

The University of North Carolina

MEMORANDUM OF UNDERSTANDING

The University of North Carolina System Office ("System Office") and the UNC System constituent institutions enter into this Memorandum of Understanding ("MOU") effective for the period through three (3) years for the respective considerations and conditions set forth herein.

I. BACKGROUND AND SCOPE.

The University of North Carolina is a public university comprised of seventeen constituent institutions and other educational, research, and public service organizations, all dedicated to the service of North Carolina's people and to the enhancement of the future economic, societal, cultural, and personal well-being of the people of North Carolina. The System Office houses the administrative staff for the University.

The UNC System Division of Digital Learning ("DDL") is an administrative unit of the UNC System Office providing online education services through UNC Online ("UNCO"). DDL facilitates inter-institutional registration for courses coded as videoconference or online delivery offered by UNC institutions for degree seeking part-time and full-time students at UNC constituent institutions through UNC Online ("UNCO").

II. TERM OF AGREEMENT.

The initial term of this Agreement shall be for a period of three (3) years commencing on or about 1 April 2018, unless earlier terminated in accordance with the provisions contained in this Agreement. After the expiration of the initial term this Agreement may be renewed by agreement of the System Office and the constituent institutions.

III. PURPOSE:

This memo of understanding is focused on enhancing awareness and establishing common practices for the UNCO inter-institutional registration process, permitting students to complete their program requirements in a timely manner by providing them with course offerings and course delivery modes that might not be available at their home institution (defined as the institution in which the student taking the UNCO course is enrolled). The UNCO inter-institutional registration process is multi-institutional in nature and requires UNC system institutions to collaborate on common practices.

IV. Courses

1. Host institutions, defined as the institutions providing the course instruction, are responsible for publishing courses they would like to make available for inter-institutional registration through UNCO. Only courses coded as videoconference or online delivery are eligible for UNCO publication. Courses coded as self-paced are not eligible for inter-institutional registration through UNCO. Host institutions are encouraged to list courses that have been historically taught below full capacity.
2. UNCO is responsible for making a published course visible to UNCO users at least 14 days prior to the date posted in the host institution's student information system.
3. UNCO will include the following details, as provided by the host institution, in all course listings, as applicable:
 - a. Course Number
 - b. Course Section
 - c. Course Description
 - d. Term
 - e. Level
 - f. Instructor
 - g. Hours
 - h. Course Registration Number
 - i. Start Date
 - j. End Date
 - k. Last Date to Register
 - l. Delivery
 - m. Meeting Pattern
 - n. Prerequisites
 - o. Corequisites (UNCO displays corequisites. However, UNCO does not currently enforce corequisite registration.)
 - p. Linked Course
 - q. Equivalent courses at the student's home institution shall be displayed on UNCO.
4. The host institution is responsible for determining and verifying prerequisites for courses. UNCO shall share prerequisite information provided by students for review by the instructor of the course. The instructor shall be responsible for reviewing the provided prerequisite information and, if necessary, following up with the student.
5. Variable credit courses are not supported by UNCO and should not be submitted for publication on UNCO by host institutions.
6. Registrars at host institutions may limit the number of seats available to UNCO students.
7. Host institutions may cancel courses after submitting them to UNCO, but doing so will cause unintended course drops for students. The registrar of the host institution is responsible for contacting UNCO before cancelling courses. UNCO shall assist with the cancellation process and, if necessary, with moving students to different course sections.
8. Discipline. Students taking UNCO courses remain subject to the academic integrity and conduct policies of their home institution while participating in UNCO courses. UNCO does not have separate academic integrity and conduct policies. However, UNCO may limit or suspend access to UNCO courses to any student who causes a substantial disruption to the course or who poses a threat to the safety of others in the community while participating in UNCO activities. UNCO shall report any such limitation or suspension to the student's home institution.

V. Student Eligibility

1. Currently enrolled degree-seeking part-time and full-time UNC system students are permitted to cross-register for web-based courses through UNCO. UNCO shall not be responsible for confirming whether a UNCO course selected by a student will further the completion of their degree program. The home institution, defined as the institution in which the student is primarily enrolled, is responsible for ensuring that students know that they should consult with their advisors before enrolling in UNCO courses. It is also the home institution's responsibility to evaluate UNCO courses for graduate students.
2. UNCO shall not be responsible for determining whether selected courses are appropriate for J-1 and F-1 students. Such students should be encouraged to meet with their international student advisor and academic advisor prior to enrolling for courses through UNCO.
3. UNCO does not support students auditing courses.
4. UNCO does not permit non-degree seeking students to cross-register for courses through UNCO. Such students may enroll directly with the institution offering the course.

VI. Student Registration

1. UNCO will by default permit students to register for 6 hours of UNCO courses per semester. Students who register for a pair of linked courses may register for 7 hours per semester.
2. Home institution registrars may allow students to take more hours per semester through UNCO by overriding the "Maximum Exchange Courses" hold through the UNCO website.

Courses Per Semester	Maximum Hours Per Semester
2 courses	6
1 pair of linked courses	7

3. All students remain enrolled as regular degree candidates at their home institution.
4. UNCO shall support registration PIN usage. The home institution is responsible issuing its students PINs, and for verifying its students' PINs once issued.
5. UNCO is not responsible for verifying students' prerequisites. UNCO shall require students registering for a course with prerequisites to provide the following information:
 - i. What class and/or previous experience(s) do you believe satisfies the prerequisite?
 - ii. For course(s), please include course name(s) & number(s), institution(s) attended, date(s) taken, and any other relevant details.
- b. UNCO shall share this information with the instructor of the course for his/her review. UNCO shall send the instructor an automated enrollment notification

when a student registers for their course, which shall include the student's email address and the information provided by the student regarding prerequisites. The instructor will be prompted to review the student's prerequisite information and to complete one of the following steps:

1. Do nothing. Additional steps are not needed if the student has met the prerequisite requirements for the course.
2. Ask the student to drop the course through UNCO.
3. Contact the student to request additional details.

VII. Grades

1. The home institution shall capture the credits toward the student's degree, and shall maintain the student's primary transcript.
2. UNCO shall automatically convey the grade awarded by the host institution to the registrar at the home institution.
3. The registrar at the home institution shall transfer and translate the grades from the host institution. Grade transfers should be handled through the UNCO interface.
4. The home institution shall determine the type of credit to be awarded for UNCO course completion. The type of credit may vary for collaborative and exchange alliance courses.
5. The home institution is responsible for providing its students with access to advisors/registrars who can evaluate course equivalencies and their validity for a student's degree program.
6. If the course is not one that furthers the completion of the student's degree, the home institution may choose not to accept the transfer of credit from the host institution. It is not UNCO's responsibility to ensure that courses taken by a student furthers the completion of the student's degree.

VIII. Billing

1. The home institution agrees to bill UNCO students for their UNCO courses at the normal home institution tuition rate.
2. The host institution will not bill UNCO students for the course the institution hosts.
3. There may be additional fees associated with online courses for proctoring examinations and course materials. Students are responsible for paying all proctoring fees, if any, charged by an exam proctor with whom they have scheduled an exam appointment.

IX. Financial Aid

1. The home institution is responsible for determining students' eligibility for financial aid and will disburse any such aid according to its policies.

X. Institutional Calendars

1. The registration window must be open at both the host institution and the home institution in order for students to cross-register for courses through UNCO.
2. The host institution's calendar will determine all start and end dates as well as breaks for the host institution's course. These dates might not coincide with the home institution dates.

3. Withdraw and drop dates are determined by the home institution. Refund decisions are the responsibility of the home institution.
4. Grade submission dates are determined by the host institution. Students cannot request that the host institution submit grades early. Students are responsible for making other arrangements with their home institution registrar if they need grades to transfer early in order to graduate on time.

XI. ADDITIONAL RESPONSIBILITY.

1. Prior to the completion of the UNCO registration process, UNCO shall require students to verify that they have read and understood UNCO guidelines and disclaimers.
2. UNCO shall automatically run the following checks when a student attempts to register for a course:
 - i. Equivalency Check
 - ii. Maximum Hours Per Term
 - iii. Registration Hold
 - iv. Registration Window
 - v. Student Status
3. UNCO shall maintain UNCO Help Center articles (<https://unconline.zendesk.com/>).
4. UNCO shall handle help tickets submitted through UNCO Help Center and, when necessary, include registrars, instructors and IT Team members on ticket conversations.
5. UNCO shall notify institutions of software updates and deadlines, and shall assist institutions with software updates.
6. Registrars agree to maintain course placeholders in the home institution student information system.
7. Registrars agree to assign and/or record course equivalencies.
8. Registrars agree to process holds.
 - i. Students may be blocked from registration by holds that are placed for various reasons by the home institution, host institution, or UNCO.
 - ii. Registrars will receive an automated email message when a UNCO hold requires their attention.
 - iii. Registrars can review, override and clear holds through UNCO.
9. Registrars agree to make mandatory software updates by designated deadlines.
10. Registrars agree to review and respond to UNCO tickets if their assistance is needed.
11. Registrars agree to keep their UNCO outgoing messages accurate and current.
 - i. Registrars can update their outgoing messages through UNCO.