

Hello Instructors,

The shift to teaching courses to fully online formats offer new challenges – not only in the ways your students engage with the course materials, but also in the ways that you can connect with your students.

Below is a list of resources and suggestions to help you navigate possible issues that might surface.

FIELDING STUDENT QUESTIONS:

You have no doubt already received questions from your students that go beyond the curricular focus of your course. Please make sure that students are aware of ASU's **Novel Coronavirus FAQ Page**. This site is being updated regularly by our partners in Educational Outreach and Student Services (EOSS):

<https://eoss.asu.edu/health/announcements/coronavirus/faqs>.

GRADE APPEALS:

You may encounter students who are frustrated with parts of your course, with the changes you have made moving to a fully online modality, or with the grades they have earned. While all students are afforded the right to appeal their final grade to The College's grievance committee, we ask that student concerns be addressed by you and then by leadership in your unit to the greatest extent possible.

Students with a grade grievance are expected to communicate their grievance first to the instructor of the course; and if the issue remains unresolved, the student should next address their concern with the department chair/director (or his/her designee).

TIP *When communicating about a grievance, a good approach is to refer to the course syllabus, course announcements, assignment rubrics, etc. If students can understand why they received the grade they did, there is a higher likelihood that the grievance will be resolved. Here are some tips to help avoid grievances:*

- Adhere to the policies, procedures, and deadlines on your syllabus as closely as possible:
 - *Any variation from the syllabus should be posted on your course Canvas site in a timely manner.*
 - *Recognize that if you make changes midstream, you will likely need to make reasonable accommodations for students who are unable to adjust to the new plan.*
 - *It is always best to set clear expectations and stick to them.*
- Ensure that all students are afforded equitable opportunities to be successful in the course:
 - *Being flexible and accommodating to students is to be expected but the same opportunities should be made available to all students.*
- Communicate as much as possible with your students:
 - *The majority of student complaints are based on lack of communication and feedback from their instructors.*
 - *Even if a student sends an email from a personal account (and the asu.edu account is required) or if the email is unclear, it is best to acknowledge the email and request that the message be resent from the student's ASU email account or resent with a clearer and more understandable message.*
- Provide the appropriate resources for students to seek technological support and set clear expectations regarding the use of technology in the course.

GRADE GRIEVANCE PROCESS:

Our grade grievance process can be found here – <https://thecollege.asu.edu/resources/academic-grievance>.

ACADEMIC INTEGRITY VIOLATIONS:

The move to a fully online environment can bring up additional challenges regarding academic integrity. Here you can find resources to help you navigate academic integrity violations:

- Reiterate throughout the term the academic integrity policy as outlined in your syllabus or direct student the Provost Office website – <https://provost.asu.edu/academic-integrity>.
- Direct any questions regarding academic integrity to The College’s academic integrity officer, Amanda Smith at amanda.a.smith@asu.edu.
- Report academic integrity violations at this site – <https://clas-forms.asu.edu/clas/faculty-academic-integrity-violation-report-form>.

DISRUPTIVE STUDENT BEHAVIOR:

In our new online learning spaces, you may encounter students behaving inappropriately and disrupting the learning environment for other members of the course. According to ASU’s Student Affairs Manual 602-10, “An instructor may withdraw a student from a course with a mark of ‘W’ or ‘E’ when the student’s behavior disrupts the educational process. Disruptive classroom behavior for this purpose is defined by the instructor.” Note, however, that Dean’s Office asks that certain steps are taken prior to an instructor-initiated drop or withdrawal and you can review The College’s procedures for withdrawing students for disruptive behavior if you find yourself in this unfortunate situation – <https://thecollege.asu.edu/resources/disruptive-behavior>.

While our course delivery methods may have been temporarily altered, we expect that our students continue to adhere to the university’s academic integrity policies and remain respectful in the new (digital) classroom environment.

Please direct any questions to the leadership in your unit or to Amanda Smith at Amanda.A.Smith@asu.edu.