

LECTURER'S HANDBOOK

Policies & Procedures

Go university reserves the right to make changes to the information contained in this publication without prior notice.

GO UNIVERSITY

Holland Global Open University

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GO UNIVERSITY (Holland Global Open University)

SECTION 1: INTRODUCTION

As a lecturer at Go University you are no doubt aware of the important impact that your work and multiple contributions will be to our learners/students. Let me take this opportunity to warmly thank you on behalf of the University, Go University Project Team as well as our students.

Improvement of way of higher education delivery in Africa/developing countries and in this regard Ghana has been a strategic priority in the renewal process for an innovative higher education project mission of Go university to reach many with vital knowledge efficiently and in an expedite manner.

This Handbook is intended to provide a clear and complete guide to the procedures and regulations that are required in dealing with our Educational delivery, our Departments and the student body. The regulations and procedures set forth in this Handbook form part of the Course Lecturer Contract.

Please note that most non contractual information related to academic, instructional, administrative and technology issues are located on Go University web site.

This information is meant to evolve and we invite you to consult the site on a regular basis, as well as to bring forward recommendations regarding its continuous improvement.

While most of the policies presented in the Handbook apply to all units of our educational delivery, note that some of the regulations differ from one Department to another because of their different nature and requirements. This flexibility is not only necessary but also desirable. You should, therefore, consult the general instructions as well as the information specific to your Department of course.

With all good wishes for a successful teaching and learning experience,

John Max Owusu-Sechere, BSc. Ms. Ph.D



Go University Project Executive officer

1.1 GLOSSARY OF TERMS AND ACRONYMS

Contract: A formal or legally binding agreement setting out terms of employment. “Course Lecturer Contract”

Instructor/Lecturer: Individual responsible for teaching at Go University “Course Lecturer”.

Instructors and Lecturers are used interchangeably.

Study page: Term used to refer to Go University Learning Management System (WebCT) - LMS

My study page: Term used to refer to the university modular study/Teaching portal. *Go university* provides faculty, students and staff with a personalized interface and a sign-in for all online modular study activities.

The Department: When used alone, the term “department” refers to the academic unit offering the course that the instructor is teaching.

KEY POSITIONS & UNITS AT GO UNIVERSITY

Go University set up, both academic, administration operations are different in nature from a conventional unit university setup.

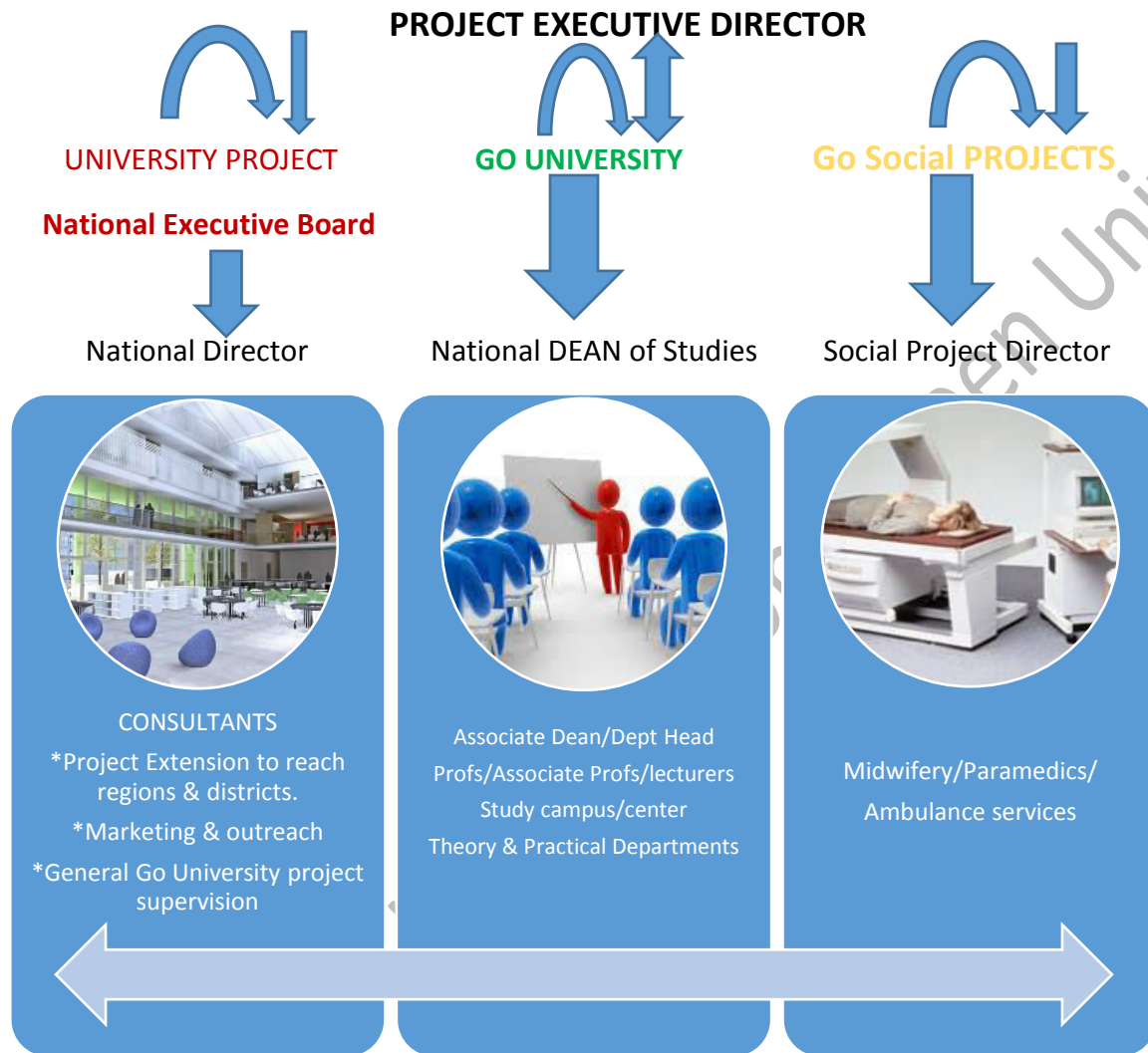
Go university is a project endeavor with the aim of establishing multifaceted university study centers in as many regions and districts as much as possible.

Including in Go University aspirations are the establishment of social project practices in regions and districts of Ghana to help enhance some services needs as midwifery practices etc.

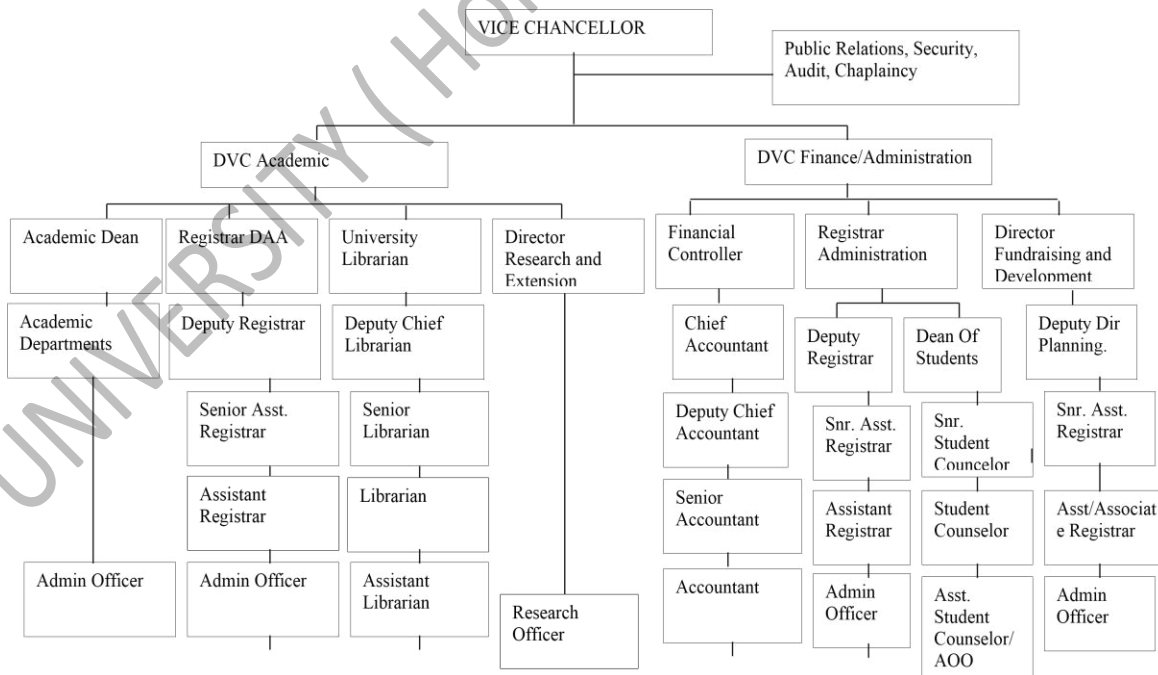
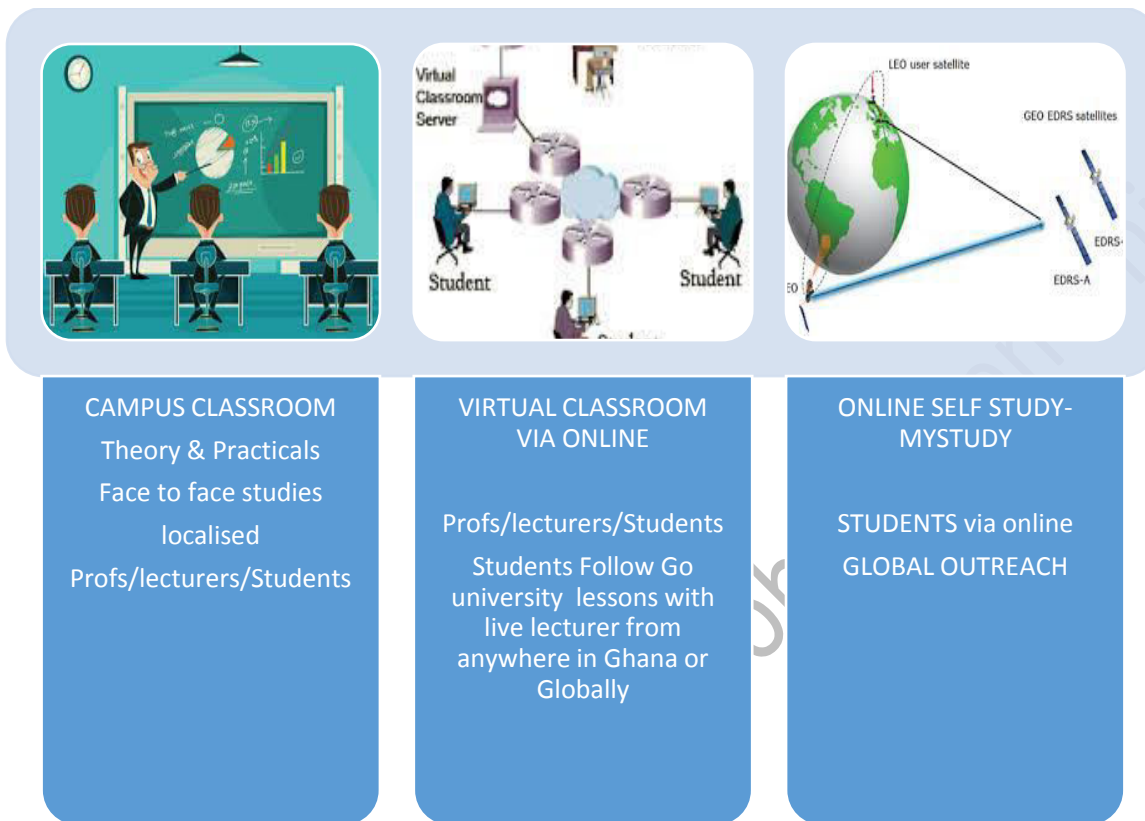
The following administrative chart will give you an overview of the nature of our setup.

HOLLAND GLOBAL OPEN UNIVERSITY (GHANA CAMPUS)

Technical Assistance/Quality Assurance/Degree validation/International Coordination



Go University Academics Chart



The Dean

The Dean is responsible for all academic, administrative and staff matters for Go University. Although you are encouraged to turn first to your Department head with concerns, questions or suggestions, the Dean welcomes your input and feedback.

The Associate Dean

The Associate Dean fulfills an important academic role at Go University and is the second level of authority regarding academic issues. As a senior academic, the Associate Dean can also provide helpful guidance with regard to pedagogical issues.

The Disciplinary Officer

The Disciplinary Office (DO) at Go University faculties and departments is responsible for the application of disciplinary policies and procedures under the *Code of Student Rights and Responsibilities*. Instructors should familiarize themselves with the provisions of the *Code* and report any alleged violation – academic or non-academic – to the DO, who is also available to discuss appropriate disciplinary measures which may be taken. Instructors should be advised that no punitive action may be taken against a student for alleged violations of the *Code* and that the policies and procedures described therein are to be respected; all incidents of a disciplinary nature should be reported to the DO.

Head: Instructor Services and Educational Technologies

Instructor Services and Educational Technologies (ISET) provides instructors with administrative and Technology services related to courses as well as instructional advising and training. This unit is also responsible for equipment loan (laptop and audio-visual).

FOR EACH ACADEMIC DEPARTMENT

The department Head

The Department Director/head oversees all matters related to his/her Department and is responsible for the development and delivery of new educational offerings as well as the smooth operation of existing programming.

The Area/Program Coordinator

In some units, Area/Program Coordinators manage specific areas of the Departments' offerings. They typically provide academic advising to students and give pedagogical guidance and support to Course Instructors to ensure program quality, continuity and consistency as well as good communication with Go University.

The Program/unit Administrator/Manager

The Program Administrator/Manager plans and oversees the area's administrative activities. Questions, for example, regarding instructor contracts, course sections, etc. should be directed to the Program Administrator/Manager.

SECTION 2: INSTRUCTORS

2.1 LECTURER CONTRACT FORMS

A separate Lecturer Contract will be issued. Please note that payment cannot be initiated without a signed contract. The regulations in this Handbook form part of the Contract.

2.2 CHANGE OF PERSONAL INFORMATION

The instructor must notify the Department of any change in coordinates, employer, academic degrees, etc. In the case of a change of address, instructors hired on payroll must also notify, in writing, the University Human Resources Department/Administrator. Instructors must submit an updated curriculum vitae to their Department at least every two years.

2.3 REMUNERATION

2.3.1 INSTRUCTORS HIRED ON PAYROLL

Payments for instructors are made by direct bank deposit to the account of the contracted instructor.

Taxes will be deducted at source for all teaching of regular courses.

(Instructors who are full time employees will receive payment as miscellaneous payments on their regular pay cheque/deposit at bank and be taxed at the marginal rate.

Only for certain other non-teaching responsibilities and for the teaching of short courses (courses lasting less than 6 weeks and not directly related to the University's regular programs) can payments be made without deducting taxes at source.

2.3.2 INSTRUCTOR'S PAY SCHEDULE

Instructors paid on payroll will receive payment every end of month. Instructors that are also full time staff members will receive payment as same.

If an instructor wishes to have payment made to his/her corporation or proprietorship and believes his/her case meets the above requirement, the instructor should consult the Department to determine whether the situation qualifies and, if so, complete a "Firm Retainer Form" instead of a "Course Lecturer Contract". The contract will then be with the firm, rather than the individual.

The instructor must also provide the Department with a copy of the following:

- i. Corporation/proprietorship registration papers
- ii. Registration number

2.4 INSTRUCTOR DIALOGUE

The Director/Head of the Department or the Area/Program Coordinator will undertake, at regular intervals, an instructor dialogue intended to support the instructor in his/her teaching and to maintain high quality in courses delivery. The results of teaching evaluations are reviewed by the Department and play an important role in the hiring process.

2.5 IDENTIFICATION CARDS

A Go University Identification Card, valid for the duration of the contract, is available through the Department of Human Resources/Administrator/Registrar of Go University. The card should be returned to the Department in the event of cancellation of a course or contract.

Instructors contracted through a company must contact Instructor Services/administrator regarding identification cards.

2.6 PROFESSIONAL CONDUCT

Instructors are expected to conduct themselves in a professional manner inside and outside the classroom. As a representative of Go University, instructors are expected to uphold University rules and regulations.

Should an instructor have any personal issues with the University/administration, it is expected that these will in no way be reflected in the professional conduct towards the students.

Any alleged claims of un-professionalism submitted in writing by student(s), will be followed up by the Department and the necessary appropriate actions will be taken.

Drinking and eating are prohibited in all classrooms at all times.

SECTION 3: INSTRUCTOR SERVICES

General information on Instructor Services can be found on the instructor's section of the Go University - personal web page. Please check out the variety of services designed to support your teaching at Go university website.

3.0 PROFESSIONAL DEVELOPMENT

Instructors and Management consultants are entitled to take one course per 2 years at 20% of the tuition fee and the applicant needs to obtain an authorization form from the national Administrator/registrar. In courses with limited registration, the applicant will be admitted on a standby basis. Following the official registration period, the instructor will be notified whether or not there is room in the class.

This privilege does not apply to instructors giving seminars or certain specialized courses. Please contact Go university for further details.

SECTION 4: COURSE MANAGEMENT

4.1 TEACHING /COURSE ASSISTANCE

Course Assistants aid in the preparation of course material, examinations and assist students. An instructor cannot act as his/her own course assistant. In this regard Go University has appointed several TEACHING ASSISTANTS to undertake these duties.

4.2 GUEST LECTURERS AND REPLACEMENTS

GUEST LECTURERS

The Department must be advised of an invited Guest Lecturer or forwarded to the Go university Executive Officer office for approval if it is coming from the course department.

REPLACEMENTS

The person acting as a replacement is expected to provide a curriculum vitae before he/she can be approved by the Department. The University has no obligation to compensate an instructor as a result of his/her absence from class, as stated in the Course Lecturer Contract.

4.3 DURATION OF COURSES

All instructors must adhere to the meeting time, length and number of classes as stipulated in the contract. Final examination is not included in course time.

4.4 CLASS PREPARATION

Instructors are responsible for class preparation within Go University and Department's teaching practices and philosophy. This preparation includes the identification/selection/ and creation of the pedagogical material necessary to meet the global and specific objectives of the course content, readings, and student assessment. Such preparation includes both in-class and on-line components of the course as well as any other technology-related instructional content.

4.5 ROOMS

Regular classrooms assigned for the term are booked by Enrollment Services/Administrator/registrar. Instructors cannot change the room. In circumstances where a change of room is required, the instructor should contact Instructor Services/Administrator who will try to arrange alternative accommodation. In classes where approved re-arrangement of furniture is permitted, it is essential that the furniture be replaced to its original position before departure.

Room requests for make-up classes, tutorials, meetings or any other special purpose should be made through Instructor Services/Administrator.

4.6 AVAILABILITY TO STUDENTS

Instructors are expected to be accessible to students outside normal class hours in order to provide an opportunity for students to ask questions, receive pedagogical follow up and discuss course material. This may be done by suggesting "office hours" at which time the instructor can be reached by phone, by any other convenient way or as requested by the Department. Information on how students can reach the instructor (i.e. e-mail, WebCT, or phone number) must be indicated on the course outline by lecturers.

4.7 HOLIDAYS AND MAKE-UP CLASSES

The scheduled number of classes and/or hours must be adhered to for each course. Should statutory holidays occur during a class period, the instructor must make arrangements with the Department for a date, time and location of the make-up class that is convenient for both the instructor and the students? This must be done before the final examination period.

Instructors should be aware of religious holy days for each semester so that class tests and assignments are not scheduled or due for these days as observant students will be absent or unable to hand in their assignments. Alternatively, instructors should be prepared to provide a make-up test or special arrangements for the handling of assignments.

4.8 CANCELLATION OF CLASSES

Classes could be cancelled by the University in cases of emergency/calamity or security. In the event of cancellation by the instructor, the Department must be informed immediately. The

instructor is primarily responsible for notifying each student registered in the course by, at least, posting an announcement by means available.

All cancelled classes, whether initiated by the University or by the instructor, must be made up before the final examination period at a time mutually convenient to the students and the instructor.

4.9 CLASS ENROLMENT

It is the instructor's responsibility to ensure that each student is officially registered in his/her class. Instructors should report any discrepancy without delay by comparing the attendance to the Class List.

An announcement should be made in each of the first few classes that only students who are officially registered in that class will have assignments graded, term papers accepted, and a final grade for the course assigned.

Students asking for permission to attend a section they are not registered for should be referred to the Department. Students must attend the section they are registered in.

4.10 CLASS LISTS, REPORTING & STUDENT ATTENDANCE

Class Lists are accessible through the Administrator/registrar any discrepancies should be reported to the Department/Executive Officer. Students can add/drop courses until the end of the course change period. Attendance Records, Grade Reports and other documents required by the Department must be returned to Instructor Services upon completion of the course.

Verification of Course Section and Class List

At the beginning of a session, it is of utmost importance to check the class lists to be certain that each student is in the correct section of the course. Any discrepancies must be reported to the Department immediately. It is the students' responsibility to provide proof that they are registered in the course. Students who are not on the class list and cannot provide proof that they are registered in the course must be asked to contact the Department immediately and informed that, until their registration is confirmed by the Department, they cannot continue in the course.

Transfers

All transfers from other regions or districts are subject to the approval of the Program Coordinator/Dean of studies. Instructors are asked to follow departmental procedures on this matter.

4.11 SYLLABUS (COURSE OUTLINE)

A Syllabus (Course Outline) including the topics to be covered in each class (or each week and a breakdown are posted online on *my study* Courses two weeks before the first class. Course outlines may not subsequently be changed.

- *“Go university values academic integrity. Therefore, all students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Conduct and Disciplinary*

All course outlines, assignments, solutions and any other material that students require must be available on *my study page/* Courses. Go university provides that.

Instructors are required to add their own materials/ additional material alongside what is provided on site course catalogue concurrently.

4.15 COURSE EVALUATIONS

Go university offers its students the opportunity to evaluate their instructors and the content of their courses during the last weeks of the module. This enables the instructor and the University to maintain high performance standards.

Go university courses must be evaluated and students are allowed access to the results of the numeric portion of course evaluations, provided the instructor grants permission. Students' comments are a valuable guideline in planning future teaching assignments.

Instructors are expected to review their teaching evaluation.....

4.16 CALENDAR INFORMATION

Instructors are requested to contact the Director of their Department, in writing, with any suggestions concerning changes in the course description or other information pertaining to their course to be included for the next academic year. All changes must go through an approval process.

4.17 ACADEMIC AND NON-ACADEMIC OFFENCES

Go University values academic integrity. Therefore, all instructors and students must understand the meaning and consequences of cheating, plagiarism and other academic offences under the Code of Student Conduct and Disciplinary Procedures. N.B. Failure by an instructor or Go university to include a statement about academic integrity on a course outline shall not constitute an excuse by a student for violating the Code of Student Conduct and Disciplinary Procedures.

Non-Academic Offences

Non-academic offences are injurious to the peaceable functioning of University life. In such cases where students are alleged to have violated the provisions of the *Code of Student Conduct* (disruption, unauthorized entry and/or presence, theft, damage and destruction of

property, physical abuses, harassment and dangerous activity, etc.), instructors should report these incidents to the Disciplinary Officer. Should instructors be confronted with a real and present danger, the incident should be reported immediately to Campus Security or police as appropriate.

This Handbook defines Academic Offences (Plagiarism, Cheating, Confidential Materials, Misrepresentation of Facts and Disruption of Teaching Activities). Instructors should be familiar with these definitions.

SECTION 5: STUDENT EVALUATION

Please note that evaluation rules specific to academic areas are listed.

The grading system and method of marking should be made clear to students and the Department. Examinations must be written in English (except in the case of certain language and literature courses). Students who do not write a final examination in any course and fail to provide a satisfactory explanation for their absence to the Department will receive a 'J' and must repeat the course.

It is Go University's policy that all aspects of student evaluation should be treated with an equal degree of seriousness and objectivity. It is the right of every student to be fairly and equitably assessed.

Instructors are not permitted to grant any special treatment regarding examinations to any student. Students who believe there are circumstances which might justify making special examination arrangements, should contact Administrator/Registrar.

Students who have either a permanent or temporary disability and believe they require accommodations for exams or class test should be informed by the instructors that they can receive support.

5.1 ALL EXAMINATIONS

5.1.1 EXAMINATION REGULATIONS

1. No candidate for examination may bring into the examination room any books, notes, or other material containing information pertaining to the examination unless the examiner has given instructions that such material will be allowed. The use of pocket calculators is subject to Faculty regulations. It is the candidate's responsibility to ascertain whether the use of calculators is permitted and, if it is, whether any restrictions are imposed on the types of calculators that may be brought to the examination.

2. If books, notes, etc., cannot be left outside the examination room, they must be in a place designated by the invigilator before the candidate takes a seat. When needed, mathematical tables, etc., will be supplied in the examination room?

3. Talk or any other form of communication between candidates is forbidden.

4. Candidates must not use or attempt to use any improper source of information. Students writing examinations are responsible for arriving at the right time and place and must have with them their Go University student I.D. with photo. Forgetfulness or inadvertently arriving at the wrong time or place cannot be considered acceptable excuses.

5. The doors of the examination room will normally be opened at least five minutes before the starting hour. Candidates will be permitted to enter the examination room quietly up to one half hour after the scheduled start of the exam. After this time they will be admitted only by special permission of the Dean or his/her representative or the Chief Invigilator.

6. Candidates are not permitted to leave the examination room until one half hour after the examination has begun, and in no case before the attendance has been taken. A candidate who leaves before the examination is over must hand in all completed and attempted work.

7. Candidates must remain seated. A candidate needing to speak to the invigilator (e.g., to ask for additional supplies) should do so indicate by raising his/her hand.

8. Questions concerning possible errors, ambiguities, or omissions in the examination paper must be directed to the invigilator, who will investigate them through the proper channels. The invigilator is not permitted to answer questions other than those concerning the paper.

9. No information of any kind that might be of assistance to another candidate is to be written on the question paper. All work must be done in accordance with the examination instructions and must be handed in to the invigilator.

10. At the close of the examination, candidates must stop writing and submit their work at once.

11. Any breach of these regulations will be reported to the Chief Invigilator and to the Dean for appropriate action. Any student having committed an academic offence may be subject to sanctions.

5.1.2 PROCESS AND ADMINISTRATION

At Go University I.D. card with photo is required for admission to the examination room. Please remind students prior to the examination period.

The examination must be conducted in a proper manner. In particular,

- During an examination each student must be free from unnecessary interference, interruption or annoyance arising from conditions prevailing in or about the examination room;
- Individuality of effort must be ensured;
- The integrity and credibility of the examination system must be maintained;
- The instructor should make every effort to ensure that the examination is free from technical and typographical errors;
- The instructor must attend the second half-hour of the final examination to answer any questions raised by students. If the instructor is personally unable to attend, arrangements should be made for the presence of a substitute/Teaching Assistant.

5.1.3 USE OF CALCULATORS AND DICTIONARIES DURING EXAMINATIONS

Silent non-programmable calculators and dictionaries may be used at the instructor's discretion, but examinations should clearly indicate whether they are acceptable or not.

Ensure proper procedure of all mid-term examinations. In order to have proper conditions and prevent cheating, instructors should, in consultation with the Program Administrator.

5.2. CONTENT

1. All sections of a course should write the same examination unless special written permission is granted by the Director.
2. The examination topics and their relative weighting should reflect, to the extent possible, the material covered and time spent during the course.
3. Examinations must be varied from term to term.

5.3. INVIGILATORS

The University/Dean of studies provides invigilators for the final examinations.

5.4 GRADING

Go university uses the grading system common to the University. Certain programs may have further requirements. Students should refer to the information on their program. Unless otherwise noted, the grading will be as indicated in Table 1:

Any special arrangements or decisions regarding grading must be made with the Department.

Grade

	UNDERGRADUATE LEVEL	GRADUATE LEVEL
A	85 – 100%	85 –100%
A-	80 - 84%	80 – 84%
B+	75 - 79%	75 – 79%
B	70 - 74%	70 - 74%
B-	65 - 69%	65 – 69%
C+	60 - 64%	F = Fail
C	55 - 59%	
D	50 - 54% Conditional Pass	
F	0 - 49% Fail	

Table 1: Grading Scheme

Note: The grade of "J" is to be assigned to students who do not write the final examination and/or who have not completed an essential part of the course requirements and as a result, do not have a passing grade.

5.5. CONFLICTS

Students having more than one examination or timed test scheduled at the same time must fill in a Final Exam Conflict Form to make special arrangements. Students may not defer final examinations or timed tests for reasons other than medical or out of town business which must be verified in writing with a medical certificate or company letter. Vacations are not considered a valid reason for requesting a deferral. Students’ requests for deferrals must be addressed to the Department/Dean of studies as soon as circumstances justify it. Instructors must not make personal arrangements with the students. All course work (i.e. assignments, mid-term exams) is calculated in the final grade. Instructors may be requested to prepare a deferred exam, if

necessary. There is no additional remuneration for marking a deferred exam. The University will not consider requests regarding a deferral for a previously deferred examination.

5.6 REQUESTS TO SIT EXAMINATIONS OUT OF TOWN

Students may be permitted to sit their examination out of town but only on the scheduled examination date. Students must contact their Department at least three (3) weeks prior to the examination to enable the appropriate arrangements to be made.

1. If a student feels an error has been made in his/her final course grade, an initial request for verification may be made. This verification is performed by the instructor and is a mechanical check, i.e. to verify that all questions are marked, no errors have been made in the calculation of the mark and all other work has been appropriately accounted for. It should be performed within five days/week of notification of the request.

2. If still dissatisfied, a student may request a re-read. A re-read is a formal review of the final examination paper. In multi-section courses and whenever possible, the re-read should be performed by an instructor who did not originally mark the examination. A re-read is a formal process requiring a detailed review of each question including a verification of marks for content and the appropriateness of the grading in comparison with other similar examinations. This detailed review will be remunerated on a per paper basis. The instructor should complete the re-read within two weeks of the

3. A final procedure exists if a student wishes to file a grievance. This will be considered only if, in the opinion of the Executive Director or Dean of studies, the student has provided, in writing, concrete grounds for believing that the examination was not representative of course content, the individual was treated prejudicially, or other substantive reasons why the grievance should proceed. After

5.7 GRADE SUBMISSION

Final grades must be submitted within two (2) weeks of the examination to the Dean and to Executive Director Office.

In the case where there is no final exam, the grades are due two weeks from the date of the last class. This timeframe must be adhered to because students are not permitted to register for courses requiring a prerequisite for which no grade has been submitted or apply to graduate. Should the instructor not be able to meet this deadline, Instructor Services/Registrar/Administrator should be informed.

Although final grades are submitted electronically, it is imperative that instructors also supply Instructor Services with a copy of the mark breakdown for each student for the term, indicating the final grade. This breakdown sheet must be in alphabetical order by students' last names. Any delay in the submission of grades may cause unnecessary hardship to students waiting to

write final examinations of related associations. The delay could also prevent program students from graduating.

PERSONAL NOTES OF LECTURER/INSTRUCTOR

GO UNIVERSITY (Holland Global Open University)