

# 2024/2025 ESS Best Practices Guidelines

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## **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.**

**CONTACT: [dentistry-ess@umich.edu](mailto:dentistry-ess@umich.edu)**

**Note:** If you teach a **pre-clinic** course (DENT 519, 520, 521, 521B, 614, 621, 622, 629, 632, 643, 645, 729, 737, 737A), please contact the Pre-Clinical Courses Admin Teresa Paterson, [tjpat@umich.edu](mailto:tjpat@umich.edu)

## **Quick Resources**

[SoD Syllabus Template](#)

[How to map competencies on your Syllabus](#)

[Canvas Instructor Guides](#)

[Exam Viewing Hours](#)

[iClicker Cloud Quick Reference](#)

[Online Exam Information](#)

[Procedures for Tests and Examinations](#)

[Peer Review of Online Teaching - Faculty Self Assessment Tool](#)

[FERPA Guide for Faculty](#)

[SoD Policies for Academic Performance and Promotion](#)

[Student Attendance Policy](#)

[Rotation Change Policy](#)

## **Timeline Checklist**

|                                      |   |   |
|--------------------------------------|---|---|
| <a href="#">Service Request Form</a> | Must be completed to receive ESS services   | <b>Due 2 weeks Before Term Start Date</b> |
| <b>Completed Syllabus</b>            | Completed Syllabus that complies with the <a href="#">SoD's Syllabus Template</a> : Due before the start of the term. | <b>Before Publishing</b>                  |
| <b>Audit Canvas Site</b>             | Review your canvas site for accuracy  | <b>1 Week before exam</b>                 |
| <b>Exams/ Quizzes Drafts</b>         | Drafts due to ESS 1 week before the exam/quiz   | <b>2 Days before exam</b>                 |
| <b>Final Approval</b>                | Due 2 days before Exam  |   |

## **Getting Started**

To receive ESS support the ESS Service Request form must be completed and a current syllabus must be provided. **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.

## **Syllabus**

You must provide ESS with a detailed syllabus within 2 weeks before the start of the term that includes the following:

|   |
|---|
| <b>Template:</b> Includes all criteria/formatting from the current <a href="#">SoD Syllabus Template</a>                              |
| <b>Updated Competencies:</b> <a href="#">View new competencies here</a><br>Mapping to new competencies is required for accreditation. |
| <b>Grading:</b> Letter Grade or Pass/Fail, a breakdown of how the grade is calculated and any other policies.                         |
| <b>Assessments:</b> A list of formative and summative assessments   |
| <b>Schedule:</b> A lecture schedule with assessment due dates   |
| <b>Exams:</b> Include detailed information about the date/ time limit/ format of your exam  |

**Tip:** The syllabus information you give ESS must conform to the School of Dentistry's standard template. **Communicate to ESS any updates** you make to the syllabus after it is uploaded to Canvas. Otherwise, you may be in a 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 site in the following ways:

1. Standardize your Canvas site by organizing your course content into modules.
2. Upload syllabus to Canvas.
3. Set assignment group grade weights and grading information as indicated by the syllabus.
4. Organize your course content into Modules
5. Add guest lecturers to the course on Canvas.
6. Add/update assignments (including permissions and dates).
7. 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 week before the start of the term.

## **Lecture Recordings**

Automatic lecture recordings are scheduled by Dental Informatics using the official SoD schedule based on dates, times, and room location for a course.

Recordings can be found in the Canvas Media Gallery automatically after class ends. However, they may take a few hours to a day to show up. If ESS supports the course, they will post the recordings to your course modules. Dental informatics will need to be informed if there are any dates you do not want a lecture to be recorded. The ESS timeframe to get recordings posted is 24-48 hours after the lecture occurs, though we try to post them as soon as we are able to.

If a recording is not available, it is ultimately up to the course director to help resolve. If students do not see their recordings in Canvas within 48 hours after class, they can contact the course director and CC any ESS support person for the course. Students should wait at least 48 hours before reaching out.

If your course changes the dates, times, or location to something other than the official Registrar schedule, please contact ESS and Dental Informatics so that we can get your recordings rescheduled.

All recordings in the media gallery will have automatic machine generated captions.

**Pre-Recorded Lectures:** You can share your lectures with your class by posting them to your [Canvas Media Gallery](#). Once you have added your recordings to the Media Gallery they can be linked/embedded to different areas of your canvas site. Once you have uploaded your recordings ESS can organize them into Modules. ESS discourages uploading MP4 files to canvas files, or adding MP4 files directly to modules. It takes up alot of your canvas storage and they are not always playable for all students.

## **Privacy and FERPA**

All faculty are encouraged to complete [FERPA Training](#) provided by the University:

- [Sign up for RO 100: FERPA at U-M](#)

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.

### **Exam Storage**

Academic Affairs recommends that all exams be stored for a minimum of 1 academic year. If you sign up to work with ESS, we will store your exams for 1 academic year and will confidentially shred them after that time.

Exam disposal timeline:

|                   |                      |
|-------------------|----------------------|
| Spring 2024 Exams | Shred May 2025       |
| Fall 2024 Exams   | Shred September 2025 |
| Winter 2025 Exam  | Shred January 2026   |

If you would like your exams returned to you after the semester has ended let us know.

### **Accommodations**

#### [Accommodations For Students Policy](#)

Students entitled to accommodations have documentation on-file with the Services for Students with Disabilities office (SSD) and with ESS. Students must obtain a letter from the SoD's Associate Dean of Student Services, Dr. Renee Duff (reduff@umich.edu), documenting their individualized needs. With the students permission, ESS will send their letters to 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
- extended exam times
- Coordinate proctoring with the TAC

Students with accommodations will have their exams proctored at the Testing Accommodations Center (TAC). ESS will manage all proctoring scheduling on your behalf. Since we are competing for space with the rest of the university, it is important that all of your quizzes and exams are listed on your syllabus with date and time, exam format, and time limit.

To avoid 'separate and unequal' testing environments for the students who are taking exams at the TAC, please consider how you will communicate with proctored students. If any information is shared with the class during an exam (i.e. verbal exam instructions, responses to student questions, clarifying comments, etc.) you must also make sure to share this information with students testing at the TAC.

ESS recommends having your email open in order to communicate any changes or clarifications that are given to the class with the students who are testing separately as well. Please email these updates directly to the TAC at [saas.tac.staff@umich.edu](mailto:saas.tac.staff@umich.edu) and copy ESS at [dentistry-ess@umich.edu](mailto:dentistry-ess@umich.edu).

Please also keep in mind that students with accommodations may be starting a bit before or after the class begins due to availability of seats at the TAC. We ask that you monitor your email for any questions from the students at the testing center on the day students will be taking an exam.

### **Closed-Captioning**

For Students who require captions as an accommodation , SSD is able to help course directors professionally caption their recordings. If you receive an accommodation letter from a student, please reach out to ESS. We can request professional captions for your lecture recordings on your behalf. If you would like to request these yourself complete [this form](#) to have [SSD professional Captions](#) added to your mivideo account profile. Turn around time is 48 hours.

- [SSD Captions Accomodations with MiVideo](#)

**NOTE:** Machine generated captions are not guaranteed to be 100% accurate; therefore, once captioned is complete, it is the instructor's responsibility to review their recording and make appropriate edits. But these are free and available to anyone at University of Michigan. **Machine generated captions are NOT ADA compliant. If you have a student with a captioning accommodation in your course, we must use the human generated professional captions provided by SSD.**

### **Canvas Quizzes, Tests, and Assignments**

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**. ESS is happy to discuss options for quiz settings. Some settings include:

|                                       |  |
|---------------------------------------|--|
| <b><u>Start and End Time/Date</u></b> | Ensures students can only take the quiz within the allotted time/date. |
|---------------------------------------|--|

|                           |   |
|---------------------------|---|
| <b>Time Limit</b>         | Limit how long students have to take a quiz.  |
| <b>Student Exceptions</b> | Exceptions to start and end dates: for students with excused absences and/or extended time due to accommodations. |

For other tips including troubleshooting common problems during an online exam, and what to expect after an exam is over, please visit the [Online Exam Information](#) document.

**If you teach a D3 Course:** D3 students are on rotation both in specialized clinics and CBCE. You will need to offer an alternative exam time for these students to take their exams if they are on rotation. Often faculty will offer a 6pm time for the students to take the exam the same day, but if there are students on rotation outside of Ann Arbor faculty will need to have a makeup session another week.

**Honor Code Statement example:**

“Upon entering the University of Michigan School of Dentistry, I agreed to abide by the *Code of Academic Integrity and Professional Conduct* and all procedures contained in the School of Dentistry’s Honor System document. During this exam I affirm I am working alone and have not recorded any content or images, and that I am not using any outside resources. On taking this examination, I reaffirm my agreement to hold myself and my colleagues to these standards.”

Note: Using Safari is not recommended for Canvas exams. If you experience any technical issues during your exam please email your course director and [dentistry-ess@umich.edu](mailto:dentistry-ess@umich.edu).

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

**Changing the day/time of a scheduled exam**

This is the process Academic Affairs would like you to follow for changing any scheduled exam date and/or time:

1. Class officers discuss the issue with the whole class to select a new day/time that does

- not negatively affect anyone.
2. Class officers propose a new time for one exam to the course director
  3. If the course director agrees to the new date/time, she/he will send an email or communication through CANVAS to the whole class asking any student who prefers not to change the schedule to reach out to her/him confidentially with a deadline to respond.
  4. If nobody has expressed the desire not to change the schedule, the exam is changed to the new day/time and ESS is notified. If somebody has communicated their desire not to change the scheduled exam to the course director, the exam stays scheduled at its original day/time.
  5. After finishing the process with this request, class officers can initiate the process with a different exam. One exam at the time.

## **Exam Viewing**

Let ESS know if you will need assistance with exam viewing. Students can stop by the ESS office (G306) during our exam viewing hours. Exams cannot be viewed with ESS the week prior to or the week of final exams. Final exams can only be viewed with ESS during the first week of the following semester. Here are the ESS [Exam Viewing Hours and Policies](#).

## **Gradebooks**

At the end of term ESS will create a gradebook for your course if requested.

If a grading change needs to be made (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.**

**Canvas Grading:** Careful consideration needs to be given to how your assignments/quizzes/assessments are organized and added into canvas. If this is done incorrectly student grades will not be correct. Please check Assignment groups, the organization of assessments within the grade weights, and the point value. Making these changes at the end of term is difficult, and can cause confusion for students when their grade suddenly changes.

NOTE: If your course has complicated grading or multiple combinations of assignments students can complete to pass your course, you will have to calculate this outside of canvas. Canvas does not allow for much flexibility in grading.

**Online Assessments:** Making changes after students have taken an exam results in time consuming complications. Please audit the answer key for accuracy.



**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 adds extra credit in a course is through an additional EC assignment group that is worth 0% of the course total. ESS has found that it is best to do one of two things.

- Adjust the 0% at the end of term to the % you would like the extra credit to raise student grades (2% points added, 5% points added, etc.)
- Create an external gradebook outside of canvas and add the extra credit points there to figure out the grade that needs to be posted to Wolverine Access.

### **Final Course Grades:**

For ESS to calculate your final course grades, request that option on the service request form.:

- 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. Please audit the gradebooks sent by ESS.
- 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.

### **Attendance/ Participation**

Attendance is expected at the SoD, and this is described in the [Student Attendance 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.

Options for student engagement/ participation:

- Weekly quizzes
- Weekly discussion boards
- iClicker cloud (not recommended as a graded assessment)

## **Analytics and Design**

ESS is happy to consult with course directors on canvas features and options for conducting your course online. We can also 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 when these tasks are deemed to exceed our resources and expertise. For further assistance with analytics and course design the following resources are available:

- Curriculum/Program Evaluation (contact: Vidya Ramaswamy [ramaswav@umich.edu](mailto:ramaswav@umich.edu))
- Instructional Design - Chris Mong ([cmong@umich.edu](mailto:cmong@umich.edu)) Mike Porter ([michx@umich.edu](mailto:michx@umich.edu))