PIEDMONT TECHNICAL COLLEGE

PROCEDURE

PROCEDURE NUMBER: 3-1-1012.1

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TITLE: **Development and Delivery of Distance Education Courses**

RELATED POLICY
AND PROCEDURE   **1-3-1000.1 Copyright Compliance**
                           3-0-1000 and 3-0-1000.1 Intellectual Property Rights
                           3-1-1012 Development and Delivery of Distance Education
                           8-2-1030.1 Full-time Faculty Terms of Employment, Teaching
                           Workload, Overload Compensation and Responsibilities

RESPONSIBILITY: **Academic Affairs**

August 27, 2013   **October 26, 2016**   **October 26, 2016**

Date Approved by President   **Date of Last Review**   **Date of Last Revision**

Administrative Responsibilities

It is the overall responsibility of the Dean, Instructional Development and Distance Education Office and the Vice President of Academic Affairs, with the assistance of the Information Technology Division, to review and revise this procedure.

Definitions
   A. **Online Course**-A course in which 100% of the instruction is delivered asynchronously via the College's learning management system.
   B. **Hybrid Course**-A course in which 50% of the course is delivered asynchronously via the College's learning management system.
   C. **PEN Course**-A course delivered synchronously via the Piedmont Educational Network.

Procedure

A. Course Development and Approval

1. Decisions to offer an online/hybrid course are made at the departmental level and approved by the Division Dean.

2. Operational budgets are provided to make available adequate technical resources, including hardware and support services, to sustain the distance education program.

3. Faculty participate in the development of quality standards for Distance Education and assist in development of the Distance Education courses.

4. The development of a Distance Education course is noted and assessed on the developer's Faculty Performance Management System (FPMS) Planning Document.

5. Courses developed for online delivery are evaluated by the Online/Hybrid Quality Review Committee using the [Online Course Quality Rubric](#) and approved by the Department Head/Academic Program Director and Division Dean

6. Distance Education courses are to use the College-approved common course syllabus which is to be posted on D2L **and ensures consistent student learning outcomes (SLOs) regardless of l modes of course delivery.**.

7. Each distance education c**ourse is required to include a minimum of one proctored assignment/examinations to verify student identity.**

8. Courses developed for distance delivery are to have the same rigor, content, and learning outcomes/objectives as the traditionally offered courses.

B. Technical Support

1. The Instructional Development and Distance Education Office of the Academic Affairs Division provides administration of the online learning management

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system to include technical and course development support and training for faculty.

2. Student enrollment and faculty assignments are populated through integration with the College's student information system, and technical support is provided by the Information Technology department.

3. Student orientations on the Learning Management System (LMS) are coordinated each semester by the Instructional Development and Distance Education Office and presented by experienced distance education faculty and staff.

4. Students taking online courses receive instructional materials on using the online LMS as well as instructions for accessing technical support, library resources, and academic tutoring.

5. The College's campus-wide technical support service and the learning management system's 24/7 technical support service provide individual basic technical support to students, faculty, and staff. Issues that cannot be resolved by technical support are forwarded to the Instructional Development and Distance Education Office. Service records are maintained by both technical support services; the Instructional Development and Distance Education Office reviews these records periodically and initiates continuous improvement actions.

C. Student Identity and Privacy in Distance Learning

1. Piedmont Technical College assures the security and integrity of distance education courses through the implementation of secure log on procedures electronic signatures, and test proctoring methods.

2. The following procedure is used to protect the privacy of students enrolled in distance education courses.
    a) **FERPA:** Piedmont Technical College protects the privacy of all students, including distance education students, through the strict adherence to the rules of the Family Educational Rights and Privacy Act of 1974

(FERPA). The official FERPA statement is available for student and public view through the College's website (http://www.ptc.edu/about/student-consumer-information/studentconsumer-information).

b) **Student Number:** Piedmont Technical College issues each student an eight-digit Student Identification P Number at the time of initial registration. These student identification numbers become part of the unique identifier for all individuals throughout their academic at the College. The identification number and a password are required for students to access the learning management system (LMS). The LMS is a secure virtual learning environment where faculty members supplement or facilitate traditional, online and hybrid courses. PTC's present LMS's (Desire2Learn) privacy statement can be found at: http://www.d2l.com/legal/privacy/.

c) The password-protected LMS ensures privacy of individual students' records such as grades and attendance. Students are encouraged to maintain the security of their password.

d) **Secure Login and Password:** Each distance learning student enters his/her user ID and college system password into the College's single sign-on campus information portal, Pathway, to gain access to the Learning Management System, Brightspace (D2L). Student must change their passwords during the first logon and are encouraged to change their passwords frequently. Students are responsible for maintaining the security of their personal passwords.

e) **Each distance education course requires a minimum of one proctored assignment/examination in order to validate student identity.**

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D. Training/Certification of Faculty

Ongoing faculty training and professional development activities are offered for faculty developing and delivering Distance Education courses. The Instructional Development and Distance Education Office coordinates Distance Education training and faculty support. The process for training faculty incorporates the following:

1. Technology and instructional training are offered to prepare faculty to develop and instruct distance education courses.

2. Faculty training includes technical use of the LMS, review of college policies and procedures applicable to distance education, and best practices for teaching online.

3. Adjunct faculty who teach distance education courses complete the same training as full-time faculty. Adjunct faculty may be compensated at the completion of officially scheduled training sessions. Full-time faculty may serve as online course mentors for adjuncts.

4. Faculty who teach courses delivered via the PEN complete a PEN certification course.

E. Faculty Office Hours and Loading

Full-time faculty who are teaching distance education course must provide students with their office hour schedule.

F. Piedmont Education Network (PEN)

The guidelines for the development and delivery of PEN classes include the following:

1. The College provides instruction through video-conferencing technology between the seven campuses.

2. The College offers three course material delivery methods for faculty who teach through the PEN. The primary or preferred delivery method is via the College's learning management system. The secondary delivery method utilizes the PEN

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<u>materials delivery form</u> to allow electronic delivery of materials A third option is through the college courier service.

3. To assist with continuous improvement of the PEN process for faculty, a PEN survey developed by IT and Instructional Support is completed by faculty each semester. The data are reviewed by both departments to determine improvement actions.

4. The Student Evaluation of Instruction Survey administered each semester allows students to evaluate course instruction Results of the surveys are accessible by the course instructor, Department Head/Academic Program Director and Academic Dean. The Department Head/Academic Program Director reviews the course and instructor performance to make a determination about continuance, modification, re-assignment of instructor, training needs, or removal of the course from the distance format.

H. Evaluation and Assessment

1. Online/Hybrid courses are evaluated by the Online and Hybrid Quality Review Committee via the Online Quality Standards Rubric and data collected through the course evaluation process. Recommendations for improvement are forwarded to the Division Dean.

2. Student learning outcomes (SLO) are common to all course sections regardless of the course delivery mode. Data from these assessments are disaggregated by mode of course delivery to compare student success across course delivery modes.

3. Enrollment, course evaluation, and course completion data are compiled by the Office of Institutional Research, Planning, and Effectiveness and available to the appropriate College employees.