e-learning policy & procedure manual

UPDATED: 2020

bpcc

bossier parish community college

EMBRACING • EDUCATING • EMPOWERING

6220 EAST TEXAS STREET • BOSSIER CITY, LA • 318-678-6000

Table of Contents

Introduction

The institutional development, design, delivery, and evaluation of electronically delivered courses and programs at Bossier Parish Community College takes place in the context of the policies and procedures of all existing academic programs. It is not the intent of the Electronic Learning Policies and Procedures Manual to supplant any existing policies and procedures set forth by the College, but when necessary, to define new or to expand existing policies and procedures to ensure the most effective implementation and support of electronically delivered courses and programs.

The Division of Educational Technology at BPCC primarily coordinates, organizes, and facilitates technology as a medium and tool for course delivery. The division seeks to provide a high quality faculty/student/staff teaching and learning experience through comprehensive user training, providing flexibility in location and hours of instructional offerings, and by integrating and promoting technological innovation. In addition, the division enters into partnerships with other educational institutions, business and industry, and community and public agencies, in order to promote and provide electronic learning opportunities.

College Mission Statement

The mission of Bossier Parish Community College is to promote attainment of educational goals within the community and strengthen the regional economy. This mission is accomplished through the innovative delivery of quality courses and programs that provide sound academic education, broad vocational and career training, continuing education, and varied community services. The College provides a wholesome, ethical, and intellectually stimulating environment in which students develop their academic and vocational skills to compete in a technological society.

Division of Educational Technology Mission Statement

In fulfillment of the mission of Bossier Parish Community College, the mission/philosophy of the Educational Technology Department is to help deliver academic programs that are capable of responding quickly to community needs while promoting interest in lifelong education.

Goals of the Division of Educational Technology

- To ensure that the technologies used are appropriate to the nature and objectives of the academic programs

- To expand and promote educational partnerships with business/industry through synchronous and asynchronous electronic learning

- To provide access to college courses and programs through alternate delivery formats and methods in order to offer educational opportunities to students unable to accommodate a traditional schedule

- To maintain an environment for continuous accessibility and improvement of the quality of education.

- To provide technical support to faculty/staff/students in the utilization of e-Learning technologies

- To provide training in the utilization of e-Learning instructional technologies and techniques and in the use of associated technologies

All electronic academic courses offered at BPCC are taught by full-time and adjunct faculty, and adhere to all the same standards, prerequisites, and requirements as traditional sections of identical courses.

The College utilizes four delivery formats for instruction:

Video Conferencing: Occurs in real time and allows the instructor to communicate with remote sites via two-way audio/video. Instructors and students hear and see each other live from each site.

Online: Courses offered via the World Wide Web and the use of a Learning Management System.

Web-enhanced: Traditional face-to-face classes utilize a Learning Management System to supplement their courses.

Hybrid: Combination of face-to-face classroom instruction with computer-based learning. A significant part of the course content is delivered online.

Responsibilities and Support Services related to electronic course delivery

Academic Divisions

- Identifies courses to be offered

- Coordinates information with partnering institution(s), if applicable

- Supervises faculty development and delivery of courses

- Manages budget for purchase and lease of related and supplemental course material

- Evaluates electronic learning courses, faculty, and programs

- Arranges for proctoring services as necessary.

Security Verification

The College utilizes two methods for verifying the identity (FR 4.8.1) and protecting the privacy of students (FR 4.8.2) enrolled in e-Learning courses: **(a) a secure login and password, and (b) proctored examinations.** (NOTE: students taking a proctored examination must show the proctor proper identification, which may include a student identification card or a government issued identification card.) BPCC does not assess additional charges associated with the verification of student identity (FR 4.8.3.); however, there may be additional fees for proctoring services.

Student Services:

Students taking courses via electronic means follow stated college processes for enrollment at Bossier Parish Community College.

- Students may apply for admission, register for classes, and pay tuition and fees online

- Manages admissions, registration, student ID's, counseling, advising, and financial aid for electronic classes

- Administers placement testing as required (Associate Vice Chancellor of Planning and Instruction)

All students at Bossier Parish Community College are assigned an advisor. Students who wish to register for electronic courses should consult with an advisor.

Educational Technology

The Division of Educational Technology provides technical support for the faculty/staff and students in the delivery of electronic courses and programs. Support services include the following:

- Orders, installs and maintains equipment and software necessary for support of video conferencing

- Trains and orients faculty on the utilization of video equipment

- Actively participates in the selection of equipment and software used for online course delivery

- Maintains the College's Learning Management System

- Provides professional development opportunities to faculty in the utilization of technologies used in the production and delivery of electronic courses

- Maintains electronic course submission databases at College level and through the EC (Electronic Campus)

- Provides technical support to all faculty/staff/ and students who utilize the College's Learning Management System

Students taking classes via electronic means have access to all college services, including financial aid, student disability services, and student activities and must adhere to the College's academic integrity policies and student complaint and grievance procedures. These services are located in the College's General Catalog and Student Handbook. Information is also available online.

Attendance/Absence

Students enrolled in electronic courses are subject to "attendance" guidelines and policies set by the College. Online instructors must communicate with the student by posting documented class policies and his/her expectations regarding the format and frequency of class participation by the student. "Attendance" is defined as timely submission of assignments, including but not limited to tests, homework, online activities, projects, etc. Students are expected to complete all assignments in a timely manner and by the appropriate due date as established by the instructor. Online instruction differs fundamentally from traditional classroom instruction in that the student may access the online resources at times that are convenient to the student's personal schedule within a range of times defined by the instructor. However, consistent "attendance" is required to successfully complete an online course. The College's attendance policy is published in the College Catalog and the Student Handbook.

Guidelines for Online Programs

- A program is delivered electronically after approval from the Louisiana Community and Technical College System and the Louisianan Board of Regents.

- All Internet/Web-based courses must use a Learning Management System approved by the College and the Division of Educational Technology.

- All Internet courses are hosted on designated secure college servers, which are managed and supported by the College IT department in accordance with approved electronic data processing policies and procedures.

- All online courses are evaluated by the Deans of the Academic Divisions and use the "Quality Matters Rubric" when evaluating course design. Online instructors are required to participate in training sessions that prepare them to teach online (i.e. Learning Management System and Quality Matters training).

Copyright Permission

Faculty members are responsible for securing advance written copyright clearance on any copyright-protected materials they may use in their videoconferencing or online courses. These are maintained and kept on file with their course materials.

Use of Course Content

When a request is made for a copy of an instructor's course content to be placed into another instructor's course shell, the Division of Educational Technology requires that the request be made in writing (email). The approval must come from the instructor whose content is being copied. In lieu of the instructor's approval, a Dean can submit a request with approval of the Vice Chancellor for Academic Affairs. The Division of Educational Technology will still need a request made in writing (email).

Exam Policies

Students enrolled in electronic courses may be required to take proctored exams. The instructor is responsible for providing the details of the exam process to the students. Instructors should provide test dates and proctor requirements to the students in the section syllabus. Instructors must accommodate students who are in a separate geographic location for proctor requirements through the use of online proctoring services provided by the Division of Educational Technology or an authorized testing center approved by the instructor to secure appropriate and authorized proctors for exams. An instructor has the right to request an appropriate alternate proctor if they feel the need to do so. Students living in a separate geographic location may not take their exam(s) at home or be proctored by family members, co-workers, or friends. Exams must be taken at authorized locations such as a community college, university, or testing center. The student must show the proctor proper identification such as a government issued identification card or student ID before being allowed to take the exam. The student is responsible for any and all costs associated with a proctored exam. Instructors are responsible for maintaining and keeping all paperwork associated with securing an authorized proctor.

Course Evaluation

Student evaluations of online courses are conducted online each semester using approved evaluation criteria. It is the responsibility of the office of the Vice Chancellor of Academic Affairs to ensure that the online mechanism by which the evaluation is conducted is in place. It is also the responsibility of the Vice Chancellor of Academic Affairs to activate/deactivate the evaluation mechanism system and disseminate the results.

Faculty Evaluation

Faculty delivering courses via electronic means are evaluated in accordance with the standards and procedures set forth in the College's Faculty Handbook.

Course Identification/Selection

- Course delivery methods are made by the Dean of the Division.

- The Division of Educational Technology identifies the necessary equipment, software, and support needed.

- The selection of a course to be leased or purchased from outside the College will be made by the Dean of the Division, Dean of Educational Technology, and the Vice Chancellor for Academic Affairs.

- For locally produced electronic courses, Bossier Parish Community College determines ownership and copyright.

Syllabus or Course Section Information Sheet

In addition to the course related information, at a minimum and to meet Quality Matters Standards, an E-Syllabus should include the following:

- Directions on how to get started in the course or what to do first

- Course Objectives/Module-Unit Objectives if applicable

- Instructor Name, Office Hours, and Phone Number

- Email Address

- Fax Number if applicable

- Textbook information to include Title, Author, and ISBN#

- Information regarding any required proctored testing

- Course Calendar

- Special Software Requirements

- Etiquette Expectations (Netiquette)

- Instructor response time for emails and checking assignments

- Minimum technology skills expected of student

- ADA Policy and contact information

- Grading Policy

- Student participation/interaction requirements

Current E-Learning Policies

BOSSIER PARISH COMMUNITY COLLEGE
Policy & Procedures

Title:	Minimum Course Design Requirements and Readiness for Online and Hybrid Courses
Effective Date:	Spring 2019
Cancellation:	
Division:	Academic Affairs/Educational Technology

Policy Statement

The purpose of this policy is to provide students with a consistent course design in regards to appearance and organization of online and hybrid courses and to ensure the online and hybrid courses are ready for students on the first day of class. These are minimum design standards that are based on the Quality Matters (QM) rubric. For these reasons, instructors of online and hybrid courses must have completed the current QM training and the current LMS training. Instructors should go above and beyond these standards to meet the College's quality standard of providing an optimum online learning environment.

Minimum Course Design Requirements:

1. Home Page
    a. Course banner provided by Educational Technology.
    b. Course description as provided by the College's course catalog including prerequisites. (If there are no prerequisites include "Prerequisites: None") (*QM Standard 1.6*)
    c. Instructor contact information that includes, name, email address, office telephone number and office location. Adjunct instructors may omit office telephone number and office location (*QM Standard 1.8*).
    d. Instructions on how to get started in the course and a button, provided by Educational Technology, linking to the starting point. (*QM Standard 1.1*)
2. Navigation (*QM Standard 8.4*)
    a. Turn off the following Navigation Settings: Files, Assignments, Quizzes and Pages.
    b. Leave on the following Navigation Settings: Modules, Home, Syllabus, Evaluation Links and Grades.
3. Syllabus Page
    a. A downloadable version of the master syllabus from the College's website in the syllabus area of the LMS.
    b. A downloadable version of the complete current course syllabus (including a tentative course calendar) in the syllabus area of the LMS. (*QM Standard 1.2*)
    c. Instructor contact information that includes, name, email address, office telephone number and office location. Adjunct instructors may omit office telephone number and office location (*QM Standard 1.8*).
    d. Important dates for the course; including, but not limited to, "Last Day to Drop without a grade of W," "Last Day to Drop with a grade of W," "Course Start Date," "Date of Final" (if known, otherwise TBA).
4. Use of Modules (*QM Standard 8.1, 8.4*)
    a. Modules will be organized by "Week."

b. All modules should be published and stay published throughout the course.
5. Learner Support Information (*QM Standard 1.4, 1.7, 6.3, All of QM Standard 7*)
    a. The first module in the module list will be the "Learner Support" module provided and maintained by Educational Technology.
6. Grades (*QM Standard 3.5*)
    a. All grades, including those originating outside the LMS (i.e., publisher content, etc.), will be posted regularly to the LMS grade book.
        i. Bi-weekly (14-days) basis in a 12- or 16-week course.
        ii. 4- or 8-week course will have grades posted on at least a weekly (7-days) basis. *(QM 3.5)*
7. Due Dates
    a. All graded assignments, activities, quizzes, exams, tests, etc. (including those outside the College's LMS) will have a reasonable due date.

Furthermore, to ensure Educational Technology has an opportunity to review online and hybrid courses compliance with this policy, the course will be published and contain a minimum of two (2) weeks of course content for hybrid courses and all course content for fully online courses (i.e., lecture materials, assignments, tests, etc.). The course should be completed and published no fewer than seven (7) days prior to the start of the class. While two (2) weeks of course content is required for hybrid courses, it is highly recommended to have placeholders for the remaining content.

Approved:

_____	_____	
College Committee	*Committee Chair*	*Vice-Chancellor for*
(If applicable)	*(If applicable)*	*Academic Affairs*

Chancellor

Review Process:
Distribution Process:
Revised 09/12/2017

BOSSIER PARISH COMMUNITY COLLEGE

Policy & Procedures

Title:	Definition and Clarification of Online/Hybrid Course Attendance
Effective Date:	Spring 2019
Cancellation:	
Division:	Academic Affairs

Policy Statement

The purpose of this policy is to bring online/hybrid course offerings into uniform compliance with federal financial aid requirements outlined in the Federal Student Aid handbook from the U.S. Department of Education.

Policy for the Definition and Clarification of Online/Hybrid Course Attendance

In order for a student to demonstrate academic attendance in a for-credit, academic online or hybrid course; provided there is no conflict with the requirements of an outside entity, the student must do any of the following within the academic week as defined by the course syllabus:

- Physically attend a class meeting (for hybrid only),
- Submit an academically relevant assignment,
- Submit an academically relevant exam/quiz,
- Documented participation in an interactive tutorial or computer-assisted instruction (i.e. a graded SoftChalk lesson, video lecture with trackable analytic data, etc.),
- Documented participation in an online study group assigned by the instructor or College,
- Posting in an academically relevant discussion board forum,
- E-mail or other documentable communication initiated by the student regarding an academically relevant topic about the subject being studied in the course. *NOTE: E-mail communication alone does not satisfy the requirement. The instructor must determine if the student is remaining engaged based on the content of the communication.*

It is important to note, the College, (not the student) must document that the above activity is academically relevant and the student's participation must also be documented. Logging into an online course is not sufficient, by itself. The College must be able to demonstrate the student actively participated in an academically relevant activity.

Based on the guidelines outlined in the Federal Student Aid handbook from the U.S. Department of Education, academically relevant activities **do not** include and are not limited to:

- Living in institutional housing,
- Participating in a college meal plan,
- Logging in to or accessing an online course without active participation,
- Participating in academic counseling or advisement.

Approved:

_____	_____	_____
College Committee	*Committee Chair*	*Vice-Chancellor for*
(If applicable)	*(If applicable)*	*Academic Affairs*
		_____
		Chancellor

Review Process:
Distribution Process:
Revised 4/6/2018