

2016 -2017

# Distance Learning Faculty Handbook



## The Mission of Distance Learning

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Achieving an academic degree can often transform a student's life. Distance learning can offer students flexibility in their educational pursuits. Flexible distance learning programming reflects one way Craven Community College fulfills its mission to improve and enrich "individual lives and society through comprehensive, high quality and accessible learning opportunities". Distance learning programming also supports the North Carolina Community College System mission that seeks "to open the door to high-quality accessible educational opportunities that minimize barriers to post-secondary education..."

The mission of Distance Learning (DL) at Craven Community College is to support and assess the development and delivery of distance learning courses for the purpose of providing quality DL programming that reflects continuous review and improvement.

DL courses at Craven CC meet all quality standards set forth for traditional on-campus courses and reflect The Nine Hallmarks of Quality established in the *Interregional Guidelines for The Evaluation of Distance Education (Online Learning)*.

The purpose of this Distance Learning Faculty Handbook is to reveal how Craven CC:

- defines DL course types
- credentials faculty who teach DL courses
- defines expectations of DL faculty
- supports faculty who teach DL courses
- manages DL processes
- assesses DL courses

## Distance Learning Course Definitions

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### Online Courses

Online courses are distributed on the internet through Craven's Moodle server: Online courses allow students to participate academically from geographically remote locations without the need to come to campus. The tuition for these courses includes a DL fee.

### Hybrid Courses

Hybrid courses combine regular classroom meetings with online instruction distributed through Moodle, reducing the number of hours a class meets on campus. Check the course schedules in WebAdvisor to determine when your hybrid course will meet on campus. The goal of hybrid courses is to join the best features of a traditional class with the best features of online learning. Tuition for these courses includes a DL fee.

## Credentialing DL Faculty

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Teaching DL courses require skill sets that may not be needed to teach a face-to-face course. To assure that all DL faculty are prepared and able to deliver quality instruction and facilitate effective student learning online, all full-time and adjunct DL faculty members are expected to possess basic skills in:

- computer productivity
- email use
- web browser use
- word processing

In addition to possessing basic computer productivity skills, DL instructors complete training in Moodle Basics and Faculty Training for Online Teaching Credential to be eligible to teach online or hybrid courses. The Moodle Basics training course is delivered face-to-face or via Adobe Connect and provides participants opportunity to:

- log in and navigate inside Moodle
- upload files into a Moodle course
- adjust course settings within Moodle
- add and edit the various teaching and learning tools in Moodle
- configure and use the Moodle gradebook

The Faculty Training for Online Teaching Credential training course is delivered inside Moodle. This course explores the aspects of instructional design for online course delivery and asks participants to reflect on and practice strategies that encourage student learning. Upon completion of the Faculty Training for Online Teaching Credential, a faculty member will be able to:

- apply basic instructional design principles to online learning
- utilize effective teaching and learning theories, strategies and best practices in online teaching and learning
- facilitate effective student engagement and participation in online learning environments
- implement multiple strategies for measuring student learning and success
- identify legal issues related to distance learning
- identify relevant institutional policies, procedures and support services for distance learning

Additional training topics examining aspects of online teaching and learning are provided throughout the year at the Center for Teaching and Learning. Instructors teaching DL courses are encouraged to participate in these ongoing training sessions and further develop their skills to guide and assess student learning in an online environment. A Designing Online Instruction in Moodle course is used to provide video tutorials and other resources for learning how to design a course and teach in Moodle. All online and hybrid faculty will be provided access to the Designing Online Instruction in Moodle course.

If an instructor is hired at Craven CC and has been credentialed at another institution, the following form can be used to waive the Craven CC credentialing process. Existing faculty teaching online courses who have already been trained should have a Waiver Form in their records as well, showing they have been credentialed at Craven CC within the last three years.

## Online Faculty Credentialing Waiver Form

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**Craven Community College  
Office of Distance Learning  
Online Faculty Credentialing Waiver Form**

<b>Date:</b>	
<b>Instructor Name:</b>	
<b>Instructor Email:</b>	
<b>Department Chair:</b>	
<b>Department Chair Email:</b>	

I have reviewed the teaching experience and professional development of the above referenced faculty member and can attest they have been credentialed to teach DL courses within the last three years by

\_\_\_\_\_  
Name of Institution

\_\_\_\_\_  
Department Chair

\_\_\_\_\_  
Date

## Expectations of DL Faculty

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### Course Syllabus

DL faculty members create a syllabus for each course they teach. The course syllabus acts as an agreement between the instructor and the student and should reflect actual practices in the classroom environment. Boundaries related to communication, course deadlines, dealing with technology problems, netiquette, and online participation should be clearly outlined in the syllabus.

The approved syllabus is composed of two parts. The first part contains instructor specific information. It is the responsibility of instructors to upload their approved syllabi into the Moodle courses. The second part contains general DL policies and procedures for students. Templates for both parts of the syllabus can be found on the CCC website, Center for Teaching and Learning (CTL) within the Zero Block and also obtained from the department chair.

### Instructor Interaction Requirements for Online Classes

- Faculty members have an active presence in online classes. This can be accomplished through regular announcements, instructor contributions in forums, scheduled chats, substantive feedback on student work, lesson/module summaries, and messages to individual students.
- Instructors reply to student questions within 48 hours on instructional days.
- Instructors teaching 8 week courses grade and return all assignments within 5 instructional days of due date.
- Instructors teaching courses longer than 8 weeks grade and return all assignments within 10 instructional days of the due date.
- Instructors use the Moodle Grade Book to post grades for students so they can easily view their progress in the course.
- Instructors use at least one form of assessment other than online quizzes and tests which are automatically graded via Moodle's assessment manager. The alternative assessment, which can be an essay or project, must provide for instructor feedback to the student.
- Instructors interact and communicate with students in evident ways. This can be accomplished by a discussion, peer editing, or a chat component that the faculty member participates in and/or leads regularly.

### Confirming Completion of Student Orientation for DL

First-time DL students are required to complete the DL Orientation in Moodle prior to the start of classes. Once completed, the student receives an electronic Certificate of Completion which can always be accessed by the student in the DL Orientation site.

Faculty members should require that DL students upload their Certificate of Completion to each DL course they are enrolled in each semester as a first assignment after completion of the syllabus quiz.

### File Formats used in Online Courses

All files an instructor uploads into an online course should either be .pdf or .html to assure accessibility for all students.

### Documenting Distance Learning Attendance

Enrollment in a DL course is established when a student submits a syllabus quiz in an online or hybrid course to their instructor within the first 10% of a semester.

If a student does not meet the 10% deadline to confirm attendance, the instructor makes the student inactive in the course.

Web Attendance is an online process of documenting first day of attendance for students in online and hybrid courses. Instructions for completing Web Attendance can be found at the CTL site and in the Designing Online Instruction in Moodle course.

Contact the Registrar for any discrepancies between the Web Advisor course roster and students enrolled in Moodle course.

In a hybrid course, students are expected to participate in both online and seated components. Students in hybrid courses are required to complete the syllabus quiz within the first 10% of the course. Students should complete the syllabus quiz in an online course as soon as possible so that this portion of the course's attendance may be documented. DL course material does not become visible for students who do not complete the syllabus quiz.

### Making a Course Unavailable to an Individual Student

An instructor makes a DL course unavailable to student if student fails to submit a syllabus quiz by the 10% point, or if the student is dropped from the course. Instructors should NEVER delete a student from a DL course. **Deleting a student will erase the entire record for the student, leaving the instructor with no official record of attendance, grades, participation, etc. should questions arise.**

For instructions on how to suspend a student's access within a Moodle course, navigate to the home page of Moodle and locate the SUSPENDING STUDENT ACCESS BLOCK.

### Availability of Grades

DL instructors post grades using the electronic grade book in Moodle so students are informed of their progress. Do not transmit grade information to students via email or phone.

## Electronic Communication in DL Courses

Electronic communication is a significant part of the distance learning process. Craven Community College issues email accounts to all full-time and adjunct faculty as well as to all students for the purpose of communication.

All full-time and adjunct faculty members are issued a GroupWise email account. This account should always be used when communicating with students. GroupWise accounts can be accessed off-site via <http://mail.cravencc.edu>. **Only the faculty member's GroupWise email address should be referenced in the course syllabus.** Faculty members are also issued a student Gmail account. This account should only be used to access the various Google tools that are provided to students. **Faculty members should not use their student Gmail accounts to communicate with students.**

**Moodle Messages** is a two-way text communication tool in Moodle. Communicating with this tool between student and instructor is at the discretion of the faculty member.

## Assessing Student Learning Outcomes

Student Learning Outcomes (SLO) have been developed and approved for each course. Courses may vary in delivery, order of content, demonstrations, and learning activities. Activities or test items that have been designated as part of the individual course's assessment of Student Learning Outcomes cannot be changed. Department chairs collect all course assessment results and submit a report to the Office of Institutional Effectiveness at the end of the semester.

## Copyright and Intellectual Property Ownership Policies

Craven Community College has established general copyright and intellectual property policies as part of the Policies and Procedures Manual. For detailed explanation please refer to the Policies and Procedures Manual found at <http://www.cravencc.edu/about/policies.cfm>.

## Office 365

All Faculty of Craven Community College are provided with free access to Microsoft Office products. Accessing the products and services is simple and can be completed by clicking on the following link:

<http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf>

## Holidays, Breaks, and Weekends

DL faculty members have the flexibility of scheduling due dates and deadlines as appropriate. These dates are clearly stated in the syllabus and located in the zero block of the Moodle course shell. **Faculty may not assign due dates that fall on recognized holidays when the college is closed (i.e., Martin Luther King, Jr. Day, Independence Day, Labor Day, etc).**

## Inclement Weather

In addition to the college's policy on inclement weather, instructors clearly indicate in the course syllabus their policy concerning inclement weather.

With respect to hybrid courses, if bad weather forces the college to close, the course will not meet on campus. Announcements will be made on all major radio and TV stations in our area and posted to the college's website. Faculty contact students and refer them to the course syllabus which includes a provision for making up missed days. Additional on-line assignments related to the course syllabus may be substituted for missed classroom assignments.

Online courses can pose unique problems with inclement weather because students may not physically be in Craven County. This makes it possible for the student to be experiencing inclement weather when the college is not. Instructors are flexible in serving students who are experiencing inclement weather at their location and provide options and directions to the student. During inclement weather, online courses continue to meet their deadlines unless the course involves travel to campus during the weather incident. Allowances are made in the event of severe weather that results in major power outages. Instructors consider the possible problems that may arise and provide options and directions for students in the course syllabus.

### Proctored Exams

DL courses may require proctored exams. A proctored exam is one that is overseen by an impartial individual, called a proctor, who monitors a student during the exam. The proctor ensures the security and integrity of the exam. All proctored exams and the date they are due are clearly indicated in the course syllabus at the beginning of the course. **An instructor cannot add a proctored exam as a course requirement once the course has begun.**

Students will need to schedule their exams a minimum of two weeks prior to the scheduled testing date. Students living in Craven County may take a proctored exam in the Academic Skills Center on both the New Bern and Havelock campuses for no charge with a referral from their instructor. Students living outside of Craven County are responsible for arranging for a qualified proctor to supervise the exam. Acceptable proctors (who must be approved by the Instructor) include:

- School principal or administrator
- School counselor
- Certified librarian
- Military educator
- Test administrator at a testing office

A relative, no matter what their position, may not serve as a proctor.

Be advised that proctors may charge a fee to supervise the exam. Charges can range from \$10 and up. Students should be made aware of these charges in the syllabus. Any charge for proctoring an exam is the responsibility of the student.

To assure test security, once a qualified proctor has been arranged and approved, the exam is sent to the proctor by the DL instructor and will be returned by proctor to instructor to be graded. To confirm student identity, students will have to present a picture ID to proctor prior to starting exam.



Instructors may also require students to use a program called Respondus LockDown Browser and/or Respondus Monitor. These programs further enhance test security by prohibiting web browsing and other computer activity during an online exam. Furthermore, students may be asked to use a webcam during testing if the instructor elects to use Respondus Monitor. Students will be notified of these requirements at the start of the class in the course syllabus. Tutorials and links with instructions for using Respondus are located in the Designing Online Instruction in Moodle Course. If you have questions about Respondus you may contact the Director of Distance Learning – [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu).

### Creating a Course Backup and Downloading Moodle Grade Book

At the conclusion of the semester, DL instructors create their own backup for each of their DL courses and download backups to their computer hard drive. Additionally, the grade book for each DL course is downloaded as an excel file. Instructions for creating a backup in Moodle and downloading the grade book can be found at the CTL site in Moodle.

Course backups are also created by the Office of Distance Learning and saved for 2 years.

### Course Availability

All distance learning courses become available to students at 12:01 A.M. on the first day of the term. With the automation of Moodle files, instructors no longer need to hide courses. Students who are enrolled in a course will automatically become active and be able to “see” the course.

Faculty teaching seated courses will have a different process. All courses will become visible at 12:01 A.M. on first day of the term. Faculty who do not want students to “see” the course on the first day of the term may make the course “not visible” to students after 12:01 A.M. (administration/Edit settings/Visible-Hide). **That means online, hybrid, and seated courses need to be ready for viewing by students the day before the term begins.**

### Course Access

Only authorized Craven Community College personnel, the course instructor, and enrolled students have access to a DL course. Students are provided a unique login and password when they enroll in classes.

### Course Caps

Enrollment in a DL course is generally capped at a number similar to that of the number of seats in the corresponding traditional course.

### Course Cancellation

The College reserves the right to cancel any class due to insufficient enrollment, limitation of funds, lack of qualified staff availability, or lack of facilities. Determination of course cancellation will be made prior to the first class meeting. Instructors and students will be notified by email with a follow-up phone call if phone numbers are available.

## Award of Credit

Distance learning courses are equivalent to traditional courses in the amount and level of credit awarded to students. The most significant difference between distance learning courses and traditional courses is the method of delivery.

## Moodle Sandboxes

A Moodle sandbox is a permanent site assigned to an individual faculty member for training. Sandboxes can also be used to experiment or test Moodle tools prior to adding and using tools in the course shell.

## Moodle Templates

A Moodle course template is a site assigned to an individual faculty member where course materials are developed. Templates are used to import course content into the “live” course shells where the instruction will be delivered to students.

## Moodle Course Shells

Approximately one week prior to the onset of a semester, Moodle course shells are created and faculty are enrolled. The course shell is where the course is actually taught from and where students are enrolled. All seated and DL courses are assigned a “live” course shell.

## Course Rosters, Web Attendance, Final Grades

Web Advisor is the computer program used to locate course rosters, submit web attendance, and enter final course grades.

## Course Section Numbers

The college uses letters and numbers to designate course sections. Up to four letters may be used for each class, along with a number. The following should help you identify course information:

First letter: The first letter in a course section designates location of the class:

- N=New Bern Campus
- H=Havelock Campus
- M=MCAS Cherry Point
- X=Off-campus

Second letter: All classes will have a second letter designating what time of day the course is offered:

- D = Day (Before 4 p.m.)
- E = Evening (4 p.m. and later)
- P = Programmed instruction (Self-paced instruction, usually using a computer)
- S = Saturday
- W = Web (Online, no set time, students must use computers and the Internet to access classes)

Third letter (Only if not full-term): The college currently has three options for DL courses other than the 16-week term.

- A = Terms starting on the first day of class for the full term and ending at the mid-point of the term (ex. HEA1)

- B = Terms starting at the mid-point of the semester and ending on the last day of the 16-week terms (ex. HEB1)
- L = Flex term (Currently, our 12-week term, which starts four weeks after the beginning of the full-term. Established to accommodate midyear high school graduates and others)

Fourth letter (if applicable): Classes with unusual characteristics:

- C = Learning community (Part of a cluster of classes taken together to enhance student learning)
- F = Self-Supporting (Courses in which each student shall pay a pro-rata share of the cost of a self-supporting class. The fee may be more or less than the legislatively approved current per credit hour rate)
- K = Basic Skills Plus
- R = Early College (Courses for Craven Early College students)
- U = Independent study
- Y = Hybrid (Hybrid courses are required to use a Moodle component)

Number: A number designates the section of a particular course.

## Support for DL Faculty

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All faculty members are issued Moodle and email accounts once the Office of Human Resources (HR) has entered the employee into the college data system.

DL instructors access their DL courses in Moodle at <http://moodle.cravenc.edu/>

The Office of Distance Learning and the Center for Teaching and Learning (CTL) provide training and support services to DL faculty. Listed below identifies how to access or initiate a request for services available to DL faculty:

**Moodle Manual, help files and DL process instructions** – Navigate to the CTL (Center for Teaching and Learning ) site in Moodle at <http://moodle.cravenc.edu>. Once at site, navigate to My courses and click on CTL (Center for Teaching and Learning). If you do not see CTL within your My courses list, please complete a Distance Learning/Moodle Help Desk Ticket Request ([https://docs.google.com/forms/d/e/1FAIpQLSdqJRK5rk1OX8Zxyws-2l4xyQnn4-ru6P8\\_8JNesl47hwJBtQ/viewform?c=0&w=1](https://docs.google.com/forms/d/e/1FAIpQLSdqJRK5rk1OX8Zxyws-2l4xyQnn4-ru6P8_8JNesl47hwJBtQ/viewform?c=0&w=1)) asking that this site be added to your course list.

The office of Distance Learning is in the process of designing a course entitled **Designing Online Instruction in Moodle 3.0 (DOIM)** with video tutorials and instructional materials. If you do not see Designing Online Instruction in Moodle 3.0 (DOIM) in your course list, you can email either Jenifer or Diana to be enrolled. [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu) or [dargond@cravenc.edu](mailto:dargond@cravenc.edu)

**Training events** – register at <http://cravenctl.eventbrite.com/>

**Request training not currently scheduled** – email Jenifer Marquis, Director of Distance Learning /Professional Development – [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu)

**Request instructions for process to be added to CTL site in Moodle** – email Jenifer Marquis, Director of Distance Learning/Professional Development – [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu)

**Request for new DL faculty training** – email Jenifer Marquis, Director of Distance Learning/Professional Development - [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu)

**Request for assistance with Moodle problem** – please send request to:  
<http://goo.gl/forms/lafcDmDOKf>

**Request for assistance with online instructional design** – email Jenifer Marquis, Director of Distance Learning/Professional Development - [marquisj@cravenc.edu](mailto:marquisj@cravenc.edu)

**Request Moodle course template or sandbox** – please send request to: <http://goo.gl/forms/lafcDmDOKf>

**Request a DL course review** – please send request to: [coursereviews@cravenc.edu](mailto:coursereviews@cravenc.edu)

## **Managing Requests to Create or Revise DL courses**

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[Convert Existing Seated Course to DL Course](#)

[Revise Existing DL Course](#)

[Create New DL Course](#)

The process of DL course development will take approximately one semester to complete. Due to accreditation requirements, this process may take longer if programs are not already designated as “offered at a distance.”

**For spring semester implementation**, a faculty member should initiate the process by submitting the request to their department chair **by July 15**.

**For fall semester implementation**, faculty should begin the process **by January 15**.

Novice DL instructors complete Moodle Basics and The Online Design and Faculty Credential for Online Teaching courses before they create or revise a DL course.

The following steps should be completed to create or revise a DL course:

1. Instructor meets with their department chair and gains approval to create or revise a DL course.
2. In the event CAP approval is needed, the department chair submits the request to CAP. (Curriculum & Academic Policy Committee). If no CAP approval is required, department chair alerts Director of DL of the instructor's intent to create or revise a DL course.
3. The Director of DL schedules training (for novice DL instructors) or meetings with the faculty member to begin the design or revision process.
4. Once course has been created or redesigned, faculty member will email [coursereviews@cravencc.edu](mailto:coursereviews@cravencc.edu) (cc department chair and dean) and a course review will be scheduled using the Quality Matters Rubric.
5. Course review is requested 2 months prior to semester beginning so any necessary revisions can be made prior to semester beginning.
6. Recommendations from review will be provided to faculty member, and identified revisions will be made for course to meet rubric standards.
7. Revisions will be completed during month prior to beginning of semester. Once revised, Director of DL will alert department chair that course has been reviewed, meets Quality Matters Rubric standards, and is ready for upcoming semester.

## Review of Existing DL Courses

Each DL course will be reviewed at least once every three years. Deans and department chairs will identify a set of courses each semester that will be reviewed. Course reviews will be scheduled using the Quality Matters Rubric, which is grounded in best practices of instructional design and online learning. A course review involves:

- a self-review by faculty member of course using the Quality Matters Rubric
- course is reviewed by Office of Distance Learning
- Director of Distance Learning meets with faculty member to discuss results of self-review and course review
- Revisions agreed on by both parties will need to be completed within 2 weeks
- Director of Distance Learning sends email to faculty member and department chair affirming the course has met standards of the Quality Matters Rubric