This is a fully online beginning Spanish course in the Department of Flexible Learning. These types of courses are becoming more common in higher education in the United States, and even in language classes. While we maintain that human interaction is absolutely essential in learning and using a language, we also believe that advances in technologies have enabled us to reach a point where students can accomplish a great deal working online under a guidance of an instructor. These classes are 5-credit courses that will meet at least 5 times online using a synchronous videoconference mode. One of these meetings will take place as soon as you start your course, while the others will occur at specific intervals during the span of your course. The majority of work will include online instruction and web-based activities. Although the course requires little synchronous class time, your success and learning require substantial commitment and study out of class. The level of proficiency you attain will depend largely on what you put in to your learning. This requires self-discipline, time, and the ability to collaborate in teams. Please be sure to read the “Methodology and Activities” section of this document for tips on succeeding in an online learning format.

REQUIRED MATERIALS

- ¡Anda! Elemental, e-text and MySpanishLab package. This can be purchased online.
- A reliable computer, either a PC running Windows 2000 or later, or a Mac running OS X or later. Check MySpanishLab tune-up for browser specifications.
- A sound card and headset with speakers and a microphone.
- A hi-speed modem (Cable or DSL strongly recommended to download audio and video without delays).
- A dependable Internet Service Provider (ISP).
- A working e-mail address that you check regularly and keep under quota.
**RECOMMENDED MATERIALS**

- A good quality Spanish-English dictionary, such as University of Chicago or you can use a free alternative online. For example, [www.wordreference.com](http://www.wordreference.com)
- 601 Spanish Verbs book, available at most major booksellers or you can use a free alternative online [www.verbix.com/languages/](http://www.verbix.com/languages/)
- A good quality computer Headset (microphone and speaker) (external is preferable to built-in to avoid the background noise).

**GOALS**

The primary goal of the Beginning Spanish courses is to offer students an introduction to basic communicative skills in Spanish while developing an awareness and appreciation of Hispanic/Latino cultures. The courses take their goals from the Standards for Foreign Language Learning in the 21st Century, also known as the 5 Cs, which focus on five general areas:

- **Communicating in Spanish**
- **Gaining knowledge and understanding of cultures of the Hispanic world**
- **Connecting with other disciplines and acquiring new information**
- **Developing awareness of similarities and differences (comparisons) among language and culture systems around the world**
- **Using Spanish to participate in communities at home and around the world**

**METHODOLOGY AND ACTIVITIES**

This course stresses communication skills in Spanish. Every effort will be made to make this class student-centered. To help students succeed in this course, the class will engage in a variety of activities and assignments, including but not limited to activities such as the following:

- Practice and communication using vocabulary and grammar learned in oral and written modes
- Sociolinguistic practice and functions through communicative activities (pair work)
- Reading activities and exercises, such as pre- and post-reading, intensive and extensive reading
- Writing activities ranging from short paragraphs to developed compositions
- Integration of skills in projects and tasks
- Video/audio/computer exercises, presentations, and discussions

**A note about online classes**

The keys to success in this class are generally the same as those in any other class. However, given the nature of online classes, in which you will “meet” less frequently (at least five times during the duration of your course) and will be responsible for covering a good deal of material on your own, there are some things that you should keep in mind:

- Perform the MySpanishLab browser tune-up immediately, and any time you start to experience problems. Any other technological problems with MySpanishLab should be handled by contacting their tech support at the first sign of trouble. The ‘chat’ feature is the fastest way to get help. ([https://247pearsoned.custhelp.com](https://247pearsoned.custhelp.com)).
- Be very careful in managing your time. Set aside specific times each week to complete class activities. It is your responsibility to cover all the required material before class, and if you do not it is likely that you will not get as much out of the class meeting as you should.
- Expect electronic glitches, power outages, or the like, and plan ahead. Don’t wait until the last minute to submit your work.
Some of the MySpanishLab activities you will be assigned will not have any task to complete, but simply require you to go through a tutorial or practice on your own. While it may be impossible for your instructor to grade you on completing these tasks, it is in your best interest to complete them just as thoroughly and carefully as you would complete any other graded activity. These types of practice are just as important as any other activity.

It is especially important to be consistently prepared for and actively involved in the online class meetings, which will be spent primarily on communicative activities. However, your instructor will always make sure there are no vocabulary or grammar questions from the homework before moving on, so as you do your exercises be sure to take note of any confusion or questions you have so you can bring them to class meetings.

Don’t be shy! The more willing to share, talk and interact with your instructor and your classmates you are, the more you will get out of your class time. And do not worry. everyone feels the same way, even if they don’t show it!

**ASSESSMENT**

The assessment categories below will be measured according to three major criteria of language performance: accuracy, fluency, and complexity. You will be evaluated based on your achievement of the course goals (above) and the following criteria:

- Participation and Preparation for at least 5 online meetings 10%
- MySpanishLab (assigned activities) 25%
- Practice Test with a Study Plan (5 @ 2% each) 10%
- Reading and Writing Portfolio 15%
- Conversations (2 @ 5% each) 10%
- Midterm (Proctored exam) 15%
- Final Exam (Proctored exam) 15%

100%

For your current and final grade, please see the gradebook in Canvas. All mySpanishlab activities, and practice tests will be automatically graded and feedback instantaneously available. Your instructor will grade various components of your overall assessment (Oral Practice Activities, Reading and Writing portfolio and the Midterm and Final Exam). These activities will be graded within two weeks of submission.

**COMPONENTS**

**Participation and preparedness for online meetings**

It is especially important to be consistently prepared for and actively involved in online class meetings. Your instructor will use these meetings to review important concepts and practice speaking in Spanish. For this reason, it is important that you complete all the online homework before coming to class meetings. Your instructor will grade your participation and preparedness using the rubric at the end of the syllabus.
During this course you are part of a learning community and as an active member you will create two (2) online video recordings of approximately 2-3 minutes in length (under Discussions in Canvas). The first video will be an introduction of yourself to the rest of the class. The last video will be a re-introduction of yourself (i.e., the same task) in which you can put into practice the new vocabulary, grammar structures you have learned throughout the course. Both tasks will be evaluated using the rubric used to evaluate speaking tasks included at the end of the syllabus.

**MySpanishLab activities**
You will be assigned a variety of homework assignments from the MySpanishLab site, consisting of tutorials, grammar exercises, listening and writing practice, etc. You are responsible for completing all the assigned activities. Most of these exercises are computer-graded and you will receive immediate feedback regarding your answers. Note that it is in your best interest to study the material in the book and view the assigned tutorials before you do the assigned exercises. You have a maximum of three attempts on the activities, and the highest grade of the three will be your final grade for each activity. If there are incorrect answers on your first submission a small blue bubble will appear beside the answer. Click on it for a hint, review the material again, and then click on “try again” to make the correction. If your second attempt is also incorrect a “need help?” button will appear in the upper right-hand corner of that window. Click on it to review the material you got wrong, and then click on the “try again” button to make the correction. If your answer is still incorrect after three tries, the correct answer will appear when you click on the small blue bubble next to the incorrect answer, but you will no longer be able to submit an additional attempt at that point. The resulting grades of all activities assigned for each chapter will be averaged, and that score is what will be calculated as your MSL homework grade.

Emphasizing the importance of interaction and oral production, this course offers six opportunities for you to develop your speaking skills in mySpanishLab: Assigned Oral Practice Activities. Writing short dialogues helps you practice sentence structure and develop your thinking in Spanish. Six times during the semester, you will write and record brief responses. There will be one for each chapter. Each speaking activity will be assessed on a scale of 0-5, based on the thoroughness and effort evident in your completion of the prompt. You will see a grade and feedback after the instructor grades it.

**Practice Test with a Study Plan**
In order to periodically assess your learning of the material, there will be a practice test (pre-test and a post-test) at the end of each chapter, administered through MySpanishLab. You will take a total of 6 practice tests and the lowest grade will be automatically dropped. You will take a Pre-test (one submission) and according to those results the program will generate a Study Plan for the areas where you need improvement. After you study this material, you will take a Post-test that will let you know if you have mastered the module objectives.

**Reading and Writing Portfolio**
Emphasizing the importance of developing strong reading and writing skills in Spanish, you will create a reading and writing portfolio in Canvas where you will use reading and writing strategies to practice and improve your comprehension and develop your thinking in Spanish. You will read and write short passages (40-70 word) for chapters 7, 9 and 11. Each activity will be assessed using the rubric at the end of the syllabus. You will see your grade in the assignment in Canvas after the instructor grades it. You will also complete a milestone composition of about 150-200 words on a topic of your selection to showcase your newly acquired writing skills. The first draft of your composition will account for 70% of the composition grade. Your instructor will make comments and mark errors (with the symbols indicated in the “Correction Code”) on the first draft. You will then revise the composition and turn in the second version, worth 30%.
must type and double-space the second draft. You must also highlight anything that is different from the first draft, and include a word count. Three points will be deducted from the revision grade for each of these requirements if unmet. The specific rubric used to grade your compositions is included at the end of the syllabus.

**Conversations**
Because effective oral communication is one of the primary goals of the beginning Spanish sequence and UF, and is often the primary goal of most beginning language students. There will be two conversation style oral exams to assess your progress towards this goal. The first conversation is before or after the Midterm Exam and the second one is before you submit the final exam. The instructor will provide specific instructions for each conversation, and evaluate these interactions utilizing the communicative speaking task grading rubric at the end of the syllabus.

**Midterm and Final exam (proctored)**
There will be a midterm and final exam in the course, which will be administered via ProctorU. The Midterm exam will be given after completing Module 1-3. The final exam will be given at the end of the course. This exam will include: (a) a listening component, and (b) a grammar, vocabulary, and culture component. The goal of this exam is to assess your listening ability in Spanish as well as to assimilate what you have learned about Spanish grammar, vocabulary, and culture. This exam is cumulative. It is not curved and no make-ups will be given. These exams are timed (90 minutes) and are designed to be able to be completed successfully if you have been diligent about doing your MySpanishLab activities and attending and participating in class meetings.

**GENERAL ADMINISTRATIVE ISSUES**

**Expected Time Required (Approximate):** A general guideline for the amount of time you should plan to dedicate an online university course is 4-5 hours of homework per course credit hour. That’s 20-25 hours a week for this course.

- **Potential technology failures:** In the case of a technology failure, you must document the failure with a screen capture and contact the UF Computing Help Desk at http://helpdesk.ufl.edu/
- **Extra Credit:** No extra credit will be given under any circumstances. There are NO EXCEPTIONS.
- **Incompletes:** The Lower Division Spanish Program abides by the University policy on incomplete grades (http://www.registrar.ufl.edu/staff/grades.html#incomplete) and we will NOT assign any “I” grades except under truly exceptional extenuating circumstances. You MUST contact your Instructor, if you believe your situation qualifies for consideration.
- **S/U Option:** You are free to take this course S/U if you desire. Please contact the instructor for approval prior to enrolling and email the approval when you enroll to learn@dce.ufl.edu.

**UNIVERSITY POLICIES**

**University Policy on Accommodating Students with Disabilities:** Students requesting accommodation for disabilities must first register with the Dean of Students Office (http://www.dso.ufl.edu/drc/). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking
the quizzes or exams. Accommodations are not retroactive, therefore, students should submit a copy of their accommodation requirements to the Flexible Learning Office after they enroll to learn@dce.ufl.edu or (fax) 352-392-6950.

**University Policy on Academic Misconduct:** Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at http://www.dso.ufl.edu/students.php.

**Netiquette Communication Courtesy:** All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats.

**Counseling and Wellness:** A variety of counseling, mental health and psychiatric services are available through the UF Counseling and Wellness Center, whose goal is to help students be maximally effective in their academic pursuits by reducing or eliminating emotional, psychological, and interpersonal problems that interfere with academic functioning. The Center can be found online at http://www.counseling.ufl.edu/cwc or reached by phone at (352) 392-1575.
**STUDENT PREPARATION and PARTICIPATION GRADING SCHEME**

- Student preparation and participation involves a number of variables, listed in the rubric below.
- Your preparation and participation will be assessed out of 20 possible points, posted on MSL and updated after each class meeting.
- Your instructor reserves the right to administer oral practice assignments or pop quizzes in order to assess students’ preparation. These grades also form part of this grade.
- The use of cell phones, pagers, mp3 players and all other electronic equipment during online class meetings is prohibited, unless otherwise indicated by your instructor. All equipment must be turned off in the virtual classroom. Any evidence of cell phones (use, ringing, buzzing, etc.) and similar equipment use will result in an automatic zero in preparation and participation for that day.

**ONLINE CLASS MEETING PARTICIPATION RUBRIC**

<table>
<thead>
<tr>
<th>In-class participation</th>
<th>100 - 90</th>
<th>89 - 69</th>
<th>60 - 40</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete attendance during the five online meeting classes on time; 5 points</td>
<td>100 - 90</td>
<td>89 - 69</td>
<td></td>
</tr>
<tr>
<td>Highly active participation during online class; 0-5 points</td>
<td>89 - 69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outstanding interaction with classmates (if available), and instructor in class and pair activities; 0-5 points</td>
<td>89 - 69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Well prepared for each class in advance 0-5 points</td>
<td>89 - 69</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grade online class meeting 1:</th>
<th>Grade online class meeting 2:</th>
<th>Grade online class meeting 3:</th>
<th>Grade online class meeting 4:</th>
<th>Grade online class meeting 5:</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________________________</td>
<td>____________________________</td>
<td>____________________________</td>
<td>____________________________</td>
<td>____________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grade online class meeting 3:</th>
<th>Grade online class meeting 4:</th>
<th>Grade online class meeting 5:</th>
</tr>
</thead>
<tbody>
<tr>
<td>____________________________</td>
<td>____________________________</td>
<td>____________________________</td>
</tr>
</tbody>
</table>
**CODES USED IN CORRECTING WRITING ACTIVITIES**

Your instructor will return your writing activities having underlined words/phrases/sentences that need to be corrected. Above each underlined section there will be a symbol from the list below which will indicate to you how to revise that portion of the composition.

<table>
<thead>
<tr>
<th>SYMBOL</th>
<th>ERROR TYPE</th>
<th>EXAMPLE (INCORRECT)</th>
<th>EXAMPLE (CORRECTED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AO</td>
<td>Missing or misplaced accent</td>
<td>día arból</td>
<td>día árbol</td>
</tr>
<tr>
<td></td>
<td>Missing or overused personal “a”</td>
<td>Amo mis padres</td>
<td>Amo a mis padres</td>
</tr>
<tr>
<td></td>
<td>Spelling error</td>
<td>huego</td>
<td>Juego</td>
</tr>
<tr>
<td></td>
<td>Agreement error (subject-verb, gender, number, etc.)</td>
<td>Ella estudian Casa blanco La día</td>
<td>Ella estudia Casa blanca El día</td>
</tr>
<tr>
<td>VB</td>
<td>Incorrect verb form</td>
<td>Me gusta nadando</td>
<td>Me gusta nadar</td>
</tr>
<tr>
<td></td>
<td>Incorrect verb conjugation</td>
<td>Yo sabo eso</td>
<td>Yo sé eso</td>
</tr>
<tr>
<td></td>
<td>Incorrect verb tense, aspect or mood</td>
<td>Ayer estudia Quiero que estudias más Cuando tuve 14 años...</td>
<td>Ayer estudió Quiero que estudies más Cuando tenía 14 años...</td>
</tr>
<tr>
<td>PP</td>
<td>Incorrect or missing preposition</td>
<td>Pagó diez dólares para este libro Trabajo a la tienda</td>
<td>Pagó diez dólares por este libro Trabajo en la tienda</td>
</tr>
<tr>
<td>PR</td>
<td>Missing or incorrect pronoun or relative pronoun</td>
<td>Las son mis amigas Gusta bailar a él Los estudiantes quienes viven en la Florida Los estudiantes sus padres no viven en la Florida</td>
<td>Ellas son mis amigas A él le gusta bailar Los estudiantes que viven en la Florida Los estudiantes, cuyos padres no viven...</td>
</tr>
<tr>
<td>LX</td>
<td>Lexical error, wrong word choice, or dictionary error</td>
<td>Somos cansados Yo lata mosca</td>
<td>Estamos cansados Yo puedo volar</td>
</tr>
<tr>
<td>[?]</td>
<td>Unintelligible</td>
<td>Rewrite the section in [brackets] because it is incomprehensible or because it is not expressed that way in Spanish.</td>
<td></td>
</tr>
<tr>
<td>X</td>
<td>Omit whatever element is crossed out</td>
<td></td>
<td></td>
</tr>
<tr>
<td>^</td>
<td>Insert missing element where mark indicates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Other grammatical error (consult with your instructor for further information)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>+</td>
<td>Used to indicate two (or more) errors in the same construction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¡OJO!
- Always consult this list of symbols when making corrections to your written work.
- Corrections should be made with a dictionary, verb book, textbook, class notes, etc. Don’t guess!
# Writing Activity Grading Scheme

## Pre-Writing (5%)
- Completed all required pre-writing tasks.  
  - 5  4  3
- Completed some required pre-writing tasks.  
  - 2  1
- No evidence of pre-writing.  
  - 0

## Written Product (65%):
### Content:
- Very complete information. Broad, effective use of vocabulary covered in the chapter.  
  - 17  16  15
- Adequate information. Some development of ideas, but lacks detail or support.  
  - 14  13  12
- Few errors with vocabulary.  
  - 11  10  9
- Limited information. Ideas present, but underdeveloped. Occasional errors with vocabulary.  
  - 10  9  8
  - 7  6  5

### Organization:
- Ideas connected. Logically ordered from beginning to end. Fluent.  
  - 16  15  14
- Order apparent, but somewhat choppy. Loosely organized.  
  - 13  12  11
- Limited order to the content. Disjointed and/or choppy.  
  - 10  9  8
- Basically a series of separate sentences. No transitions. No apparent order.  
  - 7  6  5

### Language:
- Well-edited for the grammar covered in the course lessons to date. Very few errors overall.  
  - 32  31  30  29
- Occasional grammatical errors with the grammar covered in the course lessons to date.  
  - 28  27  26  25
- Frequent errors that would probably impede comprehensibility for a native speaker not accustomed to communicating with language learners.  
  - 24  23  22  21
- Abundance of errors. Mostly incomprehensible.  
  - 20  19  18  17
- Excessive errors, evidence of carelessness. Incomprehensible.  
  - 16  15  14  13

**First Draft Grade**  
_____/ 70

## Post-Writing (30%):
- Carefully and thoroughly made indicated corrections for content, style and organization.  
  - 30  29  28  27
- Completed all editing steps, shows considerable improvement.  
  - 26  25  24  23
- Some editing completed, but overall quality of composition similar to first draft.  
  - 21  19  17  15
- Minor changes made, but lack of effort.  
  - 13  11  10  9
- No evidence of the revisions.  
  - 0

**Post-Writing Grade**  
_____/ 30

**Final Grade (1st draft plus Post-writing)**  
_____/ 100
## Communicative & Oral Practice Task Grading Scheme

Nombre ________________________  Tema _______________________________

### Vocabulary (20%)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score 6</th>
<th>Score 8</th>
<th>Score 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inadequate, inaccurate for this level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barely adequate for the situation and level, repetitive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adequate for the situation and level</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broad, precise, impressive for this level</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Fluency (20%)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score 8</th>
<th>Score 10</th>
<th>Score 12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Halting, fragmented, unnatural pauses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Generally natural and continuous</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very natural, with no unnecessary pauses</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

### Information Provided (25%)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score 13</th>
<th>Score 15</th>
<th>Score 17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Little information is provided; ideas not well developed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Only basic information is provided; ideas fairly well developed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Most necessary information is provided; ideas very well developed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Grammar (25%)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score 14</th>
<th>Score 15</th>
<th>Score 16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost inaccurate except for stock phrases</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uncertain control of the language; frequent errors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair control of the language; some errors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very good control of the language; very few errors</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Pronunciation (10%)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score 3</th>
<th>Score 4</th>
<th>Score 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pronunciation is frequently unintelligible</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heavy English influence requires concentrated listening</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occasional mis pronunciations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Very few mis pronunciations</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Total</strong> /100 points</th>
</tr>
</thead>
</table>

Comments:
Maximize Your Language Learning Using MySpanishLab

- MySpanishLab offers many resources for learning Spanish, including an e-book, pronunciation guide, review materials, flash cards, video and audio materials, a glossary, user’s guide, tutorials, and many other tools to help you learn Spanish. Use them all!
- In the Additional Practice folder in each module, you will find a variety of opportunities to continue practicing on your own, including flash cards you can download to a smart phone or use online, various games to help you learn vocabulary, practice tests, etc. You are encouraged to use these resources regularly.
- Within this folder you will find downloadable media, web links for the chapter, a link to Cultura Interactive Globe with maps and country-specific videos, and the Ambiciones siniestras videos.
- Also available is a Readiness Check that assesses your knowledge of ENGLISH grammar structures and prepares you for the Spanish grammar you will study.
- Do the browser tune-up periodically to make sure you have the necessary software and plug-ins.
- When you are doing the practice test or writing activity do not have any other windows open on your computer. If you leave the activity for any reason it will close and you won’t be able to reopen it. You only have one opportunity to complete these practice tests, and writing activities.

Do your own work. Violating UF’s honor code will not help you learn Spanish or get a better grade, and it will result in a student judicial honor code violation process.

Important Information for MSL
You must start submitting your work from the date of your enrollment in class.

If you happen to encounter technological problems with MySpanishLab, you should do the following:

1. _____ Contact Pearson tech-support (https://247pearsoned.custhelp.com) as soon as the problem happens. Contact by phone or chat, NOT email, is the best way to do it.
2. _____ Send a copy to your instructor of all communications with Pearson.
3. _____ Save all communications with Pearson, in case they get lost in cyberspace.

Pearson Technical Support

Need Help Registering?
If you have any questions or issues registering for your course, please go to: https://247pearsoned.custhelp.com. Click CHAT on the top toolbar. Fill in the form and click, SUBMIT. An IM box will open and a technical support assistant will be able to help you with your specific issue.

Need help once you are enrolled in your instructor’s course?
Once you are logged into your MyLanguageLabs course and have any questions or issues, please click on the SUPPORT link in the upper right hand corner of your course:
UF Flexible Learning Policies

Course Grading Scale:
The course letter grade will be determined according to the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
</tr>
<tr>
<td>A-</td>
<td>90-92%</td>
</tr>
<tr>
<td>B+</td>
<td>87-89%</td>
</tr>
<tr>
<td>B</td>
<td>83-86%</td>
</tr>
<tr>
<td>B-</td>
<td>80-82%</td>
</tr>
<tr>
<td>C+</td>
<td>77-79%</td>
</tr>
<tr>
<td>C</td>
<td>73-76%</td>
</tr>
<tr>
<td>C-</td>
<td>70-72%</td>
</tr>
<tr>
<td>D+</td>
<td>67-69%</td>
</tr>
<tr>
<td>D</td>
<td>63-66%</td>
</tr>
<tr>
<td>D-</td>
<td>60-62%</td>
</tr>
<tr>
<td>E</td>
<td>59% and below</td>
</tr>
</tbody>
</table>

The University of Florida assures the confidentiality of all your educational records in accordance with State University System Rules, State Statutes, and the Family Educational Rights and Privacy Act. Grades are not given out over the phone.

Plagiarism:
“A student shall not represent as the student’s own work all or any portion of the work of another. Plagiarism includes but is not limited to:

1. Quoting oral or written materials including but not limited to those found on the internet, whether published or unpublished, without proper attribution.

2. Submitting a document or assignment which in whole or in part is identical or substantially identical to a document or assignment not authored by the student.” Source: Regulations of the University of Florida, UF-4.041. For more information, please go to this link: Student Honor Code and Student Conduct Code: Scope and Violations

“For a violation or violations of the Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension and expulsion as well as any educational sanctions. In addition, students may receive the following:

(a) Assignment grade penalty. The student is assigned a grade penalty on an assignment including but not limited to a zero.

(b) Course grade penalty. The student is assigned a grade penalty in the entire course including but not limited to an ‘E’. “ Source: Regulations of the University of Florida, UF-4.047.

Exams:
There will be a midterm and final exam in the course, which will be proctored by ProctorU. See the ProctorU Student Handout located in the “Start Here” section of your course in Canvas for the instructions and technical requirements. A hard-wired internet connection is recommended for taking exams.

The Flexible Learning Office needs to be notified of any special accommodations required by the student when they begin their course.

Course Deadline and Extension Policy:

Each student’s online course expires 16 weeks from the date of enrollment. The course should be started as soon as the course materials are received since the 16 week period has already begun. Completed coursework should be submitted weekly.
Each student is allowed 16 weeks to complete a course. If the time is about to expire and the course has not been completed, the student will be assigned a failing grade (“E”). The student may petition the instructor for a course extension if he or she has made sufficient academic progress. This is defined as having completed a major portion of the course with a passing grade, been unable to complete the course requirements because of extenuating circumstances, and obtained an agreement from the instructor and arranged for resolution of the incomplete grade. After the student has contacted the instructor for an extension, the extension request will be administratively evaluated. Instructors are not required to allow extensions.

**Dropping or Withdrawing From a Course:**

A tuition refund may be granted after a student submits a written request for withdrawal from a course within 30 days of enrollment. This request must be in writing and may be sent by fax or email. All requests will receive written responses. Refunds will be the amount of tuition, less $25.00 per course. If a credit card was used to pay for tuition, the refund will be in the form of credit to that card. A refund can be issued on course materials at the time of withdrawal if they are returned within 30 days of sale and are in their original condition. Allow 6 – 8 weeks for refund checks. Please call our office (1-800-327-4218) for up to date refund policies. **No refunds are granted after 30 days.** Students with disabilities who need to drop a course due to disability-related reasons are allowed to petition for additional drops. For more information, contact the Disability Resource Center.

**Attention UF Students:**

- **To drop a course:** In order to drop a UF Flexible Learning course, UF students must have an Academic Advisor or Department Chair email the UF Flexible Learning office at learn@dce.ufl.edu stating that the student is approved to drop the course. Please use this link for more information: [UF Drop Policies](#). UF Students wishing to drop a UF Flexible Learning course after drop/add should contact their college advising office to see if they have a free drop remaining. If they have a free drop remaining, they have 14 weeks from the date of enrollment to drop the course, subject to applicable rules of their college and the university. This action is subject to verification that a grade has not yet been assigned.

- **All full-term withdrawals must follow University of Florida policies/procedures.** An approved withdrawal form must be submitted to the Dean of Student’s Office for review and final approval. Students must also notify the UF Flexible Learning office of this request. Please use this link for more information: [UF Withdrawal Policies](#).

**Medical Withdrawals:**

Here is the link to start the Medical Withdrawal Process:

[Dean of Students Office Medical Withdrawal Process](#)

**Retroactive Withdrawals:**

Here is the link for retroactive withdrawal information:  [Petition Information](#)

**Transfers:**

You may transfer from one course to another within 30 days of enrollment. This request must be in writing and sent by fax or e-mail. You will receive a receipt by mail. Any difference in tuition will be collected or refunded. There is a $50.00 transfer fee. After the transfer has taken place, the original enrollment and expiration dates still apply. The approval and signature of a dean or academic advisor is required for UF students.

**Book Buy-Back Policy:**

Textbooks and materials, except for ones that use an access code, that are in continued use by UF Flexible Learning and are in good condition may be repurchased at 50% of the original purchase price 30 days from completion of or
withdrawal from a course. Contact UF Flexible Learning for more details at 1-800-327-4218.

**How to Request a UF Transcript:**

There are two ways to order a transcript:

1. The online ordering system by going to this link: [Ordering UF Transcripts](#)

2. If you cannot use the online system, please contact the UF Office of the University Registrar for instructions to mail in a request with a check or money order. They can be contacted by phone Monday-Friday, 8:00 a.m. to 5:00 p.m., at 352-392-1374. Persons with hearing impairments can call FRS # 1-800-955-8771 (TDD).

   Please check your “unofficial transcript” first, before ordering your “official transcript”, to make certain that your grade has been posted.

**UF Flexible Learning Contact Information:**

Email: learn@dce.ufl.edu  
Phone: (352) 392-1711  
Toll free: (800) 327-4218  
Fax: (352) 392-6950  
Website: UF Flexible Learning

**Office Hours:**

Monday-Friday  
8:00am-5:00pm EST