


PROCEDURE MANUAL

		Procedure IN_109	
		Page 1 of 7	
		Last Revision Date: 12/15/14	
		Effective Date:	
Section		Subject	Title: E-Learning

PURPOSE

I. Mission

The mission of E-learning is to provide students access to instructional programs and courses offered through electronic delivery that provide both transferable and non-transferable instruction and other academic credentials while providing better trained employees for business and industry who contribute to the overall economic development and workforce needs of the state.

II. Goals:

- Follow the electronic learning policies established by the LCTCS.
- Increase student access to learning opportunities.
- Enhance the abilities of the college to respond to learner needs.
- Respond to workforce development needs.
- Assure quality of instruction to place and time-bound students.
- Deliver electronic programs to expand access to adult learners.
- Provide support and training for students, faculty and staff in the use of technology.
- Use technology to extend learning opportunities and activities beyond the classroom.
- Enhance the use of instructional technology within the classroom.

III. Student Support Services

A. Admissions

Electronic learning students are held to the same admissions standards as traditional students and must follow the same process for enrollment at Louisiana Delta Community College. Students may apply for admission, register for courses, and pay tuition fees during regular early and open registration periods. Students who wish to register for electronic courses must consult with an advisor to receive information concerning requirements for electronic learning classes.

B. Financial Aid

Delta's Financial Aid Counselors provide students with access to all financial aid opportunities, scholarships, aid information and qualification information.

C. Student Records

Students must request their official transcripts in writing, either by fax or by mail.

D. Student Disability Services

The Student Services Office is the official contact for students with disabilities. This office serves as an advocate for students with disabilities and assists them in achieving equal access to all college programs and services, including distance education.

E. Student Complaint/Grievance Procedure

In compliance with SACS Federal requirement 4.5, any student who wishes to make a formal complaint to the College regarding a program, a service of the College, an employee of the College, or any other individual or aspect of the College should refer to the Student Handbook.

F. Drop/Add Courses and Withdrawal Process

Students who wish to drop or add a course should consult with the current Schedule of Courses for drop dates.

G. Resignations

Students who need to resign from the College should consult the current schedule of classes for resignation dates.

H. Transfer Credits

A prospective or already-enrolled transfer student should contact his/her department head to determine which courses may transfer into Delta's degree programs. Also, information regarding general education courses taught at other institutions in Louisiana which may transfer to Delta may be found at the following website

www.regents.state.la.us/pdfs/crossw/3.pdf

I. Family Educational Rights and Privacy Act

Delta adheres to all requirements of the Family Educational Rights and Privacy Act (FERPA) regarding the release of academic records. Faculty who teach online classes must ensure the privacy of their students enrolled in online classes in all venues, particularly in open online class discussions.

Only non-protected directory information may be shared and only as necessary for academic purposes. Caution should be used even in the release of non-protected directory information. No personal identifiable information may be exchanged in order to protect the privacy and safety of students enrolled in online classes.

J. Enrollment Verifications

Students often need to verify their enrollment status (either full- or part-time) for either insurance or employment purposes should direct requests for verification to the Registrar's Office.

K. Library/Learning Resources

The College ensures that students participating in Electronic Learning Programs have access to adequate and appropriate learning resources. Please visit the library's website at <http://www.ladelta.edu> for a complete list of resources.

L. Evaluations

Students in electronic courses will have the opportunity to evaluate the course, instructor, and service at the end of the course. This evaluation is available electronically and anonymity is preserved.

M. Mandatory Student Orientation for On-line Learning

Attending the orientation session is mandatory for any student enrolling in a Delta electronic course for the first time. The orientation is held each semester during registration, at which time verification of student identity is determined, secure log-in and pass-codes are issued, proctoring of the examinations is explained, and the policy for student anonymity is covered. Students are introduced to the current Learning Management System (LMS) basics and informed about the qualities of a successful online student.

N. Tutorials for Online Students

Online students have access to face-to-face tutorials at any of Delta's sites. Tutoring videos for selected courses are available for online students through Delta's webpage (see "Online Classes" on the home page). These tutorial videos are also available for download through iTunes U at this same site.

IV. Online Student Requirements

A. Computer / Software Requirements

Students enrolling in electronic courses must have basic computer, Internet, and keyboarding skills. Students must have access to a functional computer with reliable Internet service, a web browser, and an email account.

Some courses may require additional hardware for course participation.

Although Microsoft Office 2010 software (including Word, Excel, and PowerPoint) is the standard in Delta computer labs, students may use the desktop productivity software of their choice as long as their instructor approves and can read their work. When compatibility issues arise, it is the student's responsibility to resolve the problem with his/her instructor.

Specific courses may require additional designated software for course participation. Students should consult each instructor's syllabus for plug-ins or downloads that might be required for the course.

Instructors do not provide technical support. Technical support will be provided by the eLearning Coordinator, college Information Technology Department and also the Learning Management System Help Desk. Technical support for hardware and software will be provided by the respective hardware or software company.

B. Firewalls

Students attempting to access Delta's electronic courses from military installations, hospitals, school systems and other special locations should be advised that firewalls at those locations may prevent them from participating in

chat sessions and downloading course files. In these cases, the students will need to participate from a location/ISP without a firewall.

C. Prerequisites

Students taking electronic courses must meet any course prerequisites before they can register. Course descriptions, stating prerequisites, are published in the College Catalog, available on the Delta home page by clicking on <http://www.ladelta.edu>.

D. Examinations and Proctoring

The instructor must make every effort possible to ensure that the student registered for the class is the same student who is completing the coursework and taking examinations and the final. The final exam is administered face-to-face by the instructor or designated proctor approved by the eLearning Coordinator. The student must present two forms of identification, including an official pictured ID. Additionally, the institution will issue a secure log-in and password to the student registered in the class.

Faculty members teaching an electronic course shall communicate with their students regarding the assigned date, time, and location of the final face-to-face exam. Electronic courses require remotely located students to take examinations in an approved proctored environment. These students must also present two forms of identification, including an official pictured ID. It is the responsibility of the **student** taking the course to obtain a proctored environment that is approved by the instructor and eLearning Coordinator and to accurately communicate this information in a timely manner.

Students on military installations may contact their education or testing officer. If on a ship at sea, the ship's captain or known education officer would be the point of contact. Persons in a foreign country and unassociated with the military may contact the U.S. Embassy or Consulate to seek proctor assistance. Students on the Delta campus should communicate with their instructor regarding the assigned date, time, and location of the final face-to-face exam.

V. **Faculty Support and Development**

Delta Community College and LCTCS provide training sessions for instructors designing electronic courses or hybrid courses that contain an electronic component. Instructors who are developing and proposing delivery of an electronic course for the first time must have experience with electronic courses or attend training sessions.

Experienced instructors who have already developed electronic material and are adding new courses or modules to existing electronic material should avail themselves of advanced training sessions on new technologies with other instructors who have experience teaching using electronic methodologies.

Delta's Academic Affairs Division and the eLearning Coordinator will provide faculty interested in electronic courses the following information:

- basic information about on-campus resources including up-coming workshops and technology events,
- the contact numbers and email of support personnel,
- the contact numbers and email for fellow faculty members who can help them overcome difficulties,
- a complete list of faculty teaching distance courses,
- web addresses for sites of interest.

Suggested list of Competencies for Faculty Offering Electronically Delivered Courses:

- Aware of the primary functions available to instructors and students through their LMS, including use of the navigational components such as announcements, resources, staff information, course documents, assignments, communication, forums, external links, and tools.
- Able to utilize the instructor tools to develop and deliver electronic courses via the LMS Have insight in electronic course design and pedagogy.
- Be able to design courses to address a variety of learning styles and preferences; Follow quality assurance guidelines of Delta and LCTCS while building electronic courses so the final product will be ready for quality assurance review.

VI. Course Approval Process –This approval process applies to courses that use electronic delivery for 50% or more of the course. It does not apply to traditional courses that use electronic learning tools to enhance or supplement face-to-face instruction.

A. The instructor/course developer will fully plan and develop the electronic weekly modules for the course in a course shell in the Learning Management System used for teaching electronic courses at Delta. The course must follow the model of exemplary electronic courses and initially meet the guidelines of Delta's designated quality assurance model for electronic courses, such as Quality Matters. The instructor/Course Developer submits a written proposal to teach an electronic course to his or her Department Chair who forwards it to the Academic Dean. The proposal should address the following questions:

- How does the proposed course fit into current departmental programs and long-range departmental plans for electronic courses/programs?
- What is the anticipated enrollment?
- What potential target populations exist for this course? If the course is targeting campus-based students, please provide rationale.
- Beyond the support services provided by Delta, are other special resources required? If so, please explain.
 1. What percentage of the class will be Internet-based? Will students be required to come to the campus to meet any course requirements, including examinations?
 2. What are your proposed time frames for course development?
 3. What level of support do you anticipate needing from coordinators of electronic course development? Minimal, moderate, extensive? Please explain.

4. What measures will be taken to ensure that the registered students acquire and can demonstrate the course competencies?
- B. If the proposal is approved by the Academic Dean, it will then go to committee. If the electronic course is a newly proposed course,
1. The proposal will go to the Curriculum Committee for review and approval.
 2. If approved, the course will go to the eLearning Coordinator for review.
 3. After reviewing the course, if the course is ready for approval, the eLearning Coordinator will submit the course to the Academic Support/eLearning Committee for review and approval.

If the electronic course is an established face-to-face course,

1. The course will be forwarded to the eLearning Coordinator for review.
2. If the course is ready for approval, the eLearning Coordinator will submit the course to the Academic Support/eLearning Committee for review and approval. If not, the eLearning Coordinator will send the course back to the Academic Dean and the instructor for revision.
3. Once reviewed and approved, the signed proposal will go to the Academic Dean for distribution of course approval
4. The eLearning Coordinator will notify the Academic Dean if the course is approved or needs revision.

Timeline:

Any course that is to be placed for the first time on the Delta

Online schedule of classes for registration must have final approval by the Academic Support/eLearning Committee prior to being placed on the schedule.

- C. Final approval for course delivery will be granted by the Vice Chancellor of Academic Affairs.
- D. As the course is being delivered, the instructor must work to ensure that the course fully meets the guidelines of Delta's designated quality assurance model. Course evaluation will follow a standardized quality assurance process of periodic review and revision.

VII. Faculty Compensation and Recognition

All Delta faculty members are encouraged to integrate innovative uses of technology into their courses that support the highest quality learning experiences for Delta students.

Faculty who dedicate themselves to the appropriate development of electronic courses and/or the enhancement of traditional courses via an electronic supplementation can use such efforts in the promotion and merit process as outlined in the faculty handbook.

Delivery of an electronic course will be factored into the instructor's teaching load as a regular course.

VIII. Standard Components of the Electronic Syllabus

A course syllabus should be presented no later than at the first class. Especially for students who have never before taken an online course and for whom the participation and other requirements may be untypical, they need to know just as early as possible what to expect. The syllabus should show at least the following:

- a. number and title of the course,
- b. instructor's name and e-mail address,
- c. instructor's office,
- d. instructor's in-person/virtual office hours and phone number,
- e. course start date, length of the course, and expected time involvement of students,
- f. textbook(s) and other materials needed for the course,
- g. an outline of the course format and a clear description or exercise in the use of navigational aids used in the course,
- h. a concise description of the course goals and objectives and content,
- i. an evaluation plan and exam and project schedule,
- j. an explanation of the forms of student participation and instructor expectations regarding participation, and
- k. an explanation of the instructor's expected response time for student questions and emails (within 24 hours).
- l. a cheating and plagiarism policy.

IX. Intellectual Property

The intellectual property rights to all electronic instructional materials developed through and supported by the Louisiana Delta Community College adhere to the LCTCS Policy 1.042. Faculty and adjuncts offering courses through electronic learning shall recognize that copyright and intellectual property shall be the responsibility of the faculty to monitor. Each course syllabus should contain the LDCC Academic Honesty Policy.

X. Quality of Courses

Courses offered through electronic learning at Delta shall maintain the same standards for content and evaluation as onsite courses. Electronic learning courses are comparable to onsite courses in course descriptions, syllabi, textbooks requirements, student evaluations, outcome competencies, grading scale, timelines, and content. All courses must be of reasonable length and include both content and contact sufficient to maintain a high academic quality and standards commensurate with credit hours awarded for a "traditional" lecture class.

XI. Course Evaluation

Electronic learning courses will be evaluated according to the best practices established for electronic courses. Course evaluation standards are approved and maintained by the Vice Chancellor for Academic Affairs. Course evaluations by students are conducted each semester. This instrument seeks student reaction concerning organization and presentation of the course content, interaction with the faculty member, access to supplemental resources, reasons for enrollment in distance learning, comparison of the quality of distance learning courses with that of on-campus courses, and suggestions for improvement. Faculty will be evaluated in accordance with standards and procedures set forth by LCTCS.