

Williamsburg Technical College  
PROCEDURE

**SECTION D – EDUCATIONAL AFFAIRS**

Title <b>DISTANCE EDUCATION</b>	Number <b>D-48.1</b>
Division of Responsibility <b>Academic Affairs</b>	Approval Date Page <b>1/21/2021 1 of 8</b>
Approval Vice President  _____  President  _____	Supersedes Procedure No. <b>D-48.1</b> Date <b>11/27/18</b>

**PURSUANT TO SECTION 41-1-110 OF THE CODE OF LAWS OF SC, AS AMENDED, THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.**

**I. ONLINE INSTRUCTION GOALS**

The goals of online Instruction at Williamsburg Technical College are as follows:

- A. To provide access for students through electronic delivery modes.
- B. To provide quality educational opportunities with comparable learning outcomes and rigor.
- C. To provide appropriate professional development activities for faculty.
- D. To provide appropriate support services for students.
- E. To provide appropriate support services for faculty.
- F. To assure quality of facilities and equipment for online instruction.

**II. ONLINE INSTRUCTION DEFINITIONS**

- A. Traditional:** A traditional course is delivered face-to-face. Content may be delivered in print, orally, or with Web enhancements.
- B. Hybrid:** A hybrid course blends online with traditional face-to-face. Some content may be delivered online, but some face-to-face meetings are also required.
- C. Online:** An online course is a course in which most or all of the content is delivered online. Typically, no face-to-face meetings are required; however, testing may require on-campus visits. An online course uses a set of Internet and Web tools to create an online classroom space for teaching and learning. Learning is based on performance goals, not seat time.

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<b>Type of Course</b>	<b>Proportion of Content Delivered Online</b>
Traditional	Less than 20%
Hybrid	20% to 50%
Online	51% or more

**III. ONLINE INSTRUCTION COORDINATOR**

- A. Appointment:** The Online Instruction Coordinator is an additional duty appointment made by the Vice President for Academic and Student Affairs or his/her designee.
- B. Qualifications:** Must be a full-time faculty member of Williamsburg Technical College with a minimum of a Bachelor’s degree and credentialed to teach in a discipline offered by the college. Considerations of appointment are given for experience in online postsecondary curriculum development, online teaching experience, knowledge of online Instruction pedagogy, and experience working with faculty/ facilitators in an educational environment. Additional consideration should be given for proficiency in computer technologies, including HTML5, Moodle, and Excel.
- C. Duties/Responsibilities:**
1. Provides technical, administrative and software support for instructors and students participating in online courses.
  2. Maintains records of training in Course Management Software for instructors and students. Certificates of training completion for instructors will be given to the Assistant Vice President (AVP) for Academic Affairs for inclusion in faculty files. Records of student training will be maintained in an Excel file and provided on demand as needed for data collection and reporting.
  3. Assists and provides support to instructors and students participating in the college's online Program.
  4. Assists instructors in preparing (limited), setting up and uploading online courses. Develops and maintains informational materials for students.
  5. Performs account administration duties.
  6. Answers questions and provides information regarding online Instruction tools, including but not limited to discussion groups, online quizzes, and assignment drop boxes.
  7. Maintains student contact information and assists instructors in documenting student access to online courses.

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8. Provides assistance and guidance to students in the proper use of online systems.
9. Receives and responds to student questions submitted by email, telephone, and text. Assists students and faculty in troubleshooting computer and online course problems, access problems, and other issues.
10. Provides information to students regarding any necessary software to properly view online courses.
11. Provides technical support for enrollment, course management, and related functions.

**D. Supervision:** The Online Instruction Coordinator will report to the Assistant Vice President for Academic Affairs.

**IV. COURSE DEVELOPMENT PROCESS AND RESPONSIBILITY**

- A. Ownership of Materials:** The intellectual property rights to online instructional materials developed through and supported by WTC will remain with the institution. WTC Procedure D-46.1 provides additional guidelines.
- B. Course Development:** All faculty members are encouraged to develop online instruction classes, including hybrid and online classes, in keeping with the defined guidelines and procedures. The Online Instruction Coordinator in coordination with affected Department Heads will provide information and guidance to faculty in the initial determination of course selection and development. The Online Instruction Coordinator will provide assistance in the development of online course and technology formats. Online courses may be offered only after one semester of traditional delivery of a course. Exceptions may be made by the Vice President for Academic and Student Affairs.
- C. Course Evaluation:** Course evaluation is one form of assessment. Online courses will be reviewed and assessed according to existing procedure, comparable with traditional courses. The Online Instruction Coordinator will work with the Director of Planning and Research and the AVP for Academic Affairs to coordinate the conduct of online course evaluations.
- D. Course Quality:** Online or hybrid courses are comparable (equivalent) to traditional on-campus courses in the following components: course description, syllabus, learning

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outcomes/competencies, textbook requirements, grading scale, timelines, and student evaluations.

**Lead Faculty/Course Developer:** The lead faculty/course developer of an online course is responsible for updating the course to current standards (i.e. new textbook). Once this update is adopted, all instructors, including the lead faculty/course developer must use and apply the updates.

**V. SUPPORT SERVICES**

- A. Admissions:** All students must follow established admission standards and enrollment procedures. Applications for admission are available at [www.wiltech.edu](http://www.wiltech.edu). Placement testing is available on the WTC campus or by arrangement with the testing coordinator.
- B. Registration:** All courses require the same registration process, and students must follow applicable enrollment procedures. Students must consult with their assigned faculty or academic advisor to plan a schedule based on academic program course requirements. Students may complete the registration and payment process on the WTC campus or online.
- C. Orientation:** All students enrolled in either hybrid or online courses must participate in an online orientation and complete course management system tutorials. The Online Instruction Coordinator will maintain a record of students successfully completing the course management system tutorial.
- D. Advising:** Students may contact their advisor by the web portal link for email communication, by phone, video teleconferencing, or by office visit. Faculty office hours are posted each semester. Faculty information is available on the college website.
- E. Student Financial Assistance:** Financial aid information is available to students on the college website. Students may also contact the Financial Aid Office for assistance by email, phone, or office visit.
- F. Student Grievance:** All students have the opportunity to pursue grievance, according to due process. Grievance procedures are accessible on the college website and included in the student code.
- G. Drop/Withdrawals:** Faculty may drop students for non-attendance from online

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Instruction courses per the college attendance policy. Students may withdraw from online classes following the same procedure for traditional classes.

- H. Library Resources:** Library resources are appropriate and available for online instruction students. Library information to include books, databases, e-books, and contact information is available through the college website. Additionally, checkouts and renewals are capable of accomplishment through email or phone.
- I. Bookstore:** The Book Bag at WTC stocks the textbooks and materials required of courses offered by WTC. Bookstore information is accessible through the college website.
- J. Technical Assistance:** Students needing assistance regarding their course or related material may contact their instructor first by either email or phone. Students needing assistance in technical or operational matters will contact the Online Instruction Coordinator. Faculty needing assistance in technical or operational matters will contact the Online Instruction Coordinator.
- Online students will be provided information through their WTC student Gmail accounts by the first day of classes for the semester based on the academic calendar. Instructions will include pertinent information to begin their online courses, including instructions for logging into Moodle and the creation of a log-in and password.
  - If a student needs to reset his/her Moodle password, he/she must use his/her WTC student email to message the Online Instruction Coordinator and include the following information: first name, last name, student ID number, and classes currently registered for. The Online Instruction Coordinator will verify the identity of the student requesting the password reset by personally identifiable information
  - Instructors of online courses may require one on-site proctored exam that would require students to be physically present at the College at a specified time that is announced within the first week of class. There is no fee or charge to the student associated with the proctored examinations.

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**VI. FACULTY REQUIREMENTS**

- A. Qualifications:** All faculty teaching online Instruction courses must provide credentials to meet Southern Association of Colleges and Schools Commission on Colleges and Williamsburg Technical College credentialing requirements. Documentation of faculty credentials, such as official transcripts, must be on file in the Office of Human Resources.
- A. Faculty Training:** Training for faculty in the delivery of online or hybrid courses is required and must be completed before the course begins. Online training requirements include certification from the Online Instruction Coordinator as having completed the Moodle tutorials and demonstration of all functions of Moodle to the Coordinator. The Online Instruction Coordinator will develop a checklist of required skills and document accomplishment. This documentation will be provided to the AVP for Academic Affairs immediately following completion of training and maintained in the faculty files located in the Academic Affairs office.
- B. Lead Faculty Member:** The lead faculty (faculty member responsible for developing an online course) has the right of first refusal to teach the course. A non-developing faculty member (full-time or adjunct) will only be offered the course upon the refusal of the developing/lead faculty member (full-time or adjunct). A lead faculty member may give the course to another to maintain, with the consent and certification of the Online Instruction Coordinator. The Online Instruction Coordinator will maintain a list of lead faculty and courses developed.
- C. Adjunct Faculty:** Adjunct faculty may teach online courses, with approval from the respective Department Head and the Vice President for Academic and Student Affairs. However, adjunct faculty may only teach courses that have been developed by the lead faculty member. Adjunct faculty must complete the training specified in Part V, Subsection 2. The adjunct faculty member must communicate with his or her Department Head once every two weeks (via e-mail, phone, or in person) and provide a status update of the course and students enrolled. The adjunct faculty member cannot change material in the developed course, except due dates and instructor contact information. Department Heads will periodically check on adjunct-taught courses for quality instruction and submit time approval to the AVP for Academic Affairs. Adjunct faculty will be subject to Student Evaluation of Instruction surveys for each online course taught. The Assistant Vice President of Academic Affairs may also supervise this activity.

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**D. Course Quality:** Faculty Department Heads are responsible for the supervision and approval of online course quality, offerings, and schedules. The Online Instruction Coordinator is responsible for the operational quality of electronic online Instruction.

**E. Online Course Requirements:** Each course should have the following:

1. An announcement board or area
2. Instructor’s contact information
3. A course syllabus
  
4. A visible gradebook in line with the grading scale listed in the syllabus (NOTE: All grades must be kept in Moodle).

The online course faculty member must, as a minimum, post an announcement or send an e-mail weekly to the students. Finally, all correspondence must be completed within Moodle.

**F. Grading:** Grading should be completed within five (5) days of the due date. The feedback for graded assessments must contain substantive comments to comply with the Department of Education’s Substantive Interaction requirement. For purposes of this college, substantive interaction is defined as “having a firm basis in reality and therefore important, meaningful, considerable, reciprocal action or influence” (Miriam Webster Dictionary). Therefore, instructors should communicate with individual students weekly regarding their progress in the course, what students are doing correctly, and areas for needed improvement. Faculty may also use rubrics to substantiate and record the substantive interaction requirement.

**G. Attendance Records:** Instructors must keep attendance records in an online course and, at the end of the semester, provide a last date of attendance or last substantive interaction date for any final failing (F) grade earned.

**VII. ADMINISTRATION AND PLANNING**

**A. Marketing:** Online course offerings will be marketed through published semester schedules, on the college website, and through website announcements coordinated through the Public Information Director by the AVP for Academic Affairs.

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- B. Finance, Facilities, & Equipment:** The Online Instruction Coordinator is responsible for submitting purchase requisitions, proposals, and planning information supporting the delivery of online courses to the AVP for Academic Affairs who will recommend approval/disapproval to the VP for Academic and Student Affairs.
  
- C. Planning:** Online Instruction, as part of Academic Affairs, should be considered a unit for Institutional Effectiveness activities and, therefore, reviewed for staffing needs, facility, and equipment needs, budget requests, and policy/procedure development.