



**Faculty Handbook for
Alternative Delivery Classes**

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Learning Technologies Department

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Overview for All Alternate Delivery Classes

Delivery Methods

NWFSC offers several different modes of delivery including:

- E-learning
 - Online/web-based instruction
 - E-mail instruction
- Mixed-media/text-based instruction
- Blended instruction
- Technology-Enhanced on-campus classes
 - Web-supplemented instruction
 - Web-required instruction

Enhancement and Tools

The Learning Technologies Department has several resources (software programs and hardware tools) to help the faculty teach courses. These tools include (but are not limited to):

- The Tegrity software program, which records video and audio on the computer for display back to the students.
- The Elluminate software program, which allows for Web conferencing over the Internet.
- Personal response systems or clickers, which allow the students to anonymously answer questions in class.
- Faculty websites, which support instructors' courses with additional information.
- TurnItIn
- Desire2Learn
- Respondus, which allows instructors to import existing tests into their D2L classroom
- Other internet based tools

Implementing a New Alternate Delivery Class

These guidelines will help faculty members who want to implement a new class in any of the following formats: online/web-based, mixed media/text-based, blended, or web-required. (Note that web-supplemented classes require only the approval of the department chair or division director.) These steps are sequenced and should be completed in order. Please note that this three-month process must be completed before the schedule is built for the semester in which the instructor wants to teach the class, as follows:

- For fall classes, the approval process must be completed by the previous February.

- For spring classes, the approval process must be completed by the previous July.
- For summer classes, the approval process must be completed by the previous November.

However, instructors wanting to teach online classes can request development class shells from Learning Technologies before completing the process below. It is recommended that instructors begin constructing online classes in a development class shell in the semester before that in which they plan to teach the class. Instructors creating an online class should refer to the Course Quality Program Review form for detailed quality criteria that will help them construct an efficient, high quality class. In addition, during class development, the instructor will attend training in both online pedagogy and technology provided by the Learning Technologies department.

Steps for Implementing a New Alternate Delivery Class

1. The instructor receives approval for his/her idea from the division director.
2. The instructor contacts the Learning Technologies department and requests a copy of the Alternate Delivery Handbook for Faculty and the Course Quality Program Review.
3. The instructor selects a format for the class in question (online/web-based, mixed media/text-based, blended, or web-supplemented), taking into account the best method for conveying the content and the impact the delivery method will make on his/her class load.
4. The instructor obtains, completes, and submits to the division director the appropriate form(s) from the following:
 - a. the Proposal for Distance Learning/Non-traditional Class Delivery.
 - b. the Addendum to the Proposal for Distance Learning/Non-traditional Class Delivery (for online classes).
 - c. the proposal for web-required classes.
5. The division director takes the above document(s) to the Curriculum Committee.
6. Once a class has been approved, the instructor creates class content:
 - a. For online classes, the instructor finds publisher's e-content or develops his/her own content. As noted above, this content creation can take place in the previous semester. Instructors creating an online class should refer to the Program Review form for detailed quality criteria that will help them construct an efficient, high quality class. During this development, the instructor attends training in both online pedagogy and technology provided by the Learning Technologies department.
 - b. For text-based/mixed media classes, the instructor develops a comprehensive guide for the class that provides all pertinent information for students including assignments, grading practices, due dates, etc. The Learning Technologies department can provide samples.
 - c. The same textbook must be used in all the different delivery method of the class.

7. Once a class has been approved by the Curriculum Committee, it will be scheduled. This involves two steps:
 - a. The division director puts the class on the schedule, ensuring the correct special designator is entered in Nexus: C1, C3, C4, C5, C6, WS, WR
 - b. The Learning Technologies department searches Nexus for classes with special designators indicating distance delivery so that they can be listed on the Distance Learning Page of the printed schedule and so that orientations can be scheduled. If the class is web-supplemented, blended with online, web-required, or online, LTech will create a D2L class shell for it.

Once a class is approved by the Curriculum Committee, the Learning Technologies department supports the instructor closely during the first semester the class is offered. Instructors attend training sessions provided by the Learning Technologies department during the first year of teaching online. Instructors creating an online class should refer to the Course Quality Program Review form for details that will help them construct an efficient, high quality class.

Distance Learning Overview

This handbook provides general information and guidelines for Northwest Florida State College (NWFS) faculty who use alternative delivery methods for enrichment of on-campus classes or to teach distance learning classes. Additional information and current semester class listings are available on the NWFS Learning Technologies website: <http://ltech.nwfsc.edu/>. This handbook does not replace the NWFS Faculty Handbook intended for instructors teaching all NWFS classes; it provides information specific to or especially important to distance or technology-enhanced classes.

Distance learning at Northwest Florida State College is guided by the College's mission statement and two key principles: quality and access. The mission of Northwest Florida State College is to provide quality educational programs and services whereby students may achieve their goals and the community is enhanced through academic, vocational, cultural, economic, and personal development opportunities. The mission of distance learning and technology-enhanced instruction at NWFS is to help the College achieve its goals relating to access and quality instruction. Specifically, distance learning helps the College achieve the following goals:

- To provide an environment that promotes equity and access to college programs for all members of the community.
- To provide student services and activities that enhance student success.
- To provide programs of study at the high school, certificate, associate and baccalaureate levels.

- To provide certificate and degree programs that prepare students for employment and careers in the public and private sectors.
- To provide leadership and support for economic and workforce development.
- To provide college preparatory and basic skills instruction, literacy programs, English for Speakers of Other Languages (ESOL), adult secondary education and vocational preparatory instruction.
- To provide social, cultural and co-curricular opportunities.
- To provide a variety of continuing education, professional development, and leadership training opportunities.
- To promote the understanding, application, and use of technology.

Academic quality in NWFSC distance learning classes is ensured in the following ways:

The Distance Learning Committee:

- Gives input on distance learning issues, procedures and standards
- Establishes the quality criteria, procedures and standards that incorporates the alternative delivery classes in division program reviews

The Learning Technologies Department:

- Provides technical and organizational support
- Trains online distance learning faculty and faculty using technology regularly on technical and pedagogical enhancements
- Maintains, upgrades and purchases new technologies designed to improve the learning environment and support for distance, blended and web-supplemented students
- Uses instructional design principles to develop and assist with class materials

The Faculty:

- Is qualified to teach the class or classes in question and develops, modifies, and/or reviews the class materials
- Gives timely and frequent feedback on and assesses student work
- Undergoes a process to be qualified to teach the class or classes in question to distance learning students

Other NWFSC actions:

- Approval of distance learning, blended and web-required classes by the appropriate division director and the Curriculum Committee
- Careful monitoring of student performance outcomes in distance learning classes (as compared with the same classes taught in a traditional format)

E-learning

E-learning is a strategy for reaching students, especially those who are unable to come to campus or those whose work schedules preclude enrollment in traditional classes. E-learning classes are delivered over the Internet and include a mandatory face-to-face orientation.

Online/Web-Based Instruction Currently, NWFSC is using Desire2Learn (D2L) as its class management system for online instruction. D2L (<http://ltech.nwfsc.edu/>) facilitates the instructor's design of classes and offers pedagogical and student management features, i.e., a class outline, testing, chat rooms, threaded discussions, posting areas, an assignment drop box, and student tracking. Other distance technologies, such as web conferencing, audio/video downloads, and screen capture software, may also be used to enrich the learning experience. Online classes allow for frequent contact with students, and instructors should expect such contact and respond promptly. A face-to-face orientation is required.

E-mail Instruction E-mail instruction provides a less sophisticated approach for computer-based instruction, but offers many of the same advantages as the online/web format. Courses delivered via e-mail do not use a formal course management system. Instead, materials can be posted on an instructor's NWFSC website and/or delivered via e-mail. Such documents will ideally be in .html or .rtf format to ensure students' easy access to materials, although Word documents may also be used. Students have the option of submitting assignments via e-mail or U.S. mail. This delivery method does not easily accommodate discussion boards or the use of publisher-provided content, but web-conferencing software, audio/video downloads, and other group assignments or activities can be used to offer interactivity. Instructors should expect more frequent student contact than occurs with text-based courses and should be prepared to respond promptly. The e-mail format may also be used as the primary delivery method for future "PDA Courses." A face-to-face orientation is required.

Mixed Media/Text-Based Instruction

Text-based instruction is a strategy for reaching students who do not have adequate internet connectivity speed for online classes and whose schedules preclude enrollment in a traditional class. In text-based classes, students meet the instructor at a face-to-face, mandatory orientation and receive a class packet, which should include the syllabus and class policies, instructor contact information, test dates and other deadlines, a study guide, and sample assignments. Students purchase the textbook and use the study guide and other packet materials to complete the class work. Students will not only attend the orientation, but will also come to campus to take their midterm and final examinations. In this model, contact between instructors and students is less than in other instructional delivery methods; to compensate for this lack of contact, instructors should provide regular feedback on multiple assignments for students. Administering only a midterm and final exam constitutes inadequate assessment and feedback.

Blended Instruction

In blended instruction, students' seat time is reduced. At least 50% of the class sessions must be face-to-face, and structured, assessed individual or group work substitutes for other class meetings. This out-of-class work may be facilitated through D2L. Because students must be aware of the reduced seat time to plan their trips to campus, the in-class sessions must be published in the NWFSC class schedule each semester. Instructors of blended classes receive the same technical and pedagogical support from the Instructional Technology/Distance Learning department as do online distance learning instructors.

Technology-Enhanced

Web-supplemented Instruction Web-supplemented instruction enriches classes that meet face-to-face. In this model, there is no reduction of seat time for students. The class management system is used to store class materials, URLs, and other references; to e-mail students between class meetings; and to provide interactive enrichment activities, such as group projects, online chats or threaded discussions. Grades may also be posted and calculated through the online classroom. Other distance technologies, such as web conferencing, audio/video downloads, and screen capture software, may also be used to enrich the learning experience. While online assignments can be made, it is important to note that alternate arrangements must be offered for students for whom online work is difficult. Students in these sections have enrolled in a traditional class, and online work may be impractical for them. Instructors of web-supplemented classes receive the same technical and pedagogical support from the Learning Technologies department as do online distance learning instructors.

Web-required Instruction Web-required instruction requires students to access the web to participate or to complete assignments. Web-required classes meet face-to-face; there is no reduction of seat time for students. In this model the class management system can be used to store class materials, URLs, and/or other references. Also, other technologies can be used, including e-mail and interactive enrichment activities, such as group projects, online chats or threaded discussions. Grades may also be posted and calculated through the online classroom. Distance technologies, such as web conferencing, audio/video downloads, and screen capture software, may also be required as part of this type of learning experience. Instructors of web-required classes receive the same technical and pedagogical support from the Learning Technologies department as do online distance learning instructors.

Instructor Responsibilities

Remaining flexible and accessible is essential in teaching at a distance. In addition, the instructor should be an active, engaged participant in the teaching/learning process. Particularly in technology-delivered or –enhanced classes, student success and instructional effectiveness of the class depend in large measure

on the instructor's active participation. Instructors can promote their students' success by diligently meeting their responsibilities in the following areas:

- Class design
- Communication with students
- Class rosters
- Assignments, tests, and grading
- Office hours
- Orientation and exams
- Class evaluation

Class Design Clear, organized, complete class design is crucial for distance students' success. SACS' *Best Practices For Electronically Offered Degree and Certificate Programs* (<http://www.sacscoc.org/pdf/081705/commadap.pdf>) recommends that "...the institution provides a coherent plan for the student to access all courses necessary to complete the program, or clearly notifies students of requirements not included in the electronic offering." In online classes, clear navigation and a well-organized website is crucial; instructors should use the template provided by the Learning Technologies department, including a link to the class syllabus/policies on the top navigation bar, and should avail themselves of support by this department. In addition, instructors should make sure that they provide students with course policies covering all the points described in the College Course Policies Guide at <http://itech.nwfsc.edu/faculty-DL-documents.cfm>.

Students should be provided with as many resources as possible to increase the likelihood of their success. Distance students have access to student services and library resources, so instructors may include such resources in their classes. In text-based/mixed media classes, class packets should include sample tests and assignments as well as syllabi, deadlines, instructor contact information, and study guides. In online classes, such materials should be posted in the online classroom. When creating classes and documents, instructors should remember that such materials fall under NWFSC's copyright and intellectual property policies.

Online classes facilitate interaction between the instructor and students and among students, and such interaction should be evident in the class design. SACS' *Best Practices* (<http://www.sacscoc.org/pdf/081705/commadap.pdf>) stresses the importance of appropriate, carefully structured, effective interaction between instructor and students and among students, including the timely response and feedback on student assignments.

Following are specific instructor responsibilities relating to class design:

- Distance classes must have the same learning objectives as traditional sections of the class.
- Classes should meet NWFSC's quality criteria for distance learning classes, specified in the

Program Review document

- Instructors should preview textbooks, study guides, e-content, online resources, and other class material before using them.
- NWFSC strives for distance student success outcomes comparable to or better than student success rates in traditional sections of the course. SACS' *Principles of Good Practice* states that "Classes offered will ensure that classes offer comparable student learning outcomes to classes offered in the traditional format (on campus)."
- Each semester, the instructor should provide updated student materials, including sample tests and study help.

Communication with Students Because distance learning students do not attend regular classroom sessions and therefore lack regular face-to-face contact with their instructor, they need to know that their instructor monitors their progress closely and promotes their success. The success of distance learning students is closely tied to the quality of communication between instructor and students. Statistics clearly indicate a high correlation between the frequency of faculty-initiated contact with the distance learning student and the rate of successful class completion; therefore, instructors are encouraged to contact students regularly. Following are specific instructor responsibilities relating to communication with students:

- Conduct an orientation for students at the scheduled times.
- Initiate regular communications with students, providing class feedback, reminders, etc.
- Respond promptly to inquiries by students, preferably within 24 hours, excluding holidays, weekends, and school closures.
- Provide feedback on assignments within a time period stated in course handouts.

Class Rosters At the end of the schedule adjustment period and periodically throughout the semester, instructors must check their online class rosters within the class management system (D2L) against the official NWFSC roster. Although the enrollment and un-enrollment process with the class management system is automated, the instructor check is a back-up to ensure accuracy.

Students are not officially registered at NWFSC unless their names appear on the official Nexus roster. Students missing from this roster but appearing within the D2L classroom must be notified and instructed to register; if registration is impossible, students must be denied access to the online classroom. The Learning Technologies department will assist with this process and can be contacted if support is needed.

Assignments, Tests and Grading As with all aspects of teaching at a distance, instructors should allow reasonably flexible accommodations for testing. Also, distance students will fare better if all assignments, quizzes, and exams are returned to them promptly so that they can better gauge their

progress. Students, especially those at a distance, become frustrated and discouraged by delays in feedback. The instructors should post his/her policy on turnaround of assignments and keep to this policy. Instructors should provide students with advisory feedback prior to the end of the drop period.

Testing at a distance presents special concerns. For text-based/mixed media students, the student and test administrator must be in the same location. If students cannot take tests on the scheduled dates, it is their responsibility to notify the instructor prior to scheduled test dates, and instructors should then provide an alternate testing date. Proctoring arrangements can be made with other instructors, the Academic Success Center, the Learning Technologies department, or suitable individuals not employed by NWFSC. An appropriate non-NWFSC proctor is someone currently employed in a professional or managerial occupation, preferably academic support or administrative personnel from a university, college, or school. If the student is military, a suitable proctor can be found in the educational office on the base at which he/she is currently located.

The proctor may be asked to provide the instructor with written confirmation on business letterhead that he/she agrees to proctor the exam, to return the completed exams promptly to the instructor, and to provide a secure testing environment. The Academic Success Center or the Learning Technologies department can assist in determining an appropriate test site; however, it is the instructor's responsibility to coordinate and schedule all proctored exams. (See the link to proctor forms in the Appendix.)

For online students, tests may be administered at midterm and final exam dates at the Niceville campus or may be delivered online. To ensure the integrity of online tests, instructors should consider using a test bank and timed tests and preventing the student's printing the exam. In addition, assessments other than online tests should be used, such as papers and group projects. Testing should not constitute the largest part of the final course grade in such a class.

Office Hours Research indicates that contact with instructors outside the classroom promotes student persistence in college; therefore, students should be encouraged to visit with instructors during office hours. Instructors must maintain published office hours and make them known to students; some office hours should include alternative times to accommodate the full-time working student. For these office hours especially, instructors may consider using a chat tool or web conferencing software.

Orientation The Learning Technologies department schedules the dates, times, and places for mandatory face-to-face orientations for distance learning classes. Each class must have two orientation opportunities for students. Orientations are scheduled at the Niceville Campus, usually on the first weekend (Friday nights and Saturday morning) after the first day of classes. The Learning

Technologies department also schedules the dates, times, and places for midterm and final examinations. Like orientations, these are scheduled at the Niceville Campus.

Class Evaluation Assessing student achievement and evaluating the quality of classes are critical in determining if distance-learning programs are meeting goals. Also important is overall student satisfaction with classes and students' continuing motivation to take more classes. The results of these findings can shape the design of new distance classes and yield a better understanding of the online learning process. The following policies outline the commitment of the Learning Technologies department with regard to evaluation and assessment of distance learning:

- During the Program Review process, each department will use the same quality criteria evaluate program and class effectiveness, including student learning outcomes compared to student achievement, and student and faculty satisfaction. The Learning Technologies department will assist the instructor and department as requested.
- The Learning Technologies Department conducts regular assessments of student success in alternative delivery methods.
- The College will conduct ongoing self-evaluation of programs for improvement.
- Students have the opportunity to evaluate distance learning classes, generally on the same schedule as traditional class evaluations. The Learning Technologies department is responsible for conducting evaluations of online classes; the appropriate instructional department sends instructors paper evaluations to be completed at final exams for the text-based distance learning classes. The Office of Instruction is responsible for coordinating evaluations of web-supplemented and blended classes' evaluations, which are handled in the same manner as those of traditional classes.

Impact on Faculty Class Load

Terms: "Load" and "pay" refer to different aspects of faculty contracts.

"Load" refers to the number of hours taught. A faculty member is required to teach 15 hours and may teach no more than 24 hours, unless the Vice-President of Instruction approves an increase in load. Thus, an instructor's supplemental load is usually no more than 9 hours. An online class within the required 15 hours counts as a traditional class does, but all distance learning classes, including online classes, that are part of a supplemental load count as two thirds of a traditional class.

For example, Faculty member A, teaching only 15 hours may have one online class in that load; the class counts for the same number of hours as it would if it were a traditional, face-to-face class.

Faculty member B, teaching 18 hours with three hours distance learning would have the distance learning hours as a supplemental load. Instead of counting as three hours towards maximum load, the distance learning class would count as only two.

“Pay” refers to compensation. Mixed media classes, online, blended, web-required, and web-supplemented classes are compensated per the following table.

Compensation for Distance Learning Instruction

COMPENSATION FORMULA

Compensation = (per student rate) x (number of paid student enrollments) x (number of credits in the course) up to seventeen (17) students.

At the eighteenth student, the compensation shall equal the compensation for teaching the class in the traditional format.

Compensation shall remain at the eighteen-student level until the paid enrollments exceed the course cap, at which time the per pupil compensation will resume for each additional enrollment until the next cap is reached. A list of individual course caps is maintained in the Office of Instructional Services.

Supplemental Distance Learning Teaching Assignment Pay Rate

	Doctorate	Master's Plus	Master's	Bachelor's
Per student				See pay scale for current budget year

Adjunct Distance Learning Teaching Assignment Pay Rate

	Doctorate	Master's Plus	Master's	Bachelor's
Per student				See pay scale for current budget year.

COURSE CAPS FOR DL COMPENSATION

ENC 1101 and ENC 1102		Non-English Gordon Rule Courses		All other Courses	
<i>Paid enrollments</i>	<i>Calculation of Pay</i>	<i>Paid enrollments</i>	<i>Calculation of Pay</i>	<i>Paid enrollments</i>	<i>Calculation of Pay</i>
1-18	Per pupil rate	1-18	Per pupil rate	1-18	Per pupil rate
19-25	No additional pay	19-27	No additional pay	19-35	No additional pay
26-43	Per pupil rate	28-45	Per pupil rate	36-53	Per pupil rate
44-50	No additional pay	46-54	No additional pay	54-70	No additional pay
N/A		N/A		71-89	Per pupil rate
N/A		N/A		90-99	No additional pay

CLASS SCHEDULING ISSUES

ENC 1101 and ENC 1102

- Multiple sections should not be set up as a means to fragment the student population and increase compensation.
- Each section of a course in this category must be set up in Nexus with a maximum enrollment of either 25 or 50.
- Past enrollment patterns will be used to plan how many sections are established.
- For instructors who normally teach two sections of a given course, we will use one section with the 50 student cap.
- Where only one section of a course is offered or if different instructors are teaching the sections, then the 25 student cap may be used.

Non-English Gordon Rule Courses

- Multiple sections should not be set up as a means to fragment the student population and increase compensation.
- Each section of a course in this category must be set up in Nexus with a maximum enrollment of either 27 or 54.
- Past enrollment patterns will be used to plan how many sections are established.
- For instructors who normally teach two sections of a given course, we will use one section with the 54 student cap.
- Where only one section of a course is offered or if different instructors are teaching the sections, then the 27 student cap may be used.

All other Courses

- Multiple sections should not be set up as a means to fragment the student population and increase compensation.
- Each section of a course in this category must be set up in Nexus with a maximum enrollment of 35, 70, or 99.
- Past enrollment patterns will be used to plan how many sections are established.
- For instructors who normally teach two or more sections of a given course, we will use one section with the 99 student cap.
- Where only one section of a course is offered or if different instructors are teaching the sections, then the 35 student cap may be used.

Appendix

Link to NWFSC's Distance Learning site at <http://LTech.nwfsc.edu/>

Links to proctoring forms

- On campus at <http://LTech.nwfsc.edu/resources-faculty/Proctoring/ProctorInstructions.rtf>
- Off campus at <http://LTech.nwfsc.edu/resources-faculty/Proctoring/Proctor-Instructions-Offsite.rtf>

Link to Web-required approval form at <http://LTech.nwfsc.edu/resources-faculty/WRApproval/wrapproval.rtf>

Link to faculty support request form at <http://Ltech.nwfsc.edu/forms/dlrequest.html>

Link to student support request form at <http://Ltech.nwfsc.edu/forms/studenthelpform.html>

Link to Distance Learning Faculty Resources page at <http://LTech.nwfsc.edu/faculty.cfm>

Link to forms for proposing a distance learning class

- Proposal for Distance Learning Class at <http://LTech.nwfsc.edu/resources-faculty/Proposal-for-DL/Proposal-for-DL.rtf>
- Addendum for Online Classes at <http://LTech.nwfsc.edu/resources-faculty/Proposal-for-DL/NWFSC-Proposal-for-DL-Addendum.rtf>

Links to Quality Criteria for Online Classes (Course Quality Program Review) at http://LTech.nwfsc.edu/resources-faculty/DL_CourseQuality/NWFSC-DL-Prog-Rev-Instructors.rtf

Link to the learning management system, Desire2Learn, at <http://LTech.nwfsc.edu/faculty-d2l.cfm>

Link to Faculty Webpage Guidelines at http://LTech.nwfsc.edu/resources-faculty/FacultyWebPageGuidelines/webpage_guidelines.rtf