



# **Jala University Faculty Handbook 2023-2024**



Volume 1 Version 2  
[www.jala.university](http://www.jala.university)

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## OVERVIEW

### History of Jala University

In a region that undeniably needs to develop its production of intellectual property, individuals must access robust and practical learning systems, to be at the forefront of a fast-growing technology industry.

Backed up by 20+ years of experience providing tech education to Latin America, Jala Group has the profound conviction that investing in people and their education is vital. During all this time, we have provided training programs for professionals and engineering students, to bring their skills up to the standards of the high-tech industry.

After years of observing far-reaching problems in the region's education ecosystem, both in school and college, our expert team analyzed possibilities to face this issue. This is how Jala University was created, to continue the mission started by Jala Group, looking to build exceptional IT talent.

We started planning a traditional campus model, but the impact of the COVID-19 pandemic transformed our initial idea, which later changed into an online approach. In 2021 we received the exemption from the Bureau for Private Postsecondary Education (BPPE), California State, and since then, Jala University is functioning as a US-based institution providing high-quality tech education for students from all around the world, to develop their full potential without having to move abroad.

Thanks to the partnership with Fundación del Saber, Jala University has the support of Jalasoft, the renowned nearshore outsourcing company, and other high-tech partners in the software industry. With this alliance, all of our students receive a full scholarship to be educated without cost and they get hired for a full-time job at the end of their career. All our efforts are aimed at remaining at the forefront of education for the technology industry and helping to build tech-savvy regions, transforming communities and lives.

### Mission

To develop the talent of future software engineers through solid academic training, with the economic and practical support of the industry, providing them with hands-on experience in real cases.

### Vision

To transform the economies of disadvantaged regions by offering world-class education programs and employment opportunities in the software export industry, enabling them to develop intellectual property and to become active players in the digitization of society.

## University Goals

- To bring academy experts and industry experts together so that students reach expertise through practical, industry-supported, education.
- To provide a unique learning experience to students through experiencing hands-on education in a project-based model.
- To open channels of communication between educators and industry experts for the benefit of the students.
- To prepare students for their professional careers by being able to integrate to software engineering teams in the high-tech industry.

## Accreditation and Approvals

Jala University has met the qualifications for exemption from regulation under the Act, pursuant to California Education Code (CEC) section 94874(b)(1): *“An institution offering educational programs sponsored by a bona fide trade, business, professional, or fraternal organization, solely for that organizations membership”*.

Bureau for Private Postsecondary Education

P.O. Box 980818  
West Sacramento, CA 95798-0818  
(916) 574-8900

## Board of Trustees

<b>Name</b>	<b>Office</b>
Jorge Lopes	President
Juan Salinas	Vice President and CEO
Cara S. Looper	Vice President
Alfonso Megias	Treasurer
Erin P. Keating	Secretary

## Office of the Chief Executive Officer

Juan Salinas is the Chief Executive Officer for Jala University. With over 18 years' experience in the Software Industry and education, and a background in engineering, management and engineering education program design, Juan has helped hundreds of

talented people enter the Software Industry. He is now eager to reach more people in LaTam, and help change people's lives and their communities through education.

Statement from CEO

Disadvantaged is often a misclassification of talent. Jala University strives to provide quality opportunities of learning for traditionally marginalized students who may lack the economic resources and access to pursue promising careers in technological fields, including Software Engineering. Jala's sole purpose and sole commitment is to transform the future by investing in the next generation. With this vision, Jala uses an innovative academic model, delivers instruction with remote technology, and collaborates with Faculty and Faculty Practitioner industry experts for dynamic and engaging instructional classrooms of learning.

In the Jala model, student career readiness begins on day one. Students are exposed to newly defined courses for General Education based on reasoning, including initial courses in Logic and Discrete Mathematics. Classroom instruction is student-centered, adaptable, and flexible to accommodate different forms of learning. Instructional models promote integrated critical thinking skills throughout all courses and support student inter-reliance with collaborative models using hands on learning and remote labs.

Jala University's innovative academic model is designed to scale and serve the unique needs of its student demographic by providing 100% remote access to Faculty and Faculty Practitioners industry experts, and for academic instruction. Remote technology supports our vision for reaching geographically remote regions and offering students hands on learning throughout their academic journey. Using seamless integration, technology facilitates students, Faculty, and Faculty Practitioner needs by removing physical constraints and encouraging technology-based solutions that incorporate future needs.

As Faculty, Professors are valuable contributors to the learning process of our students. You bring direct in-field expertise, and in collaboration with our Faculty Practitioner industry experts, provide students with tools to become successful professionals in the field of Software Engineering. This unique collaboration supports an education through the lens of reasoning and logic that contributes to building more structured critical thinking skills. At Jala, we define "Knowledge" as the sum of theoretical education and the subject-matter expertise obtained through the daily work and practice of both Professors and Faculty Practitioner experts.

As a professor, you are an integral, essential and valued part of the learning process for students and we recognize the instructional and field-based expertise that you bring to the classroom. Your classroom innovation matches our desire to impact the future and create classrooms that are student-centered, forward thinking, and engaging.

Together with the faculty, our aim is to impact the lives of people and regions, creating a transformative and enduring legacy for future generations and a foundation for lifelong learning.

Welcome to Jala University!

Juan Salinas, CEO

Jala University

## **Office of the Chief Academic Officer**

Chris Schnupp is the Chief Academic Officer for Jala University. Chris holds an executive Juris Doctorate from the Concord School of Law as well as Master's Degrees in History and Library Science. He began his career in education as a high school history teacher before pursuing a career in higher education. He has served as an Associate Dean for Touro University as well as Dean of Academic Affairs at Fortis College, St. Paul's School of Nursing and Mildred Elley.

Dr. Schnupp believes strongly that all students deserve the opportunity to substantially impact their future through seeking to enhance their skills and talents through education.

## **Governance**

The Chief Executive Officer reports to the Board of Trustees. The University's leadership, is under the direction of the CEO and this position has the oversight of the academic, administrative and financial policies established by the Board of Trustees.

CEO's Executive Leadership Committee:

- Chief Academic Officer
- Chief Financial Officer
- Director of Admissions
- Director of Accreditation and Compliance
- Director of Marketing
- Director of Human Resources
- Director of IT

## **Curriculum Review and Approval**

Jala University's Curriculum Committee will review all recommended changes to the curriculum. This committee meets Quarterly to conduct all business, unless an emergency meeting is needed. The committee is also responsible for the review and adoption of programmatic and course goals.



All changes to syllabus, with the exception of the adoption of new textbook editions, must be made by the committee.

#### Curriculum Review Process:

The review of curriculum occurs in stages.

Faculty are assigned to lead curriculum review at the course level based on their subject matter expertise. Input from Advisory committees consisting of industry experts, best practices, student and faculty feedback, employer feedback and alumni feedback are all reviewed by the faculty assigned to the review.

Suggestions are then made to the Curriculum Committee for discussion and approval. The committee can approve, deny with recommended changes, or delay discussion on proposals.

Once approved by the committee, the CAO will forward the curriculum changes to the CEO for approval. Then, if necessary, changes will be submitted to the relevant accreditation and licensure agencies for approval. Once notification is received that the changes are approved, they will take effect for the next academic term.

#### Curriculum Committee:

Chief Academic Officer

Dean

Director of Education

Elected Faculty Members

#### Non-voting members:

Directors of the Registrar and Student Services departments.

## ACADEMIC RESOURCES

### SharePoint Site

Faculty resources such as the academic calendar, handbooks, policies, procedures and relevant forms can be found at: <https://jalauniv.sharepoint.com/>

Faculty must use their Jala University login in order to access this page. It is recommended faculty view this page often as all updates to important documents are located here.

### Technology Requirements

As a remote Faculty Member, you are required to provide your own technology hardware and stable Internet connection to teach your courses. Following are optimum hardware and software recommendations for more effective teaching:

#### Hardware

- Desktop Computer or laptop not more than 5 years old
- Internet access with sufficient bandwidth for hosting webinars (30 Mbps Upload, 12Mbps Download)
- Speakers and Microphone, or Headphones with microphone.
- Webcam

#### Software

- Google Chrome browser (latest version)
- Microsoft Teams
- Activated Operating system with all updates installed.

### Library

The Library is staffed by a professional librarian holding a Master's in Library Science. The library is entirely online and uses the LIRN resource to provide academic resources and tools to support Jala's students. The LIRN library provides access to the following collections:

LIRN Library access offers:

- Gale Bronze Core is a bundle of 34 Gale databases comprised primarily journal and newspaper articles with some video content.
- Films on Demand are 100% video collections. From the trial account you can browse each collection by going to the Films on Demand Trial. Clicking on the 3 horizontal lines to the left the logo, clicking on View All under subjects. You can then go directly to the collection or a sub-collection. You can further drill down once you are at a collection. Please note that doing a search will kick you out to the entire library and you will not be able to identify which collection a particular video/series belongs to.

- ProQuest Central is a collection of 57+ databases. It too is comprised mostly of journal and newspaper articles with some video content.
- Ebook Central: Academic Complete has over 202,000 ebooks in a wide variety of disciplines.
- Skillsoft Books is comprised of ebooks and videos in the areas of Business, computers/IT, and engineering.

### **Teaching Materials**

Although traditional textbooks are reliable resources for the classroom, in the field of Software Engineering, information is evolving more rapidly than textbook production in the field. To be responsive, we encourage Faculty to use a combination of textbook and non-textbook resources in the classroom. Following are suggestions:

#### **Textbooks**

Textbooks selection is part of the curriculum review process. Recommendations by faculty are balanced against the advice of the advisory board and industry best practices. Once the faculty leading the curriculum review process has made a selection, the textbook is formally recommended to the Curriculum Committee for approval.

#### **Non-textbook Materials**

Non-textbook resource material must still be suitable for the classroom. It is recommended that all non-textbook materials be reviewed as part of the syllabus and classroom material review process during curriculum review.

### **FACULTY EXPECTATIONS**

#### **Appointment**

All faculty are hired on a probationary basis. Employment is module-to-module on a contract basis. Employment in one module does not guarantee employment in future modules.

All faculty must meet the minimum technology standards required by Jala.

#### **HR Requirements**

- Application
- Resume or Curriculum Vitae
- Official Transcripts
- Signed Job Description (Teaching Assignment Letter)

#### **Annual HR Requirements**

There are documents which must be submitted annually. These are due on the anniversary of the initial date of hire. The HR department and CAO will work together to monitor due dates of annual documentation.

## **Faculty Qualifications**

The minimum requirement for all faculty hired is a master's degree and academic preparation in the specific courses being taught. This degree must be received from an accredited institution. There are exceptions for extensive experience for those instructors that are not graduates with a degree in the specific field that they are assigned to teach.

## **Faculty Review and Evaluations**

### **Observations**

All new faculty are to be observed within 30 days of the start of their first semester.

Faculty receive an annual formal observation. This observation must occur in the term prior to the anniversary date of hire. Observations last for 30 to 40 minutes and will be conducted by the Dean. Observations will occur in Canvas, during a scheduled Live Session or a recorded session viewed at a later time.

Faculty can be observed at any time at the discretion of the Dean, CAO or CEO.

### **Annual Review**

All faculty are reviewed annually by the Dean prior to the anniversary date of hire. This review consists of an analysis of observations, student survey feedback, professional growth and development.

## **Course Assignments**

The Dean will provide faculty with a course schedule prior to a module start, and will ask faculty for preferred course assignments. There can be no changes in the assigned time or day of class once the Dean has finalized the schedule.

Due to the nature of the program, course dates and times are not flexible. If a professor wishes to change the time of class for any reason, including shifting start or end times, it must be approved first by the dean. Professors must wait for confirmation from the dean before altering times or dates.

## **Workload**

Adjunct Faculty can teach a maximum of 5 courses per Module and 15 courses per Term.

#### Adjunct Faculty Teaching Loads

Formula: 1 course = 8 weeks @ 5 hours a week = 35 hours of Faculty teaching per course

Period of Time	Number of Courses Allowed To Teach	Time Allotment	Maximum allowable time worked
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1 Module	5 Courses	25 hours per week total	175 hours per Module total
1 Term	15 Courses	75 hours a week total	525 hours per Module total
1 Academic Year (2 Terms)	30 Courses	75 hours a week total X 2 Terms	1050 hours per Academic year total

### Class Sizes

The student-teacher ratio is dependent on enrollment and the needs of the University.

### Under Enrollment of Classes

In the event a class is under enrollment, the University may cancel the class.

### Professional Expectations

Jala University holds high professional standards for instructional Faculty:

1. Professors are responsible for ensuring that all canvas shells have been populated and published prior to class start. Including course syllabus, University policies and assignments.
2. Professors must use class time effectively.
3. Professors must demonstrate adequate course preparation.

4. Professors must demonstrate current knowledge of standard practices in their field of study.
5. Professors must practice courtesy and respect with managers, peers, and students.
6. Professors should strive to create a productive learning environment that is open and encouraging of student questions, comments and interactions
7. Professors must be punctual in starting and ending weekly class sessions
8. Professors must provide reasonable notification, a minimum of 48 hours, notice of absence
9. Professors must update syllabus every Module, to include updates for:
  10. Course calendar, with lecture and Faculty Practitioner session dates and times.
  11. Weekly breakdown of course materials, assignments, tests, labs, projects with due dates
  12. If Jala issues a change to a syllabus or an addendum to a current syllabus the professor is responsible for uploading the change and notifying students. Professors must provide students with reasonable make-up procedures for verifiable and documented missed exams or other graded work
  13. Professor feedback and evaluation of student work must be adequate and include constructive comments
  14. Professors must evaluate work within a reasonable time frame
  15. Professors must respond to student inquiries within 48 hours
  16. Faculty are not to answer personal phone calls while teaching.
  17. Silence cell phone ringer while teaching
  18. Faculty are not to consume food while teaching, unless on a break.
  19. Cameras are to remain on while lecturing, Faculty may turn off cameras during a scheduled break.

#### Reappointment:

Faculty must notify the Dean of the desire for re-appointment when the schedules are released for the next term. Faculty who do not notify the Dean, will not be re-appointed, but can request re-appointment for a future module.

#### Termination:

Faculty who are underperforming will receive a warning from the Dean. Faculty are put on a corrective action plan, and will have 30 days to improve. Failure to improve will result in termination.

## **Faculty Absences and Substitutes**

No faculty should accept a contract if there is prior knowledge that the faculty will have multiple absences during a module.

In order to ensure the best outcomes for our students, classes must meet, and faculty are responsible for following all policies regarding absences.

## **CLASSROOM**

### **Academic Support Team**

#### Dean

The Jala University Dean works in collaboration with other Jala departments. The Dean assumes a leadership role with Faculty, Faculty Practitioners, students and administrative academic staff.

#### Director of Education

Provides direct oversight for the Faculty Practitioners, includes recruiting, training and evaluation

#### Student Services

The Director of Student Services coordinates with the CAO, serves as an advocate for students, and shares information with students, colleagues, and other interested parties that promote student success, retention, and graduation. The Director of Student Services creates a culture of learning and engagement for the students by applying student development theories and learning outcomes that promote students' academic and personal success while increasing student satisfaction and student retention.

#### Academic Advising Manager

The Academic Advising Manager engages students in decision making processes and promotes appropriate and responsible choices on academic matters, including course selection and degree requirements. The Academic Advising Manager maintains appropriate confidentiality, updates student advising records and works to ensure

students receive accurate and timely advising services. Advising goals are based on supporting and promoting student success, retention, and program completion while teaching students how to make well-informed academic decisions through assessment of alternatives, utilization of academic resources, and navigation of University, college and departmental policies.

### Country Managers

Country Managers provide administrative and technical assistance to University staff and students, as well as other stakeholders. Country Managers works in conjunction with Marketing, HR, Director of Admissions, and Student Services to design a landing strategy in the specific country to ensure target communities have access. Country Managers also define retention strategies to help students complete their goals.

## Overview of Academic Model

Students take General Education courses for the first 2 years of their respective program. In years 3 and 4, students move into their core courses and specializations. Students pursue internships at Jalasoft in their final year of study. Upon graduation, the goal is for them to transition into entry to mid-level positions in Commercial Software Engineering Concentration in Test Automation and Commercial Software Engineering Concentration in Design and Architecture at Jalasoft.

Jala's instructional team, led by the Professors, is supported by Faculty Practitioner industry experts. Professors and Faculty Practitioners form collaborative teams to support student learning needs. Professors provide the theoretical foundation for each subject with weekly online lectures. Faculty Practitioners bring current field-based experience in Software Engineering to the learning environment for students through direct and frequent hands on learning in each Module. Faculty Practitioners provide supplemental subject-matter expertise to students in required weekly Faculty Practitioner sessions. Faculty (Professors) collaborate with Faculty Practitioner industry experts for all courses as a collaborative team.

### Frequent hands on industry practice:

During weekly Faculty Practitioner sessions, Professors will provide Faculty Practitioners will guidance for areas to strengthen academically and areas for additional hands on practice. Through structure Faculty Practitioner, students will interact with real-life scenarios and case studies in the current software engineering industry. They will apply what the theoretical concepts that they learn with their Professors to learning activities in the weekly Faculty Practitioner sessions.

### English across the curriculum:

The Academic Model is designed to prepare students who are primarily ESL with sufficient English language exposure and opportunities for mastery with each course taken, in addition to skill building with a combination of lecture and hands on labs. The



Professor led academic teaching team ensures that students master English and transition their language communication skills into English mastery for the field of Software Engineering.

Reasoning across the curriculum:

Reasoning and logic are the basis of Jala's curriculum design. Reasoning and logic are built in to all courses as a part of the curriculum to provide students with seamless ways to inquire, to organize thinking and to build advanced prediction skills. As students move through courses, they will have the opportunities to increase thinking outside the box, solutions-based thinking and creativity, the cornerstones for their fields in Software Engineering.

## **Faculty Practitioners**

Faculty Practitioner Role in Learning Process

Jala University uses a combination of Professors as well as Industry Experts (Faculty Practitioners) to maximize student performance and ensure that there is a mastery of knowledge and skill. These Faculty Practitioners are in a support role that supplements the educational experience provided by the professor.

Faculty Practitioner Labs and Faculty Practitioner Support

Faculty Practitioner session exists so students have additional time to practice theoretic lessons and apply lessons to real life workplace scenarios. Weekly Faculty Practitioner sessions are mandatory for all students.

Faculty Practitioner Oversight

Direct Faculty Practitioner oversight is the responsibility of the Director of Education. Observations are to be conducted by the Director of Education to ensure that Faculty Practitioners are providing sufficient educational support to the students. Weekly meetings between the professor, Faculty Practitioner and Director of Education will ensure that classroom objectives are met.

## **Syllabus**

Course syllabi are approved by the curriculum committee and content related to coursework, outcomes or policies cannot be altered without going through the curriculum review process. Professors are provided a standardized syllabus at the start of a term. The professor for a class section is required update an existing course syllabus with contact information, and due dates of assignments each module.

Updated syllabi must be uploaded in the Professor's Canvas course shell a minimum of 48 hours before the new teaching Module starts.

Note: When entering dates for classes on course schedule, use the convention: Day of the week, Day/ Month/Year with the full name of the month written out so we use establish a standard for all students.

***For example:***

*Week 1 Class: Monday 23, January 2023*

## **Guest Speakers**

Faculty are encouraged to invite guest speakers to a live video session. Faculty must first provide the Dean's with an expected agenda including the theme of appearance. Approval for invited guests must be obtained from the Dean directly. No faculty member is permitted to offer any payment to a guest for speaking. Please see the SharePoint site for the appropriate form.

## **Academic Freedom**

Jala University supports the definition of academic freedom as adopted by the State of California.

Academic Freedom

- a. The teacher is entitled to full freedom in research and in the publication of the results, subject to the adequate performance of his other academic duties; but research for pecuniary return should be based upon an understanding with the authorities of the institution.
- b. The teacher is entitled to academic freedom in the classroom in discussing his subject, but he should be careful not to introduce into his teaching controversial matter with has no relation to his subject.

Academic Responsibility

- c. The concept of academic freedom should be accompanied by an equally demanding concept of responsibility. The college or university teacher is a citizen, a member of a learned profession, and an officer of an educational institution. When he speaks or writes as a citizen, he should be free from institutional censorship or discipline, but his special position in the community imposes special obligations. As a man of learning and an educational officer, he should remember that the public may judge his profession and his institution by his utterances. Hence he should at all times be accurate, should exercise appropriate restraint, should show respect for the opinions of others, and should make every effort to indicate that he is not an institutional spokesman.

## **Student Attendance**

Classroom attendance is recorded automatically in Microsoft Teams. Once student enter your classroom in teams, their attendance is registered. If students arrive late or leave

early, that attendance time is also recorded. Students who spend less than 70% of classroom time in the session should be marked as absent. You must then use our proprietary Jalasoft tool called SAAC (SIS Automatic Attendance tool). SAAC provides a web user interface where an admin can sign in and create recursive meetings based on classe365 classes, teachers and students information and from that point will fetch the attendance reports from Microsoft Teams every time a class ends and transform them into class student attendance in Classe365 (SIS). Please refer to the SharePoint for additional training material.

## **Grading**

Faculty are required to use the grade book provided in Canvas. The course must be populated with the correct assignments, exams and homework, with the correct grade scale applied in order for grades to be correct.

The syllabus and the grade book in Canvas should match.

## **Final Exams**

The Registrar's Office publishes a final exam schedule each Module that will be sent by email to all faculty and students. Faculty Members must adhere to the published schedule.

## **Final Grade Submission**

Final Grade Submission is at the end of each Module and must be reported within 48 hours of the last day of class. Final grades are automatically tabulated in Canvas. Faculty must post the grades in Classe365 SIS system. After posting, faculty must send a grade report to the Registrar's Office via email. The grade report needs to be signed by the faculty member.

When entering grades into Classe365

- You can enter a grade of A, A- B+, B, B-, C+, C, C- D+, D, D- or F grades.
- When entering grades through self-service via the Faculty center in Classe365, the Professor must leave the status of the roster as NOT REVIEWED and click the SAVE button.
- Students with 25% or more absence in a course will receive a 5% deduction penalty on the overall grade. The list is sent by the Registrar's Office in the final week of the Module and must be deducted accordingly.

## **Recordkeeping**

Jala University is licensed under the California Bureau for Private and Post-Secondary Education. (BPPE) and as a requirement, Faculty must retain all student communications in the event those interactions are needed for special circumstances.

## **Professional Development**

All faculty are required to complete professional development activities in accordance with the professional development plan. At minimum faculty are required to complete two trainings related to professional development. This is in addition to the annual training is required for the following:

- FERPA
- Training in prevention of abusive conduct and sexual harassment

## **Continuing Education**

Faculty are also required to complete continuing education in their field of study. This can include workshops, memberships in academic organizations, attendance at conferences, courses of study towards a higher degree or journal magazine subscriptions. Evidence of continuing education must be submitted annually.

## **Online training**

Faculty are required to obtain training prior to the first course taught at Jala. These courses include

- CANVAS - LMS
- Microsoft Teams - Live video
- Classe365 - SIS
- SAAC - Attendance Tool

## **LMS Platform - Canvas**

Jala's instructional learning management platform is Canvas. Canvas is accessible 24/7 at <https://jalauniversity.instructure.com/>. It is a flexible web-based software that facilitates remote learning.

In Canvas, the weekly sessions are laid out as follows and Professors must include the following instructional materials each week for more effective and engaging instruction:

**Instructions:** Overview of weekly session goals, objectives and activities

**Discussion:** Student direct course reflection question(s)

**Peer Discussion Response:** Student-to-student direct course interaction and engagement based on initial Discussion question(s)

**Required Readings, Course Videos, and Additional Materials:** This section includes links, PDF's, Google Docs, video, etextbooks and non-textbook materials for the weekly session. The goal is to make learning accessible for all students by providing easy access to classroom resources.

**Assignment:** Course-related learning and activities to be completed with students; **in-class assignments may be completed or started during the class session**

**Lab:** This section is for Faculty Practitioner use. It includes hands on practice, exercises, labs and materials to create a learning context that relates to the concepts, theories, and practices used in the industry.

**Week Lab Exercises and Hands-On Activity Instructions (For Faculty Practitioners) – Not to be published:** This space is to be used as a shared space for collaboration between for Faculty Practitioner-to-Faculty Practitioner training and/or Professor to Faculty Practitioner training. With this space, learning strategies and Faculty Practitioner strategies include lab instructions, exercises, and best practices of interaction with students and learning contexts.

Faculty Practitioners Sections in Your Canvas Classroom: Faculty Practitioners hold Faculty Practitioner sessions inside a section of your classroom. Each Faculty Practitioners works with 20 students. They can only see the information in their assigned section in canvas and do not have access to other Faculty Practitioner sections.

## IT Support

IT support is available all Faculty via email at [ithelp@jala.university](mailto:ithelp@jala.university)

The following require a formal request to the IT Support team.

- Password resets for e-mail, MS-teams, CANVAS, CLASSE365.
- Access and permissions issues with MS-teams, CANVAS, CLASSE365.
- Any issue related to CANVAS, CLASSE365, LIRN.
- Hardware issues with devices provided by Jala University.
- Report of movement of hardware devices provided by Jala University to different countries.

\*Hardware issues will not be handled directly by IT staff. These cases need to be assessed by each Country Manager and coordinated with the IT staff in order to determine how to proceed case by case.

While the IT Staff will attempt to diagnose most issues with software, issues with personal devices, connectivity and speakers/microphones cannot be handled by the IT Staff.

## **ETHICS AND STANDARDS**

### **Academic Honesty**

Students at JALA University are engaged in preparation for professional activity of the highest standards. Each profession constrains its members with both ethical responsibilities and disciplinary limits. To assure the validity of the learning experience JALA University establishes clear standards for student work.

In any presentation - creative, artistic, or research - it is the ethical responsibility of each student to identify the conceptual sources of the work submitted. Failure to do so is dishonest and is the basis for a charge of cheating or plagiarism, which is subject to disciplinary action.

Cheating includes but is not necessarily limited to:

- Plagiarism
- Submission of work that is not the student's own for papers, assignments, or exams.
- Submission or use of falsified data.
- Theft of or unauthorized access to an exam.
- Use of an alternate, stand-in, or proxy during an examination.
- Use of unauthorized material including textbooks, notes, or computer programs in the preparation of an assignment or during an examination.
- Supplying or communicating in any way unauthorized information to another student for the preparation of an assignment or during an examination.
- Collaboration in the preparation of an assignment. Unless specifically permitted or required by the instructor, collaboration will usually be viewed by the university as cheating. Each student, therefore, is responsible for understanding the policies of the department offering any course as they refer to the amount of help and collaboration permitted in preparation of assignments.
- Submission of the same work for credit in two courses without obtaining the permission of the instructors beforehand.

Plagiarism includes, but is not limited to, failure to indicate the source of a written phrase, sentence, or paragraph or an idea derived from the work, published or unpublished, of another person with quotation marks or footnotes where appropriate.:

Any instance of a breach of academic integrity will result in an automatic 0 for the assignment and will initiate an academic review of the incident.

Professors are responsible for documenting all instances where there has been a breach of academic integrity to the Academic Dean. The Dean will have seven (7) days to make a decision.

The Dean can opt for one of the following:

1. Return to the assignment for a grade if it is determined there was no breach of academic integrity
2. Accept the zero grade and issue a warning to the student if there is sufficient evidence that the breach was unintentional.
3. To forward the case to an academic review board.

Academic Review Board:

The Dean will convene an academic review board consisting of two professors not involved in the incident, an academic advisor and staff member to take minutes. The Dean is not a member of the board. The board will set a date and time to meet and request written statements from all parties involved.

The board will review written statements by the instructor as well as the student and any additional information given to the board. The board will consider the issue and vote on a resolution.

The board can consider any combination of the following resolutions:

- Re-grading of the assignment
- Upholding the 0 grade
- Assigning a 0 for the course and requiring the student repeat
- Providing a formal warning to the student
- Suspension of the student
- Dismissal of the student

The board will submit the finding to the Dean who will issue a letter within seven (7) days to the student informing of the decision and the right to appeal.

Student appeals are to the Chief Academic Officer and must be in writing. The Chief Academic Officer will have fifteen (15) days to respond.

## Student/Faculty Interactions

Faculty are encouraged to meet with students as part of the educational process. Faculty are expected to keep these meetings professional at all times. Faculty should avoid becoming familiar with students outside of the educational process. This includes using professional language during meetings, avoiding the sharing of personal details, and observing proper decorum. Faculty are expected to provide an example for students as professionals.

It is forbidden for faculty and students to date should faculty and students seek a business partnership, they must first seek approval of the CAO and CEO. Any violation of this policy will result in disciplinary hearings.

## SECURITY AND TECHNOLOGY POLICIES

### Technology

Jala University requires that all students and faculty take extra care to protect the operation of computer systems and secure personal information. Please refer to the policies and training on SharePoint related to the University's security policy.

### Online Emergency

Although we deliver instruction 100% remotely, there may be an online emergencies situation that requires immediate attention. In the case of a student emergency (for example a student is faced with an immediate threat to safety or welfare during a Live Teams session), the Professor should pause the lecture and contact the appropriate Student Services Manager by email. Student Services email are below. If you do not know the students home country, contact the Dean. In the subject line put: EMERGENCY REQUEST. Be as specific as possible in the email by providing the student first and last name and a brief description of the situation.

Country	Email
Student Services – in Mexico	<a href="mailto:StudentServicesMexico@jala.university">StudentServicesMexico@jala.university</a>
Student Services – in Brazil	<a href="mailto:StudentServicesBrazil@jala.university">StudentServicesBrazil@jala.university</a>
Student Services – in Bolivia	<a href="mailto:StudentServicesBolivia@jala.university">StudentServicesBolivia@jala.university</a>
Student Services – in Colombia	<a href="mailto:StudentServicesColombia@jala.university">StudentServicesColombia@jala.university</a>
Student Services – in Argentina	<a href="mailto:StudentServicesArgentina@jala.university">StudentServicesArgentina@jala.university</a>



## **Harassment**

Students, faculty, or staff who feel they have been harassed should direct their complaint to the CEO. University officials will act on all complaints within fifteen (15) business days after receipt of the report. Informal resolution including mediation may be attempted before formal proceedings occur.

Formal complaints will include a written complaint and an investigation by appointed University officials. Investigations may include talking to witnesses and taking written statements from all parties involved. At the conclusion of the investigation, a report will be filed that will include recommendations for actions regarding the complaint. If it is determined that a party is responsible for such infractions, it is grounds for disciplinary action against that party, which may include the party's removal from the campus via expulsion or termination of employment, as applicable.

## **STUDENT POLICIES AND EXPECTATIONS**

### **Attendance:**

Students who are absent from a class for 14 consecutive days, including weekends, are automatically withdrawn from that class. If a student is absent from all courses for 14 consecutive days are dismissed from the University.

### **Make-up Work:**

Students have seven days to make up missing work. Grading for missed work is subject to penalty. Make-up work in the last week of class may require an incomplete.

### **Incomplete:**

There are occasions where a student may have justifiable need to submit work past the last day of class. An incomplete will extend a student's schedule by two weeks. Incomplete paperwork must be submitted to the dean for signature and referral to the registrar, who will assign a grade of "I". Instructors will have to list the work to be completed, along with the reason for the incomplete. Students who do not have a substantial reason for missing work will have the request denied.

Once work is submitted faculty will have 48 hours to grade the work and submit a change of grade request.

## **Change of Grade**

There are limited instances where a change of grade may occur: instructor error, grade appeal, incomplete.

The instructor must attach the work that was completed by the student to a change of grade form and submit to the dean for signature who will refer to the registrar to change the grade.

Any instructor that violates this policy or attempts to change a grade without following this policy is subject to disciplinary measures.

## **FERPA**

Please note that due to FERPA regulations, there is little that can be said to anyone except the student. We are not allowed to leave messages on a public machine that states the student has not attended class, or speak directly to a parent or spouse concerning attendance or grades.

Before speaking to anyone that is not the student, please check with the registrar to verify that a FERPA waiver is on file, and exactly what the parameters of the waiver are, as these vary from student to student.

## **Leave of Absence**

If a student contacts a professor in regards to a severe medical condition, emergency or significant life event that may prevent the student from attending class, please refer the student immediately to the Dean as the student may be eligible for a leave of absence.

## **Student Accommodations**

Should a student notify an instructor with a request for accommodations please immediately forward the request to the Dean, who will consult with the CAO. Instructors are not to provide accommodations until the instructor is notified via formal email from the CAO.

## **Student Grievance Policy**

Please refer to the student to the school catalog for the formal grievance process.

**FACULTY HANDBOOK ACKNOWLEDGEMENT**

I certify that I have received this handbook, and have read through the contents. I agree to abide by the policies contained herein.

Signature:

Instructor Name:

Date: