Guide for New Administrators

of Distance Learning Programmes
at the University of Otago

A publication from the Distance Learning Office

2013 Edition
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Welcome

Welcome to the team of Administrators of Distance Learning programmes. There are approximately 50 staff in this role at the University, providing administration for around 2100 students covering over 3500 enrolments. The majority of enrolments are in the Health Sciences area (1700) and Humanities (1200), however Science and the School of Business also offer distance papers.

We are aware that the administrator’s role is a demanding one, also that the whole process can seem a little overwhelming at the beginning. We trust this guide will go some way to clarify the tasks required and to make them more manageable.

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Introduction

About this Guide

This guide has been developed to provide a starting point for new administrators. The guide is organised as follows:

- Introduction
- The Administrator’s tasks
  - A brief outline of tasks
  - Administrator’s tasks in Detail
  - Monthly calendar showing when tasks fall due
- Appendices

The Administrator’s Tasks

Tasks have been grouped under the following headings:

- Enrolments
- Course Organisation
- Student Administration
- Marketing your Distance Programme

Monthly Calendar

Broadly speaking, the administrator’s year falls into two 6 monthly cycles. The teaching periods are:

- semester one
  - March to early June, followed by exams (Teaching in some distance courses starts earlier)
- semester two
  - Mid July to mid-October, followed by exams

(Note: a small number of distance papers are also conducted via Summer School).

Activities for each Semester follow this broad pattern:

- Fielding enquiries from prospective students
- Preparing and distributing course material
- Organising workshops (residential schools)
- Assignments & assessment
- Marketing the paper
Pre-requisites for this role

In order to undertake your role, access must be arranged to the following University systems, which will require HOD sign-off:

- **PIMS**: Personal Information Management System. PIMS shows students contact details and papers enrolled.
- **Business Objects Reporting**: Used to update class lists and course approval status.
- **Blackboard**: the online learning system for papers taught in your programme. Your paper coordinator will find an online form in Blackboard.
- **ATS Results** for exam results processing (see appendix 8 for application details).

Note: Application forms for PIMS and Business Objects are available online at the ITS (Information Technology Service) website at [www.otago.ac.nz/its/staff](http://www.otago.ac.nz/its/staff).

Support for Administrators

*The Distance Learning Office* is happy to assist all staff involved in distance education. We can be contacted by phone on ext 4138 or by email to [distance.learning@otago.ac.nz](mailto:distance.learning@otago.ac.nz). Other administrators can also be an excellent source of guidance. Staff at the Distance Learning office can assist with putting you in touch with a fellow administrator prepared to share their experience.

*Distance Learning & Teaching Forums*: Forum meetings are attended by administrators and academic staff. Participants exchange information and discuss issues relating to distance education. The Forums are an excellent opportunity to network amongst colleagues facing similar challenges.
Tasks of a Distance Learning Administrator - a Brief Outline

Enrolments

- Respond to course enquiries from potential students, referring them to a course advisor where appropriate.
- Registration: Monitor students' progress in completing registration procedures and following up those who are not course approved (see Appendix 3 for an explanation of the course approval process)

Course Organisation

- Course material:
  - Coordinate the editing of course content
  - Update the administrative guide, including additional resources
  - Manage the publication and distribution
  - Order textbooks and request e-reserve articles
- Audio and Video conferences:
  - Organise the audioconference teaching programme
  - Make bookings for the audioconference network and for video conferencing
- Online learning systems including Blackboard, Oceanbrowser & Moodle:
  - Rollover papers from previous Semester and update information
  - Facilitate access for students & lecturers
- Residential schools:
  - Book venues & catering, lecturers’ flights & accommodation
  - Provide information to students & lecturers
- Assignments:
  - Manage assignment receipt & record assessment marks
  - Record the receipt of assignments, distribution to markers and return to students
  - Record internal assessment marks and notify students of their results
- New Staff Orientation

Student Administration

- Respond to enquiries relating to the administration of their paper(s) by enrolled students.
- Respond to requests for student support during the course.
- Assist with course evaluations carried out through HEDC
- Assist with exam activities: timetables, exam papers & post exam queries.
Marketing Your Distance Programme

- Marketing of distance papers is generally the responsibility of programme coordinators; however, many administrators become involved in the promotion of their papers to prospective students.
- Marketing will generally be concentrated around August to September to generate enrolments for semester one the following year and again in April/May for semester two registrations.
The Administrator’s Tasks in Detail

This section covers in more detail the four main areas of responsibility outlined briefly in the previous section:

- Enrolments
- Course Organisation
- Student Administration
- Marketing your Distance Programme

Enrolments

Course Enquiries

Students enquiring about enrolling for a course can register online, by telephone, by using a paper form or in person. Enrolment Information can be found from page 7 of the Guide to Enrolment.

**Online** at www.otago.ac.nz, select the online registration icon.

**Telephone:** Students can call the University Information Centre at 0800 80 80 98.

**Mail:** Direct students to the Officer for Distance Admissions & Enrolment (refer to Appendix 1 for contact details). If your department has an Information and Enrolment Package you may arrange that the student is sent this, along with the Distance Learning Prospectus. Email the student any additional information about their proposed course of study.

*International Students:* Prospective students from overseas need to contact the International Office at international.admissions@otago.ac.nz as their admission form and process is different from domestic students. For further information, refer to their website at www.otago.ac.nz/international/

**Course advising** Students often ask for course advice. These enquiries should be directed to an academic advisor in your department.

*Admission:* Admission may involve both meeting the University’s admission requirements and admission into the Department’s programme. There are additional requirements for international students (refer to the section on Course enrolment in Appendix 4). As this process varies, check with your Department to understand the process of admission to the programme and your role in this process.
Course Approval: Monitor students' progress in completing registration procedures and follow-up those who are not yet course approved. These student’s names are obtained from a Business Objects Class List report.

Class Lists: Maintain up-to-date class lists. Use this to:
- View students’ registration status and follow up incomplete enrolments.
- Provide the paper coordinator with an up-to-date list of students.

Advise students to maintain up-to-date contact details in PIMS. Ensure students advise Admissions & Enrolment in writing of any changes to enrolment details.

To obtain an up to date Class List report see Appendix 5.

Note: Students not course approved will not generate any EFTS funding for their teaching Department.

Course Organisation

Course Material

Three main sets of material may be provided to students at the beginning at each Semester:
- The Course Administration Guide (Course Outline) contains details about how the course is run.
- A Study Guide presents the subject matter. Usually in modular form, it might contain links between readings and other media (CD, video etc.) plus a summary of key points
- A Set of Readings

For details of what is contained in the Course Administration Guide, refer to Appendix 6

Guides and readings may be published by UniPrint, but are now commonly prepared for distribution on CD or DVD, or made available via Blackboard and other online learning systems.

Distribution of Course Material: This is the administrator’s responsibility and should be done at least ten days before the paper starts. Course administrators mail course material to students, together with Distance Learning Information and Support handbook, student learning material, assignment packs if used, the ITS Blackboard Getting Started Guide and class consent list; together with a memo providing details about the course and PIN numbers (to those students who phone in to audio conferences).
Editing Course Material: Course material needs to be edited each year. Notify the lecturers of deadlines for editing. Editing deadlines are approximately the beginning of October for semester one papers and the beginning of April for semester two papers.

Write to lecturers at the beginning of March and September giving deadlines for the following semester. Send lecturers audio conference dates and times and Editing Guidelines (See Appendix 6)

Note: The Administrator may be responsible for updating the Course Administration Guide administrative information:

- audioconferences dates
- assignment due dates
- contact details
- photos (see below)

as well as organising the printing process, CD preparation or the upload into Blackboard in January and again in May.

Photos: Lecturers' photos (head & shoulders) may be included in the Course Administration Guides. Lecturers should save photos as a JPEG/TIF file preferably in grey scale.

Order textbooks: The University Book Shop requests that a book list be submitted by the following dates:

- First Semester & full year courses: by the last week in August (for the following year)
- Second Semester courses: by mid-April

Refer to the UBS handbook: Textbooks: a Guide for Teaching Staff for a description of the details required.

Request e-Reserve articles & textbooks from the Distance Library Service: Copies of textbooks and electronic copies of journal articles can be made available at no cost to your Department. Email Distance Services Librarian the list of "recommended" reading once Course Administration Guides have been updated. This is done to check for availability and for new editions.

Audioconferences

Many papers have audioconferences. Audioconferences may be held at pre-booked times in the dedicated Audioconference Suite at each of the campuses, or using your Department’s own Polycom phone. The Audioconference Network Manager is responsible for all aspects of the audioconferences (refer to Appendix 7 for audioconference connection information, plus contact details).
Audioconference timetable bookings: Audioconferences using the dedicated Suites are booked mid-year for the following year's audioconferences. New papers or new audioconference times are booked on a first come first served basis.

The audioconference times of the papers may alternate between day and evening slots each year to accommodate working students. When scheduling the audioconferences check:

- the last dates to ensure they are NOT within the University examination period
- lecturers' schedules
- residential school schedules and
- busy times for students

The Network Manager provides forms to book the schedule for each paper.

After the scheduling request is completed, a provisional schedule for each paper is sent to the Administrator. These schedules are submitted to each lecturer to confirm, sign and return. The Academic Co-ordinator also signs some of the papers.

Once the audioconference timetable is confirmed, email the Timetable Administrator, Student Administration (refer contacts in Appendix 1) with start and finish dates of each paper. Use mid and end of year examination end dates as end date of the paper to enable students to obtain student loans.

The Network Manager will provide an orientation to audioconferencing and the Audioconference Suite for all new lecturers. Please encourage them to contact the Manager.

Audioconferences and PIN numbers: There are two ways that students can attend the audioconferences:

1. Students who live in one of the four main cities (Auckland, Wellington, Christchurch, and Dunedin) attend the audioconference at the specified centre in their city. Liaise with the Audio Conference Network Manager to organise this. Note: It is uneconomic for venues to open for less than 3 people. If this is the case, contact students and offer them a PIN number to phone in. Cancel venue by emailing the Network Manager.

2. Students who do not live in the main cities phone in using a landline telephone number and a PIN number to connect to the session. Telephone or email the Network Manager in November to obtain the NEW PIN number for following year. Issue PIN numbers to students in a Memorandum which is placed in the Course Administration Guide folder. Some students in main centres may have extenuating circumstances and need to connect to the audioconferences using their phones instead of attending the venue. These students must apply for the PIN number. The cost of audioconference calls from a landline using a PIN number will be covered by the University. Students must not call from a cellphone, as these calls will be charged to the student.
Connection Instructions for Distance Students (refer to Appendix 7): Called “Unitel Instructions”, and held at UniPrint, request on the UniPrint order form that these are inserted in distance learning course administration guides.

If your course administration guides are not printed at UniPrint, please do NOT use last semester or last year’s Connection Instructions. Ask the Network Manager to provide an updated copy of the Instructions as these may change each semester.

Audioconference recordings: Audioconferences using the dedicated suite are automatically recorded. Arrangements can sometimes be made to record other audioconferences. Students may access recordings of audioconferences by podcast via Blackboard if pre-arranged with the Network Manager.

Blackboard & Other Online Learning Systems

Blackboard is the University’s most commonly used online learning environment. It provides access to course materials, discussion forums, workshops, quizzes, blogs and wikis and online assessment via the internet. Other features include the ability to upload assignments, engage in real-time chat and link directly from course material to other web-based information. Other online learning systems include Moodle and Oceanbrowser.

Informing students: The "Getting started with Blackboard @ Otago" brochure produced by ITS, should be inserted in Course Administration Guides and sent to all students at the beginning of each semester. Request these brochures from ITS Reception (ext 8559) before the start of each semester. Blackboard web sites are usually available to students 1 to 2 weeks before paper begins.

The ITS Helpdesk Freephone number for students' access problems is 0800 479 888.

Accessing Blackboard: To access Blackboard, go to the website: http://blackboard.otago.ac.nz/webapps/login/. You will be asked to enter your University username and password. For students, the password is issued together with their ID card.

Maintaining a course framework for the following semester (rollover of papers): At the end of the teaching period for your paper, if you wish to keep the same Blackboard framework for the next semester's paper, then carry out the following:

- login to: https://blackboard.otago.ac.nz/webapps/login/
- go to Blackboard website e.g. SPSX 101
- go to the Control Panel
- click on the "Paper Administration" link
- click on the appropriate button to either roll over a paper or update the staff

The rollover process (carried out by ITS) involves copying the content of your paper into a new course so that it's ready for the next time you teach the paper. The "old"
paper will be zipped and archived by ITS (this is to act as a backup in case you need to restore the original contents). Your current students will cease to have access to the paper, and your new class list will be able to access the new course on the first day of the appropriate semester, or on a date specified by you. You will be able to access the new paper to make changes/update the contents, shortly after it has been rolled over. This is a good time to check that the staff list is accurate.

NOTE: When your paper gets rolled over, your Announcements WILL NOT BE COPIED unless you specifically request this when you ask for your paper to be rolled. Also, your Discussion Board CANNOT be copied.

*Update Blackboard Paper Access Rights for new lecturers:*

- Go in Blackboard website for paper.
- Go to Control Panel.
- Click on Paper Administrator, Update Staff.
- Enter User name and name. Click on Instructor access.

This and other useful information can be found at: http://www.otago.ac.nz/blackboard

**Residential Schools**

Many departments hold residential schools, workshops or block courses for students. These are usually located on a University campus, but may be held elsewhere, entailing a need for lecturers to travel. Administrators will usually undertake the major organisational tasks such as:

- Booking venues, equipment & catering; plus travel & accommodation for lecturers
- Informing students and lecturers of arrangements
- Preparing teaching materials

*Bookings:* When making bookings, consider the following timing issues:

- Overlap with other papers’ residential schools
- Audioconference schedule clashes,
- Availability of lecture rooms
- Major events (i.e. graduation in August, holidays, sporting events).

Note re Otago campus venues: Book venues during semester breaks for room availability. Book flights and rental cars through Brooker Travel or Orbit Travel in Dunedin (refer to the Contacts List in Appendix 1).

*Informing students:*

- Advise students the date and venue of residential schools well in advance, as work and travel arrangements will need to be made. Organise some method of confirming students have been notified and will be attending.
• Send copy of programme, maps and suggested accommodation details to students and lecturers.
• Check address labels match students’ current addresses.

Informing and assisting lecturers:
• Ensure catering arrangements are made.
• Reimbursement of Expenses: Lecturers submit their receipts to administrative staff for reimbursement. Lecturers may obtain a cash advance or purchase order form prior to purchase.
• Give lecturers door signs and name tags for students.
• Flights: provide details to lecturers.
• Accommodation: provide booking confirmation to lecturers.
• Make sure new lecturers have the correct After Hours swipe cards for University venues
• Provide student class lists for each venue to lecturers

Preparing teaching materials as requested by lecturers
• Reproduction/photocopying of teaching materials.
• Sourcing readings, videos and/or audio material

Assessment & Assignments
Each student must submit an assignment(s) as part of his/her assessment. Assessment tasks should be made available in the Course Administration Guide.

Assignments may be submitted by post or electronically. Your course coordinator will advise which method is being used for your programme.

Posted assignments: An assignment pack consisting of the following: an A4 clear plastic resealable envelope, a return address freepost sheet and an instruction sheet, may be sent to students posting assignments. The plastic envelopes are obtainable from OfficeMax (code 2247887). The freepost and instructions sheets are your own template. The freepost sheet will display your Department’s address and freepost number. It will have provision for the student to write their name and number, paper code and assignment number.

Electronic Submission: For information about submitting assignments in Blackboard, refer to Appendix 4 in the Course Administration Guide template available on the distance learning website.

Recording Assignment Receipt & Results: Some online learning systems enable the electronic recording of results. If you are recording manually, then at the beginning of each semester it is useful to create a folder containing the class register and contact details of students for each distance paper taught for the following purposes:
• Record date of arrival of the assignment on class register. After the due date, follow up with any students whose assignments have not been received.
- Send assignments to the Lecturer for marking
- Once marked, a copy of the marks is kept by lecturer (ensure this is done) and by the Administrator.
- Return assignments to students.

Note: For information about multi-choice questionnaires, refer to the Glossary in Appendix 4.

New Staff Orientation

It is useful to have an Orientation Folder that introduces new Academic staff to Departmental Distance Learning practices. In addition to providing the folder, you should:

- Compile, update and hand out Orientation/Information folders to all new lecturers, together with a copy of the *Guide for Academic Staff New to Distance Learning*. The guide is available from the Distance Learning Office in hard copy, or online at www.otago.ac.nz/distancelearning, under “Resources for Staff”.
- Organise access to Blackboard for new lecturers/tutors.
- Organise orientation training for staff with Distance Library Services, the Audioconference Network, Information Technology Services (ITS) and Blackboard website training. Check the HEDC website for workshops for new and experienced distance learning teachers and administrators.
- Organise for lecturers to meet with the programme Coordinator for orientation, to introduce new/existing staff, discuss papers, audioconferences, assignment feedback, exams and other matters.

Student Administration

Administrative Enquiries

Enquiries from enrolled students relating to the administration of their paper(s) will require you to be familiar with the course regulations, pre- and co-requisites, course variations, exemptions, Terms Carried Over requirements and Key Student Administration dates (e.g. last day to withdraw with fee refund). Refer to the Key Dates list in Appendix 3.

Refer to alphabetical listing in the Administration Glossary in Appendix 4 for information about the following:

- Exams
- Fees
- Graduation
- ID Cards
• Loans and Allowances (StudyLink)
• Scholarships
• Terms Carried Over
• User Names and Passwords

Publications to refer include: the Distance Learning Prospectus, Distance Learning Information and Support handbook and the Guide to Enrolment booklet. If in doubt, refer student to the University Information Centre on 0800 80 80 98.

Student Support

Students will sometimes require help with study and other support issues. They will often contact you as first point of call and therefore you represent the face of the University. Before the start of the course, it is beneficial to phone each student (where numbers permit), to introduce yourself as a real person. You can use this call to check the registration process is running smoothly and confirm residential attendance if this is a core requirement for your papers. A series of supportive emails for use by administrators has been developed by the Distance Learning Office to complement this kind of activity.

You can also refer students to the following sources of support:

Distance Learning Information and Support handbook for students: This booklet is sent to students at the beginning of each semester by administrators, together with course material such as the Course Administration Guide. Order the handbook in January each year from the Distance Learning Office. It contains much useful information relating to: key dates, campus and University administration contacts, student ID number and ID cards, Examinations, PIMS, study information, audioconferences, Blackboard, ITS, Distance Library Service, ordering textbooks and disability services.

Course Administration Guides: This guide provides administrative details about the course and how it is run. Course material, including the Course Administration Guide, is distributed to students at the beginning of each semester, and may be accompanied by a Study Guide and a Set of Readings. A Course Administration Guide template is available from the Distance Learning Office.

In addition to the above, a range of support services are available within the University. Refer to Appendix 1 for contact details for the following:

Information Technology Services (ITS): ITS will assist students with Blackboard, PIMS, Webmail or other computing difficulties.

Distance Library Service (DLS): Any student enrolled in a University of Otago Distance course or paper is eligible to use the Distance Library Service (DLS). Students can request research support, advice and help accessing library resources by contacting the DLS. Through the DLS you can also request to have books, journal articles and chapters sent to you at no charge.
There is a large amount of DLS material in the Information & Support handbook which is sent to all enrolled distance students.

**Student Learning Centre (SLC):** Students can obtain a number of SLC study skills resources online such as essay writing, and literature reviews. Refer students to the Study Guides and Resources and Online Tutorials from the menu on the left hand side of the SLC home page.

**Disabilities:** Students with impairments can often be assisted by the Disability Information and Support Office. Check with that office to find out about the wide range of support they offer to a variety of students. Advise the office of any students requiring special arrangements for exams.

**Maori & Pacific Island support:** Distance learning can be a difficult and lonely time for some students. Both the Maori Centre and the Pacific Islands Centres will assist students in their academic journey in any way possible.

## Course Evaluations

Student Course evaluations and Individual Teacher evaluations can be done for your paper/courses using the HEDC Evaluation Service. There are 2 options: online or paper questionnaires. The most appropriate method to use depends on the structure of your paper and/or teaching methods. Please refer to the HEDC website for guidance about this and how to order your evaluations: [http://hedc.otago.ac.nz/hedc/etc/Evaluation-Questionnaires.html](http://hedc.otago.ac.nz/hedc/etc/Evaluation-Questionnaires.html).

Check with your course coordinator regarding the timing of evaluations. The evaluations are set up based on the information provided in the Request form which should be posted or faxed to HEDC on (03) 479 8362.

After each evaluation has been run you will be sent a report summarising the responses. Individual Teacher evaluation reports are sent confidentially to teachers only but Course evaluation reports are sent to the person who requested it and the relevant HOD. Please contact the Questionnaires Administrator at HEDC if you have any questions. Refer to Appendix 1 for contact details.
Exams

Refer to the Glossary in Appendix 4 for information about the exam process, including confidentiality requirements, marking multi-choice answers, Special Consideration and Terms Carried Over. Additional information can be found on the following website: http://www.otago.ac.nz/study/exams/index.html. Staff at the Examinations Office can also assist with your enquiries. Refer to the Contacts List in Appendix 1 for details.

Administrator’s Exam Responsibilities:

Assist with Exam Timetables:

- Send an email to Timetables, Admissions and Enrolment and Academic Services with start and finish dates of Semester one and two papers (when the following year's audio-conference timetable is finalised). This information is required by StudyLink.
- Provide the Administrative Assistant for Distance Learning at the Examinations Office with information about the final exams to be centrally run by completing and returning the spread sheet sent to you. Check the draft Examination Timetable and advise of errors and omissions, or confirm it as correct.
- Distribute the Examination Timetable to teaching staff and students. The roomed exam timetable is able to be viewed by staff at http://www.otago.ac.nz/study/exams_timetable.html
- Students are notified by Examinations Office approximately 3 weeks prior to exams confirming date, time and venue of exam, by letter if in NZ, or by email if overseas. Exam information is also available via PIMS.

Exam Paper Preparation:

- Co-ordinate exam preparation and checking. Lecturers provide exams and the Administrator may format them. Check grammar/spelling/clarity and correct number of pages, after lecturers and paper co-ordinators have checked them. Obtain signatures from lecturer and paper co-ordinator on exam cover sheet which accompanies exam.
- Book computer marking for exams with multi-choice questions, using ITS online booking form at http://www.otago.ac.nz/its/forms/otago028893.html
- Assist in providing the Administrative Assistant for Distance Learning at the Examinations Office with the master copies of examination papers within the deadline advised.
- Refer queries about possible errors/ambiguities in the examination papers to lecturers prior to printing.

Post Exam Tasks:

- Advise students about solutions to examination-related problems (Special Consideration, Terms Carried Over etc.).
• Facilitate the distribution of completed examination scripts to markers and the return of results to Student Administration to meet the advertised deadlines.
• Coordinate prompt responses to requests for recounts of final results and for the return of candidates' examination scripts.
• Coordinate prompt responses to applications for Final Examination Only enrolments.
• Upload exam marks into University’s database (refer to Appendix 8).
• Advise Student Records of the level of awards for students who have completed their qualification i.e. First Class Honours etc. (for translating of marks into grades and awards (see Appendix 4 under Exams).
Marketing Your Distance Programme

Introduction:

Promotion of your Department’s programme to prospective students takes place around August/September for next year’s semester one and in April/May for semester two. Marketing of distance papers is generally the responsibility of programme coordinators. However many administrators become involved in the promotion of their papers to prospective students. Assistance may simply mean ensuring sufficient supplies of A4 tri-fold course brochures and information booklets are available. Or it may extend to the full range of planning the marketing effort:

- Design and production of materials such as pens and bags
- Design and production of brochures, posters and booklets
- Selection of publications for Newspaper and magazine advertising
- Google Adwords
- Organising CD covers for course materials,
- Press releases
- Setting up and manning conference stands
- Signs and banners
- Giving information talks
- Direct marketing to residential school attendees
- Newsletters to graduates and distance students
- Notification of residential schools, upcoming events and talks by lecturers.

Funding Your Marketing:

Funding for the promotion of specific courses is provided from each department’s budget.

Corporate marketing: The University undertakes generic promotion of aspects like its brand and the University experience, via the Marketing & Communications arm (M&C). Strategic plans may provide the direction for a particular focus, such as postgraduate study. Divisions can also contribute to an M&C fund and request that efforts focus on specific areas within that division which need a push.
Marketing Assistance Available:

Each division has a Divisional Marketing Coordinator (DMC). You should consult your DMC for specific help in marketing your course or programme. The Divisional Marketing Coordinators are:

**Commerce:** Stephen Geddes  
Tel: 03 479 8696  
Email: sgeddes@business.otago.ac.nz

**Health Sciences:** Donnella Aitken-Ferguson  
Tel: 03 479 7264  
Email: donnella.aitken-ferguson@otago.ac.nz

**Humanities:** Wendy Adam  
Tel: 03 479 5997  
Email: wendy.adam@otago.ac.nz

**Sciences:** Rose Newburn  
Tel: 03 479 8458  
Email: rose.newburn@otago.ac.nz

The University’s Marketing & Communications Division also provide a range of in house services to assist your efforts:

- **Sourcing Images:** finding images can be a time consuming and costly exercise. Ask your DMC for help sourcing images from the University image library and other image databases. See www.flickr.com/photos/ for free images and istock.com for low cost images.
- **Design:** Peter Scott is a graphic artist who will assist with layout and design, as well as ensuring that printed material conforms to the University style.
- **Advertising:** Ryan Helliwell from M&C is able to assist in gaining the best deals for placement of advertising in publications, as well as helping with Adwords campaigns.

In addition, the University’s printing division - Uniprint is helpful in producing promotional materials, posters, specifically designed pads and a range of other resources, along with standard brochures, prospectuses etc. For contact details, refer to Key Contacts in Appendix 1.
Sample Diary of an Administrator’s Tasks by Month

You may have responsibility for all of these tasks, or some may be undertaken by others.

Possible differences: In this example, printed course administration guides and assignments are posted to students. In other programmes, course material may be distributed on CDs or DVDs, or via the online learning system e.g. Blackboard. Assignments may be submitted by post, or electronically by email or via Blackboard.

Key Dates are shown in **bold** and most change each year. The 2013 Key Dates are shown in Appendix 3. Check current year’s dates in the Guide to Enrolment or in the front of the *University Calendar.*

(If you would like an electronic copy of this diary please contact the Distance Learning office.)

**semester one**

**January**

The main tasks are monitoring students’ registration and course approvals, the distribution of course material to students and organisation of residential schools.

Although many papers start in February or March, some courses will start earlier.

*Student registrations and course approvals:*

- Assist student enquiries and course advising.
- Registrations continue. Check *Class Lists* frequently for additions.
- Prepare a course approval table listing each student's name/email address, papers they are enrolled for, qualification i.e. Diploma or Certificate, date course approval sent and returned to Administrator
- Contact Disabilities and Information Support office to organise any assistance required for any students with a disability and to find out if there are other students with disabilities on course.
- Prepare confidential list of Students with Disabilities to pass to lecturers outlining papers taken and student's special needs.

*Other Student Administration Tasks:*

- Process exemptions and Terms Carried Over applications.
- Organise students’ special exams from the previous year’s semester two.
Course Materials:

- If not already complete, organise printing of *Course Administration Guides* for semester one as soon as UniPrint opens. Remember to include the current audioconference network instructions (UNITEL) in the *Course Administration Guide* if appropriate.
- Proofread assignments if required.
- Manage distribution of course materials
- Supply *Course Administration Guide*, class register and contact details list to lecturers.

Other Course Organisation Tasks:

- Organise residential schools.
- Email Audioconference Network Manager the list of semester one lecturers.
- New lecturers:
  - Compile and distribute Orientation/Information folders to all semester one lecturers. Meet all new lecturers to discuss contents of folder.
  - Update Blackboard Paper Access Rights for new semester one lecturers with Instructor access to Information Technology Services
  - Organise orientation training for new staff with Distance Library Services, Audioconference Network, Information Technology Services (ITS) Blackboard website training and attendance at HEDC Workshop for new and experienced distance learning teachers.
- Order multi-choice answer sheets and computer marking if required, using ITS online booking form [http://www.otago.ac.nz/its/forms/otago028893.html](http://www.otago.ac.nz/its/forms/otago028893.html)
- Check e-reserve articles are requested from Distance Library Services
- Arrange with the Distance Services Librarian to attend an early audioconference to brief students about library services.
- Contact publishers to obtain complimentary copies of required textbooks to pass on to lecturers. If not available, purchase from University Bookshop.

February

Follow up course approval forms. Check audioconference arrangements.

Late Enrolments:

- **Early February** – Check last day for Fees to be paid without late payment fee
- Assist with student enquiries; follow up signing of course approval forms and process late exemptions.
- Send course material to late enrolments.

Audioconferences:

- Check number of students attending each audioconference suite for each semester one paper. Organise a PIN number for students to phone in from any venue if student numbers are less than 3 and cancel suite booking.
- Attend initial audioconference sessions for each paper - brief students about obtaining Student ID cards and other matters.
- Distance Services Librarian may attend 1st or 2nd audioconference to explain procedures for resource requests. Course administrator to organise dates and times with Librarian.

*Other Tasks:*

- If assignment contains multi-choice questions, give master answer sheet to lecturer to complete and return.
- **Mid February** - all students should be advised to update all their contact details such as semester and home address on the PIMS website.

**March/April**

Teaching has commenced. Follow up late enrolments. Assist with Exam preparation for semester one. Start preparation of materials for semester two. Begin promotion of the programme to prospective semester two students.

*Late enrolments:*

- Follow up students who are not yet course approved.
  *Students not course approved by 31 March for semester one or full year papers will not generate any EFTS funding for their teaching Department.
- **Start of March** – check Last day for Terms Carried Over (T.C.O) applications for full year and semester one papers.
- **Start March** – check Last day for adding or changing semester one or full year papers.
- **31 March** - last day for students deleting from semester one or full year papers with full refund. Students must notify Student Administration in writing/email prior to 31 March to qualify for a refund.
- Supply lecturers with updated class lists.

*Exam preparation:*

- Co-ordinate exam preparation and checking.
- If required, book computer marking for exams with multi-choice questions.
- Send semester one final examination timetable to all students. Also send updated Student Contact Details list.
- Check that students’ examination venues are correct on PIMS. Advise Student Administration of any new contact details.
- Photocopy previous year's exams to send out to students, if required by lecturers.
- Contact Disability Information and Support Office to ensure students with disabilities have requested special arrangements for exams if necessary.
Prepare course material for semester two:

- Remind lecturers/paper co-ordinators that editing of Course Administration Guide for semester two papers should begin.
- Co-ordinate Course Administration Guide editing process with lecturers and update general sections of Course Administration Guides.
- Send lecturers memo re Course Administration Guide submission deadlines see and audio conference dates for semester two (refer Editing Course Material Guidelines in Appendix 6)
- Send semester two course readings and recommended textbooks to Distance Services Librarian to check for new editions.
- Order semester two "essential" textbooks from University Bookshop, if not already done so in previous year. Check requirements of semester two lecturers.
- Email semester two lecturers and paper co-ordinators to have photos taken if required, for semester two Course Administration Guides.
- If using printed Course Administration Guides, order stationery for semester two.

Other:

- Receive and distribute assignments.
- Assist with programme promotional activities.
- Co-ordinate course/teaching evaluation questionnaire.
- Send invitations to May graduates to any functions organised by your department (after graduation ceremony).
- Update Distance Learning Prospectus for following year
- Send list of administrators/lecturers to Administrative Assistant, Distance Learning Office for updating of distance learning database.

May

Continue preparation for exams in June. The bulk of Graduation ceremonies take place in May. Continue promotion of the programme to prospective semester two students. Continue preparation for semester two.

Exams:

- 1st May – Final date for submission of exam papers to Examinations Office by lecturers for semester one papers.
- Early May - Students are notified of exam date, time and venue by Examinations Office.
- Distribute Exam Process and Meeting Timetable memo to lecturers
- Attend final audioconference sessions for each paper to brief students about exams.
- Put Exam information on Blackboard for semester one papers.

Course organisation for semester two:
• Assist with student enquiries for semester two.
• Assemble and mail out semester two registration material.
• Email Distance Services Librarian a list of "recommended" reading for semester two papers once Course Administration Guides have been updated.
• Prepare welcome letter and consent address list to include in semester two Course Administration Guides.
• Email audioconference schedule to semester two paper co-ordinators and lecturers and Distance Services Librarian, to attend an audioconference to brief students about library services.
• Update Blackboard Paper Access Rights for new semester two lecturers.

Other:
• Graduation ceremonies for degrees and diplomas in 2nd & 3rd weeks of May
• Receive and distribute assignments. Record results and return to students.
• Organise teaching and course evaluation questionnaires
• Advise Audioconference Network Manager of lecturers’ audioconference suggested days and times for following year.

June
Final registrations for semester two. Exams cover 3 week period around 3 – 18 June. Semester two course materials are distributed.

Student registrations:
• 1 June – Official last day for registration from students commencing study in semester two. Distance learning student enrolments are still accepted up to 30 June at the discretion of course administrators/departments.
• Assist with course approval for new enrolments, same process as January.
• 30 June – Course Approval forms are sent to students commencing study in semester two
• Fees invoices are sent to students

Exams:
• Attend examiners meeting.
• Collect and distribute exams. If offering multi-choice questions, take multi-choice answer sheets to ITS with master answer sheet.
• If a student is unable to attend an examination due to illness or other serious circumstances beyond his/her control he/she may apply in writing for Special Consideration or Terms Carried Over (refer Appendix 4).
• Upload exam results into OU database
• Advise Student Records of level of awards achieved by students who have completed their qualification.

Course organisation for semester two:
• Email Audioconference Network Manager a list of semester two lecturers.
- Manage course materials distribution, same process as January.
- Supply *Course Administration Guide*, class register and contact details list to lecturers.
- Proofread assignments as required.
- Order multi-choice answer sheets and computer marking for assignments if required.

Other:
- Check Distance Learning Prospectus details and send back to Admissions and Enrolment
- Obtain quotation from UniPrint and two other Printers to print following year’s printing requirements.

**semester two**

**July**

semester two repeats the series of events as per semester one. Carry out post exam tasks.

*Student registrations and course approvals:*

- Follow up students who are not yet course approved for semester two. NOTE: Students not course approved by 31 July for semester two papers will **not** generate any EFTS funding for their teaching Department.
- 1 July – Exam results should be uploaded
- 1 July – Proof lists to be returned to Student Records
- Early July – Check Last day for payment of fees for semester two papers.
- Early July – Check Last day to add or change semester two papers (fees due immediately)
- 31 July - Last day for withdrawing from semester two papers (to receive a refund)
- 31 July - Last day for Terms Carried Over applications for semester two papers.

*Exams:*

- **Check exam results** - for students who have failed or were absent to see if they meet prerequisites to continue with semester two papers. Liaise with Academic Co-ordinator. Advise students about Terms Carried Over or do Course Variations.
- **Upload exam results into the University database**
- **Organise Special Exams** - liaise with lecturers to write new exams, liaise with students to obtain supervisor details and communicate with supervisors. Send exam package by courier post. Once returned, pass to lecturer to mark. Send Final Exam Result Sheet to Examinations office.
• Contact Disability Information and Support Office to ensure students with disabilities have requested special arrangements for exams if necessary (use Alternative Arrangement for Exams form).

Other Course Organisation Tasks:

• Send course materials to new/late enrolments.
• Photocopy previous year's exams to send out with semester two marked assignments, if required by lecturers.
• Finalise Residential School details for semester two.
• Check number of students attending each audioconference venue for each semester two paper as less than 3 students are uneconomic. Organise PINs if necessary.
• Attend initial audioconference sessions for each paper. Brief students about obtaining student ID cards and other matters.
• Give master multi-choice answer sheet to lecturers to fill in and return, if required for assignments.
• New lecturers:
  o Distribute Orientation/Information folders to all new semester two lecturers. Recall folders from semester one lecturers.
  o Meet all new lecturers to discuss Orientation folder.
  o Organise semester two lecturers' meeting with Academic Co-ordinator
  o Update Blackboard Paper Access Rights for new semester two lecturers
  o Organise orientation training for new staff

Course organisation for following year:

• Organise audioconference schedule for following year.
• Update course outlines
• Update Department’s additional information to be sent out with Distance Learning Prospectus and enrolment pack to prospective students for following year's study. Send printing details to UniPrint. The following year's material should be available to send to Admissions & Enrolment to send to prospective students by early August.

August/September

Tasks mainly involve assignments, exam preparations and preparations for semester one the following year, including marketing.

Exam preparation:

• 1 September - Final date for submission of examination papers to Examinations Office by lecturers for semester two papers. Some papers examined outside the usual timetable may be required earlier. Same process as May.
• Check Distance Learning Examination timetable from Examinations Office - e.g. no clashes with last audioconferences.
• Send semester two final examination timetable and updated student Consent contact details list to all students.
• Check that students’ examination venues are correct on (PIMS). Advise Student Administration of any new contact details.
• Notification of examination dates to students.
• Put Exam front page instruction sheet on Blackboard for semester two papers.
• Send moderation process exam submission to all semester two lecturers and paper co-ordinators.
• Co-ordinate exam preparation and checking.
• Book computer marking for exams with multi-choice questions.

Other administration tasks:

• Early September: The last day for withdrawal from semester two papers with no fee refund is in early September (unless withdrawing on exceptional grounds). Check cut-off date in Key Dates (Appendix 3)
• Organise assignment receipt and distribution
• Organise student profiles and photos for marketing purposes.
• Co-ordinate course/teaching evaluation questionnaire preparation with HEDC Administrator.
• Distribute evaluation questionnaires to students.
• Email Timetables, Admissions and Enrolment, and Academic Services with start and finish dates of next year’s semester one and Two papers when following year’s audioconference timetable is finalised. Information required by StudyLink.
• Update audioconference expenditure costs.
• Send out residential school marks to students, if required by lecturer.
• Record residential school expenditure.

Course organisation for following year:

• Early August: Order textbooks for your course from University Bookshop for following year. Liaise with lecturers to determine requirements.
• Remind lecturers/paper co-ordinators that editing of Course Administration Guide for semester one papers for following year should begin.
• Send Course Administration Guide readings/recommended textbooks to Distance Services Librarian to check for new editions. This info is then updated in Course Administration Guides and, if wished by lecturers, a copy may be purchased by Library to put into Distance Services Collection

Marketing:

• Remind course coordinators about marketing plans to generate enrolments for the following year.
• Contact the Divisional Marketing Representatives for assistance with your marketing efforts.
October

Exam period commences mid October for 3 weeks.

Exams:

- Attend final audioconference sessions for each paper to brief students about exams.

Other:

- Send invitations to December graduates to any department functions after graduation ceremony.
- Co-ordinate Course Administration Guide editing process with Editor, lecturers and UniPrint.
- Send lecturers memo re Course Administration Guide submission deadlines and audioconference dates for following year. See Editing Guidelines - Appendix 5
- Email Distance Services Librarian "recommended" reading for semester one papers once Editor has updated Course Administration Guides.

November

Registrations open for the following year. Some post exam tasks. Continue preparations for next semester.

Exams:

- Collect and distribute exams.
- Attend Examiners meeting
- Organise Special Exams and Terms Carried Over.
- Upload exam results into OU database
- Advise Student Records of level of awards achieved by students who have completed their qualification.

Registrations:

- Post departmental information sheet to all returning students.
- Arrange for any additional course information inserts to be sent to new students in their enrolment packs by Admissions & Enrolment.

Course organisation for next semester:

- Email Audioconference Network Manager to obtain new PIN number for following year.
- Email following year's audioconference schedule to semester one and Two paper co-ordinators and lecturers to enable staff scheduling.
- Remind semester one lecturers and paper co-ordinators to have photos taken for following year's semester one Course Administration Guides.
- Carry out Blackboard rollover of papers for semester one and semester two.
- Update ALL semester one and Two papers Blackboard website information.
- Recall textbooks from lecturers to pass to semester one lecturers following year.

*Other:*
- Prepare Annual Report.
- Archive previous year's *Course Administration Guides*.
- Send updated list of administrators/lecturers to Administrative Assistant, Distance Learning Office for adding to distance learning database.

**December**

Some graduations ceremonies occur in December. The main tasks involve preparations for the following year.

*Course organisation for the following year:*
- Order stationery for course material for semester one
- Organise residential school for semester one next year.
- Prepare memo for venue and phone-in students (PIN) to enclose in semester one *Course Administration Guides*.
- Phone ITS Reception (ext 8559) to request "Getting Started with Blackboard @ Otago" leaflets to send out with *Course Administration Guides* for following year.
- Order *Information and Support* handbooks from Distance Learning Office.
- Update lecturers' orientation/information folders to hand out beginning of following year.

*Other:*
- Graduation ceremonies for degree and diploma students in 2nd and 3rd weeks of November
- Update filing and email system.
- Process exemptions.
- Check new and returning student enrolments.
- Update Blackboard website information to students.
Appendices
Appendix 1: Useful Contacts

Administration

Distance Learning Office
Information Services Building (ISB)
Cnr Albany and Cumberland Streets
Tel: 03 479 4138
Email: distance.learning@otago.ac.nz
Web: http://www.otago.ac.nz/courses/distance_study/

University Information Centre
Information Services Building
Cnr Albany and Cumberland Streets
Tel: 0800 80 80 98 or 64 3 479 7000 or
1800 468 246 (Australia Freephone)
Email: university@otago.ac.nz

Admissions and Enrolment Office
Janette Hart
Distance Admissions & Enrolment
Tel: 64 3 479 5926
Email: admissions@otago.ac.nz

Copyright Office
Richard White
Email: copyright@otago.ac.nz
Website: www.otago.ac.nz/copyright

Course Evaluations - HEDC
Jo Kennedy
Questionnaires Administrator
Tel: 64 3 479 7581
Email: joanne.kennedy@otago.ac.nz

Examinations Office
Sonya Foley - Group Leader, Examinations
Tel: 03 479 9054
Email: sonya.foley@otago.ac.nz
Suzanne MacKay  
Administrative Assistant for Distance Learning Examinations  
Clocktower Building  
Tel: 64 3 479 8237  Fax: 64 3 479 5490  
Email: examinations@otago.ac.nz

Fees Office  
Clocktower Building  
Tel: 64 3 479 9006  Fax: 64 3 479 9035  
Email: student.finance@otago.ac.nz

Graduation Office  
Clocktower Building  
Tel: 64 3 479 8239  Fax: 64 3 479 5490  
Email: graduation@otago.ac.nz

International Office  
Clocktower Building  
Tel: 64 3 479 8344  Fax: 64 3 479 8367  
Email: international.admissions@otago.ac.nz  
Web: www.otago.ac.nz/international

Student Administration  
Rachel Nash  
Timetable Administrator  
Tel: 64 3 479 5897  
Email: timetables@otago.ac.nz

Student Records  
Group Leader  
Susana Newlove  Ext 8240  
Angela McKillop  Ext 5601  
Allison Thomas  Ext 8277  
Linda Munro-Innes  Ext 9768  
Angela Waddell  Ext 8240

Email: student-records@otago.ac.nz
Services

Audio/Videoconferencing
West Lane, Information Services Building (ISB)
Tel: 64 3 479 8440  Fax: 64 3 479 8025
Email: yvette.coutts@otago.ac.nz

Distance Library Service
Information Services Building (ISB)
Freephone: 0800 347 826 (0800 DISTANT)
Freefax: 0800 421 621 (NZ only)
Tel: 64 3 479 8940  Fax: 64 3 479 8327
Email: distance.library@otago.ac.nz
Web:  http://otago.libguides.com/distance

Student Learning Centre
Information Services Building (ISB)
Tel: 64 3 479 5786
Email: student-learning-centre@otago.ac.nz
Web:  www.otago.ac.nz/slc

ITS Service Desk
Freephone: 0800 479 888
Tel: 64 3 479 8888
Web:  http://www.otago.ac.nz/its/about/whoarewe/
Email: its.helpdesk@otago.ac.nz
Staffed: 8.30am to 9.00pm Mon to Fri, and 10.00am to 5.00pm Sat and Sun

ITS Teaching and Learning Services
Information Services Building (ISB)
Emerson Pratt, Manager
Tel: 64 3 479 8391
Mob: 021 279 8391
Email: emerson.pratt@otago.ac.nz

Annemaree Senior
eLearning Services Coordinator
Email: annemaree.senior@otago.ac.nz

Russell Garbutt
Audio Visual Support and Development Unit
Email: russell.garbutt@otago.ac.nz

Uniprint

Dale Carey
Client Services Representative
161 Albany Street
Tel: 64 3 479 5371
Email: dale.carey@otago.ac.nz

Senior Editor, Distance Learning
Health Sciences Division

Janet Sime
Tel: 03 479 8422
Email: janet.sime@stonebow.otago.ac.nz

Disability Information and Support
262 Leith Street
Tel: 64 3 479 8245 Fax: 64 3 479 5873
Email: disabilities@otago.ac.nz

Te Huka Mātauraka – Māori Centre
515 and 519 Castle Street North
Tel or Fax 03 479 8490
Email maori-centre@otago.ac.nz
Web: www.otago.ac.nz/maoricentre

Pacific Island Centre
Tofilau Nina Kirifi-Alai, Manager
Tel 03 479 8278
Email pacific@otago.ac.nz
Web: www.otago.ac.nz/pacific
Other Useful Contacts

*University Book Shop*

**James Mann**
378 Great King Street, Dunedin 9016
Tel: 03 477 6976 ext. 878
Email: ubs@unibooks.co.nz
Web: www.unibooks.co.nz

*Brooker Travel*
346 George St, Dunedin
Tel: 03 477 3383
Toll Free 0800 800 633
Email: travel@brooker.co.nz
Web: www.brookertravel.co.nz

*Orbit Corporate Travel*
342 George St, Dunedin
Tel: 03 477 3464
Toll Free 0800 322 747
Email: orbitdn@orbit.co.nz
Web: www.orbit.co.nz
Appendix 2: The Course Approval Process

Introduction

A student is not fully course approved until they have signed and returned the Course Approval form sent by the University and they have been accepted into their programme by the department. Until the student is course approved:

- The student will not receive their exam results.
- Government funding for the student is not paid to the University

Acceptance into the University of Otago requires that students:

- Meet the academic criteria for entry into the selected programme, and
- Satisfy the University’s admission criteria (refer appendix, also see notes re international students)

The Formal Registration and Course Approval Process:

Administrators may be contacted by prospective students for advice about admission to a programme, but the formal process must be completed and the steps are as follows:

1. *The student completes the registration form* (in print, or online at www.otago.ac.nz)
   The same form is used for both on-campus and distance students, the only difference being that distance paper codes end in X; i.e. GENX 711. These are processed by the Distance Admissions Officer at Admissions & Enrolment. All registrations are entered into the “Enrol” system, regardless of whether the student has supplied all of the necessary accompanying documentation.
   If the student is registering for the first time, various documents are required to satisfy the University’s registration requirements. The Enrolment Office will request that students supply any missing documentation.
   If the student has previously registered with the University, they will be re-registered under their pre-existing student number. In the most cases returning students do not need to provide supporting documentation.

2. Once a student’s registration is complete a course approval form is generated and sent to the student for signing and return to the University. **Failure to do this will result in denial of access to Blackboard and Library resources.**

   The University’s “Guide to Course Approval” booklet is also sent, which details
where the form is to be returned to. This is generally a designated person within the department, usually the course administrator.

Note: For programmes run from campuses outside Dunedin, the Course Approval forms are sent to designated staff at each campus:

- Invercargill: Jill Paris
- Christchurch: Ruth Helms
- Wellington: Trevor Williams

The forms are then sent on to the students, together with the personalised campus “Guide to Course Approval” booklet.

3. **The signed course approval form is received by the department concerned for consideration and acceptance into the course.**

The appropriate academic staff will sign the form indicating acceptance into the programme(s), providing the student meets the academic pre-requisites and satisfies other requirements (such as work experience) for programmes where numbers are limited. The forms are then sent back to Admissions & Enrolment, and finally:

4. **A student can view their course approval status on PIMS. Once the course approval process has been completed PIMS will indicate that the student is “Course Approved” for the particular academic year.**

Problems with students not being fully course approved can be categorised into three areas:

- **a)** The student hasn’t sent all the required documentation. Status is “Incomplete”
- **b)** The student has failed to post back their course approval form, signed by themselves. Status is “Complete, but not Course Approved” or
- **c)** The department has not yet admitted the student into the course. Status is “Complete, but not Course Approved”

**Keeping Track of Students and their Enrolment Status:**

**Know who is registered for your Department’s courses**

It is very important for administrators to regularly run class lists, to ensure they are aware of any students registering for one of their department’s courses.

Administrators will be keeping track of students enrolled in their department’s programmes from August, when registrations open for the following academic year.
Important Dates:

22 March  Last day to delete full year papers with refund of fees.
To be eligible for a refund of fees the student must inform the University in writing by this date.

3 May  Last day to withdraw from First Semester papers or change to Interest Only.

12 July  Last date to add Second Semester papers or courses.

Class List Reports:
Class list reports are generated using “Business Objects.” The report will show all students who have registered and their status, regardless of whether their registration is complete or not.

Please ensure that you select ‘All Registered Students’ when running the report as this will include students that have incomplete registrations as well as those who are complete.

For instructions on how to run a class list, see Appendix 5.

Contacting Students
Please contact any students that are still not course approved to confirm that:

- they have received their Form for Course Approval
- they still wish to continue with their studies

If you have any students that have not received their form (assuming that their registration is complete) or do not wish to continue with study, please ask them to contact Admissions and Enrolment.
Appendix 3: Key Dates 2013

January
7/8  Summer School course confirmation/confirmation of attendance
7   Summer School classes begin
8   Summer School course confirmation ends
10  Applications close for Final Examination Only enrolment for papers next offered in Summer School
11  Summer School Fees due
14  Last day to add Summer School papers or delete Summer School papers with a refund of fees

February
1   Course Approval for Distance Learning students for first semester and full year papers must be received by Admissions and Enrolment by this date
6   Waitangi Day
7   Last day to withdraw from Summer School papers
10  Fees due for study beginning in the first semester
15  Summer School classes end
16  Summer School examinations begin
21  Summer School examinations end
22  Preliminary classes are held for full year and first semester papers
25  Formal lectures begin for full year and first semester papers

March
1   Applications close for Final Examination Only enrolment for papers next offered as full year and first semester papers
1   Last day to add first semester or full year papers
15  Last day to delete first semester or full year papers with refund of fees
29  Good Friday – mid-semester break begins

April
1   Easter Monday (public holiday)
2 Otago Anniversary Day observed (University holiday)
8 First semester resumes
25 ANZAC Day

May
3 Last day to withdraw from first semester papers
4 Graduation
11 Graduation
25 Graduation
31 First semester lectures end

June
3 First semester lectures end
3 Queen’s Birthday
5 First semester examinations begin
5 Closing date for registration for students taking only second semester papers or courses
19 First semester examinations end

July
1 Course Approval for Distance Learning students for second semester papers must be received by Admissions and Enrolment by this date
8 Second semester begins
10 Fees due for second semester only enrolments
12 Last day to add second semester papers
26 Last day to delete second semester papers with refund of fees
31 Applications close for Final Examination Only enrolment for papers next offered as second semester papers

August
17 Graduation
26 Mid-semester break begins
September
2 Second semester resumes
10 Last day to withdraw from second semester and full year papers

October
11 Lectures end
16 Second semester examinations begin
28 Labour Day

November
9 Second semester examinations end
30 Graduation

December
10 Closing date for ALL students taking Summer School, in 2014
10 Applications due from all new and recommencing students taking first semester of full year courses subject to the Entry Pathway system in 2014
11 Graduation
14 Graduation
Appendix 4: University Administration
Key Areas Explained

This appendix contains information about the following:

- Academic Transcripts
- Change of Course Forms
- Course Enrolment
- Course Variations
- Examinations
  - Exams – General Information
  - Exams – Application for Special Consideration
  - Exams for Students with Disabilities
  - Grades and Level of Awards
- Evaluations
- Fees
- Graduation Applications
- ID Cards
- Loans and Allowances
- PIMS
- Scholarships
- Terms Carried Over
- User Name and Password
- University Email Address

Academic Transcripts

To obtain an official University Academic Transcript, the student should contact the Student Enquiries Office, Student Administration, Otago University, and PO Box 56, Dunedin.
Freephone 0800 808 098,
Telephone (03) 479 7000
Web: http://www.otago.ac.nz/administration/otago029267.html.
There is a charge of $20.00 for the first transcript and $10.00 for each further copy requested at the same time.

Change of Course Forms

If an enrolled student wishes to add or delete a paper, he/she must write, email or fax the request in writing to Student Administration. A Change of Course form is sent to the Administrator to sign and return to Student Administration. If the student is adding a paper, check on student records that he/she has passed pre-requisite paper/s. The student does not receive a copy of the Change of Course form.
Email the lecturer to inform him/her to delete/add student from/to the class register. Provide contact details. If student has been receiving recordings of audioconference for the course and he/she is withdrawing from the paper, email Audioconference Network Manager to cancel the request.

**Course Enrolment**

The University has a dedicated Distance Admissions & Enrolment Officer (refer Appendix 1 for contact details). Students may enrol by post, by telephone on 0800 80 80 98 (if in New Zealand) or +64 3 479 7000 (if telephoning from outside New Zealand) or by online registration at [www.otago.ac.nz](http://www.otago.ac.nz). Click “Apply online”. The student is then guided through the enrolment process online.

The Telephone Registration Centre will be open from mid-October to the first week of February (except for the Christmas holiday period). The hours of operation are 8 a.m. to 6 p.m. on weekdays; 8 a.m. to 12 noon on Saturdays; and closed on Sundays.

When a student rings, a trained operator will 'talk through' the form with the student and enter the information needed for registration on the Student Administration computer system.

For telephone and online registration, a person enrolling for the first time at this University will still need to send in documentary evidence e.g. name, date of birth, citizenship, and previous study. A student who has registered by telephone/online will be sent a letter of confirmation. This will either confirm that registration is complete or detail the information or documentation needed to finalise registration.

Course approval forms are sent in batches, starting around mid-December. Fees accounts will be sent to students in January.

**International Students:** Telephone registration is not available to a first year International student or to a Thesis student. International students should contact the International Office (refer to contact details in Appendix 1). They will need to satisfy the University’s admission requirements, as well as meet the criteria for the Department’s programme. This can take up to three months if their academic credentials need to be evaluated.

**Course Variations**

Take course variations to academic/paper co-ordinator for recommendation and signature. If Part A is filled in (Authority delegated to HODs), the original is sent to Student Records. Write a letter to student informing them their course variation has been approved.

If Part B is filled in send original to your Division’s Administrative Assistant for the Assistant Vice Chancellor's approval and signature.
Examinations

Exams - General Information

Students can obtain copies of past years’ exam papers from the library website at: http://www.otago.ac.nz/library/exams/ for some programmes.

The Administrative Assistant for Distance Learning at the Examinations Office organises alternative venues for distance students.

The Chief Supervisor of Examinations consults with Administrators in February and in July regarding the suitability of suggested exam dates. Factors to be considered are:

- candidates sitting multiple exams (including those for other courses),
- the final audio-conference date for the paper, and
- the initial audio-conference for semester 2 papers.

Administrators’ responsibilities: Administrators coordinate their Department’s exam preparations. Log onto www.otago.ac.nz/examtemplate to obtain the following:

1. Title page for the exam
2. Coversheet: Signatures are required on this by two proofreaders
3. Back page

Lecturers will be advised by the Department of deadlines for submitting exams (start of May and start of September). Lecturers write the examinations and email them to the Administrator who will format and proofread in the first instance. Examinations need to be proofread by lecturers and Paper Co-ordinators who also sign the Examination cover sheet. Keep a copy for file once any amendments are made. Due to confidentiality and security issues, return the original master copy of the examination to the Examinations Office using one of the methods listed:

- Dunedin Campus: Hand deliver in sealed envelopes marked CONFIDENTIAL.
- Northern Campuses: Do not use internal mail. Courier direct to the Chief Examiner marked CONFIDENTIAL.

Additional general information about examinations:

- Confidentiality and security of examination process: when photocopying and distributing examination papers and results, hand deliver in sealed envelopes marked CONFIDENTIAL. If this is not practical, please phone the academic staff member(s) concerned to collect the material. Examination papers or results should not be left exposed.

- Collection of exam scripts: after the examination, the Examinations Office will email the Administrator that the exam(s) has/have returned from the exam centres and are to be collected. Take University ID card as proof of identity
when collecting examination scripts. Collect and distribute to lecturers for marking.

- **Results:** Generate your own spreadsheet of marks, using the process described in Appendix 8. These will need to be loaded into the University system.

- **Notification of results to students:** Results are now made available to students via PIMS only and are no longer mailed to students. If a student has not paid his/her fees and wants to know the results, he/she can be told verbally that these are being processed and advise the student when confirmed results will be available on PIMS. If the student is unable to view their results on PIMS, refer them to the Examinations Office as necessary.

- **Multi-choice questions:**
  - Requesting multi-choice answer sheets for exams: These are requested on the exam information spread sheets sent out by the Examinations Office at the beginning of the semester. These are automatically included by the Examinations Office in the exam packs with the examination answer booklets.
  - Advice to students re exams that have multi-choice answer sheets: Students should be advised by letter or email prior to their exam that pencils, erasers, pencil sharpeners are not provided at their exam venue by the Examinations Office and that they should bring their own pencils and eraser, etc to fill in the answer sheet.
  - Electronic marking of multi-choice answers: Examinations with multi-choice answers are able to be marked electronically. To enable this, you need to:
    1. Obtain the correct answers from your academic coordinator.
  - Book your request for computer marking of exam answer sheets online using online booking form:
    [http://www.otago.ac.nz/its/forms/otago028893.html](http://www.otago.ac.nz/its/forms/otago028893.html)
  - After the exam: Hand deliver the students completed answer sheets, together with the list of correct answers to ITS. Results will be emailed back to your Department the same day. The student answer sheets will be returned via internal mail.

**Exam scripts are required to be stored by the Department for 3 months after exams have been marked and marks finalised.**

**Exams - Application for Special Consideration**

*Eligibility for application for special consideration:*

- Any student who has been prevented from taking the exam through illness or other circumstances beyond the student's control, or
- Who considers that performance in any exam has been seriously impaired by illness or other exceptional circumstances beyond his or her control at the time
of, or in the 14 day period immediately prior to the exam, may apply for special consideration.

Applications are made to the Chief Supervisor of Examinations, Student Administration, except for post-graduate medical courses, which are handled by the Faculty of Medicine.

A student enrolled in a paper but choosing not to attend the final exam will NOT receive a final result of ABSENT. Instead a final result is calculated being the total of marks for work completed which counts towards final results (including a zero mark for the exam). In most cases that will mean a final result of “FAIL”. See also “Terms Carried Over”.

Examples of exceptional circumstances include:

- If there has been a death in the student's family.
- If the student is representing New Zealand in a cultural or sporting event.
- If the student is part of the official wedding party or it is the wedding of a member of the student’s immediate family.
- If religious reasons prevent them from sitting on scheduled date.
- If the student is overseas serving in the armed forces, police or diplomatic corps.

If the student applies for special consideration, send the yellow Application for Special consideration form to the student to be returned within FIVE calendar days following his/her last examination (make sure the student is aware of this).

Alternatively, refer the student to the University webpage to download the form at http://www.otago.ac.nz/prodcons/groups/public/@otagoexaminationsoffice/documents/webcontent/otago033540.pdf

Note: All applications must be accompanied by supporting documentation. Tell students about this at the last audio conference.

For further information about special consideration, contact the Examinations Office, or visit their website at: http://www.otago.ac.nz/study/exams/index.html

Exams for Students with Disabilities

Exams for students with disabilities need to be co-ordinated with Disability Information and Support. Inform the lecturers that they are writing an examination with a disabled student present in the class (i.e., no diagrams or tables, if possible, for blind students). If this is not possible, consult with Disability Information and Support. Alternative exam venues may be required for some students with mobility issues. Coordinate this with Disability Information and Support.
Calculation of Grades and Level of Awards

The following excerpt is from the University of Otago Calendar under Regulations: Examinations and Assessment:

Grades

When percentage marks are recorded for examinations or following the assessment of any thesis, dissertation, research essay, research project or other course component, the following key shall be used for translating the marks into letter grades:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100</td>
<td>A+</td>
</tr>
<tr>
<td>75-79</td>
<td>B+</td>
</tr>
<tr>
<td>60-64</td>
<td>C+</td>
</tr>
<tr>
<td>40-49</td>
<td>Fail</td>
</tr>
<tr>
<td>85-89</td>
<td>A</td>
</tr>
<tr>
<td>70-74</td>
<td>B</td>
</tr>
<tr>
<td>55-59</td>
<td>C</td>
</tr>
<tr>
<td>below 40</td>
<td>Fail E</td>
</tr>
<tr>
<td>80-84</td>
<td>A-</td>
</tr>
<tr>
<td>65-69</td>
<td>B-</td>
</tr>
<tr>
<td>50-54</td>
<td>C-</td>
</tr>
</tbody>
</table>

Level of Awards

In awarding a class of honours for a degree or credit or distinction for a degree or diploma, the average mark for the relevant course components shall be calculated and the following key shall be used to determine the standard of award for the qualification:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>80-100</td>
<td>First Class Honours and Distinction</td>
</tr>
<tr>
<td>70-79</td>
<td>Second Class Honours (Division I) and Credit</td>
</tr>
<tr>
<td>60-69</td>
<td>Second Class Honours (Division II)</td>
</tr>
<tr>
<td>50-59</td>
<td>Third Class Honours</td>
</tr>
</tbody>
</table>

Evaluations

Teaching and course evaluations should be undertaken at the end of each semester prior to exams. Evaluations can be undertaken on-line or using hard copy questionnaires.

Clear detailed instructions for both on-line and hard copy questionnaires are available on the University website at [http://hedc.otago.ac.nz/hedc/etc/Evaluation-Questionnaires.html](http://hedc.otago.ac.nz/hedc/etc/Evaluation-Questionnaires.html)

Fees

Consult the Key Dates appendix for when fees for semester one and semester two papers are due (generally in February and July respectively).

The Student Fees Office telephone number is 3 479 9006.

A list of fees for distance papers can be found on the Distance Learning website at: [http://www.otago.ac.nz/courses/distance_study/index.html](http://www.otago.ac.nz/courses/distance_study/index.html). This is updated around November each year.

There are two rates: Domestic and International:
Domestic rate: New Zealand citizens will be charged at the domestic rate for tuition fees no matter where they are studying from, i.e.: if they are residing overseas and decide to do a distance course they will be charged the domestic rate for tuition fees. New Zealand permanent residents/Australian citizens/Australian permanent residents must reside within New Zealand for the duration of their entire course to be eligible to pay the domestic rate for tuition fees – i.e.: if residing overseas and they enrol for a distance course they will be charged the international rate for tuition fees.

International rate: International students will be charged the international rate if they do not fit the categories above. For those international students living in New Zealand, permanent residency must be awarded before the course start date to be eligible for the domestic rate. If a student is resident in New Zealand and is awarded permanent residency after the course start date they will be charged the international rate for fees. If the student is enrolled in semester one and semester two papers and the permanent residency is awarded after the start of semester one but before the start of semester two then they will be charged the international rate for semester one and the domestic rate for semester two. In this instance any full year paper will be charged at the international rate.

Graduation Applications

Finalists are sent a preliminary application form asking them which graduation ceremony they wish to attend. Students may graduate in December, May or August. Diploma students may graduate in person or in absentia. Certificate students may only graduate in absentia.

Students may email graduation@otago.ac.nz or phone Student Records to request an application form.

Send out invitation to graduating students to your Department’s functions which are held after the graduation ceremonies in May and December.

Ring Student Records to obtain list of graduating students.

ID Cards

All students are eligible to obtain a new University of Otago ID card. They may be used as proof of identity at examination time. The application form is included with the enrolment package. Student applies in writing to ID Card Office, Student Union Building, University of Otago, PO Box 56, Dunedin. Student includes a recent passport photograph with two stamped, self-addressed envelopes (one for ID card and one for password). Student does not receive ID card UNTIL he/she is course approved. New photos are not required each year. The student retains the same student number each year.
Students can also download the ID card application form from the distance learning website at: www.otago.ac.nz/courses/distance_study/index.html

**Loans and Allowances (Study Link)**

A student cannot receive a StudyLink loan for just one paper for one semester. To qualify for a part-time study loan, a student has to be enrolled for the full year and be enrolled for 0.2500 EFTS. This translates to 1 or 2 papers per semester for each semester.

To qualify for a full time loan, a student needs to study 3 papers per semester i.e. 5 or 6 papers per year.

**PIMS**

PIMS is the University of Otago’s Personal Information Management System which enables Students to view, and in some cases modify, their own personal details. They (and you) can use PIMS to:

- View student contact details
- View students study information for the current and previous years
- Check their papers, examination timetable and see your final results

Students access PIMS via the website www.otago.ac.nz/pims and type in their University username and password.

**Scholarships**

The university provides official undergraduate and postgraduate scholarship lists on web page [http://www.otago.ac.nz/study/scholarships/index.html](http://www.otago.ac.nz/study/scholarships/index.html). Click on Studying at Otago, and then click on scholarships. Scholarship lists can also be placed on Blackboard websites for students to access.

**Final Exam Only (formerly known as Terms Carried Over)**

A student who is unsuccessful in completing a paper, or has failed or was absent from the exam, can apply to re-enrol with Final Examination Only status. If granted, a student can sit the examination in the next year that the paper is taught as long as there are no changes to the course content, but is **not** eligible to attend audioconference sessions and does not complete assignments for that year. There is a small fee for this, however tuition fees will not have to be paid again.

Students should have 50% or more in his/her internal assessment marks when applying for. An application form can be downloaded from [http://www.otago.ac.nz/study/exams](http://www.otago.ac.nz/study/exams) for the student to complete and return to the Administrator. The paper co-ordinator, in consultation with the lecturer, approves the application. The University will write to
the student to confirm the approved application. Advise the student to contact the lecturer for revision purposes the following year.

The final mark is the grade from the final examination and the internal assessment mark of the year of study. The student is only able to apply once for each paper.

**User Name and Password**

The username and password are used to access online services such as PIMS, Blackboard, email and Library resources. Students can change their password via PIMS. Instructions are in the *Distance Learning Information and Support* booklet.

Once registration is complete (all documentation received), students are advised by letter of their **username** and Student Identification Number. These stay with the student for their entire studies and are only issued once.

The student can obtain a **password** in one of three ways:

1. If they registered online, the student can log into Online Registration using the Email Address Login and the password they used for registration. They will then be taken to a page where they will be able to change the password associated with their Username.

2. They can contact ITS for their password. If emailing the HelpDesk, the student will need to include their full name, date of birth, student ID number and home postal address for identification purposes.

3. They can wait and have their password assigned when they obtain their ID card (only released after course approval and if the ID Card application form has been completed).

**University Email Address**

When students are course approved, a University email address will automatically be created for them. This email address is the primary means of University communications with the student from various sections of the University such as Student Administration, lecturers and the Library (e.g. for overdue notices). The Blackboard system also uses email as a means of communicating with students.

**It is important that students either check their University email address frequently, or forwards emails to an email address they do use regularly.** Email forwarding is done via PIMS and instructions are in the *Distance Learning Information and Support* booklet.
Appendix 5: How to access student records via PIMS and Business Objects

A. PIMS Website

- Log on to University's web Home Page http://www.otago.ac.nz
- Click on ‘Otago Staff’ on top right of screen
- Click on ‘PIMS’, under Online Apps (bottom right of screen),
- Enter username and Password
- Choose one of the options from Menu.

How to obtain an Individual students' current academic record and graduation options:

a) 'My Details' defaults to current year (or last year) of enrolment. Displays student photo, name, ID number and enrolment status.
b) Student Contact Details – address, telephone number.
c) Course Details to see what papers student is taking in current year.
d) Personal Information including ethnicity details.
e) Graduation Details

B. Business Objects

- Log on to University's web Home Page http://www.otago.ac.nz
- Click on ‘Otago Staff’ on top right of screen
- Click on Business Objects Reporting, under Online Apps (bottom right of screen),
- Enter username and Password
- Choose one of the options from Menu.

How to run a class list: Once you have opened Business Objects and logged in;

- Select ‘Otago University Business Objects’ from the main items list in the centre of the screen.
- Then select ‘UNI Staff Public’ from the menu on the left hand side of the screen.
- Select ‘SRS Academic Access’ from the main items listed in the centre of the screen.
- Scroll down to ‘SRS Standard Class List’ (about the 24th item on the list in the centre of the screen) and then run the report.

You will need to enter certain parameters when running the report (please see the screen shot of the ‘Run a Report’ page on the next page).

- First of all ensure that the Enrolment year is correct.
To get a list of ALL students (complete or incomplete) that has registered for a particular paper then select ‘All Registered Students.

Enter a paper code and then ‘arrow’ across so that the paper code appears in the box.

Select the Teaching Period that the paper is being taught in and ‘arrow’ across.

at this stage you have entered enough information to run the report (there are several other options that you can play around with if you like)

Now ‘Schedule’ the report.

When you view the report you will also see the status of the student’s registration in brackets i.e. whether their registration is complete or incomplete.

If you have any problems while trying to run the report, please contact the Distance Admissions & Enrolment Officer (refer Appendix 1).
<table>
<thead>
<tr>
<th>Display Ethnic Group? Report includes all ethnic groups.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Suppress Ethnic Group</td>
</tr>
<tr>
<td>- Display Ethnic Group</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Display Username?</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Suppress Username</td>
</tr>
<tr>
<td>- Display Username</td>
</tr>
</tbody>
</table>

### Output Parameters (Optional)

**Choose the format**
- PDF

**Choose the destination**
- None

### Schedule Options

**Create a repeating schedule**
- None

**Schedule time**
- 13:55

[Buttons: Schedule, Reset]
Appendix 6: Course Administration Guide

The Course Administration Guide provides administrative details about the course and how it is run. It is distributed to students at the beginning of the semester, and may be accompanied by a Study Guide and a Set of Readings.

A Course Administration Guide template is available from the Distance Learning Office.

Format of the Course Administration Guide:

- Welcome letter
- List of materials posted
- Introduction to the paper coordinator, photo and contact details
- Contact details for other staff: additional teachers, tutors and paper administrator
- Paper organisation
  - Aims
  - Learning objectives
  - Modules covered
  - Structure (method of teaching; technology used; how to use the study materials)
  - Study time estimate
  - Calendar of events
  - On-campus attendance (Residential school information)
  - Technologies used
  - Online learning system (Blackboard, Oceanbrowser, Moodle)
  - Textbooks (list of required and recommended reading)
  - Internet links
- Assessment
  - Assignments
  - Assignment Submission
  - Extensions
  - Penalties for late assignments
  - Assignment marking guide
  - Plagiarism & dishonest practice
  - References
  - Presentation of written work
  - Final examination
- Appendices
  - Appendix 1: Student Profile request
  - Appendix 2: Audioconference Instructions
  - Appendix 3: How to access Blackboard
Editing Course Material

It is important that the Course Administration Guide is complete and of a high standard. The Course Administration Guide is a published document which is subject to copyright. Readings copied under licence should be accompanied by a statement confirming this.

Paper co-ordinators should arrange to meet with or email their Department’s editor (if appointed) before they start preparing material for the Course Administration Guide to discuss:

- A timeline for each stage of the Course Administration Guide’s production
- The format of the Course Administration Guide
- The degree of changes to be made to the Course Administration Guide
- The form in which the material is to be submitted to the editor (hard copy, Word documents or RTF (rich text file)).

Important Points to Consider

- Changes in existing text of Course Administration Guide: if you have altered existing Course Administration Guide material, remember to renumber figures and tables accordingly, as well as cross references between or within modules. If a new edition of a text is being adopted, references must be checked.
- ISBN numbers for books on reading lists: New editions of textbooks are constantly being added to reading lists of Course Administration Guides. Each new edition has a new ISBN number. It is a good idea not to add the ISBN number because this information has to be updated with each new edition and it is another place where errors are common. If one number is wrong, the student won't find the book.
- Copyright of Readings: Course Coordinators are responsible for ensuring all copyright permissions for course material have been obtained. This is most important. Limits on the percentage of written material allowed to be copied apply. There is a list of these limits at: www.otago.ac.nz/copyright, under the heading “Coursepacks - in Hard copy and on Blackboard”. This website contains much other useful information on copyright. Additional advice may be sought from the University Copyright Office (refer to Appendix 1 for contact details). Administrators of Health Sciences programmes may obtain assistance from their Division’s Senior Editor, Distance Learning (see Contacts List in Appendix 1). There is also a useful brochure called University of Otago
“Recording of lectures and other teaching available at the Copyright Office. All readings and references should be cited fully and accurately.

- **Reproducing Readings:** *If making printed copies of readings, provide the printer with the textbook containing any new reading.* This enables the best possible standard of reproduction. If the text is not available, a first generation copy should be supplied for scanning.

- **Distance Library Services e-Reserve:** This electronic resource contains sections of articles or chapters of books. It is useful for high-use material as unlimited numbers of students can access material at the same time via the internet. Lecturers may request material to be placed on e-Reserve at no charge to the department. A list of recommended reading for each paper should be sent to the Distance Services Librarian as soon as it is available.

- **Distance Library Services duplicate collection:** This is a collection dedicated solely for the use of distance learning students. Lecturers may request copies of relevant books to be bought and placed for students to access for their paper in this collection at no charge to the department. A list of all recommended reading for assignments etc (not prescribed reading as included in the *Course Administration Guide*), should be sent to the Distance Services Librarian as soon as it is available. Please note that any recommended reading should not be held ‘On Reserve’ as distance students will not then have access to it.
Appendix 7: Audioconference Network Information

The **Network Manager** runs the audioconference network. Refer to Appendix 1 for contact details. Audioconferences begin at the end of January.

**Student Connection Instructions for Distance Students (Unitel)**

The Network Manager updates the Student Connection Instructions ("Unitel Instructions") when there is a change and sends them to UniPrint to be available for distance learning courses which use either the venues and/or the Telecom Audioconference Bridge to phone in to the audioconferences.

When *Course Administration Guides* are printed by UniPrint each semester, course administrators may request on the order form that the **Student Connection Instructions** ("Unitel Instructions") be inserted into each *Course Administration Guide*. If your *Course Administration Guides* are not printed at UniPrint, please request the updated Connection Instructions from the Network Manager.

**Booking the Audioconference Suites**

The Audioconference Booking Request Forms for the following year should be submitted to the Network Manager by **END of MAY** (even if this is a new paper and has not been approved yet).

- Use the official forms to make bookings so that all the correct information is supplied.
- Complete forms carefully and completely.
- Ensure the number of audioconferences requested will fit into the time available.
- The Network Manager will send Administrators two copies of the Booking Confirmation Report. Please sign, date and return one copy of Booking Confirmation Report.
- Administrators need to confirm with lecturers that dates and times are suitable.
- Keep one copy for own file.

*Cancellations of Bookings*

If the Auckland, Wellington, Christchurch or Dunedin venues are no longer needed (e.g. because of student drop-out), please let the Network Manager know as soon as possible because room rental and connection charges are being paid for these sites per audioconference.
If there are not enough students to run a paper which has been booked, there is no charge for this cancellation. Other cancellations made after the start of the Distance Learning Academic Year (different to the on campus dates) will incur a $50.00 fee per cancellation.

If a cancellation of a venue has to be made, please do this as soon as possible. Extra staff may have been hired to cover the audioconference. Room rentals and connection charges are being paid at Auckland, Wellington, Christchurch and Dunedin campuses. Adequate warning of cancellations needs to be given to these venues.

**Connecting to an Audioconference from the Student’s Own Phone**

Where it is uneconomical to use an on-campus audioconference suite (less than 3 students in that area), arrangements can be made for the student to call from a **landline** and these call costs will be covered by the University. A **PIN** number will be required, which is obtainable from the Network Manager. Note: Call charges from cellphones will **not** be covered.

If you want to change your Telecom PIN number annually contact The Network Manager in **November** each year to request a new PIN number for following year's audioconferences.

**Recordings of Audioconferences**

CD requests for students should be made promptly after an audioconference. The requests must come from the Course Coordinator – NOT the students.

If you want your audioconference sessions to be available via Podcast you will need to fill out a Podcasting Request Form taking care to ensure you tick the Audioconference box. This can be found on the forms section of the ITS website [http://www.otago.ac.nz/its/forms/#online](http://www.otago.ac.nz/its/forms/#online). The direct link is [http://www.otago.ac.nz/blackboard/admin/forms/registerPodcastForm.php](http://www.otago.ac.nz/blackboard/admin/forms/registerPodcastForm.php). Select services for staff, then Podcasting, and choose the Podcasting request form. Send the form to Helpdesk but also email the Network Manager and advise her that this service will be required.

**Help for First Time Students**

First time students often want to know where to go and what to do. Encourage them to find out beforehand as well. The location of their venues is included in the Student Connection Instructions and these should be included in their *Course Administration Guide*. 
People who look after our venues in Auckland, Wellington and Christchurch prefer this to happen. There is usually someone here in the Dunedin Control Room to help any callers who want to have a look at the facilities before their first audioconference but, if possible, ask them to phone first just to be sure.

In Wellington they are required to make contact with the Receptionist to obtain a key for the room, otherwise they won't get in. In Auckland they will need swipe cards to gain after-hours access. In Christchurch they will require swipe cards to gain access to the room at all times. Instructions on how to obtain the cards are in the Student Connection Instructions (Unitel) in the the Course Administration Guides. There is no key or swipe card required for access to the Dunedin audioconference facilities.

**Other Important Considerations**

- If possible, be near your official 'contact' phone for the start of each audioconference in case the Control Room operator needs to contact you urgently. (Lecturers have been known not to turn up or connection numbers have not been correct).

- It is a good idea if the Administrator can attend the start of the first and last audioconference for each paper so that he/she can introduce him/herself to the students (via the network) and sort out any administration problems the students may be having.

- Keep the Network Manager informed of anything different that may be required for the audioconferences - i.e. overseas connections for students or lecturers.

- Inform the Network Manager as soon as possible if equipment such as a two-wire unit (for groups of students who live in same area but are not near a main centre) needs to be sent out to groups of students - give at least two week's notice.

Feel free to phone the Network Manager if you have any questions about audioconferencing. If she does not know, she will direct you to someone who has the experience.
Appendix 8: Uploading Exam Results into the University’s System

Once exams have been marked by academic staff, the results need to be uploaded into the University’s computer records. This task is often carried out by administrators.

Uploading the exam results is a twelve step process, involving:

- The creation of a results file, using a Class List generated from Business Objects
- Uploading this file via ITS Corporate Applications

Those responsible for this task will need to set up access to Business Objects. Use the form on the ITS website. You will also need access to the ATS application, plus access to SRS Academic Access and SRS Examination Proof Lists within Business Objects. This form is available from the Student records Office.

Create a Results File

From the University’s home page, select For Otago Staff and select Business Objects in the list.
Log on and Select SRS Academic Access.

1. Run the file called SRS Results Return Class List in Business Objects, in Academic Access folder.
2. Save the file directly to your desktop as it is. .xls file
3. Enter in the marks in column ‘E’ for each student. There is an example below. Only use Column F to enter in a Grade if no mark is entered in column E

Example:

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EGGS112</td>
<td>S2DNS</td>
<td>2009</td>
<td>112434</td>
<td>54</td>
<td>Axe, Fred Martin</td>
</tr>
<tr>
<td>2</td>
<td>EGGS112</td>
<td>S2DNS</td>
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<td>1234891</td>
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<td>Brown, Norris Anderson</td>
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<td>3</td>
<td>EGGS112</td>
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<td>Cale, Buster Norman</td>
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<td>EGGS112</td>
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<td>2009</td>
<td>1647541</td>
<td>90</td>
<td>Duke, Madonna</td>
</tr>
</tbody>
</table>

4. Once you have completed entering in a mark for each student save the Excel file as it is, just incase you need to go back to it. (Note: Make sure that before you save, the cursor is sitting in the last row of the file, this will stop the file from thinking it has a blank row which will prevent the file from loading)

5. Now save as a tab delimited file. The file will end with (*.txt)

Important: Check the list of students against your own records. It is essential that all the students appear on the SRS list. If a student fails to appear at an exam venue for
example, their name will not appear on this list. Sort out differences with Student Records. For help with this and any other queries, call one of the Student Records contacts listed below.

**Upload the Results File into the University’s System**

From the University’s home page, select *For Otago Staff*

Select “ITS Corporate Applications” resulting list.

6. **Open the web based application called Paper Results.** It is located within ATS Applications and the URL is [http://corpsys.otago.ac.nz/atsapps](http://corpsys.otago.ac.nz/atsapps)
7. The menu options are listed along the top and the only options you should see are: LOAD RESULTS and ABOUT. **Select Load Results**
8. **Click on Browse and select your results file from your Desktop,** the file should be the tab-delimited file you saved with the entered in marks.
9. **Click on “Check and Process”**. If the file has uploaded it will say under the Checking and/or Processed column “Yes”\(^1\)
10. **Once the results have been submitted successfully run the file called SRS Proof List** in Business Objects and print this immediately. Don’t forget to include the teaching period to run the file *(e.g. ACCT102 S1DNS)*
11. **Check the Proof list,** ensure that a pen has been used to indicate any changes to a result and those changes have been initialled. A signature is required on the front of the proof and an initial on each subsequent page of the proof. As part of this procedure it is recommended that a sample check be made against the source data.
12. **Proofs must be hand delivered to the Student Records Office** for checking and on receipt we will unsuppress the paper results.

**Full instructions for the Processing of Results by Departments is on the website:** [http://www.otago.ac.nz/examtemplates/](http://www.otago.ac.nz/examtemplates/)

You will need to enter the username *examcover* and the password *horizon* to access the instructions Paper Results Processing by Departments at [http://www.otago.ac.nz/examtemplates/docs/processing-of-results-by-departments.pdf](http://www.otago.ac.nz/examtemplates/docs/processing-of-results-by-departments.pdf).

**Student Records Contacts**

<table>
<thead>
<tr>
<th>Division</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commerce Division</td>
<td>5601</td>
</tr>
<tr>
<td>Health Sciences Division</td>
<td>9768</td>
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<td>Humanities Division</td>
<td>8277</td>
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<tr>
<td>Sciences Division</td>
<td>8240</td>
</tr>
</tbody>
</table>

\(^1\) If the file has come up with a ‘Fail’ status click on View in the File Status column and refer to the full set of instructions on the web under the section heading “Error Messages if Checking Failed”

**OR** contact one of the above Student Record Administrators for help

Contact one of our Student Records Administrators for help.
Tips for preparation of file

1. You will need access to ATS application, plus access to SRS Academic Access and SRS Examination Proof Lists within Business Objects.

2. The file is much easier to work with while it is in Excel format.

3. Once you are happy with the excel file save it then save as to txt, before you upload.

   Make sure that before you save the excel file, the cursor is sitting in the last row of the file, this will stop the file from thinking it has a blank row which prevents the file from loading.

4. The file is easily corrupt, if you are having problems uploading the file you may need to manually input the marks rather than copy and pasting the marks from another file.

5. If you are copying and pasting from one file to the other you may need to check the name sorting is the same as the results return class list file. The Mac’s and Mc’s may be sorted differently as well as other names which have an apostrophe, eg O’Brien.

6. Students that have either, withdrawn from a paper, have a result of Failed Terms, or are Interest Only for the paper, these students must be deleted from the file.

7. When deleting a student from the file make sure that you delete the actual row, it is safer to do this while the file is in excel format.

8. If your file has failed, and on checking “View” under the File Status, it makes no sense to you, please give one of the Student Records Administrators a call. We would rather you ring us before frustration sets in.