
Online Learning Policies & Procedures

La Roche College

2015

Table of Contents

INTRODUCTION.....	1
DEFINITIONS.....	1
I. COURSE DEVELOPMENT.....	2
A. Course Material Development	2
B. Online Course Approval	2
C. Online Course Scheduling	2
D. Ownership of Material	3
E. Copyright Guidelines	3
F. Course Management Software- Blackboard	3
G. Resources	4
II. STUDENT RESPONSIBILITIES.....	4
A. Admissions	4
B. Registration/Late Registration	4
C. Add/Drop/Course Withdrawal	5
D. College Withdrawal/Leave of Absence	5
E. Finances	5
F. Attendance/Participation	5
G.	
H.	
I. Campus Resources	6
J. Technical Assistance	6
H. Grades	7
III. FACULTY RESPONSIBILITIES.....	7
A. Faculty Load	7
B. Online Faculty Requirements	7
C. Training and Support Services for Faculty	8

La Roche College
Online Learning Policies and Procedures

INTRODUCTION

La Roche College offers online programs and courses to those students who wish to complement their educational goals by taking online programs and courses. The purpose of this document is to describe the policies and procedures that relate to online and hybrid courses. This document reflects the work of the Policy Subcommittee of the Online Learning Committee.

This document outlines the policies and procedures that govern online and hybrid courses. It does not address Web-Enhanced courses.

DEFINITIONS (La Roche College)

Hybrid courses - Hybrid courses are taught part online and part on campus. Students will be required to come to campus at least once, but more likely multiple times throughout the semester while completing additional requirements online.

Online courses – Online courses are taught completely online. Students access these courses over the Internet through a course management program.

Online programs – Online programs are majors or certificates that can be completed totally online.

Web-Enhanced courses – Web-enhanced courses are taught on campus, but use the online environment to expand learning beyond the boundaries of the traditional classroom. This document does not address Web-enhanced courses.

POLICIES AND PROCEDURES

I. COURSE DEVELOPMENT

A. Course Material Development

Policy

1. Online courses are comparable to traditional campus-based courses in terms of syllabi, textbooks, grading, learning outcomes, and methods of evaluation. The change is in the delivery method.
2. Faculty are to follow the Best Practices for Developing Online Courses when developing their online courses. Departments may impose additional guidelines that may also need to be followed.
3. Learning activities for online courses will be developed in a manner that is in compliance with the Credit Hour Policy (https://intranet.laroche.edu/AcademicAffairs/pdf/Credit_Hour_Policy.pdf).
4. Faculty are to follow the same guidelines regarding content of syllabi as on campus courses adjusting the syllabi for delivery online. See Creating a Syllabus Guidelines located on the faculty resources webpage – the link is called “Creating Syllabus” at <https://intranet.laroche.edu/AcademicAffairs/pdf/CreatingSyllabus.pdf>.
5. Faculty are to follow the same process as on campus courses for textbook submission. Per the La Roche College Faculty Policies and Procedures, textbooks must be ordered online. A copy of these policies and procedures can be found on the faculty resources page of the intranet at the link called “[Policies and Procedures](#)”
6. Faculty are to file in the office of the Department Chair/Program Chair and the Vice President for Academic Affairs Parts I through VIII of the course outline by the second week of classes (<https://intranet.laroche.edu/HumanResources/pdf/handbookFaculty.pdf> Section V-E. Page 20).

Procedures

1. Faculty teaching online meet with the Department Chair to review course requirements for this course.
2. Faculty check their LRC email regularly for announcements of training sessions and other reminder notices.
3. When the email is received regarding ordering textbooks, submit your textbook requests online as documented in the La Roche College Faculty Policies and Procedures.
4. Create the course syllabus to reflect online delivery.
5. Direct training and Blackboard use issues to the Online Learning Faculty Support & Technology Coordinator.
6. Submit the required course outline materials as documented in the faculty handbook.

B. Online Course Approval

Policy

All online and hybrid course approvals follow the same procedure as on campus course approvals.

Procedures (see Faculty Handbook,

<https://intranet.laroche.edu/HumanResources/pdf/handbookFaculty.pdf> Section II-B, Page 60.)

1. Faculty obtain the approval of the Department Chair for any newly developed online or hybrid course or Campus converted course.
2. Faculty obtain the approval of the Curriculum or Core committee when developing **new** online or hybrid courses. Decisions of these committees are then communicated to the Faculty Senate following the same processes as on campus courses.
3. No additional approval is needed if this is an already approved on campus course being converted to an online format.

C. Online Course Scheduling

Policy

Online course scheduling follows the same processes as on campus courses.

Procedures

1. Department Chairs in consultation with faculty and other appropriate departments develop the schedules. Department Chairs consult with the CORE Curriculum committee for rotations of CORE courses.
2. Division Chairs and Academic Affairs representative review schedules before placement in the semester schedule.

D. Ownership of Material

Policy

Intellectual property created by a Faculty member is the property of the Faculty member for perpetuity or for so long as the law allows. The College and Faculty member are joint owners of the intellectual property when the College pays the Faculty member for said intellectual property or its development. Such an arrangement requires a contractual agreement beyond the normal Faculty contract.

Procedures

1. Potential user obtains the Faculty member's permission for any rebroadcast or redistribution of intellectual materials developed by the Faculty member.
2. Potential user obtains the Faculty member's permission to use online course materials, beyond the course syllabus. This includes any archived course materials developed by a Faculty member.

E. Copyright Guidelines

Policy

Faculty are expected to follow the College's copyright compliance policy.

Procedures

1. Faculty member reads the College's Copyright compliance policy (https://intranet.laroche.edu/Policies/content.cfm?dir=code_gc&body=copyrigh2.html located under the General College category).
2. Faculty member seeks assistance of the Director of the Library for answering questions related to copyright compliance.
3. The Director of the Library in consultation with the College lawyer determines the compliance of specific articles.
4. If appropriate, the Faculty member uses the Fair Use Evaluator located at <http://librarycopyright.net/fairuse/> to determine Fair Use of digital materials.

F. Course Management Software- Blackboard

The College has a contract with "Blackboard" (BB) to provide both a platform for a class via a website and the server that houses that website. The URL for the La Roche College Blackboard site is <http://laroche.blackboard.com>. The College uses the BioSig building block in Blackboard to validate the identity of students taking online courses. The BioSig policy can be found in the course catalog at <http://www.laroche.edu/catalog/PolicyDetail.asp?PolicyID=15>.

Policy

1. Faculty use the Blackboard platform to deliver their online courses.
2. Faculty are generally granted access to their online Blackboard course at least two months prior to the start of the semester.
3. Faculty are responsible for uploading required documents to the course shell.
4. Faculty will place the BioSig instructional video as a link in their course with introductory remarks and as an assignment (<http://www.biosig-id.com/BSI-QI/BSI-QI.html>)
5. Faculty must require students to use BioSig for all gradable events (tests, graded assignments, etc.).

6. Semester courses are archived after the incomplete grade due date has passed. These archived courses are then removed from the Blackboard server. Archives will be held for two years and then deleted.
7. Faculty are responsible for keeping digital copies of their materials or exporting their course for use in another semester.

Procedures

1. If assistance is needed in working with Blackboard to copy or export courses, faculty contact the Online Learning Faculty Support and Technology Coordinator.

G. Resources

Policy

Online learning resources will be adequate to meet external accreditations standards as well as best practices for online teaching and learning.

Procedures

1. Faculty are provided appropriate instructional technologies for online courses (computer, software, and internet connection) when on campus. Full time faculty are assigned a laptop with appropriate software. When on campus, adjunct faculty have access to laptops and appropriate software through the Library laptop sign out program and departmental computers.
2. Predictable and reliable technology from the home environment is the responsibility of the faculty member. Software for personal computers may be obtained at a discount from JourneyEd (<https://intranet.laroche.edu/InformationTechnology/mshome.cfm>).
3. Faculty are provided with an opportunity to attend workshops, access online training materials, and discuss online teaching issues during selected workshops.
4. Faculty have access to a wide range of electronic resources through the Wright Library (<https://intranet.laroche.edu/Library/>).
5. Faculty have access to the helpdesk staff for general technology questions (<https://intranet.laroche.edu/InformationTechnology/helpdesk.cfm>). Faculty also have access to the Online Learning Faculty Support and Technology Coordinator (phone 412-847-2360) for questions regarding Blackboard and online teaching issues.

II. STUDENT RESPONSIBILITIES

A. Admissions

Policy

Online students are held to the same admission standards as on campus students and must complete the same admissions forms as on campus students.

Procedures

1. Applicants review the requirements for admission on the College's Website
2. Applicant follows the procedure published on the College's Website.
3. Applicant contacts Graduate Studies & Adult Education with any additional questions either via email at adultadmissions@laroche.edu or by phone: 412-536-1260.

B. Registration/Late Registration

Policy

Online courses are open to all students in good academic standing with a GPA of 2.5 or above, provided they meet the course prerequisites. They follow the same policies and schedule for registration/late registration as on campus courses. <https://intranet.laroche.edu/Registrar/registration.cfm> Registration periods are published in the Academic Calendar (<http://www.laroche.edu/academic-affairs/schedules.htm>)

Procedures

1. Students who wish to register for online courses should consult with their advisor during the advising period.
2. Students in on-campus programs are limited to two online classes per semester.
3. Students complete the registration process using the College's registration system (<http://My.LaRoche.edu>).
4. Students may register late with the permission of the instructors and the Registrar and must complete the Financial Clearance Form available from <http://intranet.laroche.edu/registrar/studentForms.cfm>. This online form may be submitted electronically.
5. Students registering after the add/drop period must contact the Registrar for more information.

C. Add/Drop/Course Withdrawal

Policy

Students may add online courses until the end of the first day of the semester, after which permission of the instructor is required.

Procedure

1. Student add and drop through the end of the add/drop period through My.LaRoche.
2. When permission is required to add an online course, student obtains permission from the instructor.
3. Students are advised to consult with the Financial Aid Office regarding the impact of adding, dropping or withdrawing from a course.
4. Course withdrawal is handled through the Registrar's Office. The course withdraw form is available online at <https://intranet.laroche.edu/Registrar/pdfs/CourseWithdrawal.pdf>. Students are responsible for any costs associated with withdrawing from a course after the drop/add period.

D. College Withdrawal or Leave of Absence

Policy

Online students are held to the same College Withdrawal and Leave of Absence processes and procedures as on-campus students. See the online form the College Withdrawal and Leave of Absence Policy. https://intranet.laroche.edu/Registrar/pdfs/LOA_PolicyAndForm.pdf. Students are responsible for any costs associated with withdrawing from the college after the drop/add period.

Procedure

1. Online student can access the College Withdrawal/Leave of Absence Form on the Registrar's website at <https://intranet.laroche.edu/Registrar/studentForms.cfm>. The form is submitted online and routed electronically to the Offices of Financial Aid, Student Accounts, and finally the Registrar's Office.
2. The Financial Aid Office and the Student Accounts Office will contact the student regarding the financial impact, if any, of withdrawing from the College.
3. A letter W will appear on the student's transcript for the withdrawal from a course.

E. Finances

Policy

Online students are responsible for all the tuition and fees associated with registering for an online course.

Procedure

1. Students should consult Student Accounts for questions regarding tuition and fees.
2. Students should consult the Office of Financial Aid for questions and information regarding student loans or other financial aid.

F. Attendance/Participation

Policy

Online instruction differs fundamentally from traditional classroom instruction in that the student may access the online resources at times that are convenient to the student's personal schedule within a range of times defined by the professor. Students are expected to follow the academic schedule as published by the Registrar's office (<http://www.laroche.edu/academic-affairs/schedules.htm>) and any deadlines published by the Professor.

Procedure

1. Students MUST have access to the Internet and a reliable computer
2. Students MUST access their online course within the first 3 days of the start of the course but preferably on the first day of the course.
3. Students MUST review the course syllabus, schedule, and requirements so they understand what will be required of them.
4. Students must set aside weekly time to work on the course and complete the requirements. Students should check into the course at least 3 times per week for 16 week courses and 4-5 times per week for 8 week courses, or as required by the Professor.
5. Students communicate with the Professor when unable to meet deadlines or when having difficulties understanding the concepts or developing the required skills. IT and Help Desk Staff cannot assist with course content issues.
6. Students use the LRC email system as the official means of communicating with their Professor (see https://intranet.laroche.edu/Policies/content.cfm?dir=code_gc&body=eleccomm.html for the College's official Electronic Communications Policy in the General College section).
7. Students follow the Academic schedule and are available to complete their courses during that time. Students should plan vacations around the Academic calendar.

G. Campus Resources

Policy

Online students have access to all the current campus resources as on campus students. This includes the Career Center, Bookstore, Library, Writing Center, Student Help desk, Student Life, and Counseling Services.

Procedure

1. Students view information online at <https://intranet.laroche.edu/SASS/> or contact the staff at Academic and Career Advising for assistance in these matters (Phone 412-536-1130).
2. Students access the bookstore at <http://www.bkstr.com/webapp/wcs/stores/servlet/StoreCatalogDisplay?storeId=10284&langId=-1&catalogId=10001#content>, from the My.LaRoche semester course schedule, or by contacting the bookstore directly for information on textbooks for online courses. If no book is listed, contact the professor teaching the course by La Roche email.
3. Students access to the Library resources at <https://intranet.laroche.edu/Library/>.
4. Students access the Writing Center at <http://www.laroche.edu/online-learning/writing-support.htm> for help with writing issues.
5. Student access the Help Desk by going to Science Center 111, calling 412-847-2300, or emailing studenthelpdesk@laroche.edu
6. Students access the information about Student Life at <http://www.laroche.edu/studentlife/>.
7. Students access information about counseling services at <http://www.laroche.edu/counseling-health-services/>.

H. Technical Assistance

Policy

Online students have access to the same student help desk as on campus students for help in addressing their technical issues with taking online courses.

Procedure

1. Student contacts the student help desk for technical issues related to email, login, browser setting requirements, etc. (Phone 412-847-2300, email studenthelpdesk@laroche.edu, or walk in at Science Center Room 111).
2. Student contacts course faculty member with issues related to the course content or navigation. Use the LRC email or phone number provided in the courses syllabus located in the Blackboard course.

I. Grades

Policy

Official final course grades are posted in My.LaRoche.

Procedure

1. Student accesses My.LaRoche for official final courses grades. Grades posted in Blackboard may NOT be the official final course grade. These scores may be raw scores without the weighting as published in the class syllabus.

III. FACULTY RESPONSIBILITIES

A. Faculty Load

Policy

Online courses are considered a part of the regular teaching load or as an overload. The same policy for compensation of overload on campus courses applies to online courses.

Procedure

1. The Department Chair works with the faculty to determine if this is part of the regular teaching load or an overload.
2. The Department Chair triggers the overload contract if the course is an overload or the adjunct contract for adjuncts.

B. Online Faculty Requirements

Policy

Online learning faculty are expected to deliver online courses following the guidelines presented in the Best Practices for Developing Online Courses and as listed below. Faculty will:

1. Conduct the online class in a predictable and professional manner following the established course schedule. Adjustments may be made due to specific student needs and circumstances.
2. Adhere to the Academic calendar as published by the Registrar's Office (<http://www.laroche.edu/academic-affairs/schedules.htm>).
3. Establish and communicate how the course functions and where materials are located. This includes communicating frequency of instructor access. The official means of communicating with students is the La Roche College email system per the Electronic Communication policy located at <https://intranet.laroche.edu/Policies/> in the General College section.
4. Monitor and support learners during the delivery of the course.
5. Provide timely feedback to the students.
6. Post final student grades according to the grade due date published by the registrar in the Academic calendar (<http://www.laroche.edu/academic-affairs/schedules.htm>).
7. Keep a digital copy of all course materials. This can include an exported and/or archived file.

Procedure

1. Faculty will attend or review the online training materials PRIOR to the semester in which the course will be taught for the first time.
2. Faculty will post the course syllabi, schedule, welcome message, about this course document, staff information, first weeks discussion forum (if used), any specific hardware or software required, and first week's work by 8am on the first day of the start of the course.
3. Faculty will post additional weekly work by the beginning of each week.
4. Faculty will communicate to the online students their office hours and contact information. Post this information in the course syllabus and staff information button in Blackboard. Office hours may be held using available technologies.
5. Faculty will communicate with students using the La Roche Email, Blackboard announcements, phone, chat, and in person as appropriate.
6. Faculty will communicate to students how emails, voice mail, assignments, exams, and other course materials will be handled.
7. Faculty will follow the guidelines in the Faculty Handbook (<https://intranet.laroche.edu/HumanResources/pdf/handbookFaculty.pdf>, p.55) when illness or other life events prohibit meeting online course obligations.
8. Faculty will respond to students in a timely fashion.
 - Graded assignments should be returned within 1 week of due date. If extenuating circumstances occur, faculty will notify the students of when the graded work will be completed and returned.
 - Email messages should be responded to within 24-48 hours of receipt (M-F) unless specified otherwise by the Professor.
 - Faculty should access Blackboard a minimum of 3 times per week preferably on 3 different days.
 - Full time Faculty need to check their voice mail 3-4 times per week during M-F.
9. Faculty will follow the College policy for submitting midterm grades on required students (https://intranet.laroche.edu/Policies/content.cfm?dir=code_au&body=gradsys.html).
10. Faculty will follow the College policy for submitting academic alerts for students not performing satisfactorily. (<https://intranet.laroche.edu/AcademicAffairs/pdf/PoliciesProcedures.pdf>)
11. Faculty will follow the College policy for submitting incompletes https://intranet.laroche.edu/Policies/content.cfm?dir=code_au&body=gradsys.html and https://intranet.laroche.edu/Policies/content.cfm?dir=code_ag&body=incomgra.html for graduate studies).
12. Faculty will follow the College official Academic schedule. **Do not start** or end your class outside of the Academic calendar. The Academic schedule can be found at <http://www.laroche.edu/academic-affairs/schedules.htm>.
13. Faculty will communicate to the Department Chair any academic issues and to the Director of Online Learning any technical issues.
14. Faculty will make a backup of their courses(s) using the export copy feature in Blackboard. Faculty may also request a master course to permanently reside in Blackboard as long as the course is on the books.

C. Training and Support Services for Faculty

Policy

Online teaching faculty are encouraged to participate in development programs designed to facilitate success in online teaching.

Procedures:

1. New faculty will attend the two orientation sessions for first time online faculty. These are the Getting Started and Blackboard Basics workshops.
2. If unable to attend, new online faculty will review the materials sent and then arrange a time to meet with the Director of Online Learning for a question/answer session.
3. Faculty will attend as schedules permit, additional training sessions held during the year.
4. Faculty will contact the Director of Online Learning for assistance with additional training needs.