ONLINE FACULTY HANDBOOK

The Online Faculty Handbook was created to inform faculty on college procedures for developing, managing, and requesting online courses whether they be total online, hybrid or supplemental.

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Mission

In support of the College's Mission, the Distance Learning and Online Instruction Department promotes and supports online learning to ensure instructional success through the design, development, implementation and assessment of quality online courses, student support services, and resources in a data driven, collaborative, and diverse virtual community.

About Distance Learning at Brazosport

Distance Learning at Brazosport College offers educational opportunities for those in need of flexible hours and convenient access to a wide range of quality courses from the comfort of their own home. With availability to online support services and resources with a click of a button, our Virtual Campus provides an excellent opportunity to achieve your educational and career goals online.

Online Student Privacy Statement

Brazosport College complies with all of the requirements of the Family Educational Rights and Privacy Act (FERPA). We are committed to protecting the privacy of a student's educational record regardless of delivery method. The Registrar is the point of contact for all FERPA related issues, and all employees are informed and trained of their responsibilities of unauthorized release of confidential records or information during mandatory FERPA training offered during Convocation, Community Education Training, and the Adjunct Academy. Because an online environment creates a record of student activity, it is subject to FERPA privacy rights, unlike verbal exchanges in a physical classroom.

Identity Verification in Distance Learning Courses

The identity verification process for online courses protects student's privacy through the use of a secure portal, with a secure login and student-selected password.

Faculty Responsibility

Faculty and staff understand and carry out a commitment to confidentiality, integrity, and security to protect the privacy of students who participate in distance learning activities. Students' records are kept private by the instructor, except in cases where academic staff or administration access the course, with legitimate educational interest under FERPA guidelines and FJ-R (LOCAL) policy pertaining to Student Records.

The Digital Millennium Copyright Act (DMCA) updates copyright law for the digital environment. **All information posted** on the Virtual Campus is copyrighted under this and previous copyright law. No material can be used or distributed without permission from Brazosport College.

Alternative legal sources are available for use by faculty and students including books, music, and movies.

Student Responsibility
In order to maintain confidentiality, portal login passwords is generated by the student and any password reset is completed through BC Password Reset. It is the student's responsibility to keep their password confidential. See the Student Account Security Agreement.

Only work submitted to open forums, like discussion boards, can be accessed by other students; other assignments, grades and correspondence are not viewable by other students.

Intellectual Property Policy (Copyright)
The Intellectual Property Policy for Brazosport College sets forth guidelines and rules which apply to ownership, distribution, and commercial rights to Intellectual Property including Patentable Products, Trade Secrets, and Copyrightable Works including but not limited to inventions, software, audio/video media, and academic material as developed by Brazosport College administrators, faculty, staff, or students.

All Intellectual Property created by a Creator(s) (includes, but not limited to college, employees and students), during the term of employment or while a student of College, is the sole property of the College, except as limited in the College Intellectual Property Policy (EDD-R (Local)).

This policy does not apply to students of the College except where: (a) the student(s) has contributed to the creation of Intellectual Property with one or more non-student Creators covered by this Policy; (b) the student(s) created Intellectual Property as a result or consequence of a requirement of College course work; or (c) the student(s) created Intellectual Property with the help of the College, College Employees, or any College facilities, equipment, materials, or support. Students who qualify under the above exceptions shall be treated as Creator(s).

The above is not an exhaustive list of Academic policies, for a full listing please consult the Course Catalog, online Board Policy Manual, and the employee share drive.

Learn more about Copyright by visiting CopyRight@BC.

Last Day of Attendance

The U.S. Department of Education indicates that a school must demonstrate a student participated in class or was otherwise engaged in an "academically" related activity at a certain time during a semester, such as the 12th class day. Roster certification date at Brazosport is sent out via your department AOS or Division Chair.

It is important to remember than in an online course, "attendance" is more than logging into the course; it must be measured by engagement with course content, tools, the instructor, and other students. The following are acceptable evidence of academically-related activities:

- Student submission of an academic assignment or an exam
- Posting by the student in a discussion about academic matters
- Email from a student or other documentation show the student initiated contact with instructor to ask a question about a subject studied in the course

Rosters are verified via MyBC, log in using your Brazosport College credentials.

Course Types

- **Total Online** courses are with no face to face contact. Some may do proctoring.
- **Hybrid** courses are those with some face to face contact.
- **Supplemental** courses are those with 100% face to face contact.

Terms & Definitions

Online Academic Term *please note new terms may be added
Follows the same schedule as on campus terms:

- Fall Semester (15 weeks)
- Winter Mini-mester (3 weeks)
- Spring Semester (15 weeks)
- May Intersession (3 weeks)
- First Summer Term (6 weeks)
- Second Summer Term (6 weeks)
- Summer Term (11 weeks)

Online Courses
Courses available online. Online course can be offered as total online, hybrid or supplemental.

Course Shells
Term used to describe an empty course. Course shells do not contain course related materials. It is literally an empty "shell".

Semester based course
An official course which has been "flagged" to have an online component whether it is total online, hybrid or supplemental.

Master Course
A course shell that can be used to create a new "semester based course".

Course Load
Done by the Instructional Technology department, it is the act of creating (loading) course shells in preparation for an upcoming semester. Unless otherwise requested, course loads begin two months prior to a start of any given semester.

Student Load
Done by the Instructional Technology department, it is the act of adding (loading) registered students into a semester based course shell. Student loads typically occur no earlier than 2 days prior to semester start date.

Copying a Course
The process of copying course content from one online course to another. Typically faculty will copy their last semester taught course into a new semester course shell.

Exporting a Course
The process of transferring a course from being online to storing onto a computer. Exported courses contain the structure and course materials of an online course. It is to be used exclusively for importing into another course or for archiving purposes.

Importing a Course
The process of transferring an "exported" course from a computer into a course shell.

Archived Course
An online course that is no longer viewable or accessible to students. Courses which end are considered "archived".

Virtual Campus
The portal or access point in which students and faculty log into their online courses.

Desire2Learn
The name of the company who developed our learning management system which we call the Virtual Campus.

Learning Management System (LMS)
A software application which provides an instructor with a way to create and deliver content, monitor student participation, and assess student performance.

Production Server
Where the Virtual Campus resides. Both students and faculty log into the Production server to access their online courses.

Development Server
Similar to the Production server, but it is used by the Distance Learning Department for testing of the most upgraded version of the LMS. Faculty do not have access to the Development server.

Uploading
The process of moving or putting up files from a computer to an online course.

Downloading
The process of moving files from an online course to a computer.

Flagging a Course
A term used to indicate an official course has been labeled as either a total online, hybrid or supplemental course. Once a course is flagged in this manner, typically by a department AOS, it can be loaded into the Virtual Campus during our course load process.

Southern Association of Colleges and Schools (SACS)
SACS is one of the six regional accreditation organizations recognized by the United States Department of Education and the Council for Higher Education Accreditation. This agency accredits over 13,000 public and private educational institutions ranging from preschool to college level in the Southern United States.
The SACS Commission on Colleges (SACS-COC) accredits universities and colleges in Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Alabama, Tennessee, **Texas**, Virginia, and Latin America (Extraterritorial).

Virtual College of Texas (VCT)
The Virtual College of Texas is a collaborative of Texas community and technical colleges which share online courses throughout the state for students who are unable to take a course on their home campus. VCT has been in operation since the Fall Semester, 1998.

Preparing for Teaching Online

E-Learning Certification Program
The E-Learning Certification Program assists faculty in the transition of teaching in a face-to-face environment to one which is online. The certification process introduces faculty to not only online pedagogy, methodology, and quality standards, but also the technological mechanics behind managing and developing an online course.

The E-Learning Certification Program must be completed prior to teaching any hybrid or full online course (Supplemental courses are exempt).

Division Chairs or individual faculty members interested in teaching online must contact the Distance Learning & Online Instruction department no later than a semester prior to when the course is to be offered in order to be entered into the program.

To learn more about the program visit the E-Certification Program website.

Requesting Courses

Courses are flagged for online by department AOS's or secretaries. If you are interested in teaching a course online discuss with your division chair. Once courses are flagged they then are set to be uploaded during our course load process approximately 1-2 months prior to the beginning of a semester.

To Request a Master Course
Master course requests can be made at any time throughout the year. Master courses can be used to build a new course. Once the course is created materials can be copied to a semester based course shell. Send a Master course requests to the distancelearning@brazosport.edu and indicate a course title (example: ENGL1300).

To Request a Semester based Course
The only time you would need to request a semester based course is if you don't see the course showing up during our course load period.

If you do not see your semester based course during our 2 month course load period you should do the following:

1. Check with your department's AOS to confirm the course has been properly flagged.
2. Email the Helpdesk requesting the course be loaded.
3. In the email to the Helpdesk make sure to indicate the title of the course and the registration number.

To Get a Course Flagged in the Registration System
Contact your department's AOS and let them know what course you would like to have online and the course type (total online, hybrid, or supplemental).

Total online and hybrid course offerings may need to be approved by division chair, so please check with him/her first.

Requesting to Copy a Course
Copy requests can be sent to the Distance Learning and Online Instruction Department (distancelearning@brazosport.edu). In the email please indicate the following:

- Title of the course in which you want the materials copied from

- Title of the course in which you want the materials copied into

Course Reviews

To support and promote student success, decrease dropout rates, increase retention and academic quality Brazosport College has adopted the Quality Matters Rubric for internal online course reviews. The rubric is a set of standards **for the design** of online and hybrid courses. Course design is the primary emphasis of a review, not the delivery of the course or faculty performance.

The Quality Matters Rubric is designed to provide a rigorous set of standards that can be consistently applied to online courses as part of Brazosport College's commitment to continuous quality improvement. The rubric consists of 8 general standards and several review standards.

If your course is chosen for a review you will be notified through your Brazosport.edu email. The email will outline steps to be taken in preparation for the review process.

Prior to and during a review, as the instructor you are:

- Provided access to the rubric (will be sent to you)
- Completes the course worksheet (will be sent to you)
- Acts as a consultant during the review
- Receives and responds to the final report

Courses in need of a re-review would be those that are:
- new
- part of the core curriculum
- have adopted a new text book
- requested by instructor

Course Development Process

Prior to the semester in which a course will be taught

1 year to 6 months

- Submit request to be entered into the E-Learning Certification Program (only for those teaching hybrid and total online courses for the first time).
- Request a MASTER course to begin development.
- Begin to develop online course materials, activities, and quizzes based on the Quality Matters Rubric

- Contact distancelearning@brazoport.edu for assistance in developing or updating an existing course. An instructional designer will meet with you to discuss options.

2 months to 1st Week

- Either request or confirm with your department's AOS which courses are to be flagged as online, hybrid, or supplemental in the registration system.
- If missing, email the helpdesk@brazosport.edu to load any missing semester based courses.
- In the email indicate the missing course title and registration number.
- Once course is loaded copy course materials from either a Master or previous semester based course.
- Continue to edit and develop content.

After the semester begins

Day 1 to 1 Week

- Check the online course Classlist against your class roster to confirm all registered students have been loaded.
- Check the online course Classlist to confirm the last name of your students match their student ID. Often times name changes occur during breaks which may cause a mismatch in Registration and Desire2Learn. If you do notice discrepancies contact the helpdesk@brazosport.edu.
- If you are missing students email helpdesk@brazosport.edu and indicated missing student(s), course title, and registration code.
- Contact Students using their external email to let them know the course is open for access. Do not use the online course Email tool. Interact with students and manage the course.
- Watch for email from Learning Services about Proctor Testing. If you require proctoring they request to let them know when your Midterm and Final are to be taken. Students are required to schedule a testing time.

2 Weeks & Beyond

- Check the online course Classlist to confirm all students have logged into the course.
- Contact students who have not logged in using their external email address as well as phone. (**NOTE**: *it is highly recommended to use the phone to contact late logins due to the fact that many students do not check their Brazosport email*.
- DO NOT use the online course Email tool to contact late logins.
- Continue to interact with students and manage the course.
- Be sure to contact Learning Services to inform them of your proctoring needs.

Response Times

Faculty teaching total online and hybrid courses need to communicate with their students just as they would in a face to face classroom. Offering feedback frequently and in a timely manner can have an impact on student success through utilizing interactive course tools such as News, Email, Discussions, Dropbox, and Grades.

Online best practices indicate response times should adhere to a 24 to 48 hour time frame. Yet research shows a shorter turn-around time is most desired by students to decrease anxiety.

Contact distancelearning@brazosport.edu for online interaction and communication strategies.

Testing Options

Proctoring
Learning Services proctors make-up and online tests for faculty. Test times are:

- Monday - Thursday at 8, 10, 1, 5 and 7
- Friday at 8 & 10

Students must have a current BC ID when coming in for a proctored exam. Please notify the Testing Center, bcproctor@brazosport.edu, of your test schedule as soon as possible to arrange for appropriate staffing. You may also email tests and testing instructions (*the time and any materials the students are allowed to use*) to that address.

Out of State Proctoring
If you are using an out of state location for proctored testing, please have that location complete the [Brazosport College Proctor Agreement](#) form. This form is located on the Distance Learning & Online Instruction Department website.

Respondus LockDown Browser
Respondus LockDown Browser is a customized browser that increases the security of test delivery in Desire2Learn. When students use Respondus LockDown Browser to access an exam, they are unable to print, copy, go to another URL, or access other applications. Once a quiz is started, students are locked into it until it's submitted for grading.

Respondus Monitor
Respondus Monitor can be used in conjunction with the Respondus LockDown Browser or as a standalone and adds a video monitoring component for securing test delivery in Desire2Learn.

When the Respondus Montior option is enabled students are required to set up a web camera with audio capability prior to accessing the exam. The Monitor walks students through the set up process in a few easy steps. Once the web set up is complete students need to either verify who they are through showing of identification through the web camera, sweep the surrounding area, and/or maintain web and audio surveillance throughout the length of the exam. Upon quiz submission faculty can then review student videos from within their course.

For additional information on proctoring and student use of the Respondus LockDown Distance Learning department (phone: 979-230-3487 | email: distancelearning@brazosport.edu).

For additional information on how to activate both the Respondus LockDown Browser and/or Monitor via quiz tool contact the Distance Learning department (phone: 979-230-3487 | email: distancelearning@brazosport.edu).

Online
Quizzes can be done in your online course using the Quiz tool. Contact the Distance Learning & Online Instruction Department for assistance in setting up the tool to fit your assessment needs.

Online Videos

MyMediasite from SonicFoundry is used for uploading, storing, and managing videos for online courses. If you need a video account for your online presentations submit a request.

View manuals and video tutorials for MyMediasite and Screen-Cast-O-Matic (free video creating and editing software) on the [Distance Learning](#) website under [Tutorials and Manuals](#).

Faculty Support

Training
Faculty training in the use of our learning management system (Virtual Campus), online course development, and tools for creating course content is conducted by the Distance Learning and Online Instruction department. Training is offered either through semester-based workshops, video presentation via email, or by appointment with the Distance Learning department. We are also available to answer questions via phone: 979-230-3487, email: distancelearning@brazosport.edu, or just drop by our offices in A.200.

Technical Support
If you experience technical issues working with your online course contact the Helpdesk either by:

- text chat: http://brazosport.edu/IT
- email: helpdesk@brazosport.edu
- phone: 979-230-3266.

Faculty needing assistance with course development and working with online course tools contact the Distance Learning department (email: distancelearning@brazosport.edu | call: 979-230-3487 or 979-230-3368).

Student Support

Training
There is training available for your students in the form of:

- manuals
- videos
- Online Course Tools Tour

Manuals and videos are available on the Distance Learning web site as well on the Virtual Campus login, My Home, and Course Home pages.

The Online Course Tools Tour is offered to students 2 weeks prior and up to 3 weeks after each semester. Students must sign up for a time slot no later than 1 week prior to a session. Sessions are an hour long and introduce the navigational and support features of the Virtual Campus as well as working through Content, posting Discussions, Submitting Dropbox assignments, and taking a Quiz.

Send your students to the Distance Learning site to access the Online Course Tools Tour RSVP form. We offer both on-campus and online sessions up to 2 weeks prior and 3 weeks after each semester.

Technical Support
Students experiencing technical issues with logging in and working with course tools should contact the Helpdesk **immediately** as opposed to going to the instructor for help. Contacting Helpdesk directly will help make sure the issue is resolved in a timely manner.

Students can access the helpdesk by:

- text chat: http://brazosport.edu/IT
- email: helpdesk@brazosport.edu
- phone: 979-230-3266.

Additional Resources

Visit the Distance Learning & Online Instruction website (http://brazosport.edu/dl) for additional resources and support services available for both online faculty and students.

Faculty manuals plus Student tutorials, videos, and online support services can also be found in the Virtual Campus prior to and after log in.

*Note: if there is additional information as it pertains to online faculty which you believe should be included in this handbook please let me know by email: linda.mcconnell@brazosport.edu.