

# **SAN JOSE CITY COLLEGE**

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## **Faculty Distance Education Handbook**



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## I. Distance Education Guidelines

The updates to the *Faculty Distance Education Handbook* were presented to the Academic Senate on 11/20/19 and approved for distribution.

### 1. Online and Hybrid Courses Defined

1.1 **Online** courses are taught fully (100%) online. Online courses are characterized by instruction involving regular and effective online interaction that takes place synchronously or asynchronously and is supported by online materials and activities delivered through the college's learning management system, and through the use of other required materials. All approved instructional contact hours are delivered through these online interactions. Online classes do not require in-person assessments or activities. If synchronous online activities are required, the schedule of classes indicates dates and times.

1.2 **Hybrid** courses are taught partly in the classroom and partly online. Hybrid instruction involves regular and effective online interaction for any portion of the approved contact hours that takes place synchronously or asynchronously and is supported by materials and activities delivered in person and online through the college's learning management system, and through the use of other required materials. Any portion of a class that is delivered online must follow a separate approval process. The approved online portion must meet the regular and effective contact regulation. The schedule of classes indicates dates, times, and locations of the required in-person components.

1.3 **Distance Education (DE)** courses refer concurrently to fully online and hybrid courses.

### 2. Minimum Qualifications for Teaching Eligibility

Minimum qualifications for Distance Education Teaching Eligibility (DETE) were revised by the Distance Education (DE) Committee and approved by Academic Senate on 10/3/18.

On 12/4/18 and again on 3/19/19, the Academic Senate elected to make the eligibility criteria for hybrid courses the same as the eligibility criteria for fully online courses. With this decision, the DE Committee no longer distinguishes between fully online courses and hybrid courses as it pertains to professional development or eligibility and refers to both types of courses as Distance Education or DE courses in that context.

At the behest of the Academic Senate, instructors who wish to teach DE courses should have sufficient training in the learning management system (LMS) adopted by the College and should demonstrate continuous training through DE-related workshops, webinars, courses, and/or conferences. The LMS adopted by the College is Canvas.

#### 2.1 New to Distance Education

Instructors who have never taught a DE course may become eligible to do so by completing at least one course in instructional design taught in the College's adopted LMS, Canvas. Instructors may acquire the necessary skills in a variety of ways:

- courses offered through Evergreen Valley College and/or other accredited colleges
- and universities
- courses and/or workshops offered through CCC's CVC-Online Education Initiative (OEI)

- courses and/or workshops offered through @One
- courses offered online through the CCC's Vision Resource Center
- curation of a course that is part of the online Zero-Textbook-Cost (ZTC) Project or meets with alignment to the OEI Course Design Rubric.

## 2.2 Maintaining Distance Education Teaching Eligibility

In order to maintain Distance Education Teaching Eligibility (DETE), instructors must

- have taught at least one DE course in the last two years, and
- have received at least 4 hours of training in the use of Canvas.

Instructors who have no Canvas training may develop their skills through

- workshops offered through the Division of Library, Learning Resources & Distance Education
- workshops offered through the Center for Professional Development (including Professional Development Day Workshops)
- or via any of the options listed above for new instructors in section 2.1.

## 2.3 Applying for Distance Education Teaching Eligibility

Instructors have met DETE criteria when their applications are verified, and an eligibility timeframe is confirmed. DETE applications are submitted through the College's DETE site on Canvas: <https://sjcc.instructure.com/courses/10053>. Instructors should check this site to determine (and renew) their eligibility status.

## 3. Online Course Design

Proper course design is an integral part of DE instruction. On 3/1/16, the Academic Senate approved the Online Education Initiative (OEI) Rubric as the principle set of guidelines for course development.

### 3.1 Online Education Initiative Rubric

The OEI Rubric is "intended to establish standards relating to course design, interaction and collaboration, assessment, learner support, and accessibility in order to ensure the provision of a high quality learning environment that promotes student success and conforms to existing regulations."<sup>1</sup>

The OEI Rubric, information about its application, and courses and workshops about course design can be found on the CVC-OEI webpage Online Course Design Standards at <https://cvc.edu/professional-development/online-course-design-standards/>.

Instructors who wish to learn more about instructional design may wish to participate in @One's Course Design Academy; for more information, visit: <https://onlinenetworkofeducators.org/course-design-academy/>.

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<sup>1</sup> See "Online Course Design Standards" at CCC CVC-OEI: <https://cvc.edu/professional-development/online-course-design-standards/>.

#### **4. Online Instruction**

In addition to course development and design, instructors should pay close attention to e-pedagogy, the strategies and methods by which online courses are facilitated and instruction takes place. The items listed below are provided to highlight some of these strategies and methods but are not intended to be comprehensive. For more information about strategies and methods, refer to the course outline of record (COR) DE supplement.

##### **4.1 Regular and Effective Contact**

On 12/16/14, Academic Senate approved a motion that all DE courses feature regular and effective contact as outlined in Ed Code, Title 5, and Accreditation Standards.

All DE courses should include effective contact between instructor and students. Instructors should regularly initiate interaction with students to determine that they are accessing and comprehending course material and that they are participating regularly in the activities in the course. DE courses should feature the equivalent number of contact hours as their face-to-face counterparts. Contact is distributed in a manner that ensures that regular and effective contact is maintained, given the nature of asynchronous instructional methodologies, over the course of a week and should occur as often as is appropriate for the course requirements, objectives and content.

For DE courses, instructors may select as appropriate from the following resources:

- threaded discussion forums with appropriate instructor participation
- general email (which should be archived)
- weekly announcements in the LMS
- timely feedback for student work
- instructor-prepared materials and/or any publisher created materials (written, recorded, broadcast, etc.) that, combined with other course materials, creates the "virtual equivalent" of the face to face class in the particular discipline
- use or considered use of other forms of communication, as mentioned in section 55211 of Title 5, such as video conference, podcast, or other synchronous technologies may also be included.
- a forum for general questions about the course is useful; instructors may wish to have weekly or other timely question-and-answer sessions available to students. This may also be accomplished through virtual office hours.

##### **4.2 Instructor Absence**

Frequency and timeliness of instructor-initiated contact and instructor feedback are posted in the syllabus and/or other course documents that are made available for students when the course officially opens each semester. If the instructor must be out of contact briefly for an unexpected reason (such as illness or a family emergency that takes the instructor offline), notification to students is made in the announcements area of the course that includes when students can expect regular effective contact to resume.

If the offline time results in a lengthy absence (i.e. more than three or four days), a substitute instructor should be sought who can assist students while the instructor is unavailable.

##### **4.3 ADA/508 Compliance**

ADA/508 compliance is an OEI Rubric standard. Section D of the Rubric reviews 16 elements "to determine if a student using assistive technologies will be able to access the instructor's course

content as required by Section 508 of the Rehabilitation Act of 1973 (also known as ‘508 Compliance’). The accessibility elements in Section D focus on instructor-generated content that is primarily under the control of faculty when developing a course.”<sup>2</sup> For more information on ADA/508, visit the CCC Accessibility Center: <https://cccaccessibility.org/>.

#### 4.4 Copyright & Fair Use

Instructors who teach distance education courses are expected to utilize materials in their courses in ways that are lawfully permitted. Copyright is a legal protection that affords authors and other content creators the exclusive right to reproduce their works, usually for a limited period of time.

Fair use is a legal concept that permits the use of copyrighted material without acquiring permission. Instructors should be aware that fair use has its limitations and is not a blanket protection for educators who wish to distribute copyrighted materials, particularly online.

Instructors are encouraged to consider the “four factors” – use, nature of work, portion of work, and effect on the market – in determining if their use of copyrighted works are indeed fair. For more information on the four factors, visit Copyright.gov: <https://www.copyright.gov/fair-use/more-info.html>.

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## II. Distance Education Infrastructure

The heart of any distance education infrastructure is the learning management system (LMS); however, an LMS may feature integrated and ancillary systems that support online teaching and learning, as well. In addition to Canvas, the College has adopted plagiarism-detection, tutoring, and web-conferencing systems to support its DE efforts.

### 1. Learning Management System

Canvas is the officially adopted LMS for the College as well as the California Community College System. All College DE courses should utilize Canvas as its primary means of content distribution and acquisition.

Canvas course “shells” are provided for all SJCC’s course sections and are readily available for DE and web-enhanced courses.

Canvas Web Address (Direct Link)

<https://sjcccd.instructure.com/login/canvas>

### 2. LMS-Integrated and/or Ancillary Systems

The College provides and supports a handful of systems that are integral to the DE experience. These include the plagiarism-detection system, TurnItIn, the online tutoring network, NetTutor, and the web-conferencing platform, Zoom. All of these systems are Canvas-integrated, though NetTutor and Zoom may be used outside of Canvas, as well.

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<sup>2</sup> OEI Rubric. Section D, page 5: <https://onlinenetworkofeducators.org/wp-content/uploads/2019/02/CVC-OEI-Course-Design-Rubric-rev.2.14.2019.pdf>

Because third-party systems must be fully vetted (for security, FERPA, ADA/508 compliance, etc.) before they can be integrated with Canvas, the District's Information Technology Services & Support (ITSS) division has set up a formal applications process for the addition of new systems, platforms, networks or other online applications or media. To find out more, visit: <http://www.sjeccd.edu/district-services/ITSS/canvas/canvas-external-applications-integration>.

### 2.1 TurnItIn

TurnItIn promotes academic integrity by identifying unoriginal content in written work. The system is easily utilized in Canvas through the Assignments tool, making it possible for the originality of student assignments to be checked against TurnItIn's massive database. For more information about TurnItIn, visit: <https://www.turnitin.com/>.

### 2.2 NetTutor

NetTutor is a 24/7 online tutoring service that is offered to all College students. NetTutor is visible by default in all Canvas course shells and may be utilized through the Library's NetTutor portal (<http://www.sjcc.edu/library/Pages/onlinetutor.aspx>), as well. For more information about NetTutor, visit: <https://www.nettutor.com/>.

### 2.3 Zoom

Zoom is a unified communications platform that facilitates real-time or synchronous (text) chat, audio, and video communications. The platform also makes it possible to record synchronous communications so they might be provided asynchronously. To use Zoom – within Canvas or without – instructors should set up a Zoom account at: <https://www.conferzoom.org/>.

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## III. Distance Education Support

### 1. Support for Students

Students who need help learning to use Canvas may stop by the Learning Resource Center (LRC) on campus. Online help is also available through several online guides and help desks.

Canvas Student Guide

<https://guides.instructure.com/m/4212>

Canvas Video Guide

<https://guides.instructure.com/m/4210>

Canvas Student Tour

<https://resources.instructure.com/courses/32>

If students are having a technical problem with Canvas, they should contact the District's ITSS Help Desk:

Phone: (408) 270-6411

Email: [helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

Web Address: <http://www.sjeccd.edu/district-services/ITSS>

The ITSS Help Desk operates Monday – Thursday, 7:00 am to 7:00 pm, and on Fridays until 5:30 pm (Pacific). After hours support is provided by Canvas:

Phone: (844) 303-0353

Web Address: <https://community.canvaslms.com/docs/DOC-10720>

## **2. Support for Faculty**

### 2.1 Local Consultations, Workshops, and Courses

DE support is available to instructors on campus and online. One-on-one consultations can be arranged through the DE Coordinator or through the office of the DE Division Dean.

Local workshops and course offerings are posted at: <http://www.sjcc.edu/library/Pages/de.aspx>.

For assistance with Canvas, there are some excellent guides, including:

Canvas Instructor Guide

<https://guides.instructure.com/m/4152>

Canvas Video Guide

<https://guides.instructure.com/m/4210>

### 2.2 Vision Resource Center

Canvas and other DE-related instruction can be found at the Vision Resource Center, an online learning and collaboration platform that is free to all employees of the California Community Colleges. To use the Center, instructors will need to register.

Vision Resource Center

<https://visionresourcecenter.cccco.edu/>

### 2.3 Online Education Initiative & @One Courses

The OEI provides statewide Canvas- and DE-related support. The organization contracts with @One to provide a wide range of professional development for CCC DE instructors.

CVC-OEI CCC Canvas Home Base

<https://community.canvaslms.com/groups/ccc>

@One Course Catalog

<https://catalog.onlinenetworkofeducators.org/>

### 2.4 Local and 24/7 Help Desks

Instructors having technical problems with Canvas should contact the District's Information Technology Services & Support (ITSS) Help Desk:

Phone: (408) 270-6411

Email: [helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

Web Address: <http://www.sjeccd.edu/district-services/ITSS>

The ITSS Help Desk operates Monday – Thursday, 7:00 am to 7:00 pm, and on Fridays until 5:30 pm (Pacific). After hours support is provided by Canvas:



Phone: (844) 303-0353

Web Address: <https://community.canvaslms.com/docs/DOC-10720>

Canvas Login & Support Information

<http://www.sjeccd.edu/district-services/ITSS/canvas>

Instructors who teach DE courses are required to meet SJCC's eligibility criteria and can apply for eligibility at: <https://sjcc.instructure.com/courses/10053>.

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#### **IV. Distance Education Committee & Department**

The Distance Education Committee is a sub-committee of the Academic Senate and reports to the Academic Senate. The Committee provides leadership and support for Distance Education on campus and online. The composition of the DE Committee changes annually. For more information about the charge and composition of the Committee, visit:

<http://www.sjcc.edu/AdministrativeServices/Pages/Distance-Education-Committee.aspx>

##### **1. Distance Education Coordinator**

The Distance Education Coordinator performs a variety of duties in support of DE; the Coordinator:

1. Provides training and support for faculty teaching fully online courses and for faculty otherwise utilizing the College LMS (Canvas).
2. Chairs the Distance Education Committee and participates in statewide distance education coordinator meetings.
3. Works with Dean to develop campus strategic plan and standards for developing and offering online courses and degrees.
4. Assists Instructional Policies and Curriculum Committee (IPCC) with distance education supplemental forms and requirements.
5. Provides information and updates to Academic Senate on status of distance education and policies affecting delivery.
6. Works closely with accreditation standards committees to provide information about in distance education standards and compliance.
7. Develops and delivers annual and/or comprehensive program review (to include the program budget).
8. Drafts a schedule for monthly meetings with supervising Dean; drafts agenda and any ancillary documentation for meetings.
9. Reports on program advisory meetings and/or ex-officio attendance of one or more of the following committees:
  - Student Learning Outcomes Assessment Committee (SLOAC)
  - Program Review Committee

Planning and Institutional Effectiveness (PIE) Meetings

## **2. Division of Library, Learning Resources & Distance Education**

Distance Education is housed in the Division of Library, Learning Resources & Distance Education. The Dean of this Division supports DE infrastructure, committee work, policy development, and training.

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## **V. Distance Education Checklist & Handout**

### **1. Teaching a DE Course Checklist**

Instructors interested in teaching an online or hybrid course should:

1. Talk to their Division Dean(s) about the appropriateness of putting the class online and whether it ought to be taught online or hybrid.
2. Work with the Division Dean(s) to complete the IPCC DE Supplement on Curricunet, if it has not already been done. Inform the IPCC Chair who reviews the supplement.
3. Make sure they are eligible to teach online and/or hybrid courses.
4. Create their course or courses on Canvas before the term begins (or at least set up a few units to start).
5. Review their course or courses with the DE Coordinator, Dean, or another DE faculty member to ensure that key course design requirements are met (per the OEI Rubric), such as regular and effective contact or ADA/508 compliance.
6. Throughout the semester, contact the DE Coordinator for support and tips.

### **2. Canvas Information Handout**

Canvas is the College's Learning Management System (LMS). Course "shells" are provided for all SJCC's course sections and are readily available for online, hybrid, and web-enhanced courses.

Canvas Web Address (Direct Link)

<https://sjeccd.instructure.com/login/canvas>

#### **Authentication Information**

Username: *Your username is your College "network name" (usually first initial + last name)*

Password: *If you don't already have an existing password, try your network password; if that doesn't work, you will need to click the **Activate/Reset Password** link. A link to reset your password will be emailed to your @sjcc.edu account.*

## DE Teaching Eligibility & Support for Faculty

If you are a faculty member who needs some help learning to use Canvas, we recommend that you review the *Canvas Instructor Guide*, sign up for weekly workshops, participate in a tutorial, and/or take an online course.

If you teach a hybrid or fully online course, you will need to meet the College's Distance Education Teaching Eligibility (DETE) criteria. To do this, you will need to apply through SJCC's DETE site on Canvas: <https://sjcc.instructure.com/courses/10053>.

For additional information, contact the Distance Education Coordinator, Ms. Audrey Blumeneau ([audrey.blumeneau@sjcc.edu](mailto:audrey.blumeneau@sjcc.edu)) or the Library, Learning Resources & Distance Education Dean, Dr. Susan Hines ([susan.hines@sjcc.edu](mailto:susan.hines@sjcc.edu)).

Canvas Instructor Guide

<https://guides.instructure.com/m/4152>

Canvas Video Guide

<https://guides.instructure.com/m/4210>

Canvas Workshops at SJCC

<http://www.sjcc.edu/library/Pages/de.aspx>

Canvas Tutorials via CCC Vision Resource Center

<https://visionresourcecenter.cccco.edu/>

Canvas Tutorial on Lynda.com/LinkedIn Learning

(made available via CCC Vision Resource Center)

<https://www.lynda.com/Canvas-tutorials/Learning-Canvas-2019/5016723-2.html>

Canvas Course Available through @One

<https://onlinenetworkofeducators.org/course-cards/>

If you are a faculty member having a technical problem with the LMS, you should contact the District Information Technology Services & Support (ITSS) Help Desk:

Phone: (408) 270-6411

Email: [helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

Web Address: <http://www.sjeccd.edu/district-services/ITSS>

The ITSS Help Desk has set up a special page for all Canvas users who need 24/7 support and login assistance.

Canvas Login & Support Information

<http://www.sjeccd.edu/district-services/ITSS/canvas>

Instructors who teach fully online courses are required to meet SJCC's eligibility and can apply for eligibility at: <https://sjcc.instructure.com/courses/10053>.

## Support for Students

If your students need some help learning to use Canvas, encourage them to stop by the Learning Resource Center (LRC). Staff in the LRC can help them get started. If your students cannot get to the main campus, we recommend the following:

Canvas Student Guide

<https://guides.instructure.com/m/4212>

Canvas Video Guide

<https://guides.instructure.com/m/4210>

Canvas Student Tour

<https://resources.instructure.com/courses/32>

If students are having a technical problem with the LMS, they should contact the District Information Technology Services & Support (ITSS) Division Help Desk:

Phone: (408) 270-6411

Email: [helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

Web Address: <http://www.sjeccd.edu/district-services/ITSS>

Note: The most current, electronic version of Canvas Information Handout is available at on the Library's Distance Education Page: <http://www.sjcc.edu/library/Pages/de.aspx>.