Engineering Outreach
Student Handbook

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Introduction

http://eo.uidaho.edu/introduction

The online version of the Engineering Outreach Student Handbook contains the most up-to-date information regarding EO policies and processes. You may print the online handbook (or a specific page of the handbook) for your reference—however, please be aware that policies and procedures are often updated or replaced, and a printed version may no longer be accurate.

We invite you to visit our website for accurate links to the information referenced in the handbook. Our website homepage contains quick links located on the left side of the page to our study options, course demos, and the current course catalog.

To explore our program in depth using our website, select the tabs at the top header to:

- View information about the EO program (Explore)
- Review the study options we offer (Programs)
- Learn how to begin taking EO courses (Get Started)
- View a list of courses offered each semester (Courses)
- Learn about how courses are delivered to EO students and how exams are administered (Course Delivery)
- See our calendar for events and deadlines during a specific semester (Calendar)
- After courses begin, you may view your course sessions from the EO Portal (Portal).

Our contact information is also located on the left side of each EO webpage, as are links to our forms page and Frequently Asked Questions. We encourage you to read the information provided in the handbook and website. Please contact us if you have any questions about our policies and/or procedures.

Thank you!

Get Started

http://eo.uidaho.edu/get-started

Follow these steps to begin taking courses through Engineering Outreach. If you have questions or need assistance along the way, please give us a call (at 208-885-6373) or contact us by email.

Step 1: Apply for Admission to the University of Idaho

- Apply for admission.
- Review EO fee information.

Step 2: After Receiving Your Admission Letter

- Activate your UI Account.
- Check VandalMail daily for all UI email.
- Review EO's calendar for important deadlines.

Step 3: Register for an EO-Delivered Course

- Select the EO section of a UI course.
- Register using VandalWeb.
- Purchase your course textbooks.

Step 4: Prepare for Class

- Review the registration confirmation email and contact us if corrections are necessary.
- Find a proctor to administer your exams. EO will send proctor selection information to your VandalMail account after you register.
- Pay your course fees by the first day of the semester.
- If you are taking your first EO-delivered course, you **must** submit EO's Academic Integrity Certification form by the first day of the semester. Read our policy here.

- Read important information about course delivery.

Step 5: Start the Semester

- Access online course sessions by logging in to the EO Portal with your NetID and password.
- View your course schedule to see when sessions and exams are posted in the Portal.

Admission

http://eo.uidaho.edu/admission

Before you can enroll in an Engineering Outreach delivered course, you must first be admitted to the University of Idaho.

How do I get admitted?

Select the admission option below that best describes your situation. For a more detailed list of admission requirements and to learn more about the steps needed to complete your application, visit the Office of Admissions.

Graduate Admission — For students pursuing a master's degree

To apply for graduate admission you will need to work closely with Graduate Admissions to submit all of the required application material. Once all of your application materials have been received, Graduate Admissions will forward your file to the academic department for further evaluation. Apply for Graduate Admission.

Undergraduate Admission — For students seeking a bachelor's degree at the University of Idaho

Engineering Outreach delivers a wide variety of undergraduate courses, but it is not possible to earn a bachelor's degree completely online through our program. Apply for Undergraduate Admission.

Non-Degree Admission — For students who aren't pursuing a degree from the University of Idaho

Consider applying as a non-degree student if any of the following apply to you:

- You want to pursue studies for personal or professional advancement.
- You have applied for graduate admission and want to meet the registration deadline while graduate admission is in process.
- You need to obtain prerequisites prior to graduate admission.
- You want to earn credits to transfer to another institution.

View the UI catalog for the complete policy about use of non-degree credits. Apply for Non-Degree Admission.

International/Non-U.S. Citizen Admission

If you are an international student, you may have additional admission requirements, including the following:

- TOEFL scores or equivalent
- verification of current visa status (if living in the United States)
- a copy of passport (graduate admission applicants only)

See more information about International Admission Requirements.

Tuition and Fees

http://eo.uidaho.edu/fees

Students enrolled in EO-delivered courses pay a fee of $263 per credit in addition to University of Idaho full- or part-time tuition and fees.

Non-resident fees do not apply to EO-delivered courses. The total amount billed for tuition and fees varies according to student level, course level, and the total number of credits taken each semester.

Some EO-delivered courses carry an additional special lab or course fee. The cost of textbooks, computer software and testing center fees are not included in tuition and fees.

Please contact us if you need an itemized quote for your employer, or would like to discuss tuition and fee amounts.

Payments Options

http://eo.uidaho.edu/payment-options

Fee assessment initially occurs approximately one month prior to the start of the semester. Fees are due on the first day of the semester. Late fees will accrue and access to EO-delivered course sessions and exams will be removed after the tenth day of fall and spring semesters or the third day of summer semesters unless full payment has been received or a UI payment plan has been established. Students with payment plans must stay current on their payments to retain access to EO-delivered course sessions and exams.

Credit/Debit Card Payments through EO

Engineering Outreach students may pay using a credit or debit card by calling us at 800-824-2889 during our regular business hours. There is no additional transaction fee when you pay through Engineering Outreach.

Payments through VandalWeb

You can view your student account balance and make a credit/debit card payment, e-check payment, or set up a payment plan through VandalWeb. All credit/debit card payments made using VandalWeb will generate a 2.5 percent transaction fee that will be added to the payer's credit card balance. Payment plans carry an additional fee.

Log in to VandalWeb

1. Select Student Accounts
2. Select Student Accounts Center
3. Under My Account, choose Make a Payment and complete the payment form.

Tuition Vouchers

Students can submit tuition vouchers from their employers by email to eo-support@uidaho.edu or by fax to 208-885-9249. Tuition vouchers must include the student's name, the total amount guaranteed by the employer or agency, and complete billing information.

Check or Money Order

Make checks or money orders payable to "Bursar, University of Idaho" and mail to Engineering Outreach:

University of Idaho
Engineering Outreach
Attn: Enrollment Services Specialist
875 Perimeter Drive MS 1014
Moscow ID 83844-1014

Student Financial Aid

If you are a graduate or undergraduate EO student, you may be eligible for financial aid if you are enrolled as at least a half-time student; non-degree students are not eligible. To determine if you are eligible or to apply for scholarships or federal financial aid, call 208-885-6312 or visit Student Financial Aid Services.

Veterans Assistance

University of Idaho programs are approved by the U.S. Department of Veterans Affairs (VA), and you may use your GI benefits to help pay your EO course fees. For more information of interest to military students, and links to UI's military and veterans services, see Veterans Assistance.

Refunds

http://eo.uidaho.edu/refunds

To receive a full refund, courses must be dropped by the close of the 10th day of classes during fall or spring semesters or by the close of the third day of the summer semester. For specific deadlines, visit the EO Calendar.

You are responsible for any non-refunded portion of the fees, including late fees, regardless of whether you have logged in to the EO Portal or received any course materials. For instructions on dropping a course or withdrawing from the university, visit the Office of the Registrar.

University of Idaho Account

http://eo.uidaho.edu/vandal-accounts

After receiving your admission letter, you are required to create a password for your University of Idaho Account.

After you've activated your University of Idaho Account and created a password, you will use your NetID and password to access various computer accounts.

- **EO Portal**

  All Engineering Outreach course sessions are delivered online through the EO Portal. Some, but not all, EO-delivered courses also have a Canvas component.

- **VandalMail**

  VandalMail is the University of Idaho's email system with an interface hosted by Microsoft's Outlook 365 application. You are required to use VandalMail. Official correspondence from instructors and various university offices including Engineering Outreach may be sent only to your VandalMail account.

- **VandalWeb**

  VandalWeb is the University of Idaho's personal information system. You can register for courses, review your student account charges, review financial aid, view your grades, and update your personal contact information in VandalWeb. If you change your contact information, please also notify the Engineering Outreach office by submitting a Student Update form.

- **Canvas**

  Canvas is the university's online course management system. Some instructors use Canvas to post course materials and grades, as well as provide access to online discussions. Many EO-delivered courses do not have a Canvas component. To see if your course instructor uses Canvas to supplement the EO Portal:

  - Refer to the course syllabus.
  - Visit the course website.
  - Watch the first few sessions in the EO Portal.
  - Email the professor directly.

You will periodically receive an email notification from OIT Account Management that your password will expire soon. If you have problems resetting your password, contact the OIT Help Desk, 208-885-HELP (4357) or support@uidaho.edu, for assistance.

University of Idaho
Engineering Outreach

Registration

http://eo.uidaho.edu/registration

After you receive your admission letter and activate your University of Idaho Account, you will be able to register for courses. We encourage you to register early, especially for graduate-level courses. Some courses have enrollment caps, and all courses are subject to cancellation if there are insufficient enrollments.

Registering for courses creates a financial obligation to the University of Idaho. If there is any doubt about a course meeting your needs, contact the instructor prior to registering. You may also need to contact the instructor or the academic department for permission to register; check the course description before registering. For a step-by-step process on how to register through VandalWeb or remove any holds from your account prior to registering, read the VandalWeb Registration Instructions.

Course Status Changes

http://eo.uidaho.edu/drops-adds

Instructions for adding a course after the first day of the semester, dropping a course before the last date to drop without a grade of W, changing from credit to audit or pass/fail, and withdrawing from a course with a grade of W before the last date to withdraw, including the downloadable forms required for some actions, can be found on the Office of the Registrar's website.

Deadlines are listed on the EO Calendar and on the Registrar's website.

Scan and email forms to EO that require instructor or adviser signatures. We will obtain signatures and deliver the forms to the registrar's office for you.

Textbooks and Software

http://eo.uidaho.edu/textbooks

Textbooks

Textbook information is available on the VandalStore website, University of Idaho's bookstore.

Finding Your Books at the VandalStore

1. Go to the VandalStore.
2. Select Textbooks.
3. Select Order Textbooks.
4. Select the term.
5. Select the department.
6. Select the course (listed by number, section and instructor's last name).
7. Select Add Course.
8. After adding all of your courses, select Get Course Materials. It will list required and/or recommended books for your courses.

Finding Your Books through VandalWeb

After you have registered successfully, you will be able to link to your specific textbooks through VandalWeb. Directions to link to the VandalStore through VandalWeb using your course information are below:

1. Login to VandalWeb.
2. Select the Student Information/Registration Menu tab.
3. Select the Registration Menu folder.
4. Select Textbook Express.
5. Select a semester from the drop-down list and click Submit
6. Click the Submit Textbook Express Info.
7. You will be taken away from VandalWeb and into the VandalStore website with the list of textbooks that are required and/or recommended for your registered courses.*

*Please note that if your instructor has not yet requested the textbook with the VandalStore, the textbook will not show up on this list.

University of Idaho Library Services

Library services are available to Engineering Outreach students via the University of Idaho Library website.

For information, including video tutorials, about library cards and how to access materials, visit Off-Campus Access.

For more information, including contact information for the library's distance education librarian, visit Library Services for Distance Education.

Software

Refer to the course syllabus or website for course-specific software requirements and contact the instructor if you have any questions.

VLab

If you are currently registered for courses, you will be able to access software from a distance for some courses via the University of Idaho's Virtual Computer Lab, known as VLab.

For more information about VLab and how to install and use this service, visit the ITS HelpDesk website.

Discounted Mathcad Software

As a University of Idaho student, you may purchase the student version of PTC Mathcad software at a significant discount from PTC Creo. See special offers regarding PTC Creo's 3.0 Student Edition at ptc.com/go/uidaho.

Course Delivery

http://eo.uidaho.edu/delivery

Videos of recorded courses and course materials are available online. You will need to read through the following webpages to understand how the online sessions, homework and the exam processes work when enrolled in an Engineering Outreach delivered course:

- **The EO Portal and Online Sessions**

  Course sessions are delivered to you online through the secure EO Portal. Find out about how to enhance your viewing experience and review the suggested viewing schedule for your course.

- **Homework**

  Learn about the homework process for an EO-delivered course.

- **Proctor Approval and Exam Process**

  You are required to find a qualified and verifiable proctor to administer your exams to protect you from allegations of academic dishonesty. Exams are provided electronically only to proctors.

- **Course Completion**

  Read about what you can expect at the end of the semester, including the course completion deadline, return of graded materials, grades, transcripts, etc.

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EO Portal and Viewing Information

http://eo.uidaho.edu/online-sessions

EO records course lectures and posts the MP4 files on a secure portal located on the EO website for you to watch as part of your course. Login to the EO Portal using your University of Idaho Account and password to view your course sessions and course materials.

For more information about viewing your online course sessions, see Viewing Options. Inside the portal, select your course. You will then see multiple icons that will link you to the MP4 files and course materials. Visit the EO Portal often, as your instructor may add course materials throughout the semester.

Course Session Availability

The timing of your course session availability will depend on whether your course is being recorded during the current semester (live) or if it was a previously recorded course (pre-encoded). You can determine your course type by finding the "semester produced" date in the course listing.

- **Live Courses**
  You can view your sessions and handouts approximately two hours after they are completed on campus. You don't need to log in at a certain time to view the lectures, you can watch the recorded lectures at your convenience.
- **Pre-encoded Courses**
  You can view the first several weeks of your course sessions and handouts the first day of class. The remainder of course sessions and handouts will be made available after the tenth day of the semester during the fall and spring semesters, and after the third day of the summer semester.

First select the semester, then select your course to see the suggested viewing schedule. This information is also available under the Course Links icon in the EO Portal.

Supplemental Course Websites

Some instructors use additional websites, such as BbLearn or a personal website, to provide supplementary course materials. These websites are listed under the course description and inside the portal under the Course Links icon. If you think your course has a BbLearn component and nothing is posted, contact your instructor directly.

Viewing Options

http://eo.uidaho.edu/viewing-options

Using Your Personal Device

- **Download MP4**
  The file can be saved to your personal computer and watched at a later time when the download is complete.
- **Watch**
  To start viewing your session immediately within the web browser, select Watch.
- **RSS Feed**
  Under the RSS Feed icon, there is a link to an RSS feed containing all sessions for the course. You can paste the URL of this feed into your podcast software to facilitate automatic downloading.

Troubleshooting

If you are experiencing any problems viewing or downloading your sessions, please contact us through the Report a Problem icon in the Portal, by email or phone.

Homework

http://eo.uidaho.edu/homework

Submitting Homework

Submit homework assignments directly to your instructor. When completing homework, use black ink or dark pencil, so your answers are legible for grading. Homework must be submitted as a PDF file. Refer to the course syllabus or course website, found under the Course Links icon in the EO Portal, for assignments and deadlines throughout the semester.

All assignments must include:

- Your full registered name
- Instructor's name
- Course number and assignment number

EO does not track homework assignments. If you have questions regarding the delivery of homework or projects or about your grades, contact your instructor directly.

Graded Homework

All graded homework received by EO from instructors will be posted as a PDF file under the Graded Materials icon in the portal. We will notify you when graded homework is posted. Some instructors may return graded materials directly to you, those will not be posted in the portal.

All original graded materials received by EO will be returned to you after grades have been posted for the semester. Remember to update your address using EO's Student Update form, if needed.

Proctor Approval and Exam Process

http://eo.uidaho.edu/exam-process

The exam process has been established to protect students from allegations of academic dishonesty. You are required to find a qualified and verifiable examination proctor to administer exams for your EO-delivered courses:

- **Proctor Selection and Approval**

  Review the qualifications and responsibilities for a qualified and verifiable examination proctor and learn about how to submit information about your potential proctor to EO for approval.

- **Taking Exams**

  You are not required to come to campus to complete exams. Learn about our exam processes and policies prior to taking your first exam.

Maps of Approved Testing Proctors

Use our interactive proctor maps to find examination proctors approved by EO in your area:

- **Proctor Map**

Taking Exams

http://eo.uidaho.edu/taking-exams

Your proctor will not have access to course exams until we receive your academic integrity certification form certification form (this applies to first-time students only, or when requested by EO), you have paid your course fees or are current on a payment plan, and

you have identified and we have approved an examination proctor. See Proctor Selection and Approval.

Electronic Exam Delivery

We will deliver PDF versions of your course exams to your approved proctor. Your instructor may choose to send exams to you using VandalMail or BbLearn. EO will notify you and your proctor when the exams are posted in the EO Portal.

Completing an Exam

You will need to schedule an appointment for each exam with your proctor. Refer to the course syllabus or course sessions for exam deadlines. Contact your instructor if you have questions.

- Use black ink or dark pencil when completing exams.
- Your proctor is required to send the completed exam by email or fax within 24 hours.
- We will notify you when we receive your exam. If you don't receive the email within one business day, you are responsible for contacting your proctor to resend your completed exam.
- Only proctors may keep copies of completed exams.

Center for Disability Access and Resources

Reasonable accommodations are available for students who have a documented disability. Please contact the Center for Disability Access and Resources (CDAR) prior to the start of each semester to discuss your accommodation request, at (208) 885-6307 or by email. All accommodations must be certified (or re-certified) and arranged by CDAR each semester. View additional information at the CDAR website.

Graded Exams

All graded exams received by EO from instructors will be posted as a PDF file under the Graded Materials icon in the portal. We will notify you when they are posted. Some instructors will return graded exams directly to you, those will not be posted in the portal.

All original graded materials received by EO will be returned to you after grades have been posted for the semester. Remember to update your address using EO's Student Update form, if needed.

Proctor Selection and Approval

http://eo.uidaho.edu/proctor

An examination proctor is an individual who works at a verified testing center that EO has approved.

- You are responsible for reviewing our proctoring requirements and submitting information about your examination proctor to us before the first day of the semester.
- EO will not release exams until a suitable proctor is approved by us.
- Allow two business days for the approval process and exam distribution to occur.
- EO can require you to select a new proctor OR use a specific proctor, at our discretion.
- You are responsible for paying verified testing center fees.
- Proctors must read, understand, and speak English.

Selecting a Proctor for Approval

To find a proctor, visit EO's Proctor Map.

If you cannot find a pre-approved testing center near your location on our map, you can propose a proctor from one of the following categories:

- A testing center certified by the National College Testing Association (NCTA)
- A verifiable university/college testing center
- A verifiable corporate/military educational testing facility

You can search for a testing center near you at the National College Testing Association (NCTA) Website.

Review the proctoring responsibilities listed below and discuss them with your proctor before submitting the Proctor Information form to EO. Your proctor must be willing and able to do the following:

- Administer open- or closed-book/notes, timed or take-home exams
- Download and print PDF file exams from the secure EO Portal
- Maintain exam files at a secure location
- Provide a location to administer timed exams under their direct supervision and observation
- Verify your identity by checking valid photo ID
- Follow exam instructions and complete the proctor certification
- Return a copy of each exam by fax or email to our office within 24 hours of exam completion
- Retain the original exam until you receive a grade for the course

Submitting Proctor Information to EO for Approval

After discussing the proctoring responsibilities with your proctor, you will need to provide us with his or her information. You can submit this information directly from EO's Proctor Map for all pre-approved proctors.

We will also send EO's Proctor Form to your VandalMail address after you register, to allow you to propose a proctor not appearing on EO's Proctor Map.

After you submit our proctor form, we will verify your proctor and will contact you if your proctor is not approved.

You can review your proctor information after classes begin by selecting the "Your Information" icon from your course in the EO Portal.

Proctors at UI Locations

If you live near Boise, Idaho Falls, or Moscow, Idaho, you are required to use the following proctors unless other arrangements are approved. These proctors have already been approved by our office. Please contact them to discuss their testing hours and fees before submitting your form.

University of Idaho Boise Engineering
322 E Front Street, Room 232
Boise ID 83702-7365
Contact: Denise Engebrecht, denisee@uidaho.edu, (208) 364-6123

University of Idaho, Idaho Falls
BSUB 202
1784 Science Center Drive
Idaho Falls ID 83402-1575
Contact: Lidiia Ostrom, uiif-testing@uidaho.edu, (208) 757-5450

Testing Center
709 Deakin Ave, Suite 056
Moscow ID 83844
Contact: Testing Center, testingcenter@uidaho.edu, (208) 885-5138

Course Completion

http://eo.uidaho.edu/course-completion

When finishing your course, you will need to be aware of the following:

Course Completion Deadline

All exams, including the final exam (if any), must be received in the EO office by the course completion deadline (view this deadline on the EO Calendar), unless you've made an arrangement for a grade of Incomplete with your instructor. You will need to download all course materials, including course sessions, handouts and graded materials before the portal closes one week after the course completion date.

Actions After the Deadline

Incompletes

If extenuating circumstances make it impossible for you to complete your coursework on time, you may be eligible for a grade of "I" (incomplete). Both you and your instructor must agree upon the incomplete and the deadline for submitting work. The "I" grade will remain a part of your permanent grade for the course (i.e. "I/A"). To request an incomplete, contact your course instructor before the end of the semester.

Refer to the General Requirements and Academic Procedures, Part 3, Regulation F of the General Catalog for the complete policy regarding incomplete grades.

Academic Appeals

You may file an academic petition if you miss the deadline for registering, changing your registration status, or withdrawing. You may file an administrative petition if you would like to ask for a refund of course fees after the last day for a refund. See the University's policy regarding all petitions at the section for Academic Appeals in the current University of Idaho Catalog. Contact us for help filing an academic or administrative petition.

After the Semester Ends

Returning Graded Materials

We will ship all materials received throughout the semester to you by USPS priority mail at the end of the semester. If you move during the semester, remember to update your address with us using our Student Update form.

Final Grades and Transcripts

Final course grades are posted on VandalWeb under the Registration Menu tab. Any questions about your final course grade should be directed to your instructor.

You can access an unofficial transcript in VandalWeb. However, if you would like to receive an official transcript, you must complete the request form with the university's Registrar's Office.

FAQs

http://eo.uidaho.edu/faq

Information About Our Program

How does the program work?

Engineering Outreach delivers courses offered by various academic departments completely online. For more information about EO, visit How EO Works.

Can I see what the online lectures look like before enrolling?

Yes! Visit the Demo a Course Session page to see what the course sessions look like.

Is the program accredited?

The graduate programs are supported by the accredited undergraduate programs. For information about accreditation, visit About EO.

What kind of students take EO-delivered courses?

We have a wide demographic of students enrolled in EO-delivered courses. For more information, visit About EO.

Can I view a course catalog?

We create a course catalog for mailing purposes three times a year for the spring, summer and fall semesters. You can view the catalog online by visiting View a Catalog, or you can request a print catalog be mailed to your address.

Programs

How do I get an adviser?

Academic departments do all advising for EO students. After you have received your admission letter, call the EO toll-free number,800-824-2889, and we will transfer you to the academic department so they can assign you an adviser.

Can certificate course credits be transferred into a graduate program?

Conditionally, yes. With graduate committee/departmental approval, up to 12 approved credits may be applied toward a graduate degree at the University of Idaho. Students may also be charged additional part-time graduate fees when the past credits are included in their study plans. Contact your certificate coordinator and your academic adviser so they may assist you with the transfer of credits.

How quickly can I complete a graduate degree program?

Graduate students may take up to 16 credits per semester. The length of time needed to complete a degree depends on how often the academic department offers each required and elective course through Engineering Outreach and the availability of your personal schedule. Most EO students complete their master's degrees within 3–5 years. Refer to the historical offerings for a record of courses that have been offered, and contact the department for advising about courses planned for the future.

How long do I have to complete a graduate degree program?

Each academic department sets its own guidelines for program completion. Students work with their academic advisers to prepare a study plan that allows them to complete their courses within the department's time limits.

Do I ever have to come to campus to complete my degree?

You will need to determine with your academic adviser if you are required to come to campus. Most departments recommend you come to campus to take a comprehensive exam or present a thesis after you have finished all of your coursework. Usually one day on campus is sufficient.

Registration/Fees

What if I choose to not take a course for one or more semesters?

Annual enrollment is required for all degree-seeking graduate students. Annual enrollment is defined as registering for at least one credit at the 300 level or higher every 12 months (summer, fall or spring semester). For more information, contact the College of Graduate Studies or your academic department.

If you intend to enroll in courses after a break of more than two years, you need to be re-admitted by the admissions office one month prior to the semester in which you intend to register. It is recommended that you contact your academic adviser to inform them of your situation, but it is not necessary to notify Engineering Outreach.

Will I have to pay out-of-state tuition?

Nonresident fees are not included in the fees charged for EO-delivered courses. Courses produced and delivered through Engineering Outreach do carry a per credit production fee. Non-residents pay the same amount as Idaho residents for EO-delivered courses.

All credits and courses not delivered by EO include a per credit non-resident fee for students who are not Idaho residents during the spring and fall semesters. **Nonresident fees are not added during the summer semester.**

For more information about costs, visit Tuition and Fees.

Can I audit an Engineering Outreach delivered course?

Yes. Auditing students receive access to online course materials and handouts, but they are not expected to have any interaction with the course instructor or complete homework or exams. Auditing students pay the same fees as those who are taking the course for credit. Once you register for the course, you will be able to change to audit. For instructions, see Course Status Changes.

Who are the other students in my class?

Class rosters, with the names and email addresses for your EO classmates, are available only if the instructor chooses to release this list. If it is made available, it will be under the Student List icon in the EO Portal once the semester begins and will be viewable for all EO students enrolled in a course. If you have concerns regarding confidentiality, contact the Office of the Registrar.

Do I have to use the University's VandalMail email system?

Yes, it is required for all students. Engineering Outreach sends all communications to students' VandalMail addresses, including registration confirmation and notifications of exam shipment and receipt. See EO's University of Idaho Account page.

I need to change my address (or other contact information). How do I do this?

After registering, you will receive an information review email from us. Please review your contact information and notify us if changes are needed by completing a Student Update Form. After the semester begins, your contact information will be viewable from the Portal under the "Your Information" icon. If your mailing address changes during the semester, complete a Student Update Form to let us know. When grades are posted the end of the semester, we will return all original graded materials by USPS First Class mail to the mailing address you've provided.

Do EO students have access to the University of Idaho library?

Yes. Access to the library's subscription databases is available at no charge. For more information, visit Textbooks and Software.

Can I opt out of the University's ENS (Emergency Notification System)?

Yes. You can choose to opt out of receiving further notifications regarding the Moscow campus or other branch locations. If you would prefer not to receive any ENS announcements, log in to VandalWeb and make changes under the Emergency Notification System folder.

Course Delivery

How do I know if the technology I am using is capable of playing EO sessions?

There are multiple viewing options for playback of sessions. You can visit Demo a Course Session before registering to see if your system is capable of playing back our online session.

Why are the sessions for some of my EO courses in high definition but others are not?

We began our transition to high definition course delivery in the fall 2014 semester. All courses recorded during the fall 2014 semester or after will be in high definition, and all courses recorded during the summer 2014 semester or before will be in standard definition. You can find out which semester your course was produced in by viewing the course description on our website.

Will it take longer to download EO course sessions that are recorded in high definition?

No. While our new digital cameras make more detailed images, these images are also much cleaner and free of imperfections and unwanted artifacts than the images from our analog cameras. These exceptionally clean images compress neatly into smaller file sizes. This results in less internet bandwidth, and less time, required to download course sessions.

When will I be able to view my course sessions?

When the semester begins on campus, you will be able to log in to the EO Portal to view course sessions and course materials. Access to course sessions and exams will be removed after the tenth day of fall and spring semesters or the third day of summer semesters unless full payment has been received or payments are current on a payment plan. Refer to the EO Calendar to view semester dates and deadlines. There are two different types of courses through EO; visit EO Portal and Viewing Information to understand the differences.

Can I share my course sessions with other people?

Course media are for Engineering Outreach student use only. Media content is time sensitive and valid for the semester offered. Students may keep course media for personal reference at the end of the semester, but they may not be sold or distributed, and reproduction is prohibited under copyright law without written permission from Engineering Outreach.

Can I get a copy of the course syllabus before registering?

Links to the course syllabus, or a course website containing a syllabus, are posted for most courses before the semester begins. Visit our course listings, select your course and look for a link to the course website or syllabus. You may also contact the instructor to ask for a copy of a past syllabus. Make sure to review the new syllabus at the start of the semester; the syllabus from a previous semester will most likely change.

Are textbooks included in my tuition and how do I order textbooks for my course?

Textbooks are not included in your tuition and fees. Textbook information and online ordering services are available through the VandalStore. Visit Textbooks for more information.

What is Canvas and how do I know if my instructor is using it?

Canvas is the University of Idaho's online course management system used to help provide supplemental course material to students. If your course has a Canvas component, it will be listed on the course syllabus, course website or course description. If you are still unsure, contact the instructor directly. Read about supplemental course websites by visiting EO Portal and Viewing Information.

Exams and Course Materials

How do I submit course assignments during the semester?

Course assignments should be submitted directly to instructors either by Canvas, email, or fax. Please contact your instructor regarding their preferred method of submission. It is important when submitting assignments to write dark enough for a printed copy to be legible for grading. If emailing materials to be graded, only send scanned .pdf file formats. Do not send photos of your assignments, instructors are unable to grade these. Visit Homework for more information.

How do I find an examination proctor?

See Finding a Proctor for information about selecting a qualified proctor that meets EO's requirements. We recommend using a college or business testing center. See EO's Proctor Map, for links to proctors at testing centers that have been pre-approved by EO. You can also search for a testing center affiliated with the Consortium of College Testing Centers (CCTC) at the NCTA Website.

How do I submit my proctor's information to EO?

EO will send you information about how to submit your proctor's information after you register. If you locate a testing center on one of EO's proctor maps, please contact the center to make sure their proctoring services will work for you. Then you can submit a proctor request form directly from the center's listing on the map, using the "I want to use this proctor" button. If you need to change your proctor mid-semester, contact us at eo-support@uidaho.edu.

When will my exams be sent to my proctor?

Exams are posted in the Portal for your proctor after the instructor gives the exam(s) to EO. You and your proctor will receive an email when the exams are available. EO will only email your VandalMail account. Your proctor's email will also include specific exam directions and return instructions with the exams.

Are there specific deadlines for taking my exams?

Exam deadlines are set by the instructor. You should refer to the course syllabus, course website or contact your instructor for specific deadlines. Without exception, all exams must be received to the EO office by the course completion date listed in the EO Calendar and called out on the Portal.

Will I receive my graded materials back to review?

Homework and exams will be returned in a variety of ways, depending on the course. If the instructor returns homework and exams to our office, we will scan and post the graded work under the Graded Materials icon in the EO Portal. EO will send an email notification to your VandalMail account when each item is posted.

Staff Directory

http://eo.uidaho.edu/staff

Hours:

8 a.m.–5 p.m. Pacific time during the fall and spring semesters.
7:30 a.m.–4:30 p.m. Pacific time during the summer semester.

Phone Numbers:

+1 208-885-6373

Email:

eo-support@uidaho.edu
(staff email addresses listed below)

Physical Location:

Janssen Engineering Building (JEB), Rooms 31 and 37
Engineering Physics (EP) Building, Room 312

Personnel:

Administration

Gabriel Potirniche: Associate Dean, College of Engineering
Helen Zhao, Ph. D.: Program Manager II

Academic Support Team

Jo Lawson: Academic/Student Services

Technology Support Team

Rachael Johnston: Digital Production Supervisor
Jeff Robbins: IT & Digital Video Specialist
Mike Lopez: Digital Media Developer