Welcome to the office of Global Outreach and Extended Education (GOEE) in the Ira A. Fulton Schools of Engineering at Arizona State University. We are excited to have you as a student and look forward to assisting you in achieving your academic goals.

Your course will not be available in My ASU - Blackboard until the first day of the semester.

Newly Admitted Students:
All students will receive the following information from the ASU Graduate College:

- A formal letter of acceptance (via My ASU)
- A 10 digit ASU ID number
- Instructions for obtaining an ASURITE ID and password

ASU ID Number:
This 10 digit number is your Student ID number. It is required for multiple purposes including the establishment of the ASURITE ID. The number is generated by ASU, and should NOT be the student’s Social Security number. Your ASU ID is required for student tracking information within the University. Be sure to keep this number and have it available when interacting with University services.

ASURITE ID and password:
Upon receiving your letter of admission, you will need to generate your ASURITE ID. This ID will be your username for several online services provided by ASU, including the course portal used as the platform for delivering your online courses. This course portal, commonly referred to as My ASU, is where you will access your class videos, class roster, course materials, contact information, etc.

If students no longer have their 10-digit ASU ID number, please contact the ASU Help Desk at http://help.asu.edu

Order your Sun Card

The Sun Card is the official photo ID of all Arizona State University students, faculty, and staff. Retailers in and around ASU campuses often offer discounts to Sun Card holders, and you also benefit from a 10% savings with Lifelock, a leader in identity theft protection.

To obtain your ID Submit your ID photo and identification verification online, once you receive a photo approval email, you must complete the Sun Card Request Form. A $25 fee will be posted to your student account. Please allow 10 working days for delivery by the United States Postal Service.
**Online Courses:**
Online courses provide tremendous flexibility for non-traditional students but also require students to demonstrate self-discipline. Please familiarize yourself with the administrative and technical requirements necessary for participating.

Because distance learning students are located around the world, the best communication method between ASU and online students is via e-mail. Therefore, **it is imperative that your e-mail accounts are properly established to receive e-mails from us.** For more information about setting up your ASU e-mail account, please login to your My.asu.edu site and click on [https://asu.secure.force.com/kb/articles/FAQ/ASU-Email-Guide/?l=en_US&fs=RelatedArticle](https://asu.secure.force.com/kb/articles/FAQ/ASU-Email-Guide/?l=en_US&fs=RelatedArticle). From this point select one of the topics listed below "Learn more about email at ASU".

As a distance learning student, you may need access to a library throughout your course. You may visit your online library at [https://lib.asu.edu/services/online-students](https://lib.asu.edu/services/online-students). To learn more about the ASU Libraries, please watch the [Introduction to ASU Libraries](#) orientation.

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**Tuition and Refunds**

Tuition and fee information for online engineering graduate students can be found at: [Online Engineering Tuition](#). Students should also reference the [ASU Tuition and Fees](#) website.

For detailed information on the tuition refund schedule please visit the [ASU Academic Calendar](#) and the [Tuition Refund Policy](#).

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**Course Drop/Add and Withdrawals**

**In the event you must DROP or WITHDRAW from your Engineering online course, please do so by going to your MyASU account and dropping or withdrawing online at [https://webapp4.asu.edu/myasu/](https://webapp4.asu.edu/myasu/).**

Students requesting to drop an Engineering online course will pay the same drop fees as those registered on-campus and are under the same university policies. The following schedule will be used to determine the amount of refund each student is entitled. The semester schedule can be found on the link to the Registrar’s Academic Calendar: [https://students.asu.edu/academic-calendar](https://students.asu.edu/academic-calendar).

It is considered that after the last day of the official drop period a student has become a partner in an implied contract with the university to continue until the end of the semester. Therefore, withdrawals without academic penalty are granted only when exceptional circumstances are defined and the withdrawal is approved by the faculty member teaching the course and Associate Dean for Academic Affairs.

The link to the university Drop/Add Policy can be found on the University Student Initiatives Policies and Procedures Manual (USI) linked here: [http://www.asu.edu/aad/manuals/usi/usi201-03.html](http://www.asu.edu/aad/manuals/usi/usi201-03.html)
As you progress toward completing your degree, there are several policies that you should remember. These policies include, but are not limited to, academic integrity, maintaining good academic standing, remaining continuously enrolled, and time limits to degree completion. You are responsible for being aware of current policies and procedures that influence your degree progress. Additional policies can be found at [graduate policies](#).
Homework Assignments & Exams

Homework:
Depending on the characteristics of the course and the preferences of the faculty, distance students traditionally submit homework assignments via one of two methods listed below. Please note that some professors may have specific homework processes that differ from these methods. Students need to follow the process defined by the course instructor or the teaching assistant (TA).

GOEE Option A: You may scan and email your homework assignments to cpd.hwexam@asu.edu.

Please use the homework submission form each time you submit homework so we may provide you with the quickest and most efficient process to handle your assignments. You can find this form at: Homework Submission

GOEE logs your assignments, emails confirmation and delivers them directly to the professor. After the professor grades your homework, it is returned to our office where it is logged and scanned into our system. A digital copy of the graded assignment will be emailed to the email address you have designated.

Other: Some professors will have students submit assignments via different methods that do not use the services provided by GOEE. These methods for assignment delivery might include direct e-mail or fax to the professor, Blackboard drop boxes, online discussions or quizzes, etc. If you have questions about these methods, please contact your professor for clarification.

Exams:
As a student registered in an ASU Engineering Online course, you will need to identify a person who could serve as the proctor for your quizzes and/or exams. This person must be someone who can fulfill the requirements of a proctor objectively.

The proctor cannot be another student in the program or admitted to ASU, a friend, colleague, family member, Teaching Assistant or someone who reports directly to you.

Acceptable proctors include: Education office; librarian at a college, university, or academic institution; testing administrator at college, university or testing center; military learning center or military office of higher rank; HR or training representative within the student’s organization.

The proctor will be responsible for receiving the exams via email, following the guidelines for administering the exam (time frame, open – or closed book exam, or other instructions) and returning the exam to the University via email.

You will need to fill out and submit a proctor form every semester to identify this person. This should be on file with the GOEE office within two weeks of the start of the semester. The Proctor Approval Application form and Proctor Roles & Responsibilities can be found at: https://asuengineeringonline.com/students/registration/proctor-information
Your Professor will post your class syllabus and make announcements with regards to your exam schedule. It is the student’s responsibility to schedule with their proctor a time to take the exam on the scheduled exam date. Please give sufficient notice so your proctor can schedule a time and location to administer the exam. All exams should be returned to GOEE on the day of the exam by the proctor.

All exams must be taken on the scheduled date. If you have extenuating circumstances that cannot be avoided, you must have approval from the professor to take the exam at a different date or time. The professor must notify cpd.hwexam@asu.edu in advance of the exam with the alternate request.

Exams will be sent to the proctor via email in a Word or PDF format prior to the day of the exam – if the exam has been received by GOEE in advance from the instructor. Instructions to administer the exam will be included. Upon completion of the exam, the proctor should immediately return the exam by email to cpd.hwexam@asu.edu.

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**Technical Information**

**Technical Requirements:**
The following is the basic recommended setup to successfully view our educational material:

- High-speed Internet access
- Standards-compliant web browser
- Sound card and speakers or headphones
- Color monitor (17" or better preferred) set to display at 800x600
- Windows Media Player 9 or newer
- Acrobat Reader and Flash browser plug-ins

Some of our courses may require special software. It is the student’s responsibility to ensure they have access to said software. For additional questions contact the GOEE technical support at goetechsupport@asu.edu or asuengineeringonline.com/support.

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**Access Your Online Course**
Your course will not be available in My ASU until the first day of the class.

You will need your ASURITE ID and password to access the My ASU course management system. The following describes how to access the course management system or course portal.
To log in directly to your course and the course management system, navigate to:

http://myasucourses.asu.edu

You will be prompted for your ASURITE ID and password to continue into the course portal.

Once your credentials have been authenticated, you will be redirected to the My ASU Course Management System or course portal.

Students will then see a Welcome Screen. This screen includes Announcements, a list of courses and in some cases a link to the GOEE Distance Learning organization. If you are enrolled for more than one course, all of your courses will be accessible through this page.

Welcome Screen for My ASU Course Management System

Select the class you wish to view from the My Courses section.

We will discuss the distance learning organization later in this manual.
In order to understand the structure of your online courses and corresponding procedures, be sure you allow yourself time to familiarize yourself with the course website.

Within each course, you will have access to all course materials such as:

- Welcome and Announcements
- Homework and assignments
- Online lecture presentations
- Communication tools (discussion board, etc.)
- Course notes
- Readings
- Faculty and staff information
- Course Information (syllabus, etc.)

Each section of the course is available through the navigation menu placed in the left hand side.

The following information provides you with a high level overview of several content sections you will find within your course. Each course may have different content areas, but all courses have standard information such as contact information.

**Contact Information:**
The key to each lecture will be the student’s ability to contact faculty and teaching assistants. Both GOEE technical support and GOEE student support should also be listed in your Staff Information section. Below is an example of Staff information page.
Communication Tools:
Students should be aware that as distance learning students they must communicate with faculty as frequently as possible to ensure they are engaged in the course. Tools available for students include:

- Synchronous events
- Discussion Board
- E-Mail
- Virtual Classroom
- Telephone

Synchronous events:
Some courses utilize synchronous events to facilitate the delivery of course information and engage with distance learning students. These events are rare during a distance course and may vary depending on the course and faculty teaching the course.

Due to the nature of these events, they must be scheduled so that all intended participants can attend. Examples of synchronous events include video or tele-conferencing sessions, web seminars, and online discussions.

Discussion Board:
The discussion board is a uniquely powerful tool for online students. It allows students to have discussions with classmates and faculty by posting questions, receiving responses, and responding to other postings. When faculty and students utilize the discussion board, redundant conversations are significantly reduced and an open forum for discussion is possible. The active use of discussion board allows for an ongoing conversation between students to improve the overall student and classroom experience.

Email:
This is an excellent tool for communicating personal matters and addressing administrative issues with faculty. It gives the students an opportunity to ensure they are in contact with faculty and can engage them in direct communication. Be sure to check this email often to ensure you have the latest information and any updates about your online courses.

Virtual Classroom:
Some faculty may choose to utilize the virtual classroom function in My ASU. This tool is essentially a virtual chat room. This function also grants access to a virtual whiteboard which can be shared among one or more users.

Telephone:
Students may contact the professor or TA to set up a convenient time to hold a phone conference when needed.
Online Course Lectures

In most classes, a great deal of course material is available via streaming video. Please take a moment and familiarize yourself with the video delivery section of the course available via the Online Lectures (or Course Videos) link in the navigation menu.

Lecture Availability:

• Lectures will be posted within the Course Videos section of My ASU.
• Lectures will be available 24 hours, 7 days a week.
• Lectures may be viewed as often as needed during the semester for which you are enrolled in the course.
• Your access will expire after the final exams for the session.

Special note regarding posting of course videos: In general, GOEE encodes a course session while the instructor delivers the lecture to students in the studio classroom. In this manner, we are able to post course video within a few minutes of the completion of a session.

Occasional technical issues may occur. In this case, GOEE may need additional time to post a course session. All lecture material should be available within one working day of the completion of a course session.

If GOEE experiences difficulty in posting a lecture within one working day, we will notify both faculty and students of the issue. We will also work with faculty and students to make special arrangements if necessary.

If you notice a lecture is NOT posted within one working day, please contact us immediately at: goetechsupport@asu.edu or 480-965-1740.

To View Videos:

From the main menu, select Online Lectures. You will be presented with a link to take you to the menu of existing course lecture videos.

Click on the lecture or presentation you would like to view. Your course video will appear on a new window.
You may also choose to view a thumbnail version of course materials. The Slide List display will allow you to quickly scroll through materials in order and review or jump ahead during a presentation.
You may also maximize the course material slides by clicking on the slide you would like to review in larger format.

The maximized slides will continue to change and be synchronized with the video.

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**Contact Information**

If you experience technical difficulty at any time, please email goeetechsupport@asu.edu. They are available to assist you with any issues.

We always welcome comments or feedback as you progress through our online courses and your graduate program. Please feel free to share things you would like as well as any suggestions for improvement. Our goal is to provide you with the ultimate learning experience. We look forward to your participation with ASU and the Fulton Schools of Engineering.

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