

A FEW TIPS FROM THE OFFICE OF THE REGISTRAR

PLEASE DO	PLEASE DON'T
Make sure you have an AUA email address (if not, please contact AUA ICTS)	
Check your login credentials at im.aua.am using either your AUA email address or your personal email address (Click on “Forgot your password” if this is your first time and neither ICTS ¹ nor RO ² has given you a temporary password for im.aua.am).	Create a new account at im.aua.am with a personal email address that was not the one used to create your im.aua.am account
Check that all your courses are listed under the given term: Go to the “Faculty” tab Choose “My Classes” from the menu Choose the relevant term (Spring 2017-2018 for the current one).	
For every course, if you click on the name of the course, you will see the course details.	
Then, if you click on “POT ³ details”, you will see the add/drop deadlines and grade submission deadlines	
Click on “Students” to see who is officially registered for your course. Anyone who is not on this list is not officially registered, and you will not be able to grade them at the end of the course.	
Please compare the above-mentioned list with any other lists you might use (MOODLE, attendance list, etc.), and tell the student to go to the Registrar’s Office in case of discrepancies.	Please do not assume that anyone who is not in your list of students in im.aua.am may be registered for your course. If a student is not on the list s/he will not be able to and receive a grade for the course.
	Please do not agree to sign <u>any form</u> brought by a student to allow him/her to join your class: class size is determined and exceptions/special cases are allowed only by the authority organizing the course.
Compare the list again immediately after the add/drop deadline and remind the students that anyone who is not registered through im.aua.am is simply not registered for the course.	Please do not give the students the benefit of the doubt when they tell you that they have been to the RO and solved the issue when they are not on the list of students registered for your course under im.aua.am .
You can send individual messages through im.aua.am by clicking on the envelope icon next to the student’s name. These messages are sent through im.aua.am and not to the student’s email. (Students must log onto im.aua.am in order to receive messages sent this way.).	Please do not use the student’s personal email addresses. The official communication channel is the AUA email address.

¹ ICTS: Information and Communication Technologies Service

² RO: Registrar’s Office

³ POT: Part of Terms

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<p>If necessary, please follow up with an email with copy to the Program Chair.</p>	
<p>You can send collective messages to all students registered for your course through im.aua.am by clicking on the envelope icon next to the course title. Again, these messages are sent through im.aua.am and not to the students' email addresses. If necessary, please follow up with emails with copy to the Program Chair.</p>	
<p>Please ask the Program Chair for any additional students' contact information for students.</p>	<p>Please do not ask the RO for any additional students' contact information for students: the RO does not have the authority to release student information to instructors.</p>
<p>When a student drops your course after the add/drop deadline, depending on the date of the drop, the student will get a grade of "W" or "F". You will receive a notification message about this. See Grades Policies policy at policies.aua.am.</p>	<p>Please do not allow the student in class if you receive such a message. Please do not believe the student if they tell you it was done accidentally, but you don't see a change in your class list, and the RO has not notified you that the drop has been reversed.</p>
<p>When the time comes for grading, the Grading Status will show "Available"; you can then grade your students.</p>	<p>Please do not send grades by email.</p>
<p>Please enter your grades and click "Save" until you are ready to submit your grades. You should then click "Save and Submit".</p>	<p>Please do not click "Save and Submit" before you are ready. You will not be able to go back.</p>
<p>Please contact the RO in case an error has happened.</p>	<p>Please do not release the grades to the students in <u>any other manner</u> (MOODLE, email, announcing in the classroom, posting grades on the board, asking the TA⁴ to email them, etc.)</p>
<p>Once a grade is submitted, you need to submit a "Grade Change Form" for a change to take place. The form is available on the Faculty tab at im.aua.am.</p>	<p>Please do not promise the students that their grade will be changed.</p>
<p>If you submit a grade of Incomplete, you need to submit a relevant form. The form is available on the Faculty tab at im.aua.am.</p>	<p>Please do not promise a student an Incomplete grade without filling out the relevant form.</p>
<p>If, against your repeated notices, there is a student who you think needs a grade and who is not on your list, please inform the program chair and RO about the situation.</p>	<p>Please do not promise the student a grade and do not tell him/her what that grade will be.</p>
	<p>Please do not promise a student that they can have their Incomplete grade changed next time you teach the course without registering for the course. The procedure to change an Incomplete grade is explained on the form and is governed by the Grade Policies Policy.</p>

⁴ TA: Teaching Assistant

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Students who have holds on their accounts (payment issues, behavioral issues, etc.) will not be able to see their grades.	Please do not release their grades.
Grades calculated by MOODLE are not the official grades.	If your students can see or assume what their grade is on MOODLE, please do not forget to repeat that the official grade is what is submitted through im.aua.am .
Grades are defined and discussed in the Grade Policies Policy. The grade earned by a student is irrelevant of his/her performance in other courses.	Please do not give the student a grade s/he does not deserve because s/he claims that s/he will lose tuition privileges otherwise.
Your course is evaluated online during the last days of class. Once your submitted grades are verified, you will be able to see your evaluations online under the relevant menu item of the Faculty tab at im.aua.am . Course evaluations are anonymous. If, for some reason, the final day of your class has changed, the Registrar’s Office should be informed.	
Breaches to the AUA Code of Ethics and Code of Conduct are defined by the relevant codes (policies.aua.am). Please follow the relevant procedures. The form to report a violation is available on the Faculty tab at im.aua.am . You can submit a report online through im.aua.am .	If you need to reserve a classroom, please write an email to schedule@aua.am . The relevant policy procedure is available at registrar.aua.am/room-scheduling . The college/school/department/program administrative assistants may also do this on your behalf.
The system is open for grade submission on specific dates. Please follow the deadlines which are posted on the academic calendar. A reminder will be sent out to all faculty toward the end of the term.	If you have missed the deadlines, please do not release the grades to the students in any other manner. Contact the RO.
If you need to reserve a classroom, please write an email to schedule@aua.am . The relevant procedure is available at registrar.aua.am/room-scheduling/ . The college/school/department/program administrative assistants may also do this on your behalf.	Please do not use a room just because no one is using it at the moment.
Please ask students who ask you for special accommodation to contact the Center for Student Success. For more information see http://studentsuccess.aua.am/disability-support-services/	
Please report any continuing absences to the student’s Program Chair and the RO.	
Please advise students who think they should be exempt from your course to contact their Program Chair/the RO.	Please do not provide advice on exemption/waiver from your course to students, especially undergraduate students.
	Please do not provide advice on transferring credits to students.

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Useful Links:

UMS: im.aua.am

Academic Calendar: <http://registrar.aua.am/academic-calendar/>

Room Booking Schedule: booking.aua.am

Course and Exams Schedule: <http://registrar.aua.am/schedule/>

Procedure for Room Reservation: <http://registrar.aua.am/room-scheduling/>

Email Addresses:

Registrar's Office: registrar@aua.am; registrarinfo@aua.am

Room Scheduling: schedule@aua.am

ICTS: service@aua.am

Abbreviations:

ICTS: Information and Communication Technologies Service

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POT: Part of Term

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TA: Teaching Assistant