

# 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.

*Online Faculty  
Support Guide*

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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.

**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

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 list, please consult the Faculty Handbook, [Course Catalog](#), online [Board Policy Manual](#), and the employee share drive.

### Course Types

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- **Total Online** courses are those which are taught 85-100% online.
- **Hybrid** courses are those which are taught more than 50%, but less than 85% online.
- **Supplemental** courses are those which are taught less than 15% online.

### Terms & Definitions

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#### Online Academic Term

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)
- Eleven Week Summer Term



**Online Courses**

Courses which are 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**

A course which is contains registered students and managed by the instructor during a semester.

**Master Course**

A course that is used exclusively to create a brand new semester based course. Once the semester based course becomes available materials from the Master is copied over.

**Course Load**

Done by the Instructional Technology department, it is the act of creating course shells in preparation for an upcoming semester. Unless otherwise requested, course loads begin two months prior to a semester begins.

**Student Load**

Done by the Instructional Technology department, it is the act of adding registered students to a semester based course. Student loads occur the day prior to the first day of a semester.

**Copying a Course**

The process of copying course materials from one online course to another.

**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 saving purposes.

**Importing a Course**

The process of transferring a course from a computer into a new course shell.

**Archived Course**

An online course that is no longer accessible to students. Courses are archived approximately 1-2 weeks after the end of a semester.

**Virtual Campus**

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



**Desire2Learn**

The name of the provider of our learning management system (LMS) which is used to run our online courses.

**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 courses.

**Development Server**

Similar to the Production server, but it is used for testing of the most upgraded version of the LMS. Online faculty only have access to this location and is used during technical training.

**Uploading**

The process of moving 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 a course listed in the registration system 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 then be properly loaded into the Virtual Campus prior to the beginning of a semester.

**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; it is not a separate, independent entity. A service of the Texas Association of Community Colleges, VCT has been operational since the Fall Semester, 1998.



## ***Preparing for Teaching Online***

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### **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 and methodology 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 (<http://brazosport.edu/distancelearning/Pages/elearning-certification.aspx>).

## ***Requesting Courses***

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All online course requests must go through the Information Technology Department. When requesting a course email the HelpDesk at [helpdesk@brazosport.edu](mailto:helpdesk@brazosport.edu) and indicate the course title and if applicable the registration number.

### **To Request a Master Course**

Master course requests can be made at any time throughout the year. Send a Master course request to the HelpDesk at [helpdesk@brazosport.edu](mailto:helpdesk@brazosport.edu) and indicate the course title.

### **To Request a Semester based Course**

There is typically no need to request a semester based course due to the fact they are automatically loaded 2 months prior to the beginning of a semester based on how they were flagged in the registration system. The only time you would need to request a semester based course to be loaded is if you don't see the course showing up during the 2 month loading period.

If you do not see your semester based course during this 2 month loading 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). Although it is preferable to have this done a few months prior to the beginning of a semester it can be accomplished at any time within the school year.

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

### Requesting to Copy a Course

Copy requests can be sent to the Distance Learning and Online Instruction Department ([distancelearning@brazosport.edu](mailto:distancelearning@brazosport.edu)). In the email request 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

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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 review would be those that are:

- new
- part of the core curriculum



- have adopted a new text book
- requested by instructor

### ***Course Development Process***

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#### **Prior to the semester in which the 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 (only for those courses that have not been taught online previously and you wish to begin development prior to official semester course loads).
- Begin to develop online course materials, activities, and quizzes based on the Quality Matters Rubric
- Contact the Distance Learning & Online Instruction Department for assistance in developing or enhancing your online course.

##### 2 months to 1<sup>st</sup> 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.
- Email the Information Technology Department 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 course.
- Continue to edit and develop content.

#### **After the semester begins**

##### Day 1 to 1 Week

- Check the online course Classlist 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.
- If you are missing students email the Helpdesk ([helpdesk@brazosport.edu](mailto:helpdesk@brazosport.edu)) to request another student load. In the email please indicate course title, registration code, and missing student(s) first and last names.



- Contact Students using their external email to let them know the course is open for access. Do not use the online course Email tool. **NOTE:** *Learning Services does email a Welcome statement to all online students on the first and second day of class, but it would be of benefit if the students received a more detailed welcome from their instructor.*
- Interact with students and manage the course.
- Watch for email related to Proctor Testing from Learning Services.

## 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 log ins due to the fact that many students either do not have an external email address or do not check it on a regular bases.*)
- 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**

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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 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 some research shows the shorter turn-around time is most desired by students for decreasing anxiety.

Contact the Distance Learning and Online Instruction department for interaction and communication strategies and tools you can use in your online course.

## **Testing Options**

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### **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](mailto: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. Contact Learning Services (phone: 979-230-3253 | email: [terry.comingore@brazosport.edu](mailto:terry.comingore@brazosport.edu)) for more detailed information on the out of state proctor form.

### **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 Monitor 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 Contact Learning Services (phone: 979-230-3253 | email: [terry.comingore@brazosport.edu](mailto:terry.comingore@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](mailto: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.



## ***Faculty Support***

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### **Training**

All faculty training in the use of the learning management system and online course development is done by the Distance Learning and Online Instruction department. Training is offered either through semester-based workshops through the Employee Development Center, or by appointment with the Distance Learning department. We are also available to answer questions via phone: 979-230-3487, email: [distancelearning@brazosport.edu](mailto: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](mailto: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](mailto:distancelearning@brazosport.edu) | call: 979-230-3487 or 979-230-3436).

## ***Student Support***

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### **Training**

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

- manuals
- videos
- Virtual Campus Tour session

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 Virtual Campus Tour is offered to students during the first couple months of 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 [Virtual Campus Tour RSVP](#) form.



### 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](mailto:helpdesk@brazosport.edu)
- phone: 979-230-3266.

### *Additional Resources*

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Visit the Distance Learning & Online Instruction website (<http://www.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](mailto:linda.mcconnell@brazosport.edu).

