

# Online Student Privacy Policy

## Student Conduct

### Technological Responsibilities

As part of their online course experience, students should practice technological responsibility. Students should:

- Have a back-up plan in place in case of computer difficulties or loss of internet service.
- Avoid using "technical problems" as an excuse for late work.
- Search online for solutions to error messages or other difficulties before contacting the Help Desk.

### Communication and Etiquette

Students and faculty should communicate respectfully and professionally. Inappropriate language or behavior may result in disciplinary action and/or expulsion.

**Writing Expectations:** Students should:

- Use standard English grammar, spelling, punctuation, and capitalization.
- Proofread all work before submitting it.
- Avoid acronyms, emoticons, and abbreviations such as "u" for "you," "B4" for "before," and so on.

## Student Privacy

### Identity Protection

- All course participants will be issued a username and password. Students are prohibited from sharing this information for any reason, including allowing others to access course materials.
- Students must fill out the online consent form available on the E&H website. This form allows students to indicate how and when the University may release personal information. (To inform faculty of Family Education Rights and Policies Act [FERPA] rights and obligations, the University will distribute the Information Release Policy and offer presentations at faculty meetings.)
- To verify that the registered student is the same person who completes the coursework, the University will periodically check student IDs.
- Students may also be asked to present identification in the following circumstances:
  - Campus visits
  - Face-to-face classes
  - Video conferences with instructors

### Data Protection

All distance education courses are housed and conducted in Moodle, our learning management system. To ensure the security of the student database, the University uses eThink, a cloud-based security system. Backups of student accounts and work are performed daily.

Institutionally, University software administrators enroll online students using data from our student information system. Faculty track student grades through Moodle. Students may access only courses in which they are enrolled and may view only their own grades.

# Participation and Attendance

## Attendance Requirements

Just as in traditional classes, professors of online courses often require attendance. Individual instructor requirements will vary, but faculty are required to record students' log-ins at least twice a week. Online students will register their attendance digitally by logging onto the course management system.

## Academic Integrity

Distance education students are required to sign and abide by the same academic honesty statement as traditional students. To ensure academic integrity, Emory & Henry University uses Respondus, a secure browser application, and Respondus Monitor, a tool that allows faculty to observe students via webcam. Moodle also offers additional features such as password-protected tests and random-ordered questions. To indicate their acceptance of the honor code, online students will sign the academic honesty statement in the Orientation for Online Learners course.

## Academic Honesty

### Identity Checks

To ensure that the enrolled student is the one who actually takes the course, the University has instituted the following identity checks:

- First check: when students enroll and register
- Second check: when students attend face-to-face sessions with faculty or attend on-campus events. (If a class does not require a face-to-face meeting, faculty will be expected to verify a student's identity through a web conference.)

### Complaint Process

If a student has a complaint, they should first try to resolve the issue by talking to the relevant faculty or staff member (who may ask for additional information and/or schedule an appointment to discuss the problem.) If the student does not feel comfortable contacting the faculty/staff member, they may address the relevant supervisor. If no resolution is possible, the student should submit a formal written, signed complaint to the Director of Human Resources/Title IX Coordinator.

The formal complaint should include:

- The actual complaint, stated as specifically as possible.
- A description of the desired outcome.

The Student Complaint form is available online at [https://cm.maxient.com/reportingform.php?EmoryandHenry&layout\\_id=61](https://cm.maxient.com/reportingform.php?EmoryandHenry&layout_id=61) or in the Human Resources Office. Each student has the right to seek remedy for a disagreement. Specific policies and procedures are outlined in the Academic Catalog and the Student Handbook; possible issues include grade appeals, parking tickets appeals, student conduct, and student records.

In the case of issues not covered by the Catalog or Handbook, students have the right to file a complaint and request resolution. The dean of the relevant area (or a designee) will address the complaint in a timely manner and resolve it appropriately. If the complainant is dissatisfied with the resolution, they may appeal to the president of the University. This policy does not apply to academic grade disputes, Title IX issues, or other published policies or procedures.

If a student prefers to report a concern anonymously, they may call the independently-administered Campus Conduct Hotline at (866)-943-5786. The hotline is available twenty-four hours a day, seven days a week. All calls remain confidential (and anonymous if desired). The hotline operator will submit all inquiries to the appropriate University staff member.