

How to Access our Courses

Online Courses **(WB)**

Hybrid Courses **(HYB)**

Distance Courses **(HC)**



Faculty of Education

613-562-5804 | edugrad@uOttawa.ca
education.uOttawa.ca



uOttawa



uOttawa

L'Université canadienne
Canada's university

Faculty of Education

How to access our courses

FULLY ONLINE COURSES
Course (WB)

HYBRID COURSES
Course (HYB)

AUDIO-WEB COURSES
Off-campus courses (HC)

TABLE OF CONTENTS

Introduction	3
1. COURSES OFFERED ENTIRELY ONLINE	4
1.1 Definition	4
1.2 Course outline and course access	4
1.3 Adobe Connect.....	4
1.3.1 <i>Adobe Connect: technical aspect</i>	5
1.3.2 <i>Adobe Connect: to join the online class</i>	5
1.4 Course material	5
1.5 Problems with UOzone	5
1.6 For problems with gaining access to the course on the Virtual Campus (Blackboard)	5
1.7 For problems with telephone access	6
2. HYBRID COURSES	6
3. AUDIO-WEB COURSES	6
3.1 Definition	6
3.2 Course outline and course access	6
3.2.1 <i>Problems with UOzone</i>	7
3.3 Phone numbers	7
3.3.1 <i>Toll-free phone number</i>	7
3.3.2 <i>Local phone number</i>	7
3.3.3 <i>Information on how to use your telephone</i>	7
3.4 Adobe Connect.....	8
3.4.1 <i>Adobe Connect: technical aspect</i>	8
3.4.2 <i>Adobe Connect: to join the online class</i>	8
3.5. Course material	8
4. EVALUATIONS FOR ONLINE, HYBRID AND DISTANCE COURSES	8
4.1 The importance of your evaluation	9
4.2 How to access course evaluations	9

Introduction

The Faculty of Education offers different modes of study for its courses in its graduate programs. When you register for a course, keep in mind that the following abbreviations will reflect the mode of study of the course.

- **WB** for courses offered entirely online
- **HYB** for courses offered in hybrid mode (6 face-to-face and 6 online classes)
- **C, F, S** or **T** for courses offered in face-to-face mode on campus
- **HC** for courses offered in distance mode (only in the francophone sector)

These codes appear after the course code e.g. EDU5555 **WB**. Where there are multiple sections, they are distinguished by a section number e.g. EDU5555 **WB2**.

1. COURSES OFFERED ENTIRELY ONLINE

1.1 Definition

This mode of study allows students to take courses entirely online. Online courses allow students a degree of flexibility in their study schedule, since there are no weekly lectures. On a weekly basis, students must complete course modules consisting of various activities and assignments. Note that for some online courses:

- 1) meetings with the professor and students **may be recommended**
- 2) professors **may offer synchronous online office hours** (real time). Professors generally offer a range of options for meeting times.

Students in online courses **must use** the Centre for Mediated Teaching and Learning website to support their studies. Use of the website may vary according to the course or the professor. Students will be asked to access the Virtual Campus to download and read class notes, take part in discussion sessions, read electronic notice boards, etc.

1.2 Course outline and course access

Students are given **access to courses the day before their first class for each semester.**

It is the professor's task to inform students of the first day of the course. Course outlines will be made available via Virtual Campus (Blackboard Learn) on the first day of classes.

There are two ways to access Virtual Campus, take part in discussion sessions, have access to class notes, etc. You can either click [here](#) or follow these steps:

1. Go to the University of Ottawa website
2. Click on "English"
3. Click on "Student-Uozone"
4. In the Virtual Campus section, Click on "login to blackboard learn"
5. Username: student number
6. Password: same password as the one you use with UOzone
7. A list of courses will then appear. Click on your course to open the session.

Technical support: online courses/Blackboard/Virtual Campus: 613-562-5777, maestro@uOttawa.ca

It is not the professor's responsibility to answer technical questions!

1.3 Adobe Connect

For courses in the francophone sector, in addition to using their telephone, students may need to use a free communication software offered by the University of Ottawa to follow lectures and have access to the professor's presentations. This software is called Adobe Connect.

1.3.1 Adobe Connect: technical aspect

It is not mandatory for students to have a camera, but they must be able to communicate orally with the rest of the group. It is therefore strongly advised to have a headset with microphone. If you require any assistance with *Adobe Connect*, please contact our technicians at **613-562-5282** or distance@uottawa.ca.

1.3.2 Adobe Connect: to join the online class

Step 1. Go to the conference address (ex.: 137.122.181.179/edu5832 or edu5599)

Step 2. Select, *entrez en tant qu'invité*, type your name

Step 3. Click on *Entrez dans la salle*

Adobe Connect Homepage



Students must wait until the first class to know which tools are going to be used in the course.

1.4 Course material

You can purchase textbooks [online](#) and pay by credit card. If you encounter any difficulties, please contact the University of Ottawa Bookstore at libbook@uottawa.ca.

1.5 Problems with UOzone

If you have yet to activate your UOzone account, please visit the [Uozone homepage](#).

All questions regarding UOzone accounts must be addressed to the University's Computing and Communications Services: 613-562-5800 (extension 6555). Technical questions must be sent via [Computing Assistance Requests](#).

1.6 For problems with gaining access to the course on the Virtual Campus (Blackboard)

Contact the Virtual Campus helpline: 613-562-5777 or maestro@uOttawa.ca.

1.7 For problems with telephone access

Contact the **Centre for Mediated Teaching and Learning**. During class hours, you can contact the technicians at **613-562-5282** or at distance@uottawa.ca.

2. HYBRID COURSES

Hybrid courses are, as their name suggests, partly classroom-based and partly online. Out of a total of 12 lectures, six are given in class (or via Adobe Connect in some cases in the francophone sector) and six are offered entirely online.

Please refer to section 1 (*Fully online courses*) for the procedures regarding online lectures.

Note that access to the online component of the course will be granted the day before the beginning of classes. The course outline will either be made available on the Virtual Campus (Blackboard) on the first day of classes or distributed in class, according to the professor's preference. The professor will explain the organization of the course (class-based or online-based) when he or she presents the course outline.

3. AUDIO-WEB COURSES

3.1 Definition

This mode of study, **offered exclusively in the francophone sector**, allows distance students to join face-to-face courses via telephone and internet. More students can therefore be served since courses can be taken from home.

Distance students can hear the professor and other students, interact with them and follow the professor's presentation in real time. Professors treat distant and classroom students equally.

Students must have access to a computer, Internet, a telephone and a headset (highly recommended). Audio communication usually happens via Internet, but the telephone can also be used to take part in the course.

3.2 Course outline and course access

Students are given access to courses the day before the beginning of the session. Course outlines, however, will be made available on the Virtual Campus on the first day of the course.

There are two ways to access Virtual Campus, take part in discussion sessions, have access to class notes, etc. You can either click [here](#) or follow these steps:

Go to the University of Ottawa website

1. Go to the University of Ottawa website
2. Click on "English"
3. Click on "Student-Uozone"
4. In the Virtual Campus section, Click on "login to blackboard learn"
5. Username: student number

6. Password: same password as the one you use with UOzone
7. A list of courses will then appear. Click on your course to open the session.

Technical support: online courses/Blackboard/Virtual Campus: 613-562-5777, maestro@uOttawa.ca

It is not the professor's responsibility to answer technical questions!

3.2.1 Problems with UOzone

All questions regarding UOzone accounts must be addressed to the University's Computing and Communications Services: 613-562-5800 (extension 6555).

Technical problems

Questions of a technical nature should be sent to [computing assistance request](#).

3.3 Phone numbers

3.3.1 Toll-free phone number

To ensure your presence online before the beginning of class, please dial **1-866-250-3263** five (5) minutes before the course starts.

You will then be asked for a passcode. The passcode consists of the four numbers of the course code. For example, if you are taking EDU 5832, the password will be 5832. If you encounter difficulties, please dial 613-562-5282.

3.3.2 Local phone number

If you are taking a distance course from the Ottawa region, please dial **613-683-3450** five (5) minutes before the beginning of the course.

The password consists of the four (4) numbers of the course code, followed by #. For example, for EDU 5832, the passcode is 5832#. If you encounter difficulties, please dial 613-562-5282.

3.3.3 Information on how to use your telephone

To make sure that there is no echo inside the classroom, please respect the following rules:

- put your phone on **mute** by dialling ***6**
- when you want to talk, dial ***6** to cancel the mute option

During an audioweb course, there are many factors that can affect the quality of the communication. Here are some possible causes:

- faulty telephone
- problems with the Internet provider
- poor quality headset
- using a cellphone
- IP connection (Internet)
- background noise

Sometimes the course technician may limit your right to interact with the group. For example, if there is too much of an echo and you cannot be heard by your peers, the technician may decide to terminate your connection. The technician will then communicate with you.

You can communicate with the technician at all times at the following number: 613-562-5282. You can also send an email to distance@uottawa.ca.

3.4 Adobe Connect

In addition to using their telephone, students must use a free communication software offered by the University of Ottawa to follow lectures and have access to the professor's presentations.

3.4.1 Adobe Connect: technical aspect

It is not mandatory for students to have a camera, but they must be able to communicate orally with the rest of the group. It is therefore strongly advised to have a headset with microphone. If you require any assistance with *Adobe Connect*, please contact our technicians at **613-562-5282** or distance@uottawa.ca.

3.4.2 Adobe Connect: to join the online class

Step 1. Go to the conference address (ex.: 137.122.181.179/edu5832 or edu5599)

Step 2. Select, *entrez en tant qu'invité*, type your name

Step 3. Click on *Entrez dans la salle*

Adobe Connect Homepage



The screenshot shows the Adobe Connect interface for a uOttawa course. At the top, it says "ADOBE® CONNECT™" with the Adobe logo in the top right corner. Below that, the course ID "EDU 5832" is displayed. There are two radio button options for login: "Entrer en tant qu'invité" (selected) and "Entrer avec votre nom de connexion et votre mot de passe". Under the first option, there is a text input field labeled "Nom" and a button labeled "Entrez dans la salle". The uOttawa logo and name are prominently displayed in the center and bottom of the page.

Students must wait until the first class to know which tools are going to be used in the course.

3.5. Course material

You can buy textbooks [online](#) and pay by credit card. If you encounter difficulties, please contact the University of Ottawa Bookstore at libbook@uottawa.ca.

4. EVALUATIONS FOR ONLINE, HYBRID AND DISTANCE COURSES

Student evaluations for all distance courses (fully online, hybrid courses or audioweb) are completed online. Students will receive information about course evaluations through their UOzone accounts.

4.1 The importance of your evaluation

Course evaluations are very important! Professors use the evaluations to improve their course content, their pedagogical approaches, the course navigation, etc.

Whether for the renewal of the professor's contract, for tenure requirements or for promotion, your evaluation has a great deal of importance. It is crucial that professors obtain a student evaluation for each course they teach.

Be assured that online course evaluations are anonymous.

4.2 How to access course evaluations

Course evaluations must be completed through an official questionnaire available on the University's website. It can be found on a secure website and can only be completed during the official evaluation period. To have access to the evaluation questionnaire, students must refer to their [Uozone account](#).