



University of Petra

E- Learning Center

STUDENT E-LEARNING POLICIES & GUIDELINES



2020 - 2021

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Summary

This document is designed to help provide students at the University of Petra (UOP) with the necessary information about e-learning services, resources and policies. It also provides links to training videos on the use of learning management systems (LMS) and the necessary technical support in case the student needs help or has a problem.



FREQUENCY OF REVIEW AND UPDATE: This document is reviewed annually by the E-Learning center for continued alignment with the university regulations.

Endorsements Dates:

E-learning center: 20-2-2021

E-learning advisory council:

Quality Assurance office:

Mission, Goals, Objectives

The University of Petra aspires to be the "University of Choice", in Jordan and the region for learners and scholars

Our Mission

To work towards creating an academic, cultural and social environment that develop quality learning, creativity, innovation and research opportunities and which build up the competencies of UOP members, provide active community service and prepare its students to be capable of creative and critical thinking as well as lifelong learning to actively compete in the marketplace and workforces



Our Goals

Quality education:

To provide and promote quality education with suitable variety of well-reviewed programs to turn out graduates of outstanding academic caliber who are capable of pursuing lifelong learning and who can successfully progress into further education and market careers.

Social environment:

To build a happy and caring society within the university, with a joyful atmosphere and pleasant working conditions, where university staff can enjoy performing their best and contributing positively towards their full potential.

Cultural environment:

To promote intellectual work, creative thinking, freedom of speech and community dialogue in order to establish a rich cultural environment that positively contributes to the well-being of the society at large.

Academic environment & resources:

To establish a vibrant scientific environment by providing adequate resources and infrastructure for teaching, learning and the creation & dissemination of knowledge and technology.

Research & outreach:

To avail funds and resources, bridge with the outside world and encourage innovation and novelty so as to create opportunities for scientific research, novel discoveries, technology transfer and active participation in conferences and conventions.

Community service:

To support various scholar and non-scholar initiatives directed at assessing and enriching the socio-economic aspects of the local community.

The university uses three E-learning Platforms:

Microsoft Teams:

A platform for attending interactive lectures online, and communication with your colleagues and staff members.

Moodle:

An e-learning a platform that contains the course material that you will study and allows you to communicate with the course instructor, as well as taking exams and submitting assignments.

(Moodle is used for the courses of Faculties of Architecture and Design, Information Technology, Pharmacy and Medical Sciences, Arts and Sciences, Law, and Media)

Blackboard:

An e-learning platform that contains the course material that you will study and allows you to communicate with the course instructor, as well as taking exams and submitting assignments.

Blackboard is used for the courses of the Faculty of Administrative and Financial Sciences, and the Faculty of Engineering

The university provides other e-services:

Edugate

A system that provides students with e-services such as: Online Admission Application, online courses registration, view the semester courses Schedule, view Academic Plans for majors, view academic and financial data (marks, penalties...etc.), and view Academic Calendar.

Microsoft Office 365

Each student receives immediately an account on Microsoft Office 365 cloud. It provides the students with the following advantages:

- Student Email: this is the official students email which will be used for communication.
- One Drive: a cloud-based storage of student access
- Cloud based office suite: including Word, Excel, Power point, ..etc.
- SharePoint: a space to create your own website
- And many more applications provided from Microsoft 365 account.

E-libraries

UOP Library subscribes to a number of databases for reference books and E-journals, which can be accessed through the following link:

<https://uop.edu.jo/En/Library/Pages/ElectronicLibrary.aspx>

Accessing Accounts

Once the student registers at the university and receives the student ID, and account password, follow these steps to get ready for your e-learning:

1- Access your office 365 accounts:

Click on the following link to access your 365 account

<https://login.microsoftonline.com/>

It is preferable to change your account password after receiving it using the "Student Password Change" service. If you forgot your password, the "Student Password Reset" service can be used as the following video explains:

<https://www.youtube.com/watch?v=4p1FBNHXVh0>

2- Click on the following link to access Moodle.

<https://lms.uop.edu.jo/moodle/>

(At the beginning of each semester, your registered courses will appear when entering the system, and in the event that these courses or one of them do not appear, use the help numbers listed in the technical support section to get help)

3- Click on the following link to access Blackboard.

<https://bb.uop.edu.jo/>

(At the beginning of each semester, your registered courses will appear when entering the system, and in the event that these courses or one of them do not appear, use the help numbers listed in the technical support section to get help)

In case you cannot access any of the previous systems, send an email to:

support@uop.edu.jo

Explain the problem you are facing clearly, and attach a picture of your student ID.

The following is a set of training videos that help the student to know how to use learning systems:

1- Attending interactive lectures on Microsoft Teams:

<https://youtu.be/Kypcn9FwCeE>

2- Using the Moodle learning system: (includes submitting assignments, submitting exams and communicating with the teacher)

<https://youtu.be/RXOg4AQOYRE>

3- Accessing the Blackboard Learning System:

<https://lms.uop.edu.jo/moodle/course/view.php?id=3935>

4- Using Microsoft Teams on Android Phones:

<https://youtu.be/JHdITW6lQJg>

5- Using Microsoft Teams through IOS phones

<https://youtu.be/XglZuJER3NI>

6- Moodle application settings on smartphones

<https://youtu.be/yEYXwWJ4d84>

There are many ways that you can get help.

- First, check the Frequently Asked Questions page on the website:

<https://uop.edu.jo/en/Admission/Pages/StudentsFAQs.aspx>

- You can contact the following faculty liaison officers via email

Platform	liaison officers Name	Email
Moodle + Microsoft Teams	Ahmad Shtayyat (Faculty of IT)	ashtayyat@uop.edu.jo
	Bayyan Radiadeh (Faculty of Architecture & design)	bayan.alradaideh@uop.edu.jo
	Mahmoud Rawashdeh (Faculty of Architecture & design)	mahmoud.rawashdeh@uop.edu.jo
	Eyad Khader (faculty of Mass media)	ekhader@uop.edu.jo
	Mohammad Shrateh (Faculty of Law)	mshraiteh@uop.edu.jo
	Moawia Abushaar (Faculty of Art and Science)	moawia.abushaar@uop.edu.jo
	Samer Shanableh (Faculty of Art and Science)	samer.shanableh@uop.edu.jo
	Ali Zbaide (Faculty of IT)	ali.al-zbaide@uop.edu.jo
	Ali Awad (Faculty of Pharmacy)	ali.awad@uop.edu.jo
Blackboard	Ramzi Abu Shaweesh (Faculty of Administrative & Financial Sciences)	rabushaweesh@uop.edu.jo
	Mohammad Nawaf (Faculty of Administrative & Financial Sciences)	mhussain@uop.edu.jo
	Khaled Jawad (Faculty of Administrative & Financial Sciences)	kjawad@uop.edu.jo
	Aseel Assaf (Faculty of Engineering)	aassaf@uop.edu.jo
Microsoft Teams	Faculty of Administrative & Financial Sciences Students	mhussain@uop.edu.jo
		kjawad@uop.edu.jo
	Faculty of Engineering Students	aassaf@uop.edu.jo

- The e-learning center staff is ready to help with problems related to Moodle LMS through the following emergency numbers:
 - **0790985839**
 - **0790984381**
- To answer your inquiries about the Blackboard e-learning system, you can contact us by phone: 0795472097 or e-mail: rabushaweesh@uop.edu.jo
- The computer center staff is ready to help with problems related to 365 account, email, and password via the following email:
support@uop.edu.jo
- Contact the Admission and Registration if you have any problems with your courses:
<https://uop.edu.jo/en/Admission/Pages/ContactUs.aspx>

Technology Requirements

- In order to access the e-learning platforms it is preferable to use a computer with Internet access with the following software:
 - Internet browser: Google Chrome (version 88 or above)
- The student may use Mobile smart phone to access some platforms, but the limitations of views and functionality makes this option not favorable during exams.
- It is recommended to setup Moodle, MS teams and your email account on your smart phone to receive notifications and for quick access to your classes (as explained in the training videos).
- The student must make sure that the device used for learning is ready and suitable for interactive learning in terms of clarity of sound and picture.
- The student must ensure the adequacy of the Internet package during learning.
- In case there are other applications or requirements that are necessary in some courses, the student responsibility is to know these requirements listed in the course syllabus and to obtain them.
- The student must make sure that he/she can access and use learning platforms, and to solve any technical problems before the start of the teaching.

- Attendance in Courses is mandatory. Students must attend the virtual/ face-to-face classes according to the scheduled time of the course. Attendance will be tracked through the online learning management systems by the faculty.
- Attendance will incorporate completion of course requirements, participation in completing course assignments and interactions with faculty. Should it be determined that the student is not meeting attendance policy requirements, university attendance regulations will be enforced. Also, the student must abide by rules and regulations set by the teacher during attending these classes.
- It is the student's responsibility to view the course syllabus and to know all the details of the course including: coursework, exams, or special instructions or requirements of the course.
- It is the student's responsibility to follow up with the course announcements, faculty announcements, and university announcements through all the official platform, websites, and learning management systems.
- Access passwords may not be shared or given to anyone other than the user to whom they were assigned to for any reason. All users of the UOP systems are responsible for maintaining the security of usernames, passwords and any other access credentials assigned.
- Users are responsible for any and all uses of their account.
- Failure to read UOP policies, guidelines, requirements and regulations will not exempt users from responsibility.

Link to useful information for students including the student's guide:

<https://uop.edu.jo/en/Students/ProspectiveStudents/Pages/default.aspx>

- Students are responsible for providing accurate and true information about themselves in any identity verification process.
- Student Originality of Course Work:
 - Students are expected to submit their own work
 - Students must complete their own exams/quizzes given online. Failure to do their own work will result in applying the university cheating regulations.
 - In order to ensure student identities, proctoring exams whenever possible or feasible will be done.
 - UOP will check for plagiarism or substitution of work via tool sets and patterns of work by students.
- Student must abide by academic and behavioral university regulations