



Lead Faculty Practitioner & Faculty Practitioner Manual 2023-2025



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Overview

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.

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 Practitioner 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 Practitioner 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 Practitioner, and Faculty Practitioner needs by removing physical constraints and encouraging technology-based solutions that incorporate future needs.

Faculty Practitioners, just as Professors, are valuable contributors to the learning process of our students. You bring direct industry and in-field expertise. In collaboration with our Professors we will 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 Faculty Practitioner, you are an integral, essential and valued part of the learning process for students and we recognize the industry experience 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, the team of Faculty Practitioner and Faculty Practitioners, 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

Faculty Practitioner Expectations

Overview of Academic Model

Jala University offers students opportunities to pursue Undergraduate Bachelor's Degrees in Commercial Software Engineering, Concentration in Test Automation and Commercial Software Engineering, Concentration in Design and Architecture. Jala is an online institute of higher learning offering 100% remote courses to students in Bolivia, Colombia, Brazil, Mexico, and beyond. Students are primarily English Second Language learners with a demonstrated keen interest in technology and who have received a full scholarship from Fundacion del Saber to complete their bachelor's degree in Software Engineering. Students take General Education courses and some core courses for the first 2 years of their respective program. In years 3 and 4, students move into their core and major courses based on their specializations. Students pursue internships with their Sponsors 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 with the Sponsor. The academic model works with Professors and Faculty Practitioners (industry experts) as collaborative teams to deliver, frequent hands-on industry practice, English across the curriculum, and Reasoning across the curriculum in all courses.

Collaborative industry teams: 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 with students. Through structured sessions with Faculty

Practitioners, students will interact with real-life scenarios and case studies in the current software engineering industry. Students will apply theoretical concepts learned with Professors to learning activities in the weekly Faculty Practitioner sessions.

Professional Expectations

Jala University holds high professional standards for Faculty Practitioners:

1. Faculty Practitioners must use Faculty Practitioner laboratory time effectively.
2. Faculty Practitioners must demonstrate current knowledge in course content.
3. Faculty Practitioners should strive to create a productive learning environment that is open and encouraging of student questions, comments, and interactions.
4. Faculty Practitioners must be punctual starting and ending weekly Faculty Practitioner sessions.
5. Faculty Practitioners must follow the University policies on the code of conduct, harassment, and discrimination.
6. Faculty Practitioners must provide reasonable notification, a minimum of 48 hours, notice of absence.
7. Faculty Practitioners must provide students with reasonable make-up procedures.
8. Faculty Practitioners must respond to student inquiries within 48 hours.

Professional Expectations on Live Sessions

During a live session, Faculty Practitioners should:

1. Not answer personal phone calls while teaching. Silence cell phone ringer while teaching.
2. Not consume food while teaching.
3. Open camera while teaching.

Conducting Faculty Practitioner Sessions with Students (Weekly Lab Sessions)

Weekly Faculty Practitioner/Lab Session Breakdown

Following is breakdown guidance for your weekly sessions with students. You should spend the full 2-hour session with your students reviewing theories learned in Masterclass sessions and providing them with additional hands on training. An overall guide with process and method are below. We want to ensure all students are receiving the same level of attention in lab sessions. However, you have the flexibility to adjust, based on the needs of your students:

Each 2 hour tutoring session	Instructional Activity
1 st 20 minutes	Review Masterclass lessons and overview theories for the week
2 nd 30 minutes	Ask students if they have questions and respond; do demonstrations; additional explanations; add context
3 rd 30 minutes	Clearly review tutoring/lab exercises, review instructions, review deadlines, review assessment scales
4 th 30 minutes	Have students start lab assignments and respond to any inquiries
5 th last 10 minutes	Remind students what is due and the completion due date again

Lead Faculty Practitioner

1. Lead Faculty Practitioner Role

Lead Faculty Practitioners of core and major courses have a combination of education and are industry experts in the areas of Software Commercial Software Engineering Concentration in Test Automation and Commercial Software Engineering Concentration in Design and Architecture. Lead Faculty Practitioners work with Faculty Practitioners to provide students with additional hands-on learning and labs practice to reinforce and support theoretical classroom instruction with Professors. Professor work in close weekly collaboration with Faculty Practitioners to ensure seamless learning for all students. A group of Faculty Practitioners from Bolivia, Colombia, Brazil Argentina, Mexico and other countries is assigned to each course. They collaborate with Professors to deliver instructional support via hands on learning and lab practice as assigned by the Professor in Canvas.

The lead makes sure that the assigned group of faculty practitioners understand the pace and content of the course to be taught, and helps resolving issues or complains from students as needed.

The Lead Faculty Practitioner could be assigned more hours in a given module to help the Professor with evaluating assignments for a group of students. This is coordinated before the courses starts with the Academic Coordinator, and clearly stated in the assignation letter for the teaching the course.

2. Lead Faculty Practitioner Collaboration

Professors collaborate directly with Lead Faculty Practitioners. Professors must meet weekly with Leads to review and assess the effectiveness of weekly sessions. Weekly session sessions are adaptable and may be updated to reflect areas of focus that the Professor deems necessary for increased student learning.

3. Lead Faculty Practitioner Oversight

Direct oversight for Lead Faculty Practitioners is the responsibility of the Director of Education. Observations are to be conducted by the Director of Education to ensure that Leads are providing sufficient educational support to other Faculty Practitioners and students. Weekly meetings and ongoing communication between the Professor and Faculty Practitioner will ensure that classroom objectives are met.

Faculty Practitioners

1. Faculty Practitioner Role

Faculty Practitioners are industry experts with direct work experience in the areas of Software Commercial Software Engineering Concentration in Test Automation and Commercial Software Engineering Concentration in Design and Architecture. Each Faculty Practitioner has direct in field expertise in combination with teaching experience at the University level. As field experts, Faculty Practitioners work with students for additional hands-on learning and lab practice to

reinforce and support theoretical classroom instruction with Professors. Professor work in close collaboration with Faculty Practitioners to ensure seamless learning for all students. A group of Faculty Practitioners from Bolivia, Colombia, Brazil, Argentina, Mexico, and beyond, is assigned to each course. They collaborate with Professors to deliver instructional support via hands on learning and lab practice as assigned by the Professor in Canvas.

2. Faculty Practitioner Labs and Faculty Practitioner Support

In collaboration with Professors, Jala Faculty Practitioners oversee student labs, projects, and hands on learning. Faculty Practitioner session contents have been developed and reviewed by Professors, in discussion with Faculty Practitioner experts. In Faculty Practitioner sessions, students have additional time to practice theoretic lessons and apply lessons to real life workplace scenarios. Faculty Practitioners may update Faculty Practitioner session content based on feedback from Professors. Weekly Faculty Practitioner sessions are mandatory for all students.

3. Faculty Practitioner Collaboration

Professors collaborate with Faculty Practitioners experts before, during, and after each respective Module. Professors must meet weekly with Faculty Practitioners to review and assess the effectiveness of weekly sessions. Weekly session sessions are adaptable and may be updated to reflect areas of focus that the Professor deems necessary for increased student learning.

4. 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.

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, 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, text books 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.

Faculty Practitioner Section/Labs: 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.

Course Models

Jala offers different course models to accommodate student learning, as follows below. Please note the different course lengths (8 week or 10 week models and the differences in percentages of student learning responsibility between Core and General Education (Gen Ed) courses:

Course Type	Duration	Faculty Practitioner Course Responsibility	Professor Course Responsibility
Core	8 Week	65% Faculty Practitioner	35% Professor
Gen Ed	8 Week	35% Faculty Practitioner	65% Professor
Core	8 Week	65% Faculty Practitioner	35% Professor
Gen Ed	10 Week	35% Faculty Practitioner	65% Professor

Grading Policy

TEMPLATE A: COURSE WEIGHTS FOR GENERAL EDUCATION COURSES

FACULTY PRACTITIONER: CATEGORY	ASSIGNMENTS	TOTAL POINTS	PERCENTAGE OF FINAL GRADE
Weekly Faculty Practitioner Labs	Weekly Faculty Practitioner Labs	350	35%
TOTALS:	N/A	350 Points	35%

MASTERCLASS: CATEGORY	ASSIGNMENTS	TOTAL POINTS	PERCENTAGE OF FINAL GRADE
Discussions	Discussions and Peer Responses	40	4%
Assignments	Assignments	160	16%
Quizzes, Tests, Exams, Projects	Quizzes, Tests, Exams, Projects	450	45%
TOTALS:	N/A	650 Points	65%

Attendance	Weekly Attendance (for Master Class and Faculty Practitioner Live sessions- points come from Registrar in Week 8)	50	-5 % Penalty Only (for greater than 25% total attendance)
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TEMPLATE B: COURSE WEIGHTS FOR CORE COURSES

FACULTY PRACTITIONER: CATEGORY	ASSIGNMENTS	TOTAL POINTS	PERCENTAGE OF FINAL GRADE
Weekly Faculty Practitioner Labs	Weekly Faculty Practitioner Labs	650	65%
TOTALS:	N/A	650 Points	65%

MASTERCLASS: CATEGORY	ASSIGNMENTS	TOTAL POINTS	PERCENTAGE OF FINAL GRADE
Discussions	Discussions and Peer Responses	20	2%
Assignments	Assignments	80	8%
Quizzes, Tests, Exams, Projects	Quizzes, Tests, Exams, Projects	250	25%
TOTALS:	N/A	350 Points	35%

Attendance	Weekly Attendance (for Master Class and Faculty Practitioner Live sessions- points come from Registrar in Week 8)	50	-5% Penalty Only (for greater than 25% total attendance)
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Sample: Canvas LMS

The screenshot shows a Canvas LMS interface for a course titled "English 1 / COM-119" at Jala University. On the left is a blue navigation sidebar with icons for Account, Dashboard, Courses, Calendar, Inbox, History, and Help. The main content area features a "Recent Announcements" section with a "WELCOME TO ENF 1!" message from Professor Dr. Sandi Delevante. Below this is a "Template Jala University V3" banner with a "WELCOME Course Overview" and the course title "English 1 / COM-119". A red heading "Welcome to your English 1 course!" is followed by a paragraph stating the course provides guidance and lists key items to review. At the bottom, a box titled "First time accessing this course?" contains four buttons: "Meet Your Professor", "Introduction", "Resources", and "Live Sessions". On the right side, there are buttons for "View Course Stream", "View Course Calendar", and "View Course Notifications", along with a "To Do" list showing several tasks for "ENF 1" with dates and times.

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

Visão Geral dos Faculty Practitioners



Conheça seu Faculty Practitioner

Clique na seção para a qual você foi designado(a) para poder ver as informações de contato do seu Faculty Practitioner.

Ratio

Each Lead Faculty Practitioner and Faculty Practitioner will work with a section of 20 to 40 students from a course. Average of 5 to 7 Faculty Practitioner sections per course. Average Faculty Practitioner to student ratio is 1:28.

Classroom Rosters (Student Attendance)

Classroom attendance is recorded automatically in Microsoft Teams. Once students enter your classroom session in Teams, their attendance is registered. If students arrive late or leave early, that attendance time also is recorded. Students who spend less than 70% of classroom time in the session may be marked absence by the Registrar. At the end of the Mod, students with greater than 25% total overall attendance in any course, will receive a -5% Penalty. The Attendance Penalty Report comes from the Registrar in the last week of the Mod. You must use our proprietary JalaSoft tool called SAAC (SIS Automatic Attendance tool). Training will be provided, and step-by-step instructions are available in pdf from the Dean.

SAAC (SIS Automatic Attendance tool)

SAAC (SIS Automatic Attendance Control) is an easy-to-use tool that automates the workflow of managing attendance in Class365 (SIS) using the attendance information available in Microsoft Teams. SAAC provides a web user interface where an admin can sign in and create recurrent 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). After initial installation in Teams, the SAAC bot should be automatically configured to capture attendance; however, still confirm before the start of each class that the bot is working. Note that the SAAC bot may not capture attendance when using the Breakout Rooms feature in Teams.

Lead Faculty Practitioner and Faculty Practitioner Workload

- Contact hours with students – approximately 32 hours per 8-week module
- Grading and administrative tasks – approximately 17 hours per 8 week-module

- Total Faculty Practitioner work hours per course per module – approximately 49 hours to 60 hours

*Lead Faculty Practitioners may be added approximately 20 more hours for grading Professor Assignments.

Lead Faculty Practitioner and Faculty Practitioner Absences

From time to time, you may have a planned absence or experience an unplanned absence from class. In each case, the procedure follows to ensure classes are covered by the appropriate qualified personnel. Faculty Practitioners are discouraged from taking vacations during the course of the assigned 8-week or 10-week Module.

Planned Absence: In the case of a planned absence, Faculty Practitioner members must complete the Planned Absence Form (ACA 8 - Planned Absence Form) 7 days before the planned absence. On the form the exact date of the absence must be indicated. The Faculty Practitioner member must include any notes, materials or lesson plans for the course substitute.

If substitution is still needed, please complete the *Tutor Substitute Form* available from the Director of Education.

Please note that compensation is not available for planned absence.

Unplanned Absence: Emergencies happen, and we will cover a class where an emergency may occur for you. If you are not in class within 15 minutes or the class start, a student will inform the Dean and Director of Education of the absence.

Please note that compensation is not available for unplanned absence.

Vacation Time

Depending on the modality of work, full time or part time, vacation time should correspond only to full time contracts.

Extended vacation time cannot be taken during the teaching module. Extended vacation time that exceeds 7 days must be planned outside of the Module dates. Please see Appendix for Module and Term dates.

Lead Faculty Practitioner and Faculty Practitioner Observations

Observations are to be conducted by the Director of Education to ensure that Faculty Practitioners are providing sufficient educational support to the students.

Procedures for Handling Student Disciplinary Cases

Refer all issues of student disciplinary issues to the Professor for the course or the Director of Education.

Policies

Lead Faculty Practitioner HR Requirements

Upon hiring, Lead Faculty Practitioner must submit all the following documents:

1. Application form which includes:
 - a. Resume or curriculum vitae
 - b. Highest degree certificate and if it is a master's degree or higher, include the official transcript of the highest degree obtained
 - c. Work certificates supporting at least 3 years of experience in the field of instruction.
 - d. Submit a certificate of criminal or criminal record.
 - e. Identification proof (Passport, Identification Card or similar)

Faculty Practitioner HR requirements:

At the time of hiring, the Faculty Practitioner must submit all of the following documents:

2. Application form that includes:
 - a. Resume or curriculum vitae
 - b. Certificate of highest degree and in case of being a master's degree or higher, include the official transcript of the highest degree obtained (In the field of instruction)
 - c. Work certificates supporting at least 3 years of experience in the field of instruction.
 - d. Identification proof (Passport, Identification Card or similar)

Student Interactions

Faculty Practitioners are encouraged to meet with students as part of the educational process. Faculty Practitioners are expected to keep these meetings professional at all times. Faculty Practitioner 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 Practitioners are expected to provide an example for students as professionals.

It is forbidden for Faculty Practitioner and students to date. Should Faculty Practitioner 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 Practitioner 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	StudentServicesMexico@jala.university
Student Services – in Brazil	StudentServicesBrazil@jala.university
Student Services – in Bolivia	StudentServicesBolivia@jala.university
Student Services – in Colombia	StudentServicesColombia@jala.university
Student Services – in Argentina	StudentServicesArgentina@jala.university

Harassment

Students, Faculty Practitioner, 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.

Resources

Online Training

As a Faculty Practitioner, you will be required to complete mandatory trainings before starting your first day

Initial in-house Professional Development also includes required training on:

- Microsoft Teams Training
- Classe365 Training
- Jalasoft SAAC ((SIS Automatic Attendance tool)
- Canvas Review (not the template but the functionality)
- Sample Classe365 (Student Look Up)

Faculty Practitioners are required to stay current in their discipline and must complete a minimum of 1 Professional Development activity for each academic year.

Jala Faculty Practitioner Spaces are:

Classe365 SIS - <https://sis.jala.university/>

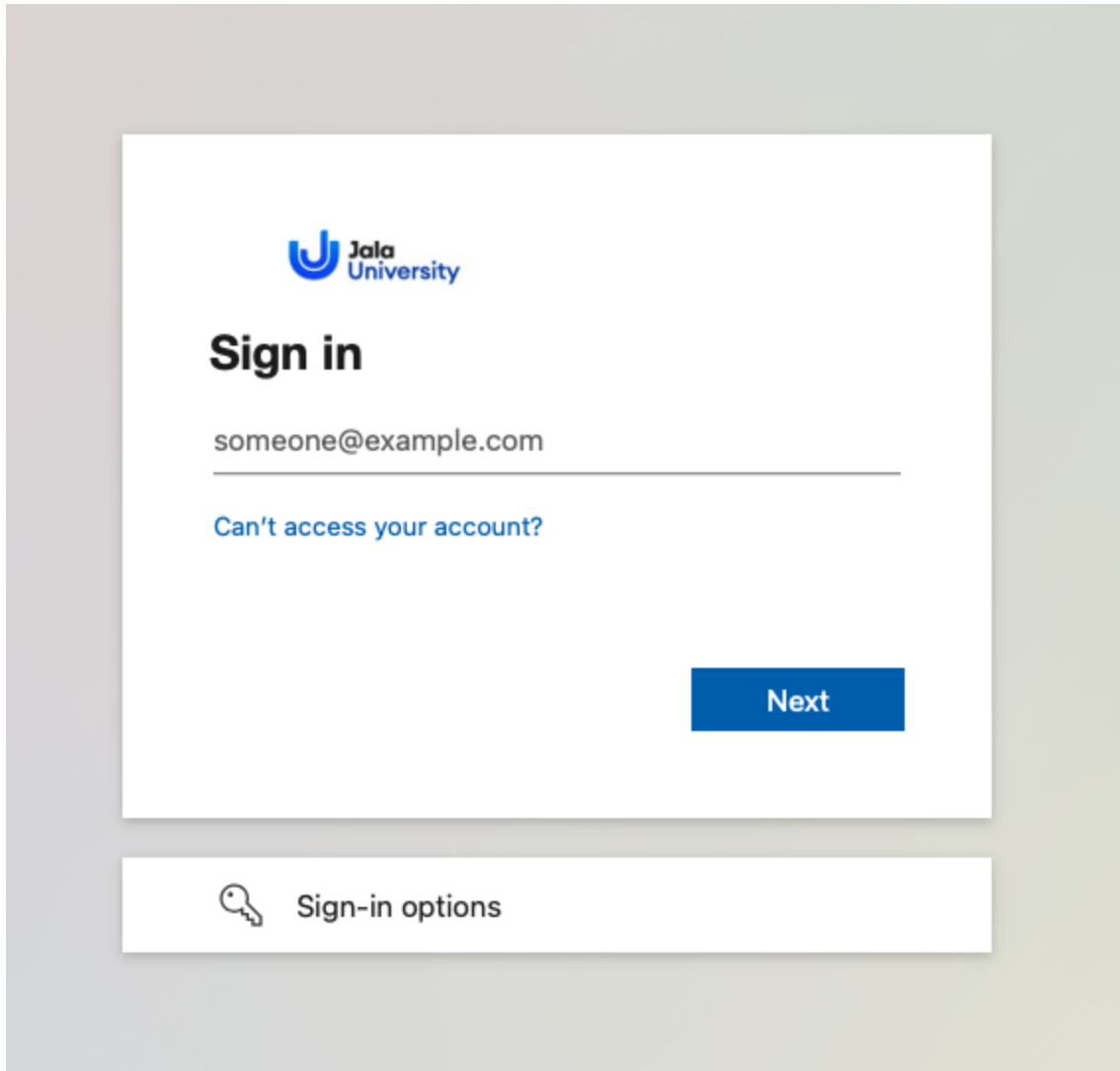
Canvas LMS - <https://jalauniversity.instructure.com/>

Jala website - <https://jala.university/>

Jala website in English - <https://jala.university/en/about-us/history/>

Faculty Practitioner email - <http://outlook.office.com/>

Sample: Email Login



LMS Training - Canvas

Jala University uses CANVAS as its LMS platform. Faculty Practitioner will receive LMS Training for Canvas before starting their first teaching session. You must successfully complete the training indicated. You must notify completion of training to HR at HumanResoures@jala.university to update your Faculty Practitioner Folder. Additional follow up trainings may also be available from the Dean, Director of Education or Lead Faculty Practitioner.

Sample: Canvas Home Page

The screenshot shows the Canvas LMS interface for a course titled 'Template V3'. On the left is a dark blue navigation sidebar with icons for Account, Dashboard, Courses, Calendar, Inbox, History, and Help. The main content area features a 'Recent Announcements' section with a 'WELCOME TO ENF 1!' announcement from Professor Dr. Sandi Delevante. Below this is a 'Template Jala University V3' banner with a 'WELCOME Course Overview' and 'English 1 / COM-119' text. A red heading 'Welcome to your English 1 course!' is followed by a paragraph stating the course provides guidance and lists key items for review. A section titled 'First time accessing this course?' includes a link to 'Click on the following buttons to learn more about your course.' and four buttons: 'Meet Your Professor', 'Introduction', 'Resources', and 'Live Sessions'. On the right, there are buttons for 'View Course Stream', 'View Course Calendar', and 'View Course Notifications', and a 'To Do' list with six entries for 'ENF 1' with dates and times.

IT Support

IT support is available all Faculty Practitioner via email at ithelp@jala.university

Students and Faculty Practitioner in each country should initially report the issues to their Lead Faculty Practitioner or assigned Country Officer, they will aid on determine the best actions to follow and if they require to add a formal request to the IT Support team.

Services that are handled by the IT staff are as following:

- Password resets for e-mail, MS-teams, CANVAS, CLASSE365.
- Access and permissions issues with MS-teams, CANVAS, CLASSE365.
- Any issue related to CANVAS, CLASSE365, ELIBRO.

*Hardware issues with devices provided by JALAU.

Report of movement of hardware devices provided by JALAU 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.

Services that are NOT handled by the IT staff are as following:

- Support on the usage of CANVAS, CLASS365
- Hardware or software issues with personal devices.
- Hardware issues with devices provided by JALA University that have been misused or have provoked damage.
- Software installation issues or compatibility with any device.
- Software or OS updates and upgrades. (Includes reinstallation)
- Any virus-related issue.

Make sure you consider the IT Support operation details that are as follows.

Hours of Operation:	Monday to Friday 8 a.m. – 6 p.m. BOT (Based on availability) Please use the electronic resources available and coordinate through MS Teams or e-mail.
Location:	NA (Remote Only)
Email:	ithelp@jala.university (Emergencies only)
Walk In Service:	NA

HR Folder

Your Faculty Practitioner Folder is co-managed by the Director of Education and the Human Resources Manager. As a new Faculty Practitioner, there are several required trainings and documents that must be provided to initiate your folder. Official Transcripts are required to be sent to the HR manager within two weeks after being hired.

Faculty Practitioner Folders must be updated annually and include:

- Graduate Certificate of the highest degree obtained, additionally for master's degrees or higher the official Transcripts of this degree.
- Training Certificate in prevention of abusive conduct and sexual harassment
- FERPA Certificate
- Canvas Online Training Certificate
- Signed documents provided by Human Resources (Faculty Practitioner Handbook, Photo/Video Release)

Library

Library Services are offered with *eLibro* and a professional resource Librarian. The *eLibro* library provides academic resources and tools to support Jala students. The library provides Jala students with access to licensed content in Spanish and Portuguese in addition to technical support.

ELIBRO Library access offers:

The Library is staffed by a professional Librarian holding a Master's in Library Science. The *eLibro* library is entirely online and easily accessible 24 hours a day. The *eLibro* library provides access to the following collections:

Content by Subject Areas eLibro Collections, include:

- Architecture, Urbanism and Design
- Biology, Veterinary, Agriculture & Forestry
- Fine Arts, Visual Arts and Semiotic Science
- Business and Economics
- Engineering and Technology
- General Interest
- Health Science
- Information and Communication
- Natural Sciences
- Social Science
- Information Technology, Computer Science and Telecommunication Psychology
- Law
- Literature

Technology Requirements

As a remote Faculty Practitioner, you are required to provide your own technology hardware and stable Internet connection to teach your courses. You are also required to teach in a quiet room with no distractions and with sufficient light. The following are optimum hardware and software recommendations for more effective teaching:

Hardware

Minimum:

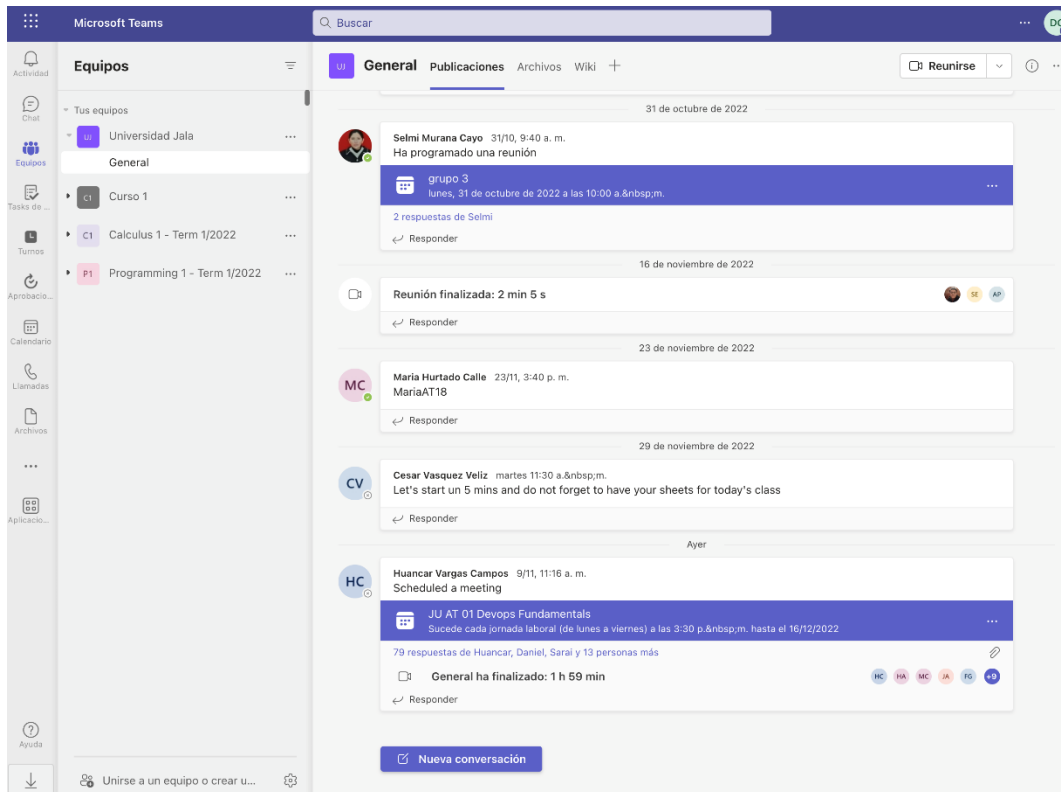
- Desktop Computer or laptop not more than 5 years old.
- Internet access with sufficient bandwidth for hosting webinars (30 Mbps Upload, 12Mbps Download)
- Speakers and Microphone, or Headphones with microphone.
- Webcam

Software

Minimum

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

Sample Microsoft Teams:



Accommodations

When necessary and in full compliance with the ADA, JALA University will make reasonable accommodations to assist Faculty Practitioners who have submitted HR requests accommodations. The Faculty Practitioners Accommodation Form ([ACA 4 - Faculty Practitioner Accommodation Form](#)). Must be submitted to HR to request an accommodation. Each accommodation will be considered on a case-by-case basis after the proper request form has been filed by the Faculty Practitioner Member.

Administration Support for Lead Faculty Practitioner and Faculty Practitioners

HR and New Faculty Practitioner Requirements

Sexual Harassment Training: [Sexual harassment training video](#) + certificate

FERPA Training: [Ferpa training](#) + Certificate. Faculty Practitioner must enroll in and complete the course: 2022 FERPA 101: Colleges and Universities (Accessible) ID: E-VNPN2

Fair Use and Copyright for Online Education: [Review Fair Use and Copyright for Online Education and Fair Use of Media in Online Teaching](#)

General Canvas Training: General Canvas Training + certificate - Watch the 2 Canvas Videos below. And let the Dean know after viewed to get the certificate.

- [First Look](#)
- [Course Basics](#)

Faculty Practitioner Jala Canvas LMS Orientation: Periodic trainings + certificate

New Faculty Practitioner Orientation: - Periodic trainings + certificate

Compensation

Pay scale

Individual course rate compensation is set by payroll and is in the Teaching Assignment Letter. The hourly rate is available from HR and the Dean.

Pay Dates

HR will publish a list of Pay Dates. The dates will be listed with the HR Office.

Acknowledgment of the Faculty Practitioner and Practitioner Manual

I certify that I have received this manual and have read the contents. I agree to abide by the policies contained in this document.

Signature:

Instructor Name:

Date:

Appendices

Appendix 1: Contact list

Office or Department	Email
Chief Executive Officer	CEO@jala.univeristy
Chief Academic Officer	ChiefAcademicOfficer@jala.university
Dean	Dean@jala.university
Director of Education	DirectorOfEducation@jala.university
Student Services – in Mexico	StudentServicesMexico@jala.univeristy
Student Services – in Brazil	StudentServicesBrazil@jala.university
Student Services – in Bolivia	StudentServicesBolivia@jala.univeristy
Student Services – in Colombia	StudentServicesColombia@jala.university
Student Services – in Argentina	StudentServicesArgentina@jala.university
Academic Advisor	AcademicAdvisor@jala.university
Admissions	Admissions@jala.university
Registrar	Registrar@jala.university
Compliance	Compliance@jala.university
Human Resources (HR)	HumanResources@jala.university
It Support Help	IThelp@jala.university

Appendix 2: Calendar dates

Academic Calendar and Holidays

Term 1 - Jan 23 thru Jun 16, 2023

Module 1 - Jan 23 thru Mar 8 Grades Due March 10
Module 2 - Mar 13 thru Apr 26 Grades Due April 28
Module 3 - May 2 thru Jun 14 Grades Due June 16

Term 2 - Jul 3 thru Dec 13, 2023

Module 1 - Jul 3 thru Aug 23 Grades Due Aug 25
Module 2 - Aug 28 thru Oct 18 Grades Due October 20
Module 3 - Oct 23 thru Dec 13 Grades Due December 15

Term 1 - Jan 9 thru Jun 20, 2024

Module 1 - Jan 9 thru Feb 29 Grades Due March 3
Module 2 - Mar 5 thru Apr 25 Grades Due April 27
Module 3 - April 30 thru Jun 20 Grades Due June 23

Term 2 - Jul 4 thru Dec 14, 2024

Module 1 - Jul 4 thru Aug 24 Grades Due Aug 26
Module 2 - Aug 29 thru Oct 19 Grades Due October 23
Module 3 - Oct 24 thru Dec 14 Grades Due December 17

Track-Specific Holidays

Spanish track only:

Easter/Good Friday: Mar 29
Labor Day: May 1
Corpus Cristi: June 8, 2023; May 30, 2024
Colombia Independence Day: July 20
Bolivia Independence Day: Aug 6
Mexico Independence Day: Sept 16
All Souls: Nov 2

Portuguese track only:

Carnival Feb 12 y 13, 2024
Brazil Independence Day: Sept 7
Easter/Good Friday: Mar 29, 2024
Labor Day: May 1
Corpus Cristi: June 8, 2023; May 30, 2024
All Souls: Nov 2

New Term Start Dates

July 3, 2023
January 9, 2024
July 4, 2024