

## Frequently Asked Questions for NUTR 100 - Distance Delivery

### **A. General Questions on how the Course Works**

**How often is this online course offered?** This on-line course is offered each Fall, Winter and Spring session.

**How is the on line Nutrition 100 course different from the lecture Nutrition 100 course ?** The course content is the same for Nutrition 100 taught in the classroom setting which is offered on the University campus. There are 1 midterm, weekly quizzes, weekly discussion questions, a final exam, and participation marks as well. The advantage to doing the course on-line is that you can do it more on your own time. But you have to be disciplined to do it.

**Do I need to buy a textbook?** The textbook is "Nutrition: Science and Applications" Canadian Edition by Lori Smolin, Debbie Gurfinkel, Mary Grosvenor (Wiley Canada) and is required for this course. There are several options for purchasing the textbook: 1) Purchase the textbook at the University of Alberta bookstore. 2) Purchase an unbound copy of the new textbook (Binder Ready Version) with WileyPlus. 3) Purchase the hard (bound) copy of the new textbook with WileyPlus. 4) Purchase eBook and WileyPlus as a package just for the term; 5) purchase the online text and WileyPlus through eClass.

**What is WileyPlus?** WileyPlus consists of the on-line activities associated with the textbook . It contains many practice questions that help prepare students for exams. It is not required for the course.

**Where can I buy the textbook for this class?** You can purchase the textbook at the [University of Alberta Bookstore](#). If you live outside of Edmonton, Alberta, Canada, you will need to have a copy of the textbook mailed to you. To order, contact the Special Services Desk at the bookstore at 780-492-0264. It will be sent by regular mail however may have to be sent by courier to ensure you have it for the first day of class. You can discuss your options once you place your order. Alternatively, call 1-888-933-9133 (toll free) or contact the order desk: [order.desk@ualberta.ca](mailto:order.desk@ualberta.ca)

**Is the online textbook the same as the hard copy textbook?** Yes, they are exactly the same.

**Can I buy a used textbook?** Yes you can buy a used textbook, but you will have to buy the WileyPlus package separately if you want to purchase WileyPlus as a used textbook doesn't come with the access code for WileyPlus.

**How do I access the on-line version of the readings?** In order to access the online text and the WileyPlus package, click on a link to WileyPlus in eClass (or goto [www.wileyplus.com](http://www.wileyplus.com)), which will then allow students to access WileyPlus. The very first time a student does this, they will be prompted for a registration code. Once the code has been entered, students will be able to access Wileyplus. Registration codes are obtained when purchasing a new textbook (hard copy or unbound) or can be obtained through purchases as a separate entity at the University of Alberta Bookstore.

**How can I purchase WileyPlus?** The registration code for WileyPlus comes with a new textbook (hard copy or bound) when it is purchased OR can be purchased as package with the online ebook.

**Is the registration code for WileyPlus required for access to the online textbook?** Yes, you need to purchase WileyPlus to have access to the on line readings. The registration code for WileyPlus comes with a new textbook (ebook or hard copy) when you purchase it.

**If I purchase a used textbook, can I purchase just WileyPlus?** Yes, you can purchase WileyPlus as a separate entity at the University of Alberta Bookstore. WileyPlus can be purchased with or without the online textbook. If you already have a hard copy of the textbook, you would probably want to purchase WileyPlus without access to the online textbook as this would be cheaper.

**Could you give me some information on how the course works, such as lecture notes, how exams are taken etc?** Nutrition 100 is done through the instructional program called eClass. The textbook is a hardcopy version and is also available online with a registration code (purchased with a new textbook). With the registration code, you will also have access to WileyPlus, which will give you access to a large number of practice questions (that help prepare you for the exams). All of the exams (there are 2 in total) are open book and have to be taken by the whole class at the same time (this corresponds to a Wednesday evening) where you must be at your computer at this time. There are also weekly questions and quizzes that you must participate in through eClass.

**I know of individuals taking an online course and discovered that it was a lot more work than if they'd taken the course in person ... the assignments were harder and longer and the exams were harder and longer. Is this true?** I think that you get out of a course what you put into it. Any course is going to be a lot of work, including this one. It should be no more work than a normal lecture course.

**What is the cost of this course?** The cost of this course is set at a fee index of 9.

**Why does an on-line course cost more than a regular course?** The cost is higher because of the additional technical and teaching support that an on-line course requires to run smoothly.

**What is the time commitment for this course?** The time commitment would be similar to any other 3 credit course that you would take. However, there are 2 specific times where you need to be available to be at your computer - this includes; one Wednesday throughout the term and for the final exam. Additionally, you need to be able to participate in weekly discussion questions, which probably involves at least an hour of computer time (or more) each week. Then you have your weekly readings with questions at the end of each chapter which probably takes another couple of hours (at least). Generally, the course would probably take 2-6 hours a week (more during midterm weeks), and may take up to 8-10 hours per week for the spring session course.

**If I am not very good with the computer – will I be able to complete the course?** You will be fine! Just ask a lot of questions if you do not understand, and we will figure it all out. EClass is a bit intimidating to start with, but once you get used to it, you will know it like the back of your hand.

## ***B. COURSE FORMAT***

**Do we meet in a classroom anytime the course is taught?** No, all course communication is done through the computer, even the exams!

**Is it self-study oriented (ie. work at your own pace), or is it a daily class, just online?** It is a "work at your own pace" class with a schedule, i.e. you have weekly discussion, a midterm and weekly

quizzes that keep you on track with the readings. The only times that are scheduled for the whole class is the midterm which is on a Wednesday evening. There are also weekly discussions, and weekly quizzes (that are available for four business days).

**Will the marks be curved?** They will be curved in accordance with the stanine system of grading at the University of Alberta.

### ***C. THE CLASSROOM COURSE VERSUS THE ON-LINE COURSE***

**Are the assignments and exams etc. the same as the ones that would be given and done in class?** No, they are different. The on-line course has open book exams, so they are a bit tougher and are a different format than the in-class exams.

**I've never considered doing an on-line course before because I like the personal contact of classmates and instructions and the live lectures, but I am considering doing this course online. Any information you could give me to help me make my decision would be appreciated.** I also really enjoy people contact, and was pleasantly surprised when I taught this course the first time and saw how much interaction there is. I have found that I have gotten to know the students better than I would in a lecture people course because I am constantly interacting with students individually, and as a group, over the computer. You will also interact with students on line through weekly discussions. You could always try it and drop it...But, the lecture course may be full if you drop it, so you may not have the option of taking the lecture course.

**Can I change back to the classroom format if the on-line course does not work out for me?** You would have to drop the on-line course prior to the add/drop registration deadline. This can be done through [BearTracks](#). Take note that the Nutrition 100 lecture is only offered in the fall term. Additionally you would have to enroll the classroom section if there is space. If you drop the on-line course, please let the instructor know.

**Are there any advantages in taking the online course versus the lecture?** Yes! You can do the course more at your own convenience, and you don't have to leave your house. BUT, you have to be disciplined in keeping up the course material, and you do lack some human contact, which is really important to some students. There is, however, a lot of contact between students that you wouldn't see in a normal course because of the discussions, and a lot more one-on-one contact with the instructor and teaching assistant because of the course set-up.

**Is there any difference from the normal lecture course?** The content in the two courses are exactly the same. The courses are set up a bit differently, however. The exams in the on line course are open book (whereas they are closed booked in the lecture course), there are weekly discussions in the on line course, and there are end of chapter quizzes in the on line course (whereas there are only 5 chapters quizzes in the lecture course).

### ***D. PRE-REQUISITES***

**What are the prerequisites for this course?** There are no prerequisites except that this course cannot be taken by students with credit or by students who are currently registered in NU FS 305 or other NUTR course.

**Are there any conditions in which credit for this course would not be received?** This course cannot be taken by students with credit or currently registered in NU FS 305 or other NUTR course.

## ***E. HOW TO REGISTER***

**How do I register for this class?** You can register through [Bear Tracks](#) (the University of Alberta on-line registration). Search for NUTR 100 offered by alternate delivery each Fall (Sept-Dec), Winter (Jan-Apr) and Spring (May-June) terms. If you have problems registering for the course, contact [courses.ales@ualberta.ca](mailto:courses.ales@ualberta.ca).

**What happens after I register?** Three to five days before the course starts, you will receive an introductory email from the course instructor. This email will be sent to your ualberta.ca email account. The introductory email has an attachment with information on how to get started on the course. The introductory email will contain instructions about passwords and usernames required to access the course readings, as well as eClass (the instructional program used in this course). If you haven't received an email, please email the instructor.

## ***F. TAKING THE COURSE FROM FAR AWAY***

**I would like to take this course while I am completing a practicum in Germany - is this possible?** Yes, you could take the course from Germany - we would just have to make a few changes based on time zones. You must also have access to a computer, and the highspeed internet. If you are taking this class outside of North America, you need to contact the instructor so that accommodations can be made for the exams.

**If I am living in a place that has a different time zone than Edmonton, Alberta, Canada, can I still take the online course?** Yes, you can. The great thing about this class is that you can take it from many different places. You just need to make sure that you make accommodations for time zone differences. For example, if you live in a time zone that is 2 hours ahead of Edmonton's (MST), and the exam time is from 7-8pm, then you would take your exam from 9-10pm.

## ***II. Frequently asked Questions when you are in the Course***

### ***A. NEXT STEP AFTER REGISTERING***

**When I am registered, will eClass be installed with NUTR 100 in it?** Yes, you will have access to the Nutrition 100 eClass, which contains a link to the on line text (and associated activities), the discussions, the end of chapter quizzes, the midterm, and the final exam.

**How can I access the course?** The class notes/textbook can be accessed through the following website: <http://www.ualberta.ca/ELEARNING/>. To access eClass, you need to input your CCID and password. To access the actual readings in the online textbook, you will also require a registration code provided when purchasing a textbook (there is a link to the online textbook in eClass). Once you enter your registration code, you will have access to the online textbook and associated activities (practice questions).

**Which email address will be used to send out introductory material when the course starts?** Your University of Alberta (ualberta.ca) email will be used for the course and any other university correspondence. An email will be sent about 3-5 days prior to the first day of classes. If you haven't received an email during this time, contact the instructor, Sabina Valentine, email: [sparkes@ualberta.ca](mailto:sparkes@ualberta.ca).

**I know that the course hasn't started yet, but I have registered and just want to get a jump start on my readings - am I able to do that?** Yes, no problem. Just contact the instructor for information on how to access the textbook.

**I registered late and am not able to access eClass - when will I be able to access eClass?** Usually you can access eClass 24-48 hours after registering.

### ***B. READINGS AND LECTURES***

**Are the powerpoint lectures and readings the same as they are in Nutrition 100 that is taught in the classroom setting on campus in fall term?** Yes, they are exactly the same.

**Can I print out the readings and powerpoint lectures from the textbook?** Yes, you can print out the online textbook, only one page at a time (which is one reason the course text is required.) The powerpoint lectures can also be printed out from the eClass site as a pdf file.

### ***C. MIDTERMS AND FINAL***

**What time and when are the midterms and final?** The midterm is written on a Wednesday evening and the final exam is often on a Saturday morning (to accommodate people who are working and take the course).

**When you say that I need to be free one Wednesday in the semester to write the midterm, does that mean that I have to come back to the University?** No, you just have to be online on a computer for this Wednesday - and that could be anywhere.

**What if I have another class when the exams are scheduled?** Contact the instructor to determine if any exam accommodations can be made.

**Can exams be taken from home or are they taken on campus?** Exams can be taken from anywhere you want as long as there is a computer with high speed internet access.

**How is the final exam taken?** All of the exams are open book and are written on the computer that is able to run eClass and has high speed internet access.

**Why are the exams all open book - is it because the course is fairly difficult?** The exams are open book because that it is realistically the only way that we can test students from their computer. The open book format is a circumstance of the course setup, rather than the course difficulty. The course is not SUPER difficult, but does require work. That said, the open book exams will be more difficult than a non-open book exam because they are open book.

**When is the final exam scheduled?** The final exam is held during the university scheduled exam week. The course instructor will advise you of all exams in the course outline.

**What is the format of the midterm and final exam?** The final exam consists of multiple choice, short answer, and essay questions, and is cumulative.

**What is the difference between exam availability and the exam length - are they the same?** No, they are not the same. The exam availability is the length of time that the exam is available to access. The exam length is the length of time you have to complete the exam once you start the exam in eClass. For example, the exam availability may be between 1:00-1:35 pm, and the exam length may be 30 minutes. This means that you must access the exam before 1:05 pm if you

want to get the full 30 minutes to complete your exam. After 1:35 pm you will not be able to access your exam.

**Will the exams stay up so that we can review them?** Yes, you can print out your results and answers after all of the exams are marked.

**What should I do if my computer shuts down or freezes in the middle of an exam?** First, contact the instructor by cell phone and let her know. Await instructions from the instructor on the phone for how to handle the situation.

#### ***D. ON-LINE DISCUSSIONS***

**How many on-line discussions will there be?** There is a discussion question every week that you will have to participate in.

**Do I need to reference the content of my discussion posts?** Yes, you should reference information from the course textbook, as well as information obtained from sources other than the course textbook. Guidelines for referencing can be found in the introductory email in the section about discussions.

**How often should I check the email and discussions in eClass?** You should check each one at least once a day, including Saturday and Sunday, even if it is just for 2 minutes.

**I was just wondering how we find out which discussion group we are in?** If you go into the 'discussions' block in eClass, and look at the topics, you will see 'Group 0X' where X = 1,2,3, or 4 (etc). The computer randomly puts all students into assigned groups. Click on your group in "discussions", and you will see the discussion question posted in the grey area at the top of the screen.

**I spent over 2 and a half hours writing my answer. I worked very hard on it and my answer would not post. When it wouldn't post, I lost my whole answer!!! You can imagine how frustrated I am!** To prevent this from occurring again, write your post in word, save it, and then copy it into eClass. eClass can be frustrating sometimes, I know, but keep at it.

**How many posts should we make every week?** You basically have to post at least three times for full participation marks. A grade for participation will be based on thoughtfulness of your input, outside references, response to others' input, and how many times you post (a discussion rubric has been created that incorporates all of these categories). Writing a long-winded answer and posting only once will not guarantee you a good mark. Below are some guidelines for making posts in discussions:

#### **Number of postings required:**

- If you post 3 times, you will get the maximum mark of 15. BUT, to receive a mark of 15 - they must be good quality posts; making 3 posts does not guarantee a mark of 15 out of 15.;
- Post twice, you can receive up to 14/15 marks.
- Post once, you and you will only receive a grade (maximum is your posting is AMAZING) of 13/15.

#### **Required timing of postings (Fri/Sun deadline):**

- You will lose 2 marks (out of 15) if you do not make your first posting before Friday at 8pm (each discussion is posted the previous Wednesday at 9am).
- You will lose 3 marks (out of 15) if you do not make your first post before Sunday at 8pm (each discussion is posted the previous Wednesday at 9am) OR you will lose 1 mark (out of 15) if you do not make your second post before Sunday at 8pm.

**What kind of postings should we make in discussions?** You should post key points - that have not been repeated. If another student has answered the questions already in accordance with information from the text, then you don't want to repeat that information. BUT, key points can still be mentioned in response to that student's post, or in relation to points that the student may not have mentioned. The purpose of the discussion question is to get students discussing and interacting. So, if you didn't answer the question in accordance with the factual info in the text, you won't lose marks as long as the posts that you do make are of high quality and frequency. You want to try and keep your posts concise. Refer to the Information about Discussions link on the course website for discussions.

**I was wondering, someone already put up their posting and I have it ready but, since everyone has the same question the answers are sort of similar. Will this be a problem, such as plagiarism etc. I'm just a little worried.** When you participate in the discussions, you want to try NOT to repeat information that has already been stated, but to respond to information posted by other students OR if you are the first student to respond - answer the question posted. As long as information is not exactly the same as what has been posted by other students, it will not be considered plagiarism. However, you will lose marks on your posting if you are repeating information that has already been stated.

**I am finding it extremely hard to participate in group discussions when I am the only one participating. I attempt to respond to others' postings, but no one is participating. Literally I am the only one who has posted ANYTHING for this week's discussion. I am writing you this out of concern for my mark!** As long as you are making a valid effort in the discussions, you will get full marks. Respond to yourself as a scapegoat, making a post to your peers that they should get busy! Please let the instructor know if you are consistently the only person involved in discussions, as the instructor will attempt to motivate other students to participate. If they do not get involved in the discussions, they risk losing 1.5% every week (or 3% per week in the spring session course), and will also be locked out of the discussion so that they are not able to access the right answers.

#### ***E. COMPUTER QUESTIONS***

**Do I need a particular internet connection to do this course** Yes, you need a high speed internet connection through a cable modem or through a high-speed phone line cable (ADSL connection).

**I am having trouble with my computer - what should I do?** First, contact the instructor as soon as the problem occurs, and we will try and figure it out. If we cannot solve the problem, I will refer you to our computer experts. They will need the following information:

Type of operating system (Windows 7 Professional)

Found by clicking on the Start button in windows and reading name left side.

Version number and name of Browser (Internet Explorer 7.0)

Found by clicking on "Help" in the browser and then choosing "about".

Are you accessing course materials via a dial up modem, ADSL, or Cable modem?

Please send a written copy of the error message(s) you receive. And add any other information you think might be useful.

**I am having some computer problems and am not able to access the internet - what do I do?** Let us know what the problem is, and try have it fixed. In the meantime, try and find another computer that you can use for the on-line discussions.

**How can I avoid having computer problems on exams?** First, you need to ensure that your computer meets all the requirements listed in the course syllabus to run eClass effectively. Second, don't remain idle on eClass for longer than 3 minutes. For example, if you spend time answering a question, eClass may time you out so that you have to spend time during your exam re-entering your exam again. In order to prevent this "timing out", just resave an already saved question so; eClass does not think that you are inactive.

**I am unable to access the videos and animations. What could be the problem?** It may be a browser issue. Check on the WileyPlus homepage [www.wileyplus.com](http://www.wileyplus.com) and click the "browser checker" in the top right to see if you are using an optimal browser or if you need any upgrades. Try the browser checker and if you still have issues, technical support can probably suggest an alternative to fix it. You can reach them at [www.wileyplus.com/support](http://www.wileyplus.com/support). Click on live chat for the fastest response time.