Instructor Handbook 2022-2023
School of Continuing Studies

Contents

As an instructor at the University of Toronto School of Continuing Studies (SCS), the skills and expertise you bring to the classroom are vital to helping our learners reach their goals. For this life-changing learning to take centre stage at SCS, many puzzle pieces must come together behind the scenes so that your course runs as smoothly as possible.

We want to help ensure that these administrative tasks and policies are as clear and straightforward as possible. That's why we've created this course administration handbook for you to refer to throughout your teaching journey at SCS. You can spend less time trying to figure out where to submit your grades and keep your focus where it should be: on enjoying your time in the classroom, educating and inspiring our learners.

OUR SCS VISION, MISSION, AND VALUES

VISION
To be a global leader in university continuing education
by enriching lives and transforming lifelong learning

MISSION
SCS impacts lives by keeping skills and knowledge fresh and future-focused through excellence in learner-centred academic programming, exceptional teaching, and high-quality services.

VALUES
Learners first; Excellence; Creativity;
Interdisciplinary Collaboration; Diversity and Inclusion; Accountability

YOUR SCS TEAM

Program Director
Your program director is your contact for any questions you have about curriculum and content development, academic standards, assessment or instructional strategies. They can assist you with any contract administration matters that may arise.

Program Administrator
The program office works with you on the administration and planning logistics for your course. You can contact your program administrator for questions related to course administration such as textbook orders, classrooms, audio-visual equipment, photocopying, course evaluations, submission of marks or other services related to the coordination of your course.

Learning Innovation Team
The Learning Innovation team supports all program and course development including new programs and major program renewals and updates. Please contact your program director with any questions about working with the Learning Innovation team.

CONTACTS

Program Office

Arts & Science, Languages & Translation
scs.humanities@utoronto.ca
416-978-2412

Business and Professional Studies
scs.business@utoronto.ca
416-978-2412

Creative Writing
scs.writing@utoronto.ca
416-978-2412

Learning Innovation

elearning@utoronto.ca
416-978-3880

YOUR SCS TOOLS AND RESOURCES

Instructor Resource Centres

The Instructor Resource Centres are dedicated spaces where you can prepare for or relax before class, meet with SCS staff, and complete course administrative tasks. These tasks might include working on course documents, collecting your SCS mail and printed material orders. You will find these welcoming spaces at both our St. George and U of T Mississauga offices.

*Please note that instructor resource centres are closed during all holidays and campus closures

St. George Instructor Resource Centre Location:
158 St. George Street, First Floor
Available:
Monday through Thursday
10:00 am to 6:00 pm
Friday, 10:00 am to 5:30pm
(Note: in July and August SCS closes at 5:30 pm Mon-Thurs and 5:00pm on Fridays)

University of Toronto Mississauga Location:
William G. Davis Building, Room 2117A 3359 Mississauga Road
Available:
September to June

Monday through Thursday 11:00am – 6:30pm
Friday, 9:00 am – 4:00 pm
July, August
Monday through Thursday 11:00am – 6:00pm
Friday, 9:00 am – 3:30 pm

Your UTORID, TCARD and Email Address

As a member of the U of T community and to gain access to SCS and campus services, you will be assigned an identification number called a UTORid. Once you have been assigned your UTORid and activation is complete, you have the option of registering for a physical photo identification card called a TCard.

UTORid gives you access to:
- Quercus (Canvas), U of T's academic technology toolbox and learning management engine
- U of T's wireless network (on all campuses)
- Your U of T email address
- U of T Online Library
- My Access-Instructor Account
- Employee Self-Service (ESS) – online service available only to employees paid as individuals (T4) to access pay statements and tax slips.

TCard (optional) gives you access to:
- Checking out U of T library books
- Computer terminals in the U of T libraries

How to Obtain a UTORid

Once the program office has confirmed your teaching assignment, you will receive an email that contains your UTORid and directions to activate your U of T account. If at any point you forget your UTORid and/or password, please visit https://utorid.utoronto.ca/ for assistance.

How to Obtain a TCard (optional)

If you wish to obtain a TCard, once you have activated your UTORid contact your program administrator and they will arrange to have a TCard authorization letter prepared for you. Take this letter to any of the TCard offices listed below along with a piece of Canadian government-issued photo I.D.

University of Toronto St. George Campus
E: tcard.office@utoronto.ca
W: tcard.utoronto.ca
Reader Registration desk – Second floor, Robarts Research Library
130 St. George Street Toronto, Ontario M5S 1A5
T: 416-946-8047

University of Toronto Mississauga Campus
E: tcard.utm@utoronto.ca
W: utm.utoronto.ca/tcard

CCT Atrium, CCT 0160A
Information & Instructional Technology 3359 Mississauga Road N. Mississauga, Ontario
L5L 1C6
T: 905-828-5344

University of Toronto Scarborough Campus
E: tcardoffice@utsc.utoronto.ca
W: utsc.utoronto.ca/registrar/tcard
Bladen Wing – Fourth Floor Room 498A (Summer semester Room 482)
1265 Military Trail Toronto, Ontario M1C 1A4
T: 416-208-4761

How to Obtain a U of T Email Address

When you activate your UTORid you will be prompted to set up a U of T email address. It is important that you set up this account as soon as possible. We will send all official communication to you via this account and this is the account you will use to communicate with learners, so it is important to check it on a regular basis. If you have any questions about your U of T email account, contact the U of T Information Commons Help Desk, https://onesearch.library.utoronto.ca/ic-help-desk-knowledge-base.

Instructions to setup U of T email on your mobile device: https://uthrprod.service-now.com/infocomm

My Access-Instructor Portal

From the My Access instructor portal you can manage key course administrative functions:

- view/download/print class lists
- send emails to learners
- edit your profile
- access your schedule
- update attendance records
- submit grades

You can access the My Access instructor portal by visiting our website (https://learn.utoronto.ca) and selecting the "Current Instructors" link at the top of the homepage.

Please ensure you can access this portal before your first class. If you have any difficulty accessing or using it, contact your program administrator.

SCS Instructor Toolbox

The SCS Instructor Toolbox contains resources to support you with building and teaching courses in Quercus (our online learning management engine), running webinars with video conferencing software, creating AODA and SCS-compliant content, etc. You will find job aids, how-to videos, templates, and links to external support resources here. The SCS Instructor Toolbox is located in Quercus (UTORid required for login) under "Courses". If you do not see the SCS Instructor Toolbox course please contact your Program Administrator.

Access to Instructional and Classroom Supports

We have created an online repository of information, forms and templates to support your instructional needs. These documents include:

- request forms to order copyright clearance, photocopying and AV support services
- guidance to support you in preparing for your first class

To access this material:

- Visit https://learn.utoronto.ca
- Select "Current Instructors" link at the top of the homepage.
- Select the link entitled "Instructor Support"

It is important that you visit and become familiar with these supports as they are crucial to identifying and managing your course needs.

Accessing University of Toronto Libraries

As an SCS instructor, you have access to one of the most extensive academic library systems in North America. Your UTORid allows you access to the University's libraries online, and your TCard allows you to borrow books.

Subscribing to Alerts and News Feeds

SCS and the University have several alert systems and news feeds to update you on issues ranging from campus security to the availability of technical systems. Please subscribe to or familiarize yourself with the following alerts and news feeds so that you receive up to date information as soon as it's available:

University of Toronto systems and services: http://www.systemstatus.utoronto.ca/

University of Toronto's alert system: https://www.utoronto.ca/alerts

Snowline: 416-978-SNOW (7669)

Complimentary SCS Course

We know the best instructors are also dedicated learners. That's why, every year you teach with us, you are eligible to take a free SCS course* to further your professional development. This allows you to not only explore a new subject, but also to observe the different modes and styles of teaching employed by your peers. Choose from over 800 courses in a wide range of disciplines.

* This offer has an $800 maximum for one course, is non- transferable and time-limited within the academic year, valid for one course. There is no cash value and if you register for a course less than $800, you forfeit the remaining value of the offer. Please note some courses are exempt from this offer: all English Language Program (ELP) offerings, all Trilogy Education Services- partnered offerings, examination prep courses, private instruction in languages and our Professional Edge program. To register, contact your Program Administrator.

YOUR COURSE ADMINISTRATIVE RESPONSIBILITIES

Prior to Your Course

Accessibility and Accommodating Learners with Different Abilities

We are committed to ensuring our courses are open and accessible to all. In our efforts to ensure accessibility, we have embraced the Accessibility for Ontarians with Disabilities Act (AODA). There are several ways in which the Act impacts our instructors. The following points are important for you to understand as you embark on an instructional assignment at SCS.

AODA Training

All instructors are required to complete short, informative online AODA training provided by SCS. The SCS AODA training module is located within the SCS Instructor Toolbox and should be completed prior to teaching at SCS.

AODA Compliant Course Materials

AODA compliant course materials may include a range of modifications or adaptations to ensure that they meet the needs of a range of learners. SCS has developed an AODA compliant PowerPoint deck along with standards for ancillary course materials, which will be provided to you. Your Program Director can provide you with support and guidance to ensure your materials are accessible.

Accommodation Requests

Learners requiring accessibility accommodations are encouraged to make formal requests at the point of registration. If they do so, a representative from SCS will be in touch with you to discuss the nature of the request and to provide you with support to ensure a positive teaching and learning experience.

If you notice that a learner requires support and has not made a formal request, please be in touch with your program director who will address your concerns with our accessibility representative.

Basic Health and Safety Awareness Training

Ontario Legislation requires you to provide the University with confirmation that you have taken basic health and safety awareness training. The program office will provide you with details and a link to complete this online training before you begin your teaching assignment.

Course Content Updates

SCS course descriptions represent our commitment to the learner by clearly outlining content and learning outcomes of the course. It is important that you discuss any potential updates to course contents, outlines, or descriptions with your program director and obtain their approval before implementing changes.

Please note that course descriptions are the property of SCS and will be used on the SCS website and/or other marketing materials. SCS maintains the right to revise course descriptions. You may change the course description only after consultation with and the approval of your program director.

Course Outlines and Learner Assessment Plans

Course outlines provide a clear roadmap for a course and allow learners to plan and prepare for the work that is expected of them. Course outlines should be clear, **updated every** term and well organized. **Please send an electronic copy of your course outline and learner assessment plan to your program director, with your program administrator cc'd at least three weeks before your course begins and upload your outline to Quercus at least 7 days prior to the course start date.** Having your course outline and assessment plan well in advance will make it possible for us to review the contents and ensure they align with our standards for academic quality. Please contact your program administrator for a course outline template. Course outlines should be shared and reviewed with learners at the beginning of the course (through Quercus course site). Once a course outline is shared with learners, it should not be adjusted without the approval of your program director.

Textbook Selection

If your course requires a textbook and one has not been pre-selected, please discuss your recommendation with your Program Director. **It is also important to inform your program administrator of any textbook recommendations at least six weeks before the first day of class each term** so that there will be enough time for the U of T Bookstore to order sufficient copies for your learners. Some foreign or niche textbooks require significant lead time. For courses with multiple sections, taught by multiple instructors, it is recommended that all instructors use the same textbook.

Course Recognition by Professional Certifying Bodies

Many professional associations and certifying bodies recognize a the School's courses as fulfilling the requirements or partial requirements leading to professional designations. This recognition is based on an alignment of course content with the associations' bodies of knowledge. Changes made to the course content or the selection of the required textbook(s) should be discussed with your program director. If you have questions about whether your course has been recognized by a professional association or professional certifying body, please contact your Program Director.
For information about the Associations that recognize SCS courses, visit
https://learn.utoronto.ca/programs-and-courses/association-partnerships.

Disclosing Financial Interest

To be transparent and to avoid an actual or potential conflict of interest, it is essential that you disclose to your Program Director any financial interest you have in a textbook or other work you wish to assign or recommend for your course, as either compulsory or recommended reading.

Online Learning and Quercus (Canvas) Learning Management Engine

SCS offers courses in-class, online and hybrid formats. Online courses are hosted through the University's Learning Management Engine (LME), Quercus. Quercus is the U of T name for the platform widely known as Canvas by Instructure.

We require that all instructors use Quercus regardless of course format as it enhances the course experience. Using Quercus, you can post announcements; add documents, images, and files to share with your learners; and create links to external websites. Quercus also provides opportunities for innovative instructional strategies that allow enhanced interaction between learners and their instructors, course content and classmates. The SCS Learning Innovation team offers training and professional development on how to use Quercus for teaching and learner engagement.

Discussion Boards: The Discussion Board is an important tool for interpersonal interaction and can replicate the discussions that take place in the traditional classroom. The Discussion Board tool allows for asynchronous interactions occurring over extended periods of time. Use of the Discussion Board allows for more flexibility and may encourage more reflective communication. It also provides space for learners with different   learning styles to express themselves more easily and frequently.

Webinars: Learning is inherently social. Webinars allow you to interact with learners and learners to connect with each other. In addition to enhancing learning outcomes, webinars are also a great way to foster networking, an important aspect of participating in professional development courses. All online instructors are required to incorporate webinars into their online teaching. The frequency of these webinars should ideally be weekly but may also be every other week. If you have not previously offered webinars, you are encouraged to participate in training offered by our Learning Innovation team. You can register for training here: https://learn.utoronto.ca/current-instructors/forms/professional-development-webinar-registration

Surveys/Quizzes: Stay connected to what your learners are thinking by creating ad hoc mini surveys throughout the course using Quercus' quiz functionality. A weekly "Muddiest Point" survey can elicit the topics that learners are finding challenging so that you can spend a bit more time on those areas. You may want feedback on a new activity or multimedia resources you've curated. Surveys can be anonymous so learners can feel completely free to share their perspectives.

Printing Services
We encourage instructors to make their classrooms as paperless as possible by posting resources online through Quercus. If you have smaller jobs or last-minute printing needs, you may also utilize photocopiers installed in the Instructor Resource Centres located at the St. George and Mississauga campuses.

If you do require essential course materials, such as midterm exams, to be printed, please submit a request to the program office **at least two weeks in advance** by following the instructions below:

- Visit our website at https://learn.utoronto.ca, select "Current Instructors" from the top of the homepage, and then select Forms for Current Instructors.
- In the Forms section, select the Photocopy Request Form. Complete this form, attach the file containing the materials to be copied, and press submit.
- If you have multiple files to be copied, please submit a separate form for each file.
- You will be notified by email that the material is ready for pick-up. Alternate arrangements can be made for instructors who are unable to pick up their material.

All requests will be reviewed and approved by your program administrator. Please note that any copyrighted materials without copyright clearance cannot be processed. For copyrighted materials, use the Copyright Permission Request Form also located in the Forms section.

Multimedia Equipment and Services
Most rooms have AV equipment installed. If your classroom does not already have AV equipment installed, you can reserve your multimedia/audio-visual equipment by completing and submitting an Audiovisual Services request form, available on the Instructor Support page. Please submit your request at least 20 days prior to course commencement to guarantee delivery of these services.

Field Trips

A field trip can be a great way to enrich your learners' knowledge. Please speak to your Program Director in advance of any trip that will take learners off campus and involve the use of another organization's premises or facilities. We need this information to ensure the field trip complies with the University's insurance, liability, and indemnification policies.

Guest Speakers

You may wish to enhance the classroom experience by inviting a guest speaker. Please consult with your Program Director two weeks in advance of the course start to confirm the details of the guest speaker's involvement. SCS can provide branded gifts for you to present to guest speakers as a token of appreciation. Unfortunately, SCS cannot compensate guest speakers monetarily.

Planning the Course Schedule

The SCS Course Scheduling Process

SCS conducts an annual strategic planning process that includes a high-level schedule for the programs, courses and sections that will be offered during each of the three terms in the academic year. Our goal is to create a schedule that meets the needs of our learners and maximizes the number of learners in each section and course. Your Program Director and/or Program Administrator will provide you with information about SCS's annual calendar when discussing your instructor contract and your teaching schedule.

Reading Week and March Break

SCS classes continue during U of T's Reading Week and March Break. You should plan for classes to be scheduled during these times. For an official U of T holiday schedule, visit
http://www.future.utoronto.ca/newly-admitted-students/important-dates

Religious Observances

The University's policy on Scheduling of Classes and Examinations and Other Accommodations for Religious Observances states that learners should not be seriously disadvantaged because of their religious observances. The policy can be found at
https://governingcouncil.utoronto.ca/secretariat/policies/religious-observances-policy-scheduling-classes-and-examinations-and-other

A list of Examples of Dates of Relevance can be found at
http://www.viceprovoststudents.utoronto.ca/publicationsandpolicies/guidelines/religiousobservances.htm. (Note that this list of examples is not exhaustive and does not include holy days already accommodated by ordinary scheduling and statutory holidays).

If a learner's test, midterm examination or graded presentation is scheduled during that learner's period of religious observance, please make alternative arrangements directly with the learner.

For final examinations, direct your learner to https://learn.utoronto.ca/help/forms-and-applications to download the appropriate Alternate Examination form. Please ask your learner to list his/her reason as "religious observance" to avoid the $150 application fee.

Planning for the First Day of Class (Classroom, Online or Hybrid Courses)

Course Management

To help you prepare for your first class and to ensure a positive and seamless classroom experience throughout the duration of your course, we provide guidelines and information for instructors on our website. These include:

- The online Instructor Help Centre (https://help.learn.utoronto.ca/hc/en-us/categories/115001016988-Instructor-Services-and-Resources)
- Forms to order audiovisual services, photocopying, and copyright services
- Links to resources and additional services.

To access this information, go to https://learn.utoronto.ca, select the "Current Instructors" link at the top of the homepage, then select the link entitled "Instructor Support". Whether you are teaching at SCS for the first time or are an experienced instructor with the School, we urge everyone to review this information each term.

Update your Profile and Contact Information

From time to time, the School might receive a course-related question from one of your current or potential learners. Before your first class, review your profile via My Access-Instructor and confirm your profile information is up to date by verifying your business telephone number, home telephone number, and/or email address. Please also notify your program administrator of any address changes so that your financial records can be updated.

Online Course Sites and Learner Access Letters

If you're teaching an online or hybrid course or teaching a classroom course supported by a Quercus course site, your learners will receive their access credentials via an email **three business days** prior to the official start of your course. To make sure that you and your course make a great first impression, be sure to have your course site updated and ready for that first access date. If you don't want to release any course materials until the official start date of the course, you can simply create a welcome announcement greeting your learners and letting them know you're looking forward to starting the course on the date specified on the website. You will get access to your Quercus course site approximately four to six weeks before the beginning of the semester which gives you time to update and revise any of your course materials prior to the official start date of the course.

During Your Course

First Day of Class

It is important to review the course objectives, learner assessment plan, and standards of achievement you expect (through sharing and reviewing the course outline), as well as to preview a significant amount of course content during the first session of the course. In addition, it is important to highlight the University's Code of Conduct and expectations about Academic Honesty referenced on the course outline. Doing so will enable learners to get a sense of your teaching style, the nature of the course, and your expectations. It will also allow learners to make an informed decision as to whether to continue with your course or to withdraw after the first class.

Attendance

As some learners require letters of attendance, whether for personal reasons (e.g., as an official memento of their participation in a course) or professional (e.g., for an employer who requires it in addition to a transcript of grades), we ask that you keep track of learner attendance. It is also important to ensure that only learners who have officially registered for your course are present. The School cannot accommodate auditing or guest learners.

Please keep a record of attendance and document it on the grading sheet in My Access-Instructor.

At the end of your course, it is your responsibility to submit attendance to your Program Administrator. The School will then issue letters of attendance to the learners who requested and merited them. You can download an attendance sheet template via My Access-Instructor.

Third Class Attendance Verification (Classroom Courses)

Only those learners who are registered in a course should be in attendance. In the third meeting of your course, please compare the names of learners in attendance with the official, updated class list posted in My Access-Instructor. If there are any learners attending who are not officially registered, ask them to contact the SCS immediately; in addition, record those learners' names, telephone numbers, and email addresses, and give that information to your program administrator. The School will contact those learners and then get in touch with you to confirm their status.

Course Classroom

If you are teaching a classroom-based course, and you have any issues related to the assigned classroom please contact your Program Administrator.

Note that campus space is limited, and alternatives may not be available. However, the School's team will work with you to identify potential solutions to issues you raise.

Course Evaluations

Course evaluations play an important role in helping us to fulfill the SCS commitment to academic quality and to ensure that we continue to meet the needs of our learners. These evaluations cover all elements of the learner's experience, including their evaluation of you, their instructor.

Course evaluations provide both the School and you important information that will be used to refine and develop future programming and instruction. Every semester SCS reaches out to learners asking them to complete an early course evaluation (for courses over 8 weeks in duration) and a final course evaluation. The surveys have been designed to align with the needs of our learners, allowing us to evaluate how the course and instruction deliver on what matters most to them. They include questions on the course content, delivery and on your teaching effectiveness.

Evaluation results confirm areas of your teaching strategies and communication style that learners appreciate. It may also provide insights into any areas where you may need to adjust or adapt your approach.

Early in the course and toward the end of your course you will be asked to administer these online evaluations. The evaluations are confidential and should be encouraged to be completed within class

time.

Course evaluations are mandatory. Please speak to your Program Director if you have any questions about the course evaluation process for your course.

Evaluation Timing and Delivery

Classroom Instructors: Course evaluations are conducted online, and the mobile-friendly format allows for them to be conducted in-class if learners have a mobile device with them. Please arrange for the course evaluation to take place during the second to last class, unless your course meets 3 or fewer times, in which case they are conducted on the last day. Links to the course evaluation will be emailed directly to your learners on the day the survey will be conducted. It is important to schedule sufficient time for your learners to complete their evaluations in an unhurried, thoughtful manner. Detailed instructions will be emailed to you one day before your course evaluation will be conducted.

Online Instructors: Course evaluations are delivered electronically directly to your learners just prior to completion of your course. You will be notified by email when the evaluation is distributed to learners.

Evaluation Confidentiality and Integrity
To ensure the evaluation process is effective, fair, and confidential, learners' final evaluations are completely anonymous and confidential.

Therefore, please ask for a learner volunteer to help administer the evaluation process. Before the evaluation process starts, leave the classroom, and do not return until the learner volunteer tells you that all the evaluations have been completed. The evaluation results will be compiled into a summary report, and you will have an opportunity to review the results after you have submitted the learners' final grades.

Early course evaluations: SCS also conducts brief early evaluations in courses that run 8 or more weeks. This provides the School and the instructor with insights into the learners' experience based on the first weeks of teaching. Much like the final evaluations, this learner feedback will confirm areas of success and help identify any areas that may need development or improvement. The early course evaluations assess course and instructional elements that can be adjusted before course end to optimize the learners' overall experience. Please contact your Program Director or Program Administrator for more details about the early evaluation procedures.

Administrative Responsibilities in Exceptional Circumstances

Cancelling Classes
Please do not cancel, miss, terminate, or shorten scheduled classes, except in unavoidable circumstances (e.g., illness). If you cancel a class, please give your Program Administrator and Program Director as much notice as possible so that we can make alternate arrangements and contact your learners in a timely manner. You will be required to make up any classes (or parts thereof) that have been missed, without additional compensation.

It is the School's policy to cancel classes only when entirely unavoidable (e.g., extreme weather conditions when U of T officially closes). If this happens, we will email or, if possible, telephone everyone who is enrolled in a cancelled class. You can also advise learners to check the U of T campus status page

at https://www.utoronto.ca/campus-status to find out whether campus is open.

Cancelled Sessions: Make-up Sessions

A make-up class should be arranged with the majority approval of your learners. Please notify your Program Administrator immediately once you have established an agreed-upon make-up date. SCS will then notify you of a confirmed location.

Rescheduling Midterm Assessments (Examinations, Assignments, Projects)

Establishing an alternate date for a learner to complete a midterm examination, assignment or project can be done at your discretion. Neither your Program Administrator nor your Program Director needs to be involved in rescheduling any midterm assessments. If you require assistance in rescheduling a midterm assessment, such as booking a space, please contact your Program Administrator. Learners cannot write a midterm with another section of the same course.

Rescheduling Final Assessments (Examinations, Assignments, Projects)

If a learner must reschedule a final examination, he or she should download the appropriate alternate examination form, which can be found at http://learn.utoronto.ca/help/forms-and-applications. Learners submit their completed forms to Enrolment and Learner Services and pay a $150 application fee. You may be asked to prepare a new examination for the alternate examination; the School will compensate you for this work.

School and Classroom Safety

Consistent with Canadian law and with U of T policies, SCS prohibits any form of criminal or disruptive behaviour. U of T safety contact information for all three campuses is provided in the "CAMPUS SAFETY" table below.

CAMPUS SAFETY

Your safety and the safety of School staff and learners are of paramount importance to us. Please note and keep handy the contact numbers in the unlikely event that you experience a safety or security situation:

St. George (Downtown) 416-978-2222

U of T Mississauga   905-569-4333

U of T Scarborough   416-287-7333

These numbers will reach the Campus Police Service. The Campus WalkSmart Service (available September to April) can be reached at 416-978-7233 (SAFE).

In emergency safety situations, please contact the appropriate Campus Safety office and call 911. The emergency contact phone numbers for U of T Police are listed in the Campus Safety table above. For

non-emergency situations, call the campus police non-emergency line at 416-978-2323. Visit www.campuspolice.utoronto.ca for more information on campus safety and security.

If you witness any of the following, immediately report the incident to, as appropriate, your Program Director and/or U of T Police:

- assault, sexual assault, threats endangering the health and safety of others, or actions commonly understood as "stalking"
- an individual who is carrying or using a weapon (e.g., a gun, a knife), damage to property, or evidence of breaking and entering
- unauthorized use of University or School facilities, equipment, or services, including unauthorized use of computer equipment
- accessing pornographic material on University or School computer equipment
- incidents of illegal drugs being used or alcohol abuse leading to conduct that endangers
- the individual(s) involved or others, results in damage to U of T or SCS property, disrupts activities, or interferes with the rights of other persons.

Between 9 a.m. and 4:30 p.m. you can contact SCS by phone at 416-978-2400 or by email at learn@utoronto.ca.

In the event of a fire alarm, evacuate the building via the nearest exit. Fire emergency procedures can be found here: http://www.fs.utoronto.ca/main-property-management/fire-prevention/%20emergency/.

Course Completion

Final Course Results
Unless the program office has advised you otherwise, submit learners' final course results no later than 10 business days following the end of the course. Grades and attendance data should be submitted electronically through the grading sheet, via the My Access instructor portal.

The final grades submitted to the School should match marks awarded on the term's tests, projects, assignments, and final examination. The grading scheme must also match the assessment plan provided to the School with the course outline, with any adjustments documented.

The following must be returned to the program office after grades have been entered into MyAccess:

- hard or electronic copies of final exams or projects submitted by each learner or copies of grading rubrics for final presentations. Electronic copies can be submitted via Quercus.
- attendance sheet
- other assessment materials, such as learner examination booklets.

Learners typically receive their final grade results from the school four to six weeks after the course is completed, and the grades have been approved by the academic team.

Reconsiderations of Final Grades
Learners have the right to appeal their final grades. If they choose to appeal, learners will have an opportunity to review their examination papers and will have the right to request a re-reading and re-

checking of the marks. The Reconsideration of Final Course Results application form is available on learn.utoronto.ca/help/forms-and-applications.

Letters of Reference for Learners

A learner may approach you for a letter of reference regarding his/her performance and achievements in your course. If you wish to provide such a letter, please send a written statement about the learner's work, together with the name and address of the person who is to receive the letter, to your Program Administrator. Your Program Administrator will then produce the letter on SCS letterhead and return it to you to sign and mail in an accompanying stamped, addressed envelope. Please allow a minimum of five business days for this process.

KEY COURSE PLANNING AND DELIVERY ACTIVITIES FOR INSTRUCTORS

We have provided the table below as a convenient overview of your key course planning and delivery activities and corresponding timelines.

	TIMELINE	ACTION	TROUBLESHOOTING	WHAT TO DO
NEW TO SCS	**Upon Hire or Course Assignment**	☐ Activate UOTRid (SCS will email your UTORid and activation instructions)	Email not received	Contact Program Administrator
			Forgot to activate and cannot find instructions	Contact Program Administrator
			Activated UTORid but forgot password	Go to: https://utorid.utoronto.ca to reset password.
		☐ Return Payroll/Tax forms to Program Admin (new instructors only)	Unsure where forms are located	Forms available online in the Help Centre: https://learn.utoronto.ca/instructor-support
	3 Months Prior to Course Start	❑ Sign and return contract (within 5 days of receipt)	Contract not received	Contact Program Administrator
BEFORE YOUR COURSE STARTS	**2 Months Prior to Course Start**	☐ Submit Textbook Info to Program Admin (if applicable)	Unsure of textbook information	Contact Program Administrator
		☐ Obtain Copyright Clearance for Course Materials (if applicable); https://learn.utoronto.ca/current-instructors/forms	Unsure if material requires copyright clearance	Review Instructor Handbook
			Clearance is expensive or may not clear in time for course start	Contact Program Director, and be prepared to source alternative material
	3 Weeks Prior to Course Start	☐ Submit Course Outline(s) and Grading Scheme	Unsure of format to use for submission, or difficulty editing template	Contact Program Administrator
		☐ Request AV Services; Form available	Unsure of how to submit an order	https://learn.utoronto.ca/current-instructors/forms
			Have not attended training	

	☐ Request Training for SCS Smart Classroom technology (OISE 4th floor)	session or would like a refresher	https://learn.utoronto.ca/current-instructors/forms
2-3 Weeks Prior to Course Start	☐ Populate Quercus site with course outline, material, instructions, etc.	Unsure how to upload materials or to use Quercus' online tools	Contact Learning Innovation at elearning@utoronto.ca for training/support
1 Week Prior to Course Start	☐ Receive Course Location update email from SCS 5 days before course start (if applicable)	Did not receive email	Go to My Access – Instructor Login for class location; https://learn.utoronto.ca/current-instructors
5 Days Prior to Course Start	☐ Course cancellation – Receive notification from Program Director	Questions about the cancellation	Contact Program Director
4 Days Prior to Course Start	☐ Post Welcome Announcement to Learners (via Quercus)	Unsure what to include or how to email the communication Unsure how to post a communication in Quercus	Contact Program Administrator Contact Learning Innovation; elearning@utoronto.ca or consult with SCS Instructor Toolbox in Quercus https://learn.utoronto.ca/instructor-support
2 Days Prior to Course Start	☐ Receive an email from SCS with room and AV booking confirmations (if applicable)	Did not receive an email with this information	Contact Program Administrator
1 Day Prior to Course Start	☐ Download Class List and Attendance Sheet	Unsure how to access system	Go to My Access – Instructor Login and select the 'Course Management' tab; https://learn.utoronto.ca/current-instructors

COUR S	**Start of Course First Class**	☐ Check that learners admitted to the classroom match the Class List ☐ Review the course outline with learners ☐ Make announcements to learners concerning administrative matters ☐ Report any classroom or AV program to SCS	Learners do not match class list Spotted errors/inconsistencies in outline Unsure of requirements Room problems may include locked room, conflict with another course, uncomfortable temperature, inadequate seating AV problems may include non-delivery of equipment or equipment failure	Ask Learner for enrolment confirmation. Record their full name and email and forward to Program Administrator Ensure Course Objectives, Assessment Plan, and Standards of Achievement are clear. Notify Program Administrator with changes. Contact Program Administrator Contact Program Administrator (will respond during working hours)
DUR I	**Mid-way Through the Course**	☐ Early Course Evaluations (if applicable) are delivered to learners via email		Contact Program Administrator Available for courses that are 8 weeks or more
	6 Weeks Prior to Course End	☐ For Online courses; Submit exam documentation and exam criteria sheet to Program Administrator	Unsure what to format to submit exam documentation and criteria	Contact Program Administrator
	3-4 Weeks Prior to Course End	☐ For In Class courses; Email a copy of Final Exam to Program Administrator, fill out Photocopy Request Form to request printing	Did not fill out online Photocopy Request in time	Print sufficient copies of the final exam for learners using the photocopiers in the Instructor Resource Centres at our UTM and St. George offices
	Second Last Scheduled Class	☐ Evaluations are delivered to learners via email		Contract Program Administrator

Within 10 Business Days After the Course Ends	☐ Enter grades and attendance in My Access – Instructor Login ☐ Return Final Exams/Projects together with the Attendance Sheet to Program Administrator (for in class courses only) ☐ Receive course evaluation results by email	Unsure how to enter Final Grades Cannot locate a learner Exam/Paper Learner contracts you for their final grade Learner contacts you for feedback after the course ends or to appeal their final grade Did not receive evaluation results	Entering Grades Tip Sheet in Help Centre: https://learn.utoronto.ca/instructor-support Contact Program Administrator immediately Refer learners to My Access – Student Login. Grades are posted 4-6 weeks after the course ends. Learners cannot view final grade when Instructor enters them in MyAccess; grades will not be visible by the learner until final approved by SCS Learner should email learn.utoronto.ca for further guidance Contact Program Administrator

SCS POLICIES AND PROCEDURES

Copyright Policies and Copyright Compliance

The University of Toronto School of Continuing Studies takes its copyright obligations seriously, recognizing the legal rights and interests both of copyright owners and of those who use copyright-protected work in their teaching and scholarship.

Please consider these key points as you prepare course materials:

- Refer to the Fair Dealing Guidelines: It is possible you may be able to apply the fair dealing exception when copying work. This exception allows a user to copy a copyright-protected work without permission from or payment to the rightsholder
- Material no longer protected by copyright (or in the public domain) can be copied and shared in any way you choose. The duration of copyright differs depending on a work's authorship and format. Material may enter the public domain:
  - 50 years after the death of the author (or last surviving author)
  - 50 years after the publication date, for works belonging to organizations
- Try using the following tools to find full-text material that is in the public domain or openly licensed:
  - Books: HathiTrust, Project Gutenberg, Internet Archive or Google Books, Directory of Open Access Books
  - Journals: Directory of Open Access Journals (DOAJ), PubMed
  - Open Textbooks: BCcampus, eCampus Ontario, OpenStax College, Open Textbook Library
- Search for material available in the University of Toronto's extensive collection.
- Copied work of any length must be properly cited.
- Copied material must be posted in password protected environment, such as Quercus, and not attached to an email.
- If you wish to distribute excerpts, scans or photocopies of copyrighted material to your learners, please contact your administrator to inquire about printing services which have copyright licenses with Access Copyright or other copyright clearance services.

The University of Toronto Libraries' website contains several documents to help instructors and faculty understand their obligations under copyright law. Website: http://uoft.me/copyrighthelp

The School of Continuing Studies will provide support to our instructors to ensure our courses remain compliant with copyright law. Please contact your Program Director if you have any remaining questions.

Copyright Compliance on Quercus

Uploading material onto Quercus must be done in a manner complying with Canadian copyright law. The Copyright Act requires permission from the rights holder by way of a license or other agreement, such as a content license held by the University, or the application of fair dealing or other statutory exceptions, for material to be uploaded to Quercus. If you have questions about copyright as it pertains to your use of the materials, please contact copyright@library.utoronto.ca, and/or consult the University of Toronto Fair Dealing Guidelines (uoft.me/copyfair), which allows for the use of short excerpts of a copyrighted work for the purposes of research, private study, education, parody, satire,

criticism, review or news reporting. In every case you should confirm copyright compliance before making course material available on Quercus. By uploading material on Quercus, you are confirming copyright compliance.

Linking to External Websites

Linking to Internet resources is a common practice when developing course material. It is an efficient and effective way to broaden the range and type of content available to learners. Here are a few guidelines that will assist you when including links in your courses:

- There is a distinction between linking to a website and downloading content from a website for use within your course materials. For the latter, you may be required to obtain permission to post the work. (See 2.2.5 above.)
- Do not link or download work available through the internet (section 30.04 of Copyright Act) if:
  - the material or website where it is posted, is protected by a technological protection measure that restricts access to the material – for example, newspaper content that is behind paywall, or a 'digital lock' that is intended to prevent the work from being copied
  - a clearly visible notice prohibiting the act – but not merely the "©" copyright symbol – is posted either on the material or on the website where it is posted
  - the person who does the act knows or should have known that the material was made available through the Internet without the consent of the copyright owner – for example, if a song or video is streamed or downloaded from an unauthorized website.
- Make sure that the context in which you present the link avoids any confusion that the website you are linking to is your work (unless, of course you're linking to your own website or web content).
- Provide links so that they open in a different browser window, especially if you are providing the link within Quercus. Not only does a separate window allow the learner to view the website and any Quercus content simultaneously, but it also avoids the learner losing any work that he or she may have been creating in Quercus.
- If you link to a specific page of a website where the author or copyright holder isn't evident, locate that information on the website and provide it with the link.
- Please do not include links that include a paywall, subscription or other controlled access unless the learners are provided with some form of access to the content.

Instructor-Learner Interactions and Engagement

Standards of Behaviour

While keeping to the content of the course outline and ensuring an atmosphere of respect, you should always encourage a free exchange of ideas between yourself and your learners, as well as among learners themselves.

Discrimination

In accordance with U of T policies, there must be no discrimination or appearance of any unfair treatment based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability, or any other arbitrary reason.

Offensive Language

No one, either individuals or groups, should ever be subjected to demeaning, derogatory, or socially offensive language from an instructor or a learner.

Disruptive Behaviour
If you are confronted with a disruptive individual who does not respond to reasonable requests to modify his/her behaviour, please notify the School immediately by phone at 416-978-2400 or by email at learn@utoronto.ca. You can also visit the School at 158 St. George Street.
In an extreme case or in the evening or on weekends, when the School cannot be easily reached, you should contact U of T Police. Please consult the safety contact information on page 26 of this handbook.

Accommodating Learners with Disabilities
The U of T Statement of Commitment Regarding Persons with Disabilities states, "The university will strive to provide support for, and facilitate the accommodation of individuals with disabilities so that all may share the same level of access to opportunities, participate in the full range of activities that the university offers, and achieve their full potential as members of the university community." See the complete text at www.governingcouncil.utoronto.ca/policies/disabled.htm.

Confidentiality
Instructors have access to confidential information about learners. You must keep this information strictly confidential except as authorized by a learner or as requested by the program office, or in accordance with any relevant provincial or federal legislation. The following categories of learner information are considered confidential:
- academic performance
- personal lives, including opinions and attitudes
- personal contact information, including home and business addresses, telephone numbers, and email addresses
- disability accommodations.

You must not use a learner's contact information for any purpose other than delivering course in which the learner is enrolled. Should you wish to use a learner's confidential information for any purpose outside of direct course needs, submit a written request to the program office. We will then seek permission from the learner.

If you wish to stay in touch with learners after a course ends, outside of any social media networks you may have already connected through, you must circulate a sign-up sheet where the learner's signature signals agreement to receive information from you about new courses, developments in your field of study or additional learning resources. Soliciting learners for any reason is strictly prohibited before, during or after a course ends.

Using Social Media
Most of the principles regarding learner-instructor interaction outlined above apply to interactions that occur on social media platforms. The University of Toronto Mississauga, for example, has published the following guidelines that provide a useful and comprehensive overview. Applying these principles to any interaction you have on social media – with learners or independently – will ensure you will successfully integrate social media interactions in your role as an SCS instructor.

www.utm.utoronto.ca/communications/sites/files/communications/public/shared/Social%20Media%20

Guidelines%20FINAL%202018.pdf

UNIVERSITY OF TORONTO POLICIES

This section provides an overview of some key U of T policies. The information presented below is only a summary of these policies. The policies themselves contain more detail, and you should read them prior to beginning your course(s). It is important that you familiarize yourself with and understand these policies, the complete list of which can be viewed at www. governingcouncil.utoronto.ca/policies.htm.

University of Toronto Code of Student Conduct
www.governingcouncil.utoronto.ca/policies/studentc.htm

It is essential that classes are conducted without disruption. To avoid misunderstandings and reduce the potential for a disruptive classroom situation, clearly set out expectations regarding behaviour and class conduct at the beginning of your course.

University of Toronto Code of Behaviour on Academic Matters

www.governingcouncil.utoronto.ca/policies/behaveac.htm
This code identifies rules and procedures for how you and administrators are required to proceed if you believe a learner has submitted plagiarized work. It is an academic offence for an instructor knowingly to approve any work from a learner that has been plagiarized.

To assist instructors and learners with these issues, the following resources are available to provide guidance for learners to properly cite their sources:

- 'Writing at the University of Toronto' www.writing.utoronto.ca/advice/using-sources/documentation
- 'How Not to Plagiarize' www.writing.utoronto.ca/advice/using-sources/how-not-to-plagiarize

University of Toronto Statement on Freedom of Speech
www.governingcouncil.utoronto.ca/policies/frspeech.htm

This statement asserts that U of T's essential purpose is to engage in the pursuit of truth, the advancement of learning, and the dissemination of knowledge. To achieve this purpose, all members of the University must have freedom of speech and expression.

To the extent it is not disruptive to the class, learners have the right to free speech, including the right to examine, question, investigate, speculate, and comment on a course-related issue.

Policies and Procedures: Sexual Harassment
www.governingcouncil.utoronto.ca/policies/sexual.htm

Sexual harassment is unwanted sexual attention. It is behaviour that creates an intimidating, hostile, or offensive working or learning environment. U of T's sexual harassment policy defines it as any

unwelcome pressure for sexual favours or any offensive emphasis on the sex or sexual orientation of another person. Learners, staff, instructors, and faculty can be the victims and the perpetrators of sexual harassment.

Sexual harassment can take many forms, including suggestive comments or jokes, unwelcome sexual banter, verbal insults, leering, remarks about dress or sexual lifestyle, pressure for dates, or intrusive and unwanted physical contact. Sexual harassment can involve a single incident or be part of a continuous barrage. It can be openly hostile and predatory, or ambiguous and unintentional.

You can model appropriate behaviour by creating and maintaining an atmosphere of mutual respect and professionalism in your classroom and online. Be sensitive to others' feelings and listen carefully to what they say.

It is very important that you be aware of your position of authority in this regard.

Statement on Prohibited Discrimination and Discriminatory Harassment
www.governingcouncil.utoronto.ca/policies/harass.htm

This statement promotes greater awareness of the rights and responsibilities inherent in protecting U of T's core values of freedom of speech, academic freedom, and freedom of research. U of T's Statement on Human Rights says, "the university ... acts within its purview to prevent or remedy discrimination or harassment on the basis of race, gender, sexual orientation, age, disability, ancestry, place of origin, colour, ethnic origin, citizenship, creed, marital status, family status, receipt of public assistance or record of offence." The occurrence of discrimination can be verbal or in writing, including messages transmitted by computer.

You must immediately report any incidents, perceived incidents, or complaints to your program director.

Policy on the Use of the University of Toronto Name
www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppoct17199 1.pdf

SCS's instructors are not permitted to use U of T's logo and/or copyrighted materials without the written consent of the School's Dean. Your institutional affiliation with the School and the university should be expressed specifically as "University of Toronto School of Continuing Studies".

Non-Competition
By agreeing to teach a course at SCS, you agree that you will not use the course description or any related materials produced at the expense of SCS to teach a similar course at another educational institution for the duration of the contract.If you were involved as a subject matter expert in course development and IP ownership is unclear, please contact your Program Director as you may have the right to use course materials.

Ownership/Licensing of Materials
In signing an instructor contract with SCS, you grant to the University of Toronto School of Continuing Studies a perpetual, non-exclusive license to use, produce, reproduce, perform, publish, translate,

communicate to the public all of the course materials that you create or modify in association with your course(s), for the duration of the course and up to 30 days following the completion of the course. Course materials comprise all materials required and/or used to teach the course, including, but not limited to, texts, journal articles, case books, supplemental reading lists, references, Internet URLs, exams and other learner assessment materials, handouts, overheads, instructor notes, graphics, illustrations, photographs, audio-visual materials, and any combination thereof, and materials used in interactive exchange mechanisms such as "rich media." You acknowledge and agree that course materials may be modified, amended, and edited by SCS and may or may not be used by SCS, in the sole discretion of SCS, without notice of any kind to you. You also acknowledge and agree that this licence may be assigned or sub-licensed to third parties by SCS and that all rights related to this license shall inure to the benefit of SCS, its successors, assignees, licences, and contractors.

Conditions of Contracts

Contract is Conditional

For instructors paid as individuals (T4): Contracts may be terminated prior to the start of the course for any reason, as determined by the University in its sole discretion.

For instructors paid as Vendors: Contracts may be terminated prior to the end of the Term, at any time and for any reason, in which case SCS shall pay all the Service Fees owing up to the date on which the Agreement is terminated (i.e. the last date on which services are provided to SCS) and no further payments of any kind shall be owing to the Service Provider.

For example, a class may be cancelled in the week prior to its expected start date if the number of learners enrolled is deemed by SCS to be too low. Alternatively, SCS may choose to run a course with lower than optimal enrolment numbers for academic, competitive or learner impact reasons.

Contract Termination

SCS has, during the term of a specific course, the right to terminate a contract for any reason, including in the event that SCS determines the instructor does not have the minimum required skill and/or ability to provide the services indicated in the contract to the standards and expectations of SCS.

Subsequent Contracts

There is no guarantee of subsequent contracts. The decision to offer an instructor a contract in subsequent terms lies solely with SCS, based on its needs and circumstances at the time including but not limited to learner demand.

Management of Courses

SCS has the final determination of course content and objectives and the ultimate right to determine how a course and/or program is to be managed and provided to learners, including hours, duration, and dates.

Change in Policies/Practices

SCS has the right to change the policies and/or practices in this handbook for a variety of reasons, including to maintain order and efficiency and to provide learners with the highest quality educational experience.