Addendum to the 2022 College Catalog of the **American International College of Arts and Sciences – Antigua**, P.O. Box W-1451, University Park, Coolidge, St. John's, Antigua, W.I. Addendum to the 2022 College Catalog of the **American International College of Arts and Sciences – Antigua**, P.O. Box W-1451, University Park, Coolidge, St. John's, Antigua, W.I. This addendum is accurate for the Spring 2022 semester.

Information for On-Line Learning at the American International College of Arts and Sciences – Antigua (AICASA) - Spring 2022

Purpose:

This document serves to provide support to users of on-line learning at the college for the Spring 2022 academic semester.

Rationale:

Because of the worldwide COVID-19 epidemic, the college was required to shift to delivery of the academic program online because of local governmental restrictions and the inability of students to travel to the island. It is not the intention of the college to permanently shift to an online instructional mode. However, until such time as we resume in-person instruction, be assured the content and quality of the online academic curriculum is the same as you would have received in-person. All course and program objectives remain the same and continue to meet our main goal of preparing you to be accepted into medical school.

To further the online experience, all classes and laboratories will be synchronous, i.e., you and the instructors will meet live via the electronic platform. Attendance to these sessions is mandatory and will be monitored. You are required to turn on your cameras and be able to answer questions and actively participate in classes.

The College is currently using a hybrid model to deliver education. All courses are offered synchronously on-line using Microsoft Teams. Students who are on island are required to attend classes in-person as they are being delivered on-line. This form of delivery allows students to interact in real time with their instructors and with other students in the class.

Additional costs, special admissions requirements and required tests for admission to the on-line program:

None.

Required Hardware and Software:

On-line instruction is offered via Microsoft Teams.

To access courses on-line students are required to possess a PC or Apple computer with the following specifications.

PC: Windows 8.1 or Windows 10 operating system, 8 GB RAM or higher, Core i5 or AMD Processor, a 250GB or higher hard drive, 13" or larger screen (laptops) or 17" or larger (desktops), an integrated or external webcam 720p or higher, an integrated or external microphone and stable internet speed of 25 Mbps or higher.

Apple: OS 10.12 Sierra or higher, 8 GB RAM or higher, Core i5 or AMD Processor, a 250GB or higher hard drive, 13" or larger screen (laptops) or 17" or larger (desktops), an integrated or external webcam 720p or higher, an integrated or external microphone and stable internet speed of 25 Mbps or higher.

Some instructors may use the Blackboard platform. Each instructor will inform you if s/he will use this platform and how to access.

Protection of Your Identity:

Your identity will be ensured via issuance a username and passcode unique to you, and faculty proctoring of exams.

Student privacy is ensured by:

1. Use of a unique and secure login and pass code, and
2. Proctored exams.

Upon acceptance to the college, each student receives unique and secure account for Active Directory, Microsoft Azure and Blackboard. This account gives a student access to the campus network, student portal (https://portal.aicasa.org) Blackboard (https://elearning.auamed.net), library (https://library.auamed.net) and the Office 365 suite of applications (https://www.office.com Outlook, Teams, One Drive, etc).

Should you need assistance from the Campus Technology Service Desk in accessing your account, you will be asked a series of verification questions. Staff from the CTS Service Desk will ask as many qualifying questions as they deem appropriate until they are comfortable that your identity has been confirmed. Qualifying questions may include: last name, student ID number, home address on record, date of birth, last four digits of the students social security number, mobile number, etc. If the request for assistance from the CTS Service Desk is in person, the CTS staff will verify your identity with your Student ID card, so please bring it with you. The Student ID card includes a picture of the student and CTS staff will confirm identity and status using the Student Information system (SIS). This username/password and authentication process is unique to you.

Faculty are assured that only registered students are attending class because all candidates are required to send a photograph to the admissions office with proof of identity prior to admission. Photographs of accepted and registered students are collated by the registrar's office, separated by semester and alphabetically, and sent to each faculty member. IT sets up enrollment in Teams classes based on information provided by the registrar's office. Students will then use their unique usernames and passwords to enter classes. Faculty can verify

attendance using a list generated by the program for each class and the requirement that cameras be turned on during classes. Faculty use the photographs sent to them by the registrar to compare to students attending the class.

Regular exams are proctored by faculty using the camera feature of Microsoft Teams. Midterms and finals are delivered using ExamSoft and Examplify software. Each student must enroll prior to exams using their unique login and password and a facial recognition protocol. This facial recognition profile is used to verify identity in real time as the student takes an exam. Each exam taker is also recorded for the duration of the exam, as s/he must have their camera on during the entire exam.

Verification that the Registered Student is the Individual Assessing Online Instruction:

Photographs of accepted and registered students are collated by the registrar's office, separated by semester and alphabetically and sent to each faculty member.

IT sets up enrollment in Teams classes based on information provided by the registrar's office. Students will then use their unique usernames and passwords to enter classes. Faculty can verify attendance using a list generated by the program for each class and the requirement that cameras be turned on during classes. Faculty use the photographs sent to them by the registrar to compare to students attending the class.
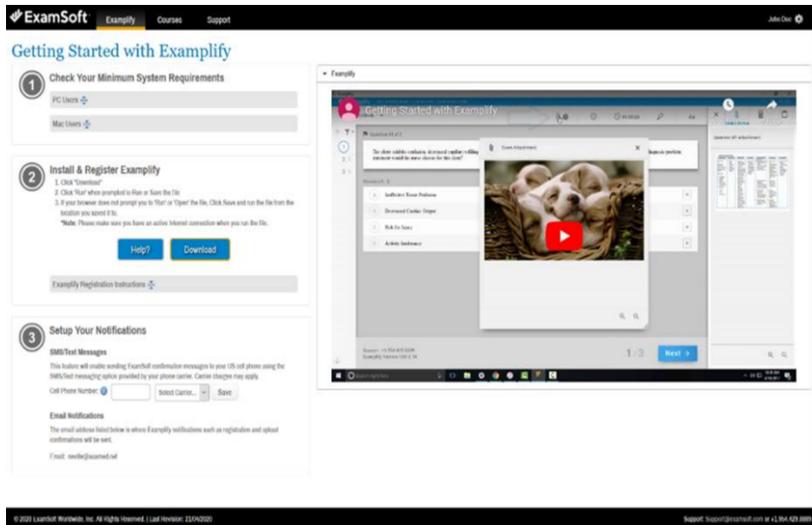
Examinations:

Midterm and final exams will be administered on ExamSoft and Examplify.

**You can download the software by logging into http://examsoft.com/auamed
Institution ID is AUAMED. Your password will be sent once you are added to the platform.**

This platform unique because the entire exam is downloaded to the local computer **before** the examination begins. This eliminates problems that an examinee may face related to low bandwidth or patchy internet connections. After the examination is completed, the answer file is uploaded to ExamSoft servers.

The software is available for Windows and Mac. **The software is not available for iPad**. The software will lock down the computer restricting any other programs/apps or files.

If you do not have your password, use the lost password feature or contact plugay@aicasa.net. After you login, check if your computer meets the minimum system requirements. Click on the big blue Download button. Watch the getting started with Examplify video.
See picture below.

Just before you begin your examination, Examplify will verify your identity using facial recognition. Once you pass facial recognition, you will be allowed to proceed to an interim waiting area. If facial recognition fails, you must click on bypass and call contact **ExamSoft support at 1-866-429-8889 or** +1 268 484 8900 extension 2000/2011.

Once in the waiting area, you must both sides of any scratch paper that you have, the sheets of scratch paper must be blank. You must also show any materials required by your professor (calculators etc.).

Note that it says, "Monitoring", at the top of the screen. **The examination will be remotely proctored by Exam Monitors using real time video surveillance and recording**.

Before commencing, please use your camera to scan the seating area and room.
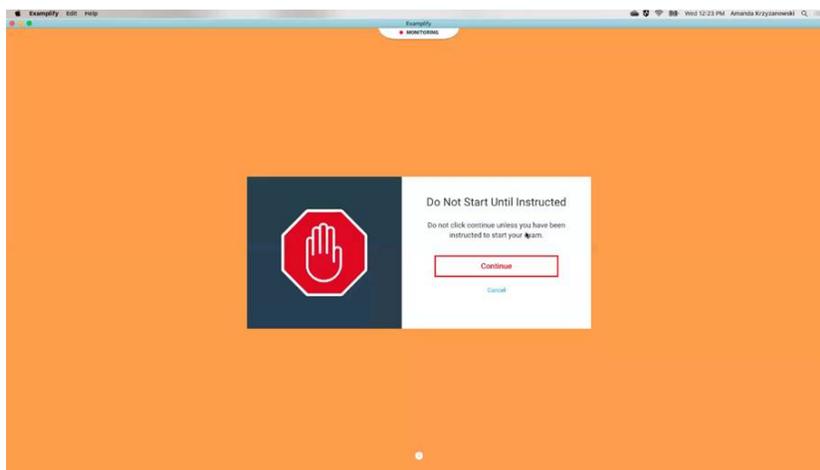

Hit continue to reach the examination start screen as shown above.

Check the box that says, "I am authorized to start my exam", and click, "Start Exam", as shown below.
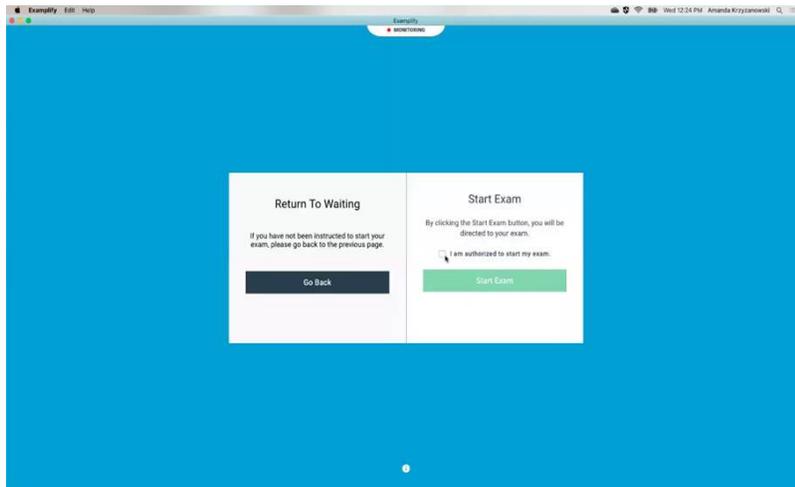
This will bring you to the first question. On the day of the examination, it is highly recommended that you begin your exam login process as soon as you receive the examination password which will be sent 15 minutes before the exam is scheduled to start (Antigua time).

After you complete your examination, Examplify will turn on your network connection and attempt to upload the examination. This may take up to 30 minutes. If after this time has passed and the exam is not uploaded, contact **ExamSoft support at 1-866-429-8889.** You may also contact plugay@aicasa.net contact number 1-268-484-8900. EXT. 2000/2011
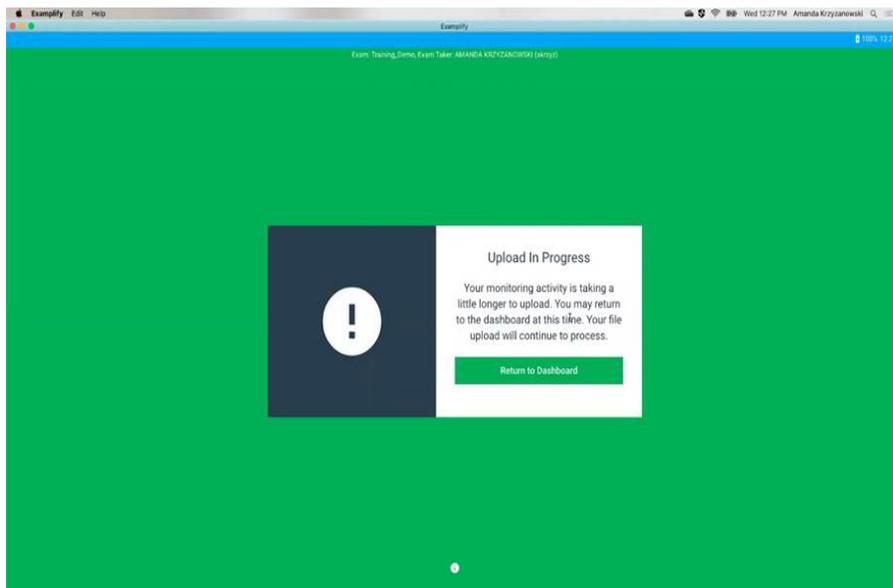
Click the 'Return to dashboard' button as shown above.
Examplify must perform two uploads in the background, the answer file, and the examination video. Uploading the examination video will take a while, depending on the speed of your

internet. You will know that both answer file and examination video has uploaded once you see the green check mark against the examination as indicated in the image below.
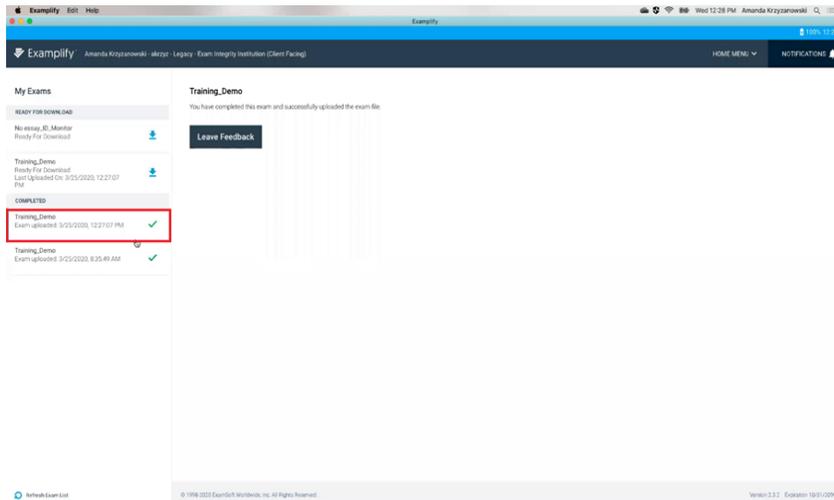
If you experience computer problems during an exam you must contact **ExamSoft support at 1-866-429-8889**
You can also contact the email and number below
plugay@aicasa.net ,**+1 268 484 8900, extension 2000.**
You will receive this information again before exams.

Technical Support:

You may contact the following individuals at AICASA/AUA for technical support:

ExamSoft
Mrs. Prisca Lugay (plugay@aicasa.net, 268-484-8900, Ext. 2000)
Mr. Ashok P.M. Reddy (ashokpm@aicasa.net, 268-484-8900, Ext. 2011)

Microsoft Teams
Mrs. Prisca Lugay (plugay@aicasa.net, 268-484-8900, Ext. 2000)
Mr. Davern Benjamin (servicedesk@auamed.net, 268-484-8900, Ext. 1195)

Blackboard
Miss Anne-Marie Liverpool (aliverpool@aicasa.net, 268-484-8900, Ext. 2000)
Miss Cynthia Frontin (cfrontin@auamed.net)

Overall Issue with IT if not resolved by the individuals listed above:
Mr. Barrymore Warren (bwarren@auamed.net)

For issues relating to individual classes, contact your instructor using the contact information provided in your syllabi.

Overall
If you do not receive resolution after contacting any of the individuals listed above, please contact Dr. Jorge A. Moreno at jmoreno@aicasa.net (268-484-8900, Ext. 2008).

Individual responsible for content of distance education activities:

Dr. Jorge A. Moreno
jmoreno@aicasa.net
268-484-8900, Ext. 2008