

SMU

School of Engineering



**Distance Education
Student and Coordinator Handbook**

Engineering and Beyond!

Updated April 2006

Table of Contents

Background	1
Graduate Degree Programs	1
Distance Education	2
Distinctive Features of Distance Education	2
How the SMU School of Engineering Program Works	2
Notice about DVD Players	3
Before the Academic Term	3
Registering for a Class	3
Tuition Payments	3
Textbooks and Course Notes	3
During the Academic Term	3
Time Management	3
Homework and Exams	3
Distance Learning Library Services	4
Distance Education Helpline	4
DVD Shipment	4
Add/Drop Procedures	5
Withdrawal from the University	5
Medical Withdrawal	5
After the Academic Term	5
Instructor/Course Evaluation	5
Official Grade Reports	6
DVD Usage Guidelines	6
Site Coordinator	7
Eligibility	7
Responsibility	7
Directory	
SMU School of Engineering Administrative Contacts	8
Academic Department/Program Assistance	9
Important Web Sites & Helpful Contacts	10

INTRODUCTION

Congratulations on your acceptance in the SMU School of Engineering's distance education program. This handbook will be an informative and valuable reference for you, our valued distance students. If you have printed a hard copy, please review the copy on our web site at:

http://engr.smu.edu/academic/documents/distance_handbook.pdf to ensure that you are reviewing the most current version.

The SMU-School of Engineering traces its roots to 1925. Today, SMU School of Engineering participates in a dynamic learning partnership with the high-technology community in the Dallas-Fort Worth metroplex. In addition to its on-campus programs, SMU School of Engineering is a leader in the field of distance education, offering courses and graduate degree programs via distance learning technologies.

GRADUATE DEGREE PROGRAMS

SMU School of Engineering is administratively organized into five departments:

1. Computer Science and Engineering (CSE)
2. Electrical Engineering (EE)
3. Environmental and Civil Engineering (ENCE)
4. Engineering Management, Information and Systems (EMIS)
5. Mechanical Engineering (ME)

SMU School of Engineering offers curricula leading to Master of Science, Doctor of Philosophy and Doctor of Engineering degrees. The doctorate degrees are generally directed toward specific branches of engineering and applied science. The curricula for the professional masters' degrees are directed toward professional practice, based on a broad range of engineering fundamentals. All graduate programs are individually discussed in conference between the student and advisor.

For a current list of Graduate programs offered by SMU School of Engineering, please refer to http://engr.smu.edu/files/Graduate_Degree_Summary.pdf

For more information, visit us online at:

<http://engr.smu.edu/academic/distance.html>

The SMU School of Engineering Graduate Programs bulletin may be viewed online at:

<http://www.smu.edu/catalogs/graduate/engr/>

DISTANCE EDUCATION

Committed to responding to challenges and opportunities in our technological society, SMU School of Engineering significantly contributes to the technical vitality of engineering professionals. For more than 30 years, SMU School of Engineering has been a national leader in offering distance education courses at the graduate level.

Engineers face tremendous changes and developments everyday. It is therefore vital they stay abreast of all developments that occur in their particular field and develop skills in new emerging fields.

SMU School of Engineering's commitment to the industrial community's need for graduate continuing education extends from its faculty's dedication to the administrative support system of its distance education programs. SMU School of Engineering offers working professionals a convenient way to update their knowledge, advance their careers, and help companies compete successfully in the global marketplace.

Distinctive Features of Distance Education

- On-site MS degree programs for technical professionals and managers
- Quality of a private university education at the workplace
- Programs of study relevant to the needs of the organization and the individual
- Flexibility and convenience of receiving instruction at a time and place that fit any work schedule.
- Access to university academic curricula taught by outstanding faculty and industrial professionals
- Convenient direct delivery to worksite or home
- Responsive, committed support staff who understand the needs of working professionals
- Real "bricks and mortar" university

How the SMU School of Engineering Program Works for Distance Education Students

- 1) Live lectures in regular graduate courses are recorded at the same time they are taught. This classroom format includes the lecture and questions from students in the classroom, as well as the instructor's answers and comments.
- 2) Digital Video Discs (DVDs) are generally mailed on a regular basis via USPS to all students within the continental U.S. and to our military students abroad with APO/FPO delivery destinations. International shipment may incur extra shipping fees depending on the destination.
- 3) Students may have DVDs shipped to their workplace or residence address and view the lectures at a time and place that best fits their schedule.
- 4) Students are encouraged to contact the instructor to ask questions, share ideas and clarify points from the lecture by e-mail, telephone, or fax.
- 5) Credit courses operate on a schedule, which parallels the on-campus semester. While students have considerable flexibility in when they view courses, they are expected to complete the coursework within a provided schedule. This insures the academic integrity of each course and replicates the actual classroom experience.
- 6) At some companies and military locations, there are site coordinators responsible for receiving and disseminating materials, ordering textbooks, proctoring exams and communicating with the SMU School of Engineering staff about administrative issues. *Students at sites without a coordinator must assume the responsibility of procuring an appropriate individual to serve as their coordinator. A site coordinator should be a disinterested third party.*

Notice about DVD Players:

To successfully view SMU Engineering course DVD's your DVD player or computer must be capable of playing "DVD-R" format (DVD minus R). Almost all new DVD players have this capability.

Your home theater DVD player or personal computer must be capable of playing DVD-R discs. Check the owner's manual for details of your equipment's capability.

PC's and Macs must contain software capable of playing back DVDs. Some examples of this software include Win DVD, Power DVD and Apple DVD. Software players include: Real One Plus Player, Win Video by Intervideo (Intervideo.com) and Windows Media Player version 9.0 and above. Email TV Operations Director, Clark Swafford at dehelp@engr.smu.edu if you have any technical questions.

BEFORE THE ACADEMIC TERM

Registering for a Class

Each term students should go to our registration web site at http://engr.smu.edu/students/graduate_enrollment.html. This site will provide the procedures to register for courses for both the new and the continuing graduate student.

Once students have officially registered for a distance education course, they **MUST** fill out a [Distance Site Information Form](#), and, for those planning to take exams off campus, [Site Coordinator Agreement Form](#). These forms can be viewed and transmitted online. **THIS IS A SEPARATE PROCESS FROM REGISTRATION AND BOTH FORMS MUST BE COMPLETED EACH SEMESTER A STUDENT IS ENROLLED.** This will advise the SMU-distance education staff on where to send DVDs and will ensure their expeditious delivery.

Tuition Payment

Tuition payment may be completed online at: www.smu.edu/bursar/webpay. You will need your SMU ID number and know the exact amount of your tuition.

New students will receive their SMU ID number in their acceptance letter. If you have questions regarding tuition payments please contact Marilyn Prokup in Enrollment Services at mprokup@mail.smu.edu or call 214-768-3417.

Textbooks and Course Notes

Students may order textbooks by contacting the SMU Bookstore at (214) 768-2435 or order on line at: www.bkstore.com/smu/textbooks.html. The bookstore maintains books and/or course notes ordered by the departments for each specific academic term. You may email questions to bkssmu@bncollege.com

Course notes may be used in place of a textbook at the discretion of the instructor. Some instructors make their course notes available on line to allow students to download them directly. Otherwise they are available through the department, and students should be aware that in most instances there would be a charge for them.

Each department maintains a current list of textbooks and class notes. See the Directory listed at the end of this handbook.

DURING THE ACADEMIC TERM

Time Management

SMU School of Engineering expects its students to fully meet the rigorous demands of its programs. For many students, this means a weekly time investment averaging about three to four hours for each term hour of graduate registration. Each student should bear this in mind when working out a schedule of studies. The School recommends that a part-time student, professionally employed, take no more than two (2) courses per term (6 TCH).

SMU School of Engineering encourages all students to stay up to date with their courses by viewing lectures every week, and by interacting with the instructor and other students whenever possible.

Homework and Exams

Homework and exams are sent out by the respective academic department, NOT by the SMU distance

education staff. Students should contact their academic department directly with any questions. Corporate site coordinators receive the exams directly and notify students at their company of test dates and times. They are also responsible for proctoring all exams.

Single-site students must appoint a responsible person to act as a proctor for their exams and have the designated person agree to the terms on the Site Coordinator Agreement Form by signing and date the form. SMU School of Engineering must have a signed copy on file. If the approved coordinator changes at any time during the term, the student must submit an updated Site Coordinator Form as soon as possible. The Site Coordinator Agreement Form can be accessed and submitted online at:

http://enr.smu.edu/academic/distance_coordinator.html

Military students make arrangements through their base education office. Exams will be sent from respective academic departments to this office, and students will be notified of their test dates and times. If an education office is not available then the student will be responsible for finding an appropriate person to designate as a site coordinator and submit the Site Coordinator Agreement Form.

Distance Learning Library Services

The purpose of the SMU Distance Learning Library Services is to support the teaching and research of SMU students and Faculty who work and study beyond SMU's physical campus in Dallas.

In order to access certain library services, you will need the 14-digit library barcode number that is on your library card. If you do not have a library card, you may request one by visiting the library web page. A card will be sent to you. Your library card is valid as long as you are enrolled in a credit-bearing course.

Web: www.smu.edu/cul/distance/

E-mail: DLLS@mail.smu.edu

Telephone: (214)-768-1123

Distance Education Helpline for Assistance

SMU School of Engineering staffs a full-time customer relations department solely dedicated to the unique needs of our distance education students. The Helpline provides distance education students with online information and access to request DVDs, report technical problems, report delays and report shipment problems. Phone calls and e-mail requests are normally returned within the same business day. If more time is needed to solve a particular problem, the student will be notified.

Customer Helpline: (214) 768-1260

e-mail: dehelp@enr.smu.edu

To expedite assistance, students are asked to clearly provide the following information in all communications:

- Name and SMU ID
- Phone number or email where SMU School of Engineering staff can contact you promptly
- Department prefix and course number
- Number and date of the lecture needed
- Clearly state question or concern

DVD Shipment by U.S. Priority Mail

DVDs are mailed via US Postal Service to all distance education students within the continental U.S. and for students in the military serving overseas. If problems in mail delivery or damage occur, please notify us at dehelp@enr.smu.edu immediately for prompt service.

For those having DVDs send to your work address, please check with the company mail room first before sending an email or calling the SMU School of Engineering staff. It has been our experience that shipments are often delivered to other employees at the same company and/or site, and the students have not yet been notified of the delivery. Students whose DVDs are shipped directly to a coordinator should check with them first to confirm deliveries.

Add/Drop Procedures

The deadline for adding or dropping courses without grade record is generally within the 5th day of term. The SMU academic calendar can be found at

www.smu.edu/catalogs.

To Add/Drop a class before the deadline, simply log on to ACCESS.SMU.EDU to make the change. After the deadline, contact Rose Torres at rose@engr.smu.edu to discuss your options for such changes. **Please note that if you are only enrolled in one course and want to drop, see the next section under [Withdrawal from the University](#)**

A student may drop a course with a grade of W within approximately 8-10 weeks of the term for Spring and/or Fall, and 5-6 weeks for Summer. After that deadline date, students may not drop a class. All schedule changes must be processed within the deadline dates specified in the university calendar. You may verify your course schedules by logging on to ACCESS.SMU.EDU.

Withdrawal from the University*

Students who would like to withdraw from the University must submit a request in the form of a letter, fax or e-mail to *Rose Torres* (see contact list on page 8), provided the document includes the following information:

- name, address, and student SMU ID
- term in which this course is taken
- prefix and course number
- reason for withdrawal
- student signature

The registration of SMU School of Engineering distance education students who withdraw **on or before the 20th day** of the term during the Fall or Spring term will be canceled. Courses and grades are not recorded for canceled registrations. This is a privilege accorded only to SMU School of Engineering distance education students. It is not available to other students within the SMU community who have easy access to University administrative offices.

Students who withdraw may have to be reactivated to enroll in future classes. In addition, if a graduate engineering student does not continue to enroll in a course during Fall and/or Spring term the student will have to be readmitted.

*Notifying the faculty or ceasing to view course lectures does not constitute an official withdrawal.

Medical Withdrawal

Medical withdrawals allow a daily pro rata refund of tuition and fees. They include conditions that must be met prior to re-enrollment to SMU. Medical withdrawals must be authorized by the Medical Director, Psychiatric Director, Counseling and Testing Director, or the Vice President of Student Affairs. Authorization can be obtained prior to or after withdrawal.

AFTER THE ACADEMIC TERM

Instructor/Course Evaluation and Confidentiality of Information

Instructor/Course Evaluation forms are sent to students by U.S. Mail (some departments may use online forms) before the end of each term to evaluate the course usefulness and the instructors' effectiveness. All efforts are taken to ensure students' anonymity. The forms are processed by the dean's office, and comments are retyped to further maintain confidentiality. Summary results are distributed to department chairs and instructors for use in assessing strengths and weaknesses. Course evaluations help the school to evaluate and improve course delivery and to identify any problem areas.

SMU School of Engineering strongly encourages its students to complete and return/submit these forms. SMU School of Engineering considers this an important step in evaluating our programs and instructors.

Similarly, students are encouraged to send comments at any time regarding the academic content of a course or program or other business matters to the appropriate academic department. (See contact list on page 8).

Any and all comments will be stripped of any reference to their origin before they are shared with any interested parties.

For comments on production, delivery, logistics, etc., please contact either:

Clark Swafford
Sr. Director, Distance Education Technologies
(See contact list on page 8).

Official Grade Reports

Distance education students receive a final grade after all required course work has been satisfactorily completed. As might happen with distance education students who cannot complete the required course work due to shipping delays, instructors will hold the grade until such time all required course work has been submitted or the deadline posted by University Registrar.

Instructors are required to turn in final grades for a course within 48 hours after the on-campus final exam. For distance students, instructors will turn in their final grades once all course requirements have been completed (no later than 3 weeks after the on-campus students). Students may view and print their grades at ACCESS.SMU.EDU once the final grades have been posted. Official transcripts may be obtained on-line.

With the instructor's permission, a student may receive a grade of Incomplete (I). Students should contact the academic teaching departmental administrative staff to obtain a copy of *the Grade of Incomplete Agreement Form*. Students must complete and submit the form to the department. The instructor initiates a *Change of Grade* after the student has completed all course requirements. Once the instructor has changed the Incomplete grade, students may check the changed grades via ACCESS.SMU.EDU web site.

Exceptions occur for degree candidates who have filed the *Application for Candidacy to Graduate (ACG)* that term with the Graduate Studies Office. Their final grade must be turned in within the 48 hours specified by the University Registrar. Graduating students must file the *Application for Candidacy to Graduate (ACG)* form at the beginning of their final term. The form may be accessed from the SMU website at:

http://www.smu.edu/registrar/forms_library.asp

DVD Usage Guidelines

DVDs and other relevant course materials are to be used only by the registered student for the term and must not be duplicated. Any unauthorized use of the course materials may result in dismissal from the university. The contents of all SMU School of Engineering programs remain the property of SMU and its providers.

DVDs and other materials may be retained by the student no more than two weeks after the last class of the term. All delivery media must be erased or destroyed within that time. These guidelines must also be adhered to by distance education students who do not have designated Site Coordinators.

SITE COORDINATOR

Some companies provide a site coordinator, who is the students' educational liaison with SMU School of Engineering. This person communicates with the SMU School of Engineering administrative staff on a regular basis, receiving all pertinent information. The site coordinator is instrumental in effecting a smooth educational experience on behalf of the corporation's employees, ensuring adherence to policies, procedures and SMU requirements, and maintaining academic integrity of SMU School of Engineering programs.

Students who do not have an assigned coordinator must assume responsibility for finding an appropriate site coordinator.

SITE COORDINATOR ELIGIBILITY

The Site Coordinator may be a student's supervisor, training/education department or Human Resources staff. He or she may be a librarian at a local library or a professor at a local community college.

The Site Coordinator may NOT be a personal friend, relative, student, co-worker, or subordinate. The Site Coordinator should be a disinterested third party.

SITE COORDINATOR RESPONSIBILITY

1) Review Materials

- Become familiar with SMU procedures and academic materials
- Fill out the [Site Coordinator Agreement](#) form

2) Organize the Site

- Establish an appropriate area for tests and exams that can be proctored when required
- Notify SMU School of Engineering of the site location, phone, fax, email, etc and update whenever necessary

3) Return Completed Assignments

- Use cover sheet when returning materials to instructors. Faxing is acceptable as long as it is readable. Always include: student's name, term/year, course number and instructor's name.

4) Proctor Exams

- Receive and secure exams. Exams are mailed only to the coordinator in specially marked envelopes or emailed directly to the coordinator's email address provided in the Site Coordinator Agreement Form. Included are the professor's explicit instructions, such as time limit, open-book/ notes allowed, closed-book/no notes allowed
- Schedule exam times (after appropriate lecture is completed and before the next lecture is viewed, as indicated on the exam cover sheet)
- Provide appropriate testing facilities
- Establish policy for off-site exams
- Assist students with exam alternatives
- Document violations of academic policy (late exams, excessive time, improper use of texts or notes, etc.)
- Make a copy of the completed exam before returning it to the department. The coordinator should maintain this copy until the final grade has been posted.
- Return exams. The coordinator is requested to sign and date the exam cover sheet indicating the date the exam was taken and the time limit.

FOR ADDITIONAL INFORMATION

Students and coordinators should refer to the *SMU School of Engineering Graduate Program catalog* for information regarding admission to the master's programs, course descriptions, University registration and academic records standards, financial information, and other general University procedures and policies. *SMU School of Engineering Graduate catalogs* may be obtained by contacting:

SMU School of Engineering
Office of Graduate Admissions
P.O. Box 750335
Dallas, TX 75275-0335
(214) 768-3484

or from the web site at:

<http://www.smu.edu/catalogs/graduate/engr/>

DIRECTORY

SMU School of Engineering Administrative Contacts

Associate Dean, Academic Affairs

Dr. James Dunham
P.O. Box 750335
Dallas, TX 75275-0335
phone: (214) 768-3112
fax: (214) 768-3845
email: jgd@engr.smu.edu

Director, Student Administration

James L. Dees
P.O. Box 750335
Dallas, TX 75275-0335
phone: 214-768-1456
fax: 214-768-3778
email: jdees@engr.smu.edu

Director, Graduate & Executive Admissions

Marc Valerin
P.O. Box 750335
Dallas, TX 75275-0335
phone: (214) 768-3042
fax: (214) 768-3778
email: valerin@engr.smu.edu

Director, Distance Education Technologies and Support

Clark Swafford
P.O. Box 750335
Dallas, TX 75275-0335
Phone: (214)-768-3323
Email: clark@engr.smu.edu

Registration Questions:

Enrollment Discrepancy, Withdrawal
Rose Torres
P.O. Box 750335
Dallas, TX 75275-0335
phone: (214) 768-3037
fax: (214) 768-3778
email: rose@engr.smu.edu

Admission Questions:

Graduate and Executive Admissions
Krys Benson
P.O. Box 750335
Dallas, TX 75275-0335
Phone: (214)-768-1458
Email: kbenson@engr.smu.edu

Distance Education Support Helpline

phone: (214) 768-1260
email: dehelp@engr.smu.edu

DIRECTORY

Academic Department/Program Assistance

CSE Courses

Debra McDowell
Computer Science and Engineering
PO Box 750122
Dallas, TX 75275-0122
phone: (214) 768-3080
fax: (214) 768-3085
e-mail: debra@engr.smu.edu
CSE homepage: engr.smu.edu/cse/

EE and EETS Courses

Gary McCleskey
Electrical Engineering
PO Box 750338
Dallas, TX 75275-0338
phone: (214) 768-3108
fax: (214) 768-3573
e-mail: garym@engr.smu.edu
EE homepage: engr.smu.edu/ee/

ME Courses

Trellas Gotcher
Mechanical Engineering
PO Box 750337
Dallas, TX 75275-0337
phone: (214) 768-3121
fax: (214) 768-1473
e-mail: trellas@engr.smu.edu
ME homepage: engr.smu.edu/me/

EMIS Courses

Tammy Sherwood
Engineering Mgmt, Information and Systems
PO Box 750123
Dallas, TX 75275-0123
phone: (214) 768-1100
fax: (214) 768-1112
e-mail: tsherwoo@engr.smu.edu
EMIS homepage: engr.smu.edu/emis/

ENCE Courses

Julie Ellis
Environmental and Civil Engineering
PO Box 750335
Dallas, TX 75275-0335
phone: (214) 768-3894
fax: (214) 768-2164
e-mail: jellis@engr.smu.edu
ENCE homepage: engr.smu.edu/ence/

IMPORTANT WEB SITES & HELPFUL CONTACTS

SMU Home Page: <http://www.smu.edu>

SMU School of Engineering Home Page: <http://enr.smu.edu>

Schedule of Classes & Add/Drop Information: <http://www.smu.edu/registrar/>

Tuition Payment: www.smu.edu/bursar/webpay/

Textbook Orders:

SMU Bookstore

Phone: (214) 768-2435

Fax: (214) 768-3350

E-mail: bkssmu@bncollege.com

Web: www.bkstore.com/smu/textbooks.html

Distance Learning Library Services:

Web: <http://www.smu.edu/cul/distance/>

Email: DLLS@mail.smu.edu

Phone: (214)-768-1123

Distance Education Student Assistance:

Email: DEHELP@ENGR.SMU.EDU

Phone: (214) 768-1260

Every effort has been made to make this handbook as informative and accurate as possible. This publication, however, is not to be regarded as an irrevocable contract between the student and Southern Methodist University. The University reserves the right to change, at any time and without prior notice, any provision or requirement, including but not limited to, policies, procedures, charges, financial aid programs, refund policies and academic programs.