

Distant Learning Guidelines

Services and Support at Wayne College

Room Schedule (ryoder1@uakron.edu) Rick Yoder

- The DL Room at Wayne must be scheduled through Rick Yoder.

Support List

- All requests, cancellations, and changes should be e-mailed the list of support areas involved in DL classes.
- The list includes: Word Processing, Media Support Services, Testing Center, and Facility Scheduling.
- This list of e-mail addresses will be provided at the beginning of each semester.

Technical Support (willi47@uakron.edu) Bill Fisher

- Technical support before, during, and after class sessions will be provided by Technical Support Services.
- All technical support requests and concerns must be shared with Technical Support Services in a timely manner.
- Requests must be communicated with the Wayne College Technical Support Services department no less than one week in advance.
 - additional software on computer
 - auxiliary equipment to be connected
 - any changes in delivery location

Testing (cjpleus@uakron.edu) Carol Pleuss

- The Testing Center will proctor exams during the hours the testing center is open provided requests are made to the Coordinator of Testing and Assessment no less than one week in advance.
- Requests for proctored exams that fall outside of the normal Testing Center hours must be communicated to the Coordinator of Testing and Assessment no less than two weeks in advance.
- Procedures for exam administration, delivery and return must be clearly communicated to the Coordinator of Testing and Assessment no less than one week in advance of the exam date.

Word Processing (sda1@uakron.edu) Susan Ackerman

- E-mail copy jobs one day in advance.
- Use reply requested when e-mailing so that you know that the order has been received. If you do not hear from Word Processing within 2 hours, resend. (This should happen very rarely. Generally I receive everything that is properly sent.)