



M | DENTISTRY

Educational Support Services

Best Practices

2019-2020

dentistry-ess@umich.edu



Educational Support Services Mission

Educational Support Services (ESS) aims to create an environment focused on supporting and meeting the needs of our faculty and students, while maintaining high academic standards. ESS collaborates with faculty on curriculum management and fosters communication between Academic Affairs Administration, faculty, and students. We provide administrative support and educational resources for all School of Dentistry (SoD) courses and their online learning environments. ESS uses the following Best Practices to ensure consistent service for the School of Dentistry's courses.

Course Directors are ultimately responsible for their courses including: assigning grades, ensuring student success, and final approvals. As a shared resource, we must balance competing priorities. You can help us do this by adhering to our deadlines.

Note: If you teach a pre-clinic course (DENT 519, 520, 521, 521B, 614, 621, 622, 629, 632, 643, 645, 729, 737, 737A), please see Kari Gregerson kgreg@umich.edu for service.

Timeline Checklist

- Service request form must be completed to receive ESS services (see below)
- Completed Syllabus that complies with the [SoD's Syllabus Template](#): Due 1 week before the start of the term
- Paper exam drafts: Due 4 days before the exam
- Paper exam final approval: Due 2 days before the exam
- Canvas exams or quiz drafts: Due 1 week before the exam/quiz
- Canvas exam/quiz final approval: due 2 days before the exam
- For lockdown browser - in class support: request to [Dental Informatics](#) Due 1 week before the exam date

Getting Started

To receive ESS service, the [ESS Service Request form](#) must be completed and a current syllabus must be provided at least one week prior to the first day of class. The Service Request Form will be made available via email to all School of Dentistry Course Directors 6-8 weeks before the upcoming semester, and prompt responses are encouraged. **When you submit a Service Request Form you agree to the following Best Practices, which act as a service contract between you and ESS.** We can only guarantee support for tasks requested on the form if the requirements for those tasks have been met.

Course Directors should make every effort to respond promptly (within 2 business days) to communications from the ESS office - otherwise we may not be able to provide requested services.

Syllabus

You must provide ESS with a detailed syllabus within 1 week before the start of the term that includes the following:

1. a grading scale
2. a list of formative and summative assessments (assignments, tests, and examinations)
3. your class attendance policy and how it is enforced

For more information, see the [SoD Syllabus Template on MiTools](#). If your syllabus does not meet these requirements, we will let you know. **You must provide us with an updated syllabus to continue receiving ESS support.**

Tip: A good syllabus will set you up for a great teaching experience. The syllabus is a written communication tool between the instructor and the students. Part of Canvas' function is to serve as an online, interactive syllabus. Therefore, it is paramount that the syllabus information you give ESS conform to the School of Dentistry's standard template, and that you **communicate to ESS any updates** you make to the syllabus after it is uploaded to Canvas. Otherwise, you may be in a sticky situation where the syllabus says one thing and Canvas says another.

Canvas Set-Up and Publishing

Once ESS receives a Service Request Form, course syllabus, and schedule, we will transfer your indicated materials to the current Canvas course site. ESS will set-up your Canvas course site in the following ways:

1. Import the appropriate School-wide Canvas template.
2. Check syllabus for compliance with School-wide template/Registrar information on MiTools.
3. Upload syllabus to Canvas front page.
4. Set assignment group grade weights and/or course points as indicated by syllabus.
5. Add guest lecturers to course on Canvas.
6. Set up and populate the course calendar on Canvas.
7. Add/update assignments (including permissions and dates).
8. Create groups and/or sections as needed.

Although we will refer to your syllabus for dates and assignment details, we ask that you audit your course site and request necessary updates before the course is published in Canvas. ESS aims to publish course sites the Friday before the start of the term, though we are happy to work with you if you prefer a different date.

Note: Canvas courses are pre-populated with student names and term information from the Central Registrar's Office once term and/or enrollment information is available - about 6 months before the start of term. However, blended courses (usually DENTHYG/DENT combination courses) are not automatically combined in Canvas. In this case, ESS will contact 4-HELP to combine the course.

Privacy, FERPA, and Accommodations

It is the University of Michigan’s policy to comply with the Family Education Rights and Privacy Act (FERPA), the Federal law that governs release of and access to student education records. Information related to FERPA and student education records can be found at <http://ro.umich.edu/ferpa/>. All School of Dentistry Faculty and Staff are required to maintain the privacy of student records that are supported by ESS, self, or departmental support services. See [FERPA Guide for Faculty](#) for a quick reference.

Students entitled to accommodations have documentation on-file with Central Campus’ Services for Students with Disabilities (SSD) and with ESS. Students must obtain a letter from the SoD’s Assistant Dean of Student Services documenting their individualized needs. If the student wishes to utilize their accommodations, then they must notify their Course Directors **within the first two weeks of the semester**. ESS will work with these students to ensure coordination of services not limited to: closed-captioning, proctoring, installation of equipment, and liaising with additional support staff. With the exception of closed-captioning services, it is the student’s responsibility to contact ESS or the Course Director to schedule these services.

Canvas User Roles and Permissions

Abbreviated Canvas User Roles and permissions. ESS recommendations in parentheses. ESS will add users with these recommended roles unless otherwise requested. See [LSA - ISS document for full permission list](#).

	Edit/View Grades	Add/Edit Assignments	Send Announcements	Add/edit Course Files	View/Download Course Files
Teachers (Course Directors)	✓	✓	✓	✓	✓
Graders (Faculty that assist with grading)	✓	✗	✗	✗	✓
Participant (Guest Lecturers that do not need access to student grades)	✗	✗	✓	✓	✓
Observer (Interpreters, or any users that want to view past course materials)	✗	✗	✗	✗	✓

Paper Quizzes, Tests, and Assignments

NOTE: ESS is unable to deliver exams, quizzes, or any other course materials during the semester. Additionally, ESS is unable to hand-grade assignments or any portion of an exam. We are happy to provide scantrons and take them to be [scored by Wolverine Services](#).

Exams/Quizzes

An electronic copy of the exam/quiz questions and the associated key must be provided to ESS no later than 4 business days prior to an exam. This will ensure ample time to format, process, and generate a scantron key for grading. If received after this date, ESS cannot guarantee timely service. Once formatted, exams must be approved for printing by the instructor no later than 2 business days prior to the exam. It is the instructor's responsibility to verify all exams have been formatted correctly prior to the exam being printed.

We are happy to print two versions (A and B) of an exam, if provided along with the corresponding keys. If A and B versions are requested but not provided, the exam will remain the same with version A and B noted on the front. This is to eliminate human error in formatting the exam, and in manually processing the gradebook. Different colored paper may be used, if desired, to differentiate the “versions.”

Exams with greater than 1 full-page of color photos will be copied in black-and-white, and a color powerpoint slide show will be provided to loop during the exam. Faculty may request printed color pictures with advanced notice. The cost of printing will be charged to your department and your department short code must be provided at the time of copying the exam.

ESS will notify you when exams are printed, stuffed with scantrons, and ready for pick-up in our faculty pick-up area in our office. If you would like, you may send someone on your behalf to pick up exams.

Assignments/Handouts

ESS will not accept paper copies of student assignments. If your students have papers to turn in, consider posting the assignment on Canvas. ESS can assist with the creation of an online assignment and discuss strategies for grading. Otherwise, you may elect to have students turn in their homework in class.

ESS is not Printing Services. ESS does not make copies of handouts; instead, lecture materials are posted to Canvas. If your event or unsupported course needs copies, please see the [Printing Services website](#).

Good to Know: The Canvas gradebook pulls assignment information from the assignments already present in Canvas. Therefore in order to put an assignment in the Canvas gradebook, even if the assignment was done on paper, ESS must create a ‘dummy’ assignment in Canvas with the appropriate number of points. Although ESS does on occasion enter grades manually (i.e., minute papers, attendance sign-in sheets), if the bulk of your course assignments happen ‘offline’, we recommend

considering opportunities to move your grading tasks to Canvas. The following SoD departments are available for consultation on this subject:

- Curriculum/Program Evaluation (contact: Vidya Ramaswamy ramaswav@umich.edu)
- Instructional Designer - Contact TBD

For more information about testing you can access [Procedures for Tests and Examinations](#) on MiTools.

Canvas Quizzes, Tests, and Assignments

Using online assessments in Canvas is a great option for large-scale courses. A Canvas Quiz can be used for exams, quizzes, and other assignments such as homework and “minute paper”-style comprehension checks.

Due to the time intensive nature of creating a Canvas quiz/exam, you must provide the quiz/exam questions **at least 1 week** in advance of the assessment open date, and approve the final version 2 days prior. We are happy to schedule an appointment to discuss the wide array of Canvas quiz settings. Some highlights include:

- Start and end time/date of the quiz, to ensure students can only take the quiz within the allotted time/date. A time limit can also be set. i.e. students only have 60 minutes to take the quiz, once the quiz is open.
- Exceptions to start and end dates, for students with excused absences and/or extended time due to accommodations.
- Access code option to ensure students are physically present for the quiz.
- Respondus LockDown browser, which prevents students from navigating away from the test in progress.

High-stakes online exams and quizzes should be taken in a supervised, classroom environment. Online security measures can still be circumvented by real-world behaviors. For more information on Respondus LockDown Browser features, you may visit the [Respondus website](#) or reach out to the ESS team for a demonstration.

Note: Because the formatting standards for an online exam and a paper exam are different and relatively time-consuming, ESS will not format or distribute a paper copy of the test alongside a digital instance of the test. We recommend providing scratch paper during the exam, which you may or may not opt to collect after the test. If you would like to collect scratch paper, you may find it useful to require students to put their name OR their Honor Code on the scratch paper.

Respondus LockDown Browser:

If your class will be using Respondus LockDown browser for midterm and/or final exams there are two options for scheduling online exams (1) you can reserve the SimLab (Room G360) and use the computers there to administer the examination; or (2) you may schedule a lecture hall and have the students use their personal laptop or iPad to take the exam. In either case, [contact Dental Informatics](#) (763-3318) 1

week before the exam date to request their assistance on the day of the exam for troubleshooting, and to request several iPads for the room in case of an equipment failure.

Analytics, Intervention, and Tracking

ESS is happy to assist you with simple reports detailing analytics, student grade trends, and information on grade curving. These tasks are available on request, and we reserve the right for referral to our Associate Director of Curriculum/Program Evaluation, Dr. Ramaswamy, (ramaswav@umich.edu) when these tasks are deemed to exceed our resources and expertise.

Proctoring

ESS only proctors students who require accommodations and students that need to make-up an exam due to illness or other approved absence. Proctoring must be scheduled in advance and at the availability of the ESS office. Per school-wide policy, ESS and other staff members can only proctor up to 3 students at a time. For sessions with more than 3 students, the Course Director is responsible for proctoring the session or for finding another faculty member to proctor. Once a proctored exam has started, students may not leave the room during that period.

IMPORTANT: For proctoring sessions related to rotations absences, faculty are expected to make alternative examination arrangements for these students. This includes scheduling an exam time which works for all students and having the Course Director or other faculty member to proctor the session. For more information on the faculty responsibilities for testing and examinations, please see the [SoD's Procedures for Tests and Examination policy](#), found on MiTools.

Tip: Most of the time, ESS schedules proctoring sessions concurrently with the larger examination session. To avoid a 'separate and unequal' testing environment, consider how you would best be able to communicate with a proctored student. ESS recommends you have your email open (or your phone, if you prefer texting) in order to communicate changes or clarifications to your students taking the exam in a separate room. You may also choose to not answer questions during an examination, as these disruptions can be problematic. Please communicate to ESS how you would like to handle this.

Remediation Proctoring:

ESS does not proctor remediation exams. Remediation is meant to be a comprehensive, faculty-driven process with an examination composing only one aspect of remedial work. Remediating a large volume of students may be a symptom of underlying course design factors, and the Associate Director of Curriculum/Program Evaluation can assist with these considerations. For more information, please contact Vidya Ramaswamy at ramaswav@umich.edu.

Exam Viewing

Faculty are encouraged to return exams to students for feedback. However, faculty may prefer to not return exams in order to reuse test questions. Course Directors may choose to have ESS house their exams during the semester. Since these exam questions have been used before, it should be assumed that these questions are no longer secret or secure. As directed by the Associate Dean for Academic Affairs, and due to limited storage space, exams will be returned to the Course Director at the beginning of the following semester and must be kept for one year (i.e. Fall 2018 course exams can be shredded at the beginning of Fall 2019).

Students cannot view exams until scores have been posted and scantrons returned to ESS (for paper exams). After exam grades for your supported course have been posted, ESS will send out a Canvas announcement letting students know that they can view their exam in our office. Students have 5 business days from the posted date to view an exam. Standard exam viewing hours are 12pm-2pm Monday-Thursday but can vary based on student need or ESS schedule. If an individual student has a time conflict with standard exam viewing hours, they may email ESS to make an appointment for another time during that week. Previously-released exams cannot be viewed with ESS the week prior to or the week of midterms and final exams. Final exams can only be viewed with ESS during the first week of the following semester.

Students may view their exam for 10 minutes. Students may not copy exams or exam questions word-for-word or photograph exams. If a student needs to make a note of a question, they must use ESS paper and show their notes before leaving the office. Exams cannot leave the ESS office unless with a faculty member. Students may not use cell phones or laptops while viewing exams.

Tip: If you have administered a quiz or exam through Canvas, ESS can still host exam viewing hours for the week following posting of grades. However, in order to ensure the security of the exam content, exams can only be viewed on a shared computer in a supervised setting. Therefore individual appointments must be made with ESS. Because of the labor-intensive nature of these appointments, ESS strongly recommends that you either allow the release of exam questions to students after the testing period, or that you make time to review the exam during class.

Mentors, Tutoring, and Exam Viewing Hours:

In the event that a student wishes to view their exam in the company of another student to receive mentoring or tutoring, the following conditions must be met:

1. The students in question are assigned as mentor-mentee pair by Dr. Duff, the Assistant Dean for Student Services, and ESS has written communication naming the students as such.

And the students have scheduled an appointment with ESS for this exam viewing outside the time of normal exam viewing hours.

OR

2. ESS has written communication from the Course Director of the pertinent course:
 - a. acknowledging the exam viewing and
 - b. specifying a time limit for the viewing

And the students have scheduled an appointment with ESS for this exam viewing outside the time of normal exam viewing hours.

Normal exam viewing policy is still in effect. Students still must not use electronics, must take notes on ESS paper, and must not copy exams and/or exam questions.

ESS recognizes that exceptional situations may arise, and that Course Directors may make discretionary judgments regarding student learning. Faculty members may choose to enable informal tutoring/mentoring among their students, and choose to manage this themselves. However, a clear line of written communication must be established in order for ESS to consider exceptions and we reserve the right to refuse requests if they pose too much liability for our staff. Again, faculty have the option to perform these functions themselves.

Gradebooks

Scantrons will be delivered to the Central Campus Registrar's Office, Examinations & Evaluation Department (E&E), within 24 hours of our receipt. E&E will typically email the gradebook and associated statistics to the Course Director and ESS within 24 hours of receipt. However, during midterm and finals season it can take up to 72 hours to receive this data. ESS will process the E&E gradebook by adding the student names, unignames, and which questions each student missed. If a change needs to be made to the gradebook (dropping questions, giving bonus, etc), please let ESS know exactly what you would like to change and allow 24 hours for an updated gradebook. It is the Course Director's responsibility to verify scores and notify ESS that the gradebook is ready to be posted to Canvas.

Grade Weighting:

Although weighting grades certainly is not mandatory, most SoD courses utilize Canvas' assignment group grade weighting option. ESS will automatically create grade weights for the course based on the syllabus. If you would prefer a strict points-only gradebook, be sure to let us know.

Extra Credit:

Canvas does not handle extra credit very well, but there are multiple ways to give extra credit on Canvas. Since most SoD courses are weighted, the most common way ESS supports extra credit in a course is through an additional, muted assignment group. See the below explanation from the Canvas user forum:

"I think the most useful solution I've found...is to make the extra credit worth 0% until the end of the semester. This is especially important when you have a category like "final exam" that's worth 30% of your grade. Until your assignment groups that actually have grades in them

exceed 100%, Canvas will scale the grades. So, if you have homework 20%, exams 50%, final exam 30%, and extra credit 10%, until the score is entered for the final exam, you have $20\%+50\%+10\%$ or 80% of the grade. Since that's less than 100%, what you're calling "extra credit" isn't considered extra credit by Canvas (you can't have extra credit if you don't have more than 100%) and gives a wrong (in your thinking) grade.

If someone has 90% on homework, 60% on exams, and 100% of extra credit, then they have $90*20\%+60*50\%+100*10\%=18+30+10=58\%$ out of a possible 80% which gives them 72.5% for the class. What you want them to see is $90*20\%+60*50\%=18+30=48\%$ out of 70%, which is 68.6% for the class, or maybe you want $68.6\%+10\%$ extra credit = 78.6%. I'm not sure, but you probably don't want the 72.5%

Now, when the final exam grade is added (let's say they got a 42% on it), you have $90*20\%+60*50\%+42*30\%+100*10\% = 18+30+12.6+10 = 70.6\%$ for the class. Since there is now 110% possible, which is more than 100%, Canvas doesn't scale the result to make it worth 100% and so the extra credit works the way people expect.”

-Canvas forum user [James Jones](#)

Final Course Grades:

Final course grades will be reviewed by 3 people in ESS before sending grades for instructor approval. The Course Director is responsible for ensuring all course grades are calculated correctly. ESS can serve as a grading proxy on Wolverine Access which means that ESS **can only** upload the final course grades for review in Wolverine Access. Once ESS uploads grades, the Course Director must approve the grades by setting the grade roster to “Approve” and then save the grades. After grades are approved, the Course Director is the only person that may make grade changes.

For more information about grade designations, approving grades, and making changes to the Wolverine Access grade book, please view the [SoD Policies for Academic Performance and Promotion](#) on MiTools.

Good to Know: If a student approaches you with questions about their grades, be aware that your instructor view of the Canvas gradebook shows everyone’s grades. ESS recommends either using the search option in the gradebook to show the individual student’s grades or taking a screenshot/snip of the individual student’s grades before consultation. ESS is happy to show you how to do this.

Attendance

Attendance is expected at the SoD, and this is described in the [Student Absence Policy](#). However, enforcing rules for student attendance and absences is put to the discretion of the Course Director. Such policies should be outlined clearly in the course syllabus.

ESS will not attend classes to take attendance or drop off attendance sheets. For Course Directors who choose to track attendance, ESS will assist in one of the following ways:

1. Using iClickers: Instructors are to provide their own 2GB+ flash drive to be used with iClicker software. Flash drives should be turned in to ESS at least biweekly. ESS recommends requiring students to have to answer 3 out of 4 questions to get the participation “point” each day. iClicker questions are best used to uncover any misconceptions or things that students are not clear on, rather than used just for attendance. ESS will not address student disputes over iClicker grades once two weeks have passed from the upload of that particular iClicker session. As with other grades, instructors are responsible for making the final determination on iClicker point disputes.
2. Paper attendance: ESS does not support a random sign-in sheet for taking attendance. If you plan to take paper attendance, please let ESS know at the beginning of the semester. ESS will provide 2 copies of alphabetized sign in sheets for each attendance date. These can be picked up by the Course Director or lecturer and returned to ESS to be tabulated and entered in Canvas.

Rotations

ESS does not make changes to Rotations schedules. See the [Rotation Change Policy](#) on MiTools for any changes.