

Engineering Outreach Student Handbook

Last revised on 1/9/2018

Engineering Outreach
875 Perimeter Dr MS 1014
Moscow, ID 83844-1014

outreach@uidaho.edu
1-800-824-2889
<http://eo.uidaho.edu>

Table of Contents

- [Introduction](#)
- [Get Started](#)
- [Admission](#)
- [Internet and Email](#)
- [Tuition and Fees](#)
- [Payments Options](#)
- [Student Financial Aid](#)
- [Refunds](#)
- [Vandal Accounts](#)
- [Resetting Passwords](#)
- [Registration](#)
- [Academic Advising and Permissions](#)
- [VandalWeb Registration Directions](#)
- [Drops, Adds and Course Status Changes](#)
- [Withdraws](#)
- [Textbooks and Software](#)
- [Course Delivery](#)
- [Online Sessions](#)
- [Viewing Options](#)
- [Homework](#)
- [Proctor Approval and Exam Process](#)
- [Taking Exams](#)
- [Proctor Selection and Approval](#)
- [Course Completion](#)
- [FAQs](#)
- [Staff Directory](#)

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 800-824-2889 or 208-885-6373) or [contact us by email](#).

Step 1: Apply for Admission

1. [Apply for admission.](#)
2. [Review EO's internet and email policies.](#)
3. [Review EO fee information.](#)

Step 2: After Receiving Your Admission Letter

- [Activate your NetID and create a password to access your required Vandal accounts.](#) These accounts include VandalMail, your official email account used for all official UI correspondence.
- [Check VandalMail daily](#) for email from instructors, EO staff or other UI offices.
- [Review EO's calendar](#) for important registration, refund, and withdraw deadlines.

Step 3: Select Your Course and Register

1. [Select a course.](#)
2. [Resolve any registration blocks prior to registering.](#)
3. [Register using VandalWeb.](#)
4. [Look up or purchase your course textbooks.](#)

Step 4: Prepare for Class

1. Review the registration confirmation email and [contact us](#) if corrections are necessary.
2. [Find a proctor to administer your exams.](#) EO will send proctor selection information to your VandalMail account after you register.

3. [Pay your course fees](#) by the first day of the semester.
4. 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. EO will not distribute your exams to your examination proctor until we have received this form. [See EO's policy on the Registration page.](#)
5. [Read information about course delivery](#) to enhance your online viewing experience.

Step 5: Start the Semester

1. [Access online course sessions](#) by logging in to the EO Portal with your NetID and password.
2. [View your course schedule](#) to see when sessions and exams are posted in the Portal.
3. [Review EO's calendar](#) for add/drop, refund, course change and course completion deadlines.

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.

Application priority deadlines:

- February 1 (fall semester admission)
- September 1 (spring semester admission)

Applications received after the deadline but before the official start of the semester for which you are applying will be accepted only if additional students can be accommodated. If admission is not granted prior to the registration deadline, you may apply for non-degree admission while your graduate application is in process (see below).

[Visit Graduate Admissions for the following information and to apply now:](#)

- admission requirements
- application deadlines for each department (may vary from those listed above)
- application forms (online and paper)
- examples of required supporting documents
- graduate admission FAQs

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. If you take courses on campus you may register for EO-delivered courses (typically section 10); however, there are [additional fees](#) associated with the course.

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.
- You want to earn an academic certificate and not work toward a degree at this time.

With academic departmental approval, some credits earned as a non-degree student may be applied toward a master's degree at the University of Idaho if graduate admission is granted at a later date. We recommend working closely with an academic adviser during this process.

[Learn more about admission requirements for non-degree students.](#)

Applications for non-degree admission are typically processed within one week of receipt by the Undergraduate Admissions Office. Transcripts are not needed for non-degree admission. For additional information about non-degree admission requirements before your register, read the university policy below.

University of Idaho General Catalog, General Requirements and Academic Procedures D-2-c

A non-degree student may register for no more than seven credits each semester and may complete a maximum of 32 semester credits. Upon completion of 32 semester credits, the student must either be admitted as a degree seeking student at the University of Idaho or submit a letter of appeal to continue as a non-degree student. Permission of the instructor is required to enroll in courses numbered 500–600.

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)

[Learn more about admission requirements for international students.](#)

Internet and Email

<http://eo.uidaho.edu/internet-email>

Internet Policy

You will need a high-speed internet connection to view or download your course sessions online. For information about viewing your EO course, [visit Online Sessions](#).

Email Policy

You will be required to use the University of Idaho email system, called VandalMail, where all official correspondence from instructors and various university offices will be sent. We will send important messages to your VandalMail when sessions are cancelled, exams are ready or when graded assignments are posted. For more information about VandalMail, [visit Vandal Accounts](#).

Confidential Information Policy

The University of Idaho considers email addresses “directory information,” meaning this information can be disclosed to anyone and is not protected by the Family Educational Rights and Privacy Act (FERPA), unless you specifically request it be kept confidential. If you would like your directory information to be kept confidential you must [submit the Confidentiality Request form](#) to the registrar’s office. If you submit this form after registration, please inform EO by [contacting our Enrollment Services Specialist](#) at 800-824-2889 (press 2).

FERPA allows one exception to the policy stated above. If requested by the instructor, your name and email address will be disclosed to other students in your course as part of a class roster, regardless of your confidentiality status. By enrolling in a course, you forfeit your right to a confidential email address in this circumstance, only.

Delivery to Military Students

If you are viewing your EO-delivered courses using a military computer or have any security concerns, please [contact the Associate Director](#) to discuss delivery alternatives.

Tuition and Fees

<http://eo.uidaho.edu/fees>

EO-delivered courses carry a per credit production fee, which helps cover the cost of production and delivery. Nonresidents pay the same amount as Idaho residents for EO-delivered courses.

The cost of textbooks, computer software and proctoring services (if charged) are not included in EO fees:

Fall 2017–Summer 2018 Engineering Outreach Fees

Course Level	UI Undergraduate/Non-degree Admission	UI Graduate Admission
Courses numbered 100–499	\$637.00 per credit	\$755.00 per credit
Courses numbered 500–599	\$713.00 per credit	\$755.00 per credit

Note 1: Fees are subject to change by the Board of Regents of the University of Idaho.

Note 2: UI Full-time students pay a production of \$263 per credit in addition to full-time fees for EO-delivered courses.

If you are not a resident of Idaho, you may be charged an additional non-resident fee during the fall and spring semesters for courses you enroll in that are not delivered by EO.

Courses not delivered by EO include research or thesis credits, directed study, capstone projects, internships, and courses attended on campus. These courses may also carry special lab and course fees, depending on the course.

Non-resident fees are not added to any course during the summer semester. [Visit the Student Accounts website](#) for current tuition and fee amounts for courses not delivered by EO.

Fees are due and full payment is expected by the first day of the semester. Late fees will accrue on the second day of the semester unless you have paid your fees in full or established a UI payment plan. To learn about the different payment options, [visit Payment Options](#). You will not be dropped from your course(s), nor is your registration canceled if payment is not received by the first day of the semester. You will be unable to access the EO portal or take exams until you have paid your fees in full or have established a UI payment plan.

If you drop a course or withdraw from the university, you are responsible for any non-refunded portion of the fees, including late fees. For semester dates and deadlines, [visit the EO Calendar](#).

Late Fee Policy

A \$75 late fee begins on the second day of the semester if a student's account is not paid in full or the student has not signed up for a payment plan. An additional \$100 late fee begins on the 11th day of classes for students whose account balances are not paid in full. Students who have not paid their balances in full by the last day of each month will be charged an additional \$100.

Payments Options

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

Fee assessment initially occurs approximately one month prior to the start of the semester and on a daily basis after the initial assessment. Fees are due on the first day of the semester. Payments, including checks sent through the mail, must be received by the first day of the semester to avoid late fees. Late fees will accrue on the second day of the semester unless full payment has been received or a UI payment plan has been established.

After fees have been assessed, Engineering Outreach students may pay using the following options:

Credit/Debit Card Payments

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; however, this service is provided only for Engineering Outreach students.

You may also make a credit card payment online using VandalWeb. All credit card payments that are paid using VandalWeb will generate a 2.5 percent transaction fee that will be added to the payer's credit card balance. This is a service charge that returns to the credit/debit card company and will not be credited to the University of Idaho or appear on any university fee statements.

[Log in to VandalWeb](#)

1. Select Student Accounts
2. Select Student Accounts Center
3. If you have your pop-up blocker on, select Continue to Payment Pages. If you have your pop-up blocker off, another tab or window will open to the Student Account home page.
4. Under My Account, choose Make a Payment and complete the payment form.

Note that if you plan to pay through EO, you must contact us no later than the close of business on the first day of the semester to avoid late payment fees. If you are unable to contact us by the close of business on that day, you may still avoid late fees by paying your fees on VandalWeb before midnight, Pacific Time.

Electronic Bank Transfer (e-check)

You may also pay with an e-check on VandalWeb. You will enter your checking account and routing numbers, and the payment will be drawn from your checking account. There are no additional fees associated with using e-checks.

[Log in to VandalWeb](#)

1. Select Student Account Information
2. Select Student Accounts Center
3. If you have your pop-up blocker on, select Continue to Payment Pages. If you have your pop-up blocker off, another tab or window will open to the Student Account home page.
4. Under My Account, choose Make a Payment and complete the payment form.

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

Tuition Vouchers

Students can submit tuition vouchers from their employers by email to eoreg@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.

UI Payment Plans

If you are unable to pay in full up front or if you do not have enough financial aid to cover the full balance for the semester, you may be eligible for a student payment plan. For important details and instructions on setting up a UI payment plan, [visit the Student Accounts website](#).

Student Financial Aid

<http://eo.uidaho.edu/finaid>

Am I eligible for 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, contact the University of Idaho Student Financial Aid Services Office by calling 888-884-3246 or [visiting Financial Aid & Scholarships](#).

If you plan to use financial aid to pay fees, you must have a completed file in the Financial Aid Office, and the dollar amount of the award must be verified by EO prior to the registration deadline. Fees will be deducted from financial aid checks, and remaining balances will be returned to you by automatic deposit or check.

To set up or edit your direct deposit information, log in to VandalWeb and select the Student Account menu, then select Direct Deposit Information. If you do not set up a direct deposit account, any remaining balance from financial aid will be mailed to the address designated as your mailing address in the Personal Information/Address section of VandalWeb.

Are you a Veteran?

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 About our Students](#).

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. Summer courses have different refund periods. 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 Drops, Adds and Course Changes](#).

Vandal Accounts

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

After receiving your admission letter, you are required to [create a password for your NetID account](#).

Your NetID is identified in your admission letter. It is usually the first four letters of your last name followed by four numbers; for example: smit1234.

After you've activated your NetID and created a password, you will use your NetID and password to access various computer accounts, including VandalMail, the university's required email system used for all official UI correspondence, including email from Engineering Outreach and your instructors; VandalWeb, the interface to our student records system, which is used for registration and student accounts; and the EO Portal, which is used to access your EO courses.

All Engineering Outreach course sessions are delivered online through the EO Portal. Some, but not all, EO-delivered courses also have a BbLearn component. Below are the three different university websites that you will frequently use while enrolled in a course, followed by information regarding Joe Vandal:

VandalMail

<http://vandals.uidaho.edu>

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

<https://vandalweb.uidaho.edu>

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](#).

BbLearn

<http://bblearn.uidaho.edu>

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

Who is Joe Vandal?

Joe Vandal is the University of Idaho's official mascot. After a reporter for the university's student newspaper referred to our basketball players as "Vandals" in 1917, the nickname stuck and became the official name for all athletic teams in 1921.

The tradition for calling our mascot "Joe Vandal" began in the late 1950s when yell leader Bill Currie made an appearance in a Vandal mask designed and created by his mother, who worked in the art department.

Today, the Vandal name goes far beyond athletics. Our students buy books at the VandalStore, view their student information on VandalWeb and receive official UI email through VandalMail.

To learn more about our mascot, [visit our Athletic Department's history of Joe Vandal](#).

Resetting Passwords

<http://eo.uidaho.edu/reset>

If you have already set up your NetID and password, and have received a notice that your password is about to expire, choose the option below for instructions for resetting your NetID password.

If you cannot access your online sessions at the EO Portal because you can't recall your NetID password or your password has already expired, you can reset your password if you set up security questions when you initially activated your NetID account. If so, choose the option below for instructions for re-establishing your NetID password.

If you did not set up security questions when you activated your NetID, you will need to contact the ITS help desk at 208-885-HELP (4357) or helpdesk@uidaho.edu for assistance.

Reset Your Current NetID Password

1. [Log in to the ITS Account Management website](#) with your NetID and password.
2. On the left side, under Account Utilities, select Change Password.
3. Create a new password by typing in your own or by allowing the site to generate a new password for you. Passwords with eight characters will expire in 90 days. Passwords with 15+ characters will expire in 400 days.

Re-establish Your Expired or Forgotten NetID Password

1. [Go to the ITS Account Management website](#).
2. Under "Security Profile," select "click here to reset your password."
3. Verify the text to bypass the spam filter, select Continue.
4. Type in your (NetID) account name, (student) ID number or email address, select Lookup. Choose which alternate account the verification code should be sent to via email, text or voice call, and select Continue.
5. Once you obtain the code from your alternate account, enter the verification code online and select Continue.
6. Answer the security question(s) and select Continue.
7. You will automatically be logged into the ITS Account Management website, where you can then create a new password.

Registration

<http://eo.uidaho.edu/registration>

After you receive your admission letter and activate your Vandal Accounts, you can proceed with registering for courses. We encourage you to register early, especially for graduate-level courses that are scheduled for production during the current semester. 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. If you change your mind after registering, contact EO immediately for information about dropping courses. 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 Directions](#).

Academic Integrity Certification Form

Students taking EO-delivered courses for the first time, or anytime when requested by EO, must submit EO's [Academic Integrity Certification form](#) before they will be given access to EO course exams. This form is downloadable online and should be submitted to eoreg@uidaho.edu by the first day of the semester. Course exams will not be distributed to the student's examination proctor until EO receives the form.

If you have already registered and would like to add or drop a class or change your course registration status, [see Drops, Adds, and Course Status Changes](#).

Academic Advising and Permissions

<http://eo.uidaho.edu/advising>

Academic advising is provided by the academic departments. Some situations may require permission from the instructor, the department, or the College of Graduate Studies before you will be able to register.

- If you are unsure that you have met the course prerequisites, contact the instructor.
- Instructor and College of Graduate Studies permission is required for non-degree students to register in 500-level courses. Students must have an undergraduate degree from an accredited institution with a GPA of 3.0 or higher.
- Graduate students work with their advisers to design their study plans and select courses that fit the plans each semester.
- Students who are working toward an academic certificate must consult with the certificate coordinator before beginning their coursework.
- Instructor permission is required to audit a course.
- Instructor permission is required to take a course pass/fail (unless the course description lists the course as P/F).

Inform the instructor, department assistant, or College of Graduate Studies staff member that you intend to register for an Engineering Outreach section and provide your name, student ID number, and the CRN so the prerequisite or permission hold can be overridden.

[Visit the EO instructor directory for contact information.](#)

VandalWeb Registration Directions

<http://eo.uidaho.edu/vwreg>

Step 1: Obtain the CRNs and Obtain Permissions for your Desired Course(s)

Course registration numbers (CRNs), prerequisites, and permission requirements are included in the [course descriptions](#) on the EO website (see example below). All are required to successfully register. In addition, all non-degree and undergraduate students must have permission from the instructor and the College of Graduate Studies to register in 500 level courses. For instructions on how to obtain permission and remove holds, [visit Academic Advising and Permissions](#).



Step 2: Login to VandalWeb

[Login to VandalWeb](#) using your NetID (the first four letters of your last name plus four numbers, for example, smit1234) and password. For login information or instructions on setting up your NetID username and password, [visit Vandal Setup](#). Users needing assistance with their login should [contact the ITS Help Desk](#).

Step 3: Verify your Contact Information on VandalWeb for Accuracy

1. Select the Personal Information tab.
2. Select View Address(es) and Phone(s).
3. If any are incorrect, select Update Address(es) and Phone(s) and make changes to your information.
4. If you are receiving financial aid, confirm your direct deposit information in VandalWeb: Select the Student tab then Student Accounts, and then select Direct Deposit Information.

Incorrect contact information can delay your access to the EO Portal or prevent the delivery of important information from EO and other UI offices.

Step 4: Pay Enrollment Deposit if new Undergraduate

Undergraduate students who are attending UI for the first time must pay a \$100 non-refundable enrollment deposit prior to registering. This deposit will be deducted from the tuition and fees billed for the semester. [Visit Admitted Students](#) for more information about the deposit and the waiver process for qualified students.

Step 5: Check Registration Status

1. Select the Students tab.
2. Select Registration.
3. Select Check Registration Status.
4. Select semester from drop-down list and click **Submit** button.

Displayed will be your registration time, holds on your account, current curriculum, academic standing, and your assigned adviser.

Registration deadlines take place each semester. This deadline will prevent registration on VandalWeb.

Step 6: Register, Add, or Waitlist

1. Select the Students tab.
2. Select Registration.
3. Check Registration Status.
4. Select Add/Drop Classes.
5. Select the semester from drop-down list and click **Submit**.
6. You may encounter a page that requests Student Health Insurance Program (SHIP) information. You may skip this request and continue on to the Add/Drop page. Most students who only take EO courses are not billed for health insurance. We will contact you with information on how to waive insurance fees, if applicable.
7. Enter the CRN(s) in the Add Classes Worksheet. CRN is a five-digit identification number found on the Class Schedule; each section has a specific CRN. The CRNs for courses offered through EO are also available from the [EO Course descriptions](#).
8. Select Submit Changes button.
9. Your classes will be noted as "Web Registered" if you are successful.

A *Registration Error* will appear if you encounter any difficulties. Download the registration instructions handout for more information on registration errors. If you receive a message error for holds, please review [Academic Advising and Permissions](#). If you receive another error message, please [contact us for assistance by completing EO's Registration Help form](#).

If the class is full and an error message indicating "WAIT LIST" is available, you can add yourself to the wait list. Select Wait List using the drop-down list in the Action Column. Click Submit Changes button again. [See more information about how wait list works](#).

If you are taking your first EO-delivered course, you must submit EO's [Academic Integrity Certification form](#) to eoreg@uidaho.edu by the first day of the semester. EO will not distribute your exams to your examination proctor until we have received this form. [See EO's policy on the Registration page](#).

Textbooks

Students may also view and order the books needed for their classes by selecting the Textbook Express option under the Students tab then Registration.

Drop or Withdraw

1. Select the Students tab.
2. Select Registration.
3. Select Add/Drop Classes.
4. Select semester from the drop-down list and click **Submit** button.
5. Select DROP or WEB WITHDRAW option using drop-down list under Action column.
6. Click Submit Changes Button.

Drops, Adds and Course Status Changes

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

Instructions for the following processes, including the downloadable forms required for some actions, are [listed on the registrar's website](#):

- dropping a single course (without a grade of 'W')
- withdrawing from a single course (with a grade of 'W')
- withdrawing to audit (with a grade of 'WA')
- adding a course after the start of the semester
- requesting course status changes (e.g. changing from credit to audit, audit to credit, or pass/fail grading).

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.

See the definitions for status changes in the [University of Idaho General Catalog](#) > General Requirements and Academic Procedures.

Withdraws

<http://eo.uidaho.edu/withdraws>

You may withdraw from the university (meaning you are withdrawing from all courses) through the end of the second week after midterms using the registration menu on VandalWeb. When you drop your last course, you will receive an email from the registrar's office confirming that you have withdrawn. If you discover you have withdrawn from all courses in error, [please contact the registrar's office](#) for help reinstating your dropped course(s).

Students requesting to withdraw after the final deadline must petition with the Academic Petitions Committee. For details, [contact EO](#). You are responsible for any non-refunded portion of the fees, including late fees, regardless of whether course materials have been released or received. [Refunds](#) are calculated based on the refund schedule listed on the [EO Calendar](#).

Textbooks and Software

<http://eo.uidaho.edu/textbooks>

Textbooks

Textbook information is [available on the VandalStore website](#), University of Idaho's bookstore. Most textbooks for courses delivered by Engineering Outreach are in stock at the bookstore and may be ordered online. E-books, a digital alternative to printed textbooks, may also be available for select courses at substantially reduced prices. Some courses require course packets instead of textbooks, and these are also available at the VandalStore. Course packets are usually listed as out of stock, but the bookstore will print on demand.

Textbooks for courses delivered by EO are included with the on-campus textbook listings on the VandalStore's website, usually listed as section 10 followed by the instructor's name. However, different section numbers may be assigned, especially for special topics courses. If you have a question about the section number, please contact the Engineering Outreach Enrollment Services Specialist at 800-824-2889, ext 2, or at eoreg@uidaho.edu.

The VandalStore accepts payment by check, VISA, MasterCard, Discover or American Express. All Idaho residents pay 6 percent sales tax.

The routine shipping method is via UPS ground, which takes 7–10 business days for delivery; express shipping is available for an additional charge. If you purchase an e-book, you will receive a code and instructions for accessing the book after your payment has been processed.

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 are registered successfully for (a) course(s), 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](#). A library barcode number is required to borrow materials and to access the subscription databases. Your barcode does not expire as long as you are enrolled in a course and the barcode is in active use.

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](#).

You must have a broadband internet connection to use VLab. You will use your NetID and password to access the lab; this is also the username and password used to access the EO Portal. If you are a first-time user, you must install a software package called "Citrex Receiver" on your computer or device. Once you have installed Citrex Receiver, simply select the program you would like to run in your browser. Because the software does not run directly on your system, most computers will be able to run any VLab-provided software.

Software packages provided in VLab:

- ArcGIS Desktop 10.3.1
- AutoCAD 2016
- Distance 6
- Geometers Sketchpad
- Mark 6
- MathCAD 15
- Matlab 2015a
- Minitab 17
- Oracle SQL Developer
- Populus
- PSPP
- R
- RStudio
- SAS 9.4
- SPSS
- TK Solver
- 3DSPSS
- EES (Class Restricted)
- Morningstar Direct (Class Restricted)
- RISA (Class Restricted)
- SAP2000 (Class Restricted)

If there are any updates with Citrex Receiver, VLab will automatically direct you to the correct version for your device. You may be timed-out for inactivity. If this occurs, you will need to log in again. For more information about VLab, [visit the ITS Help Desk FAQ about VLab](#).

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>

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:

- **[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.

- **[Exam Process](#)**

You are required to find a 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.

Online Sessions

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

There are two different types of course sessions offered by Engineering Outreach:

- **Live Courses**

Live courses are taught during the current semester and are uploaded to the EO Portal approximately two hours after the lecture has been completed on campus. These courses are not synchronous, i.e., you won't need to log in at a certain time to view the lectures. You can determine if your course is a live course by finding the "semester produced" date in the [course listing](#).

- **Pre-Encoded Courses**

Pre-encoded courses were taught and recorded in a previous semester. You can determine if your course is a pre-encoded course by finding the "semester produced" date in the [course listing](#). These courses will have half of the sessions posted on the first day of the semester. The other half of the sessions will be available after the 10th day of class during the fall and spring semesters, and after the third day of class during the summer semester, which is the last day to drop a course and receive a refund.

The EO Portal

After you have paid your course fees and the semester has begun, you will be able to log in to the [EO Portal](#) using your NetID username and password to view your course sessions and course materials. For more information about viewing your session, [see Viewing Options](#). Inside the Portal, select your course. You will then see multiple icons that will link you to your sessions and course materials. Visit the EO Portal often, as your instructor may add course materials throughout the semester.

Portal Menu Descriptions

Below are the icons you will see within your course menu inside the Portal:



Verify your personal and proctor information here.
If you need to make changes, notify our office by submitting an update form.

Your Information



Links to the course syllabus, course website, BbLearn (if used), instructor's website, and the course schedule are listed here. If you have questions regarding the syllabus please contact the instructor. See the course viewing schedule link to assist you with maintaining steady progress during the semester.

Course Links



Access online sessions here. You will need a high-speed Internet connection to watch or download the video files. Visit the Online Sessions webpage to learn the differences between "live" and "pre-encoded" courses.

Sessions



Course handouts supplied by EO instructors will be posted here.
Handouts may also be available on the course website.

Handouts



When EO receives graded materials, they will be posted here.
You will receive a notice sent to your VandalMail account when materials are posted. Contact your instructor regarding graded materials.

Graded Materials



If your course has an answer session, it will be posted here.
Look under the Course Links icon for the Course Schedule to determine when they will be posted.

Answer Sessions



If you wish to have your course sessions downloaded to an iTunes Podcast, click here.

iTunes Podcast



Select this icon if you wish to have your course sessions automatically downloaded to a RSS Feed, as they become available.

RSS Feeds



Contact us if you are experiencing difficulties with viewing, downloading or missing sessions.

Report a Problem

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.

The login for [BbLearn](#) is your NetID username and password. If you don't see your course listed after you log in, your course most likely does not have a BbLearn component (most EO courses don't). If you think that your course has a BbLearn component and nothing is posted, [contact the instructor](#) directly.

Viewing Options

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

You can view your course sessions on a personal computer, Apple iOS device or Android device from the EO Portal. Download

speeds will vary depending on the bandwidth of your internet connection. We recommend an internet speed of 8-12mbps to download our sessions in under 10 minutes. Before choosing a viewing option (listed below), we recommend you test your connection using a local internet speed test. If you are using a mobile device, your sessions will stream best in places where high-speed broadband internet service is consistently available.

If you do not have access to the Portal, and would like to attempt to watch or download a session, you can [view our demo sessions](#).

Using Your Personal Computer

- **Download MP4**

Download an MP4 file from the EO Portal by right clicking on the Download MP4 link in your course sessions. The file can be saved to your personal computer and watched at a later time when the download is complete. We recommend [VLC Media Player](#) software for playback.

- **Watch**

To start viewing your session immediately within the web browser, select Watch. If you have playback difficulty with this method, please download the file before viewing it.

- **iTunes Podcast**

If you subscribe to the iTunes feed through the iTunes Podcast icon, your sessions will automatically download to your personal computer as they become available and appear in iTunes' Podcast library. To set this up, select the iTunes Podcast icon in the Portal for each course. If for any reason you are missing sessions in the 'My Episodes' view for your course, switch the view to 'Feed' and click on the icon that looks like a small cloud next to the missing session to download it to your computer.

- **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. If using iTunes, please use the specialized iTunes Podcast link instead (listed above).

Using Your Apple iOS or Android Device

- **Download MP4**

Select the Download MP4 link and the session will begin playing immediately in the built-in video player.

- **Copy or sync from your personal computer**

You can also load your mobile device with previously downloaded sessions. If your internet connection is slow or intermittent, we recommend this method for viewing your sessions with your mobile device. The video files are compatible with all modern iOS and Android devices. Videos downloaded via podcast in iTunes can be easily synced to your Apple device.

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

When completing homework, use black ink or dark pencil, so your answers are legible for grading. Homework should be submitted by fax or email as a .pdf file directly to the instructor of the course. Cellphone photo submissions will not be accepted. 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.

Submit homework directly to your instructor. Contact your instructor if you have questions. All course work 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 in a PDF file under the Graded Materials icon in the portal. You will receive an email notification to your VandalMail account when graded homework is posted. However, some instructors will return graded materials directly to you, and 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 the Student Update form](#), if needed.

Academic Integrity

Engineering Outreach students and faculty are responsible for maintaining academic integrity as defined by the University of Idaho's Student Code of Conduct. Students are expected to know the instructor's expectations for each course and refrain from academic dishonesty. [See Academic Integrity](#) for more information.

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 examination proctor to administer exams for your EO-delivered courses:

- [Proctor Selection and Approval](#)

Review the qualifications and responsibilities for a qualified 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:

- [United States Proctor Map](#)
- [International Proctor Map](#)

Taking Exams

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

Almost every EO-delivered course has exams. You will not have access to these exams until we have received your academic integrity certification form (this applies to first-time students only, or when requested by EO) and you have identified and we have approved an examination proctor. Review the process for establishing a qualified and approved proctor for your course exams at [Proctor Selection and Approval](#).

Electronic Exam Delivery

We will deliver PDF versions of your course exams electronically to your verified proctor. Your instructor may also choose to send one or more exams directly to you using email or BbLearn. EO will send email notifications to your VandalMail and to your proctor's email when the exams are posted in the EO Portal. Individual exams for live courses will become available after they occur on campus. Exams for pre-encoded courses will be available after the first week of the semester. To see when pre-encoded exams will occur during the semester, [visit Course Schedules](#).

Completing an Exam

You will need to schedule a day and time to take each exam with your proctor. Instructors may set a deadline for each exam — refer to the course syllabus or the course sessions for more information about exam deadlines for your course. If the deadlines are unclear, contact your instructor directly.

- Use black ink or dark pencil when completing exams, so your answers are legible.
- After completing the exam, your proctor is required to send the exam by email or fax within 24 hours of you taking the exam. Our office will send a notice to your VandalMail when the exam is received from your proctor. You are not allowed to retain a copy of the completed exam, but we do require proctors to keep the original copies until the end of the semester.
- Occasionally, instructors may send exams directly to you via email or BbLearn (if BbLearn is used for your course), with instructions on how to take and return the exam.

Disability Support Services and Reasonable Accommodations

Reasonable accommodations are available for students who have a documented disability. Please contact Disability Support Services 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 DSS each semester. [View additional information at the DSS website](#).

Graded Exams

We will post all graded exams received from instructors as a PDF file under the Graded Materials icon in the [Portal](#), and then send an email notification to your VandalMail account to let you know when they are posted. Some instructors will return graded exams directly to you — these will not show up in the portal. All original graded materials received by EO will be returned to you by USPS First Class mail after grades have been posted for the semester. Remember to update your address with our office by using our [Student Update form](#), if needed.

Academic Integrity

Engineering Outreach students and faculty are responsible for maintaining academic integrity as defined by the University of Idaho's Student Code of Conduct. Students are expected to know the instructor's expectations for each course and refrain from academic dishonesty. [See Academic Integrity](#) for more information.

Proctor Selection and Approval

<http://eo.uidaho.edu/proctor>

You are responsible for reviewing our proctoring requirements, contacting a qualified person who is willing to administer your course exams, and submitting information about your examination proctor to us.

An independent, non-biased proctor protects you from allegations of [academic dishonesty](#). Your proctor **may not** be a personal friend, a family member, a work subordinate or a University of Idaho student.

Step 1: After you register, EO will send a proctor selection form and information to you via your VandalMail address.

Step 2: Review the proctor selection information below, then contact a qualified person to discuss his or her ability to proctor your exams.

Step 3: Submit the Proctor Information form provided by EO by the first day of the semester. Exams will not be distributed until we receive the form and approve your proctor. Allow two business days for us to process your information and approve your proctor before scheduling your first exam. We will contact you only if your proctor has not been approved.

Step 4: Watch your VandalMail address for notifications regarding exam distribution and instructions.

Step 5: Contact your proctor to arrange examination times when you are ready to take your exams.

Selecting a Proctor for Approval

You are responsible for selecting a qualified proctor and submitting the required electronic form to our office.

EO will hold exams until a suitable proctor is identified and approved. If you are taking an EO-delivered course for the first time, we will also hold your exams until we receive your academic integrity certificate. Allow two business days for the approval process and exam distribution to occur.

We reserve the right to require you to select a new proctor at any time. When requested by your instructor, or when a proctor is deemed to be unsuitable, the new proctor may need to be located at an approved testing center or may need to meet additional qualifications or requirements. In all cases, you are responsible for paying any testing or proctoring fees.

All proctors must be able to read, understand and speak English.

Proctors for students living inside the United States:

See EO's [United States Proctor Map](#) for proctors who have been pre-approved by EO.

Students living inside the United States must choose a proctor from one of the following categories:

- University of Idaho faculty/staff
- Permanent faculty/staff at an educational institution
- Testing center staff
- Training or educational coordinators at your place of employment
- Human resources personnel at your place of employment
- If you attend classes at another university, we recommend you use the testing center at your home institution

Many states have at least one college or business testing center that is affiliated with the Consortium of College Testing Centers (CCTC). These centers offer proctoring services, are members in good standing of the National College Testing Association (NCTA) and have agreed to follow the NCTA Standards and Guidelines. You can [search for a testing center near you at the 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

Proctors for students living outside of the United States:

See EO's [International Proctor Map](#) for proctors who have been pre-approved by EO.

Students living outside of the United States will be required to use approved testing centers as their proctors. A testing center is a university, business, or military department with the primary purpose of proctoring tests and exams under direct observation.

Students are required to provide a name of a person who will be the primary contact at the testing center. EO reserves the right to require students to take exams at specific pre-approved testing centers in locations outside of the United States.

Submitting Proctor Information to EO for Approval

After you have discussed the proctoring responsibilities with your proctor, you will need to provide us with his or her information. **EO will send instructions for submitting this information with the Proctor Information form to your VandalMail address after you register.** You will need to know the following information about your proctor:

- Proctor's name (or contact person if located at a Testing Center)
- Proctor's work title
- Proctor's employer

- Proctor's work email address
- Proctor's work address
- Proctor's daytime telephone and fax numbers

All proctors must have a professional/work email address. Gmail, Hotmail, Yahoo, AOL, or similar email addresses will not be accepted. Both the proctor's email address and the work address should correspond to a school or business, and a physical address should be given in addition to or instead of a PO Box number.

Once you have submitted the Proctor Information form, we will contact your proctor to verify his or her qualifications. Your proctor will not have access to your exams until he or she is approved by us.

You can review your proctor information after classes begin by [selecting the "Your Information" icon from your course on the EO Portal](#).

Suggested 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, Suite 242

Boise ID 83702-7365

Contact: [Denise Engebrecht](#), denisee@uidaho.edu, (208) 364-6123

[University of Idaho, Idaho Falls](#)

1784 Science Center Drive, Suite 202

Idaho Falls ID 83402-1575

Contact: [Debbie Caudle](#), debrac@uidaho.edu, (208) 757-5454

[University of Idaho Counseling and Testing Center](#)

Mary E. Forney Hall, Room 306 (formerly Continuing Education Building)

1210 Blake Ave

Moscow ID 83844-3140

Contact: [University of Idaho Counseling and Testing Center](#), ctctest@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:

Updating Your Contact Information

If your contact information (address, phone number, personal email address) changes during the semester, please update your information using VandalWeb and notify us [using our Student Update form](#).

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 may continue to access your course materials in the EO Portal for a period of one week after the semester end date. You will need to download all course materials, including course sessions, handouts and graded materials before the portal closes each semester.

Actions After the Deadline

Incompletes

It is important that you stay in contact with your instructor regularly throughout the semester regarding due dates and coursework. 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. However, the instructor can deny you a grade of incomplete. 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.

UI's Policy on Incompletes

A grade of "incomplete" is assigned only when the student has been in attendance and has done passing work up to a time within three weeks of the close of the semester (or within one week of the close of summer session). It may be assigned only upon agreement of the student and course instructor when extenuating circumstances make it impossible for the student to complete course requirements on time.

[Refer to the General Requirements and Academic Procedures, Part 3, Regulation F of the General Catalog](#) for complete regulation 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 post all graded materials we receive from your instructor throughout the semester in the EO Portal. If you have any questions regarding graded assignments for your course, contact your instructor directly.

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

The University of Idaho does not mail grade letters. 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](#)

[Accreditation.](#)

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 Our Students.](#)

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 Drops, Adds, and 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, [see Confidential Information Policy](#).

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 Internet and Email Policies](#).

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?

If your account is paid in full when the semester begins on campus, you will be able to log in to the EO Portal to view course sessions and course materials. Refer to the [EO Calendar](#) to view semester dates and deadlines. There are two different types of courses through EO; [visit Online Sessions](#) to understand the differences. To see the release date of each session, [visit Course Schedule](#).

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

BbLearn is the University of Idaho's online course management system used to help provide supplemental course material to students. If your course has a BbLearn 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 Online Sessions](#).

Exams and Course Materials

How do I submit course assignments during the semester?

Course assignments should be submitted directly to instructors either by Bblearn, 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 United States Proctor Map](#) or [EO's International 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 eoship@uidaho.edu](mailto:eoship@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](#).

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. At the end of the semester, EO will mail all graded work we've received to you.

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:

Local: 208-885-6373

Toll-free: 800-824-2889

Registration and Payments: 208-885-4642

Proctors/Exams and Course Materials: 208-885-4644

Email:

outreach@uidaho.edu

(staff email addresses listed below)

Fax:

Main Office: 208-885-9249

Exams and Homework: 208-885-6165

Physical Location:

Engineering Physics (EP) Building, Room 312

Janssen Engineering Building (JEB), Ground Floor

Personnel:

Administration

[Barry Willis](#): Associate Dean for Outreach, College of Engineering

Administrative Support Team

[Avis Stein](#): Office Manager

Academic Support Team

[Terri Gaffney](#): Associate Director/Academic Support Manager

[Angela Shears](#): Student Services Specialist

[JayCee Iannelli](#): Enrollment Services Specialist

Engineering Outreach

[Emily Unzicker](#): Academic Services Coordinator

Web Team

[P. K. Northcutt](#): IT Manager

[Randy Montambo](#): Senior Developer

Production Team

[Steve Hall](#): Manager for Production and Technology Services

[Ruthie Carpenter](#): Online Production Supervisor

[Jeff Kimberling](#): Digital Video Specialist

[Rachael Johnston](#): Production Technician