault must notify the Title IX liaison or OCRSM directly, with or without the victim's consent. A good employee practice is to warn students seeking counsel that they

cannot legally serve as a confidential resource. Good practice may also involve connecting the victim to the Campus Advocates Respond and Educate to Stop Violence (CARE) program, at https://health.umd.edu/CARE, who legally can serve as a confidential resource and informant.
- Instructors perceiving a student's behavior to be aggressive or threatening should call 911 immediately.

Submitting Grades

Grades are due 48 hours after the final exam. If a class does not end with an exam, grades are due, at the latest, 48 hours after the last day of the semester. Grades are recorded via UMEG http://umeg.umd.edu. UMEG opens for grade submission approximately one week before the start of the semester final exam period. Instructors will receive an email UMEG is open for grade submission.

To submit grades:
- Login to umeg.umd.edu using directory ID and password;
- Navigate to the "Grades" tab;
- Click on "Enter Grades" in the grading menu;
- Highlight the course and click on "Display";
- Enter course grades, then click on "'Submit Grades", located at the top and bottom of the grade list; and
- A grade confirmation will be emailed.

If an instructor needs to correct a grade after entering them, they may make that change in UMEG as long as one month after the end of the semester. There is an option to "Correct Grades" that can be accessed in the manner described above. After UMEG closes this option, instructors must submit grades by creating a ticket via the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Syllabi Guidelines & Requirements

Syllabi guidelines can be found at https://faculty.umd.edu/teach/#syllabus and a template can be found at https://tltc.umd.edu/syllabus. All syllabi MUST be completed and provided to students on the first meeting of the course. Syllabi must include the information outlined in the Faculty Handbook at https://faculty.umd.edu/main/activity/teaching-policies-guidelines#syllabus-guidelines. As a reminder, instructors may engage their academic freedom to adjust courses, but they may not change the title, description, or learning outcomes for a course. These University-approved pieces of course information can be found in the Courseleaf curriculum management system at https://courseleaf.umd.edu/courseadmin/. All syllabi must include a link to University-level student policies at the appropriate level--for undergraduates at https://www.ugst.umd.edu/courserelatedpolicies.html and for graduates at https://gradschool.umd.edu/course-related-policies. Instructors may use their syllabus to elaborate on course-specific policies so long as they do not contradict university-level policies.

If any faculty or administrators would like assistance with reviewing and updating other templates in circulation to ensure they are consistent with campus policy and accessibility standards, they should schedule a consultation at https://tltc.umd.edu/instructors/teaching-topics/teaching-consultations

Syllabi Repositories

UMD maintains a central repository of syllabi to support students to make more informed choices about course selection. This approach results in a more consistent experience for students across campus while reducing the need for departments and/or colleges to create their own solutions. The repository simply stores a PDF that an instructor (or departmental support staff) uploads for each term of a course *per instructor*. That is, for each term and for each course, the repository can store a different PDF for each instructor. Detailed instructions for using the syllabi repository are available at https://tltc.umd.edu/syllabi-repository. Syllabi from previous courses taught at the iSchool are available at https://ischool.umd.edu/course.

Teaching and Learning Transformation Center (TLTC)

The TLTC inspires and supports effective, engaging, efficient, and equitable teaching innovations among the University's instructors and assistants. The office provides faculty, students, and staff with training, resources, professional development activities, and individualized consultation to transform their classrooms and careers. Instructors may seek an individual consultation at https://tltc.umd.edu/consultations or view training events at https://tltc.umd.edu/events.

TLTC has invented and helped to implement the "Fearless Teaching Framework", which is a conceptual model of an effective course based on decades of educational theory and empirical research. It is an evidence-based approach to quality teaching and focuses on creating successful climates, content, practices, and assessments that motivate and engage students. TLTC also offers a mid-semester evaluation based on these principles which is a scientifically validated instrument. It is optional and instructors are not required to show the results to anyone; however, instructors receiving strong responses may wish to include their survey data in any promotion packages. More information is available at https://tltc.umd.edu/fearless.

Teaching Assignments

iSchool Academic Programs (ischoolfacquery@umd.edu) will collect instructor interest in courses 6-12 months before the start of a given semester. Interest is collected via the Teaching Preferences Survey, which is distributed to faculty listservs. Full-time faculty will receive the survey first. Approximately a month afterward, adjunct, affiliate and graduate student instructors will receive the survey. Courses are assigned on a rolling basis, so prompt response to the survey, when emailed, is important to assure the most options. All individuals filling out the survey must indicate at least 3 course options that will work for them. Several factors influence the teaching assignments, depicted in the graphic below. Questions can be sent to the Academic Programs team by submitting a ticket to the

iSchool Academic Programs portal at http://iSchoolAcademicProgramsPortal. (Please note that the image is not accessible to screen readers. If you need the information relayed to you in a different format, please submit a ticket to the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.)

Factors Influencing Teaching Assignments
Kate Izsak | September 17, 2021

- Courses that fill important needs for one or more programs may need to be filled before we are able to add/fill electives
- Courses requiring instructors
- College or program strategic priorities may dictate the need for a partricular instructor
- Strategic planning
- Faculty complete teaching preference surveys according to the curriculum management workflow
- Faculty preference
- Teaching assignments are managed by the **Academic Programs Team** - inquiries can be directed to ischoolfacquery@umd.edu
- 2/3 of your teaching are in service of College needs (with your preference being taken into account)
- 1/3 vs 2/3 rule
- Program director request
- Program directors may make requests for specific faculty members to teach specific courses--this is done in moderation and cannot always be fulfilled
- 1/3 of your teaching is focused on personal interests--you can request permission to develop a new course, revive an old course, revise an existing course, etc. (please see new course development workflow
- Faculty teaching diversification
- Individual faculty members should be teaching across across degree programs and undergraduate/graduate levels

Teaching Support Policy

The iSchool has a teaching support policy centrally managed by iSchool Academic Programs (ischoolfacquery@umd.edu). It is based on a set of four roles:
- Academic Peer Mentor
  - Provides 5 weekly hours of teaching support
  - Focus is on facilitation of hands-on activities
  - Can support grading in cases of objective assignments (e.g. test bank quizzes) but should participate in subjective (e.g. essay) grading
  - Will not have access to Gradebook in ELMS
  - 3 academic credits, no pay
- Undergraduate Teaching Assistant
  - Provides 10 weekly hours of teaching support
  - Must have been an Academic Peer Mentor in the course before being hired as as Undergraduate Teaching Assistant
  - Focus is on facilitation of hands-on activities during class sessions and out-of-classroom office hours/tutoring

- - - Can grade objective assignments but should not be final authority in subjective assignment grading
    - 3 credits, $11/hour
- Grader
    - Provide 20 weekly hours of grading-only support
    - Does not attend class sessions or work directly with students
    - Grades assignments in ELMS or other format, as directed by the instructor
    - $14/hour
- Graduate Teaching Assistant
    - Provide 20 weekly hours of teaching support
    - Duties can include grading, leading class sessions, holding office hours, assisting in development of course materials, providing oversight of Undergraduate Teaching Assistants
    - Attends all class sessions
    - Full graduate assistantship (tuition and stipend)

If a class qualifies for a graduate student teaching assistant, iSchool Academic Programs will tentatively assign one, then allow the instructor an opportunity to speak briefly with the student to ensure they have the necessary skills. The Academic Programs team will also request instructor input on undergraduate students, but may simply assign them based on the image below. (Please note that the image is not accessible to screen readers. If you need the information relayed to you in a different format, please submit a ticket to the Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.)
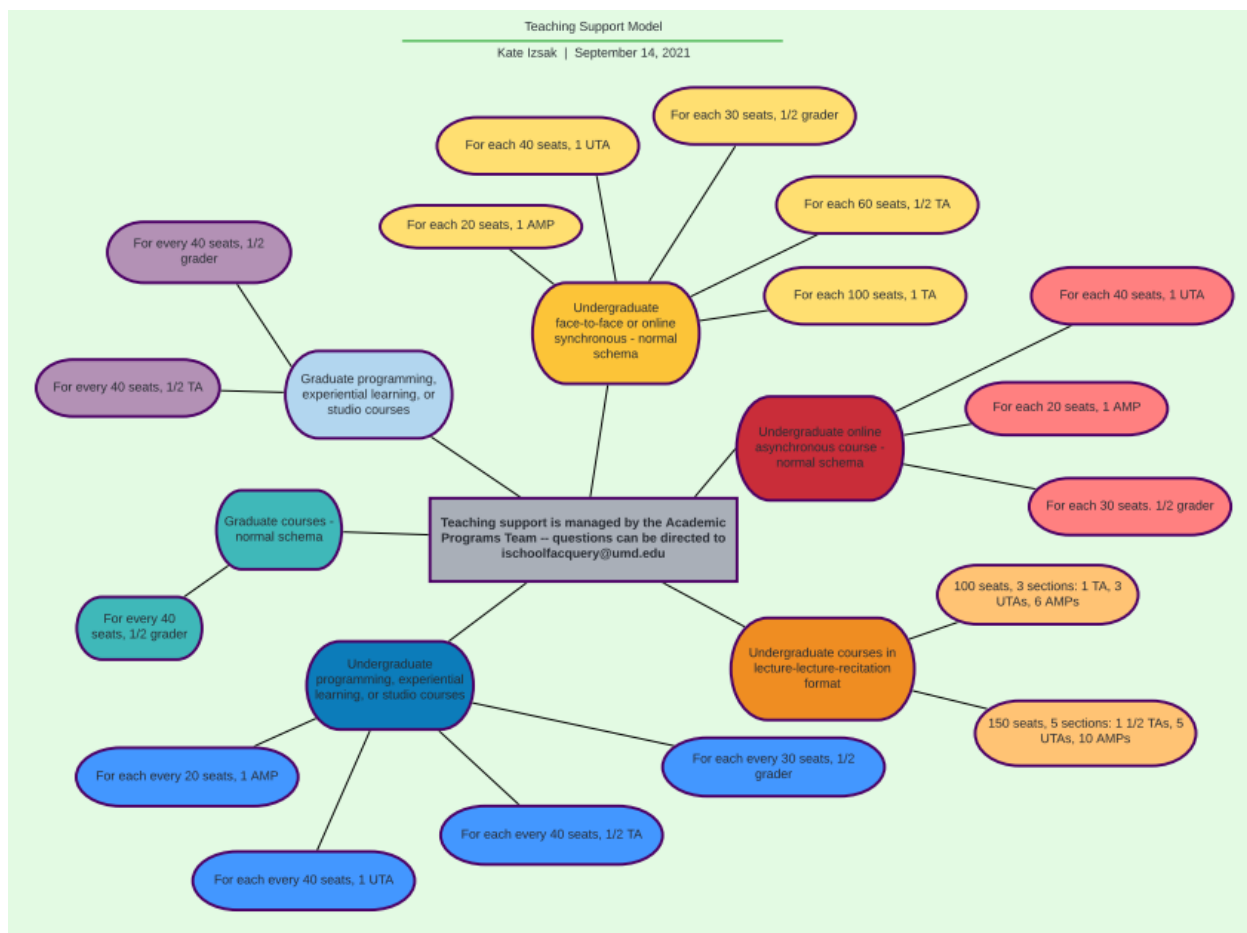
Teaching Support Model

Kate Izsak | September 14, 2021

For each 30 seats, 1/2 grader

For each 40 seats, 1 UTA

For each 60 seats, 1/2 TA

For each 20 seats, 1 AMP

For every 40 seats, 1/2 grader

For each 100 seats, 1 TA

Undergraduate face-to-face or online synchronous - normal schema

For each 40 seats, 1 UTA

For every 40 seats, 1/2 TA

Graduate programming, experiential learning, or studio courses

Undergraduate online asynchronous course - normal schema

For each 20 seats, 1 AMP

For each 30 seats, 1/2 grader

Graduate courses - normal schema

Teaching support is managed by the Academic Programs Team -- questions can be directed to ischoolfacquery@umd.edu

100 seats, 3 sections: 1 TA, 3 UTAs, 6 AMPs

For every 40 seats, 1/2 grader

Undergraduate programming, experiential learning, or studio courses

Undergraduate courses in lecture-lecture-recitation format

150 seats, 5 sections: 1 1/2 TAs, 5 UTAs, 10 AMPs

For each every 20 seats, 1 AMP

For each every 30 seats, 1/2 grader

For each every 40 seats, 1/2 TA

For each every 40 seats, 1 UTA

Textbooks

Instructors should submit all textbook adoptions to the University Book Center at https://umcp.bncollege.com/course-material/course-finder. Questions about the process can be directed to iSchool Academic Programs by submitting a ticket to the iSchool Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Textbook adoption deadlines are:
- Winter Semester – October 1st
- Spring Semester – October 1st
- Summer Semester – March 15th
- Fall Semester – March 15th

The State of Maryland and UMD are signatories to the Textbook Affordability Act, which aims to establish practices in higher education institutions in the State in which textbook selection reflects consideration of textbook prices and ways to reduce costs to students, that posts textbook decisions in a timely manner to help students in obtaining assigned books at the least cost, and promotes competition. Instructors can read more at https://faculty.umd.edu/textbook-affordability-act.

UMD Library Liaison

Rachel Gammons (rgammons@umd.edu) is the Head of Teaching and Learning Services and Liaison to the College of Information Studies at UMD Libraries. Rachel is available to collaborate on assignment design to feature UMD Library collections, to lead information literacy sessions for students, to order research materials, and to support faculty research and scholarship agendae.

Instructional Technology

Classroom Technology and Support

Instructors requiring assistance with the in-room audio/visual technology in a classroom, should call the Division of IT at 301-405-2500. Their call center staff are trained to both provide assistance with issues remotely and also deploy field support technicians to a classroom to provide additional assistance. Division of IT field support technicians are assigned to make regular rounds through buildings in order to deploy to classrooms experiencing technical issues quickly. These technicians will be outfitted in red "Division of IT" vests so as to be easily identifiable. If a technician does not arrive after 10 minutes, instructors may contact the iSchool's technology support staff (ischooltechsupport@umd.edu).

There are several classrooms which are controlled by the College (HBK 4113, HBK 4115, HBK 2119, and HBK 0302H). Instructors teaching in these rooms must work directly with iSchool IT (ischooltechsupport@umd.edu) on classroom technology. For urgent issues, instructors may contact iSchool IT by phone at x55259.

Information Technology for Students and Faculty

The Division of IT offers a range of software free of charge to students, faculty, and staff. A list of available software is at http://terpware.umd.edu/. Instructors wishing to purchase other technology or software licenses for the purposes of a class, should make a request to iSchool Academic Programs (ischoolfacquery@umd.edu) and the Instructional Technology Lead faculty member will work with iSchool IT (ischooltechsupport@umd.edu) on the request.

The iSchool also maintains a Virtual Computer Lab, which is a dashboard-enabled virtual computing lab for creating Windows/Ubuntu instances using Amazon Web Services (AWS). Instructors wishing to use the VCL should make a request, at least two weeks before the course begins, at https://ischoolvcl.umd.edu. Specific questions about VCL capabilities or deployment opportunities can the Instructional Technology Lead faculty member by submitting a ticket to the iSchool Academic Programs portal at http://tinyurl.com/iSchoolAcademicProgramsPortal.

Online Course Management Platform

ELMS is the campus learning management system. It is currently based on the Canvas platform. The Office of the Registrar will issue the instructor of record an ELMS course space. Instructors who are teaching in-person may choose not to use the site, however, most use it to at least host the syllabus and additional documents. There are a number of teaching and learning tools available through ELMS, including online discussion boards, audio conferencing, document sharing, document repositories, class calendars, announcements, and email. Class records, including grades, may also be maintained in ELMS.

Employees may enroll in an online, asynchronous ELMS orientation at https://myelms.umd.edu/courses/900386. Instructors who have a question about a specific tool (e.g. Panopto, clickera, etc) and cannot find the answer should email the Division of IT (itsupport@umd.edu). ELMS technical support is available 24 hours per day at https://umd.service-now.com/itsupport/ or at 877-399-4090. Instructors with questions about course accessibility can contact the Division of IT Accessibility team (itaccessibility@umd.edu).