Table of Contents
Welcome Online Learning Faculty ................................................................. 1
Accreditations and Associations ................................................................. 2
Mission and Vision ..................................................................................... 3
  Carson-Newman Mission ......................................................................... 3
  Online Learning Mission ........................................................................ 3
  Carson-Newman Vision ......................................................................... 3
  Online Learning Vision ......................................................................... 3
General Information about Online Learning at Carson-Newman .................. 3
  Purpose ................................................................................................. 3
  Principles ............................................................................................. 3
Calendar and Course Credits .................................................................... 4
Curriculum Approval Process .................................................................... 4
  New Online or Blended Course ............................................................. 4
    (Face-to-face course already available on-campus) ......................... 4
    New Online or Blended Course (Never taught face-to-face) ......... 4
Faculty Training ....................................................................................... 5
Course Development ................................................................................. 5
Compliance with SACS ............................................................................. 5
Course Design Requirements ................................................................... 6
  Required Elements: ............................................................................... 6
Faculty Responsibilities ............................................................................ 7
  Conduct ............................................................................................... 7
  Office Hours ...................................................................................... 7
Attendance ................................................................................................ 7
  Faculty ............................................................................................... 7
  Student ............................................................................................... 7
  Course Rosters ................................................................................... 7
  Identification ..................................................................................... 8
Assessments .............................................................................................. 8
  Grades ............................................................................................... 8
  Course Outcomes Assessment .......................................................... 8
  Faculty Evaluations ........................................................................... 8
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Policies and Guidelines</td>
<td>8</td>
</tr>
<tr>
<td>Faculty Compensation</td>
<td>8</td>
</tr>
<tr>
<td>Intellectual Property Policy</td>
<td>9</td>
</tr>
<tr>
<td>Employee Information Technology Use Policy</td>
<td>9</td>
</tr>
<tr>
<td>Federal, and State Policies</td>
<td>9</td>
</tr>
<tr>
<td>Copyrighted Materials</td>
<td>9</td>
</tr>
<tr>
<td>FERPA</td>
<td>9</td>
</tr>
<tr>
<td>Faculty Support</td>
<td>9</td>
</tr>
<tr>
<td>Instructional Technology and Online Learning Office</td>
<td>9</td>
</tr>
<tr>
<td>• Training</td>
<td>9</td>
</tr>
<tr>
<td>• C-N Online/E360</td>
<td>9</td>
</tr>
<tr>
<td>• Technical Design Consulting</td>
<td>10</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>10</td>
</tr>
<tr>
<td>• Network &amp; E-mail</td>
<td>10</td>
</tr>
<tr>
<td>• C-N Connect</td>
<td>10</td>
</tr>
<tr>
<td>• Data Storage</td>
<td>11</td>
</tr>
<tr>
<td>• EagleNet</td>
<td>11</td>
</tr>
<tr>
<td>• Help Desk</td>
<td>11</td>
</tr>
<tr>
<td>Library Support</td>
<td>11</td>
</tr>
<tr>
<td>• E-Reserves</td>
<td>11</td>
</tr>
<tr>
<td>• E-Books</td>
<td>11</td>
</tr>
<tr>
<td>• Interlibrary Loan Requests</td>
<td>11</td>
</tr>
<tr>
<td>• Databases</td>
<td>11</td>
</tr>
<tr>
<td>Academic Life Directions Support</td>
<td>12</td>
</tr>
<tr>
<td>Bookstore</td>
<td>12</td>
</tr>
<tr>
<td>Human Resources</td>
<td>12</td>
</tr>
<tr>
<td>Definitions</td>
<td>12</td>
</tr>
<tr>
<td>Forms, Samples, Templates</td>
<td>15</td>
</tr>
<tr>
<td>Online Course Proposal Form</td>
<td>1</td>
</tr>
<tr>
<td>Online Learning Course Quality Rubric</td>
<td>2</td>
</tr>
<tr>
<td>Sample Post Card</td>
<td>1</td>
</tr>
<tr>
<td>Sample Welcome E-Mail</td>
<td>2</td>
</tr>
</tbody>
</table>
Sample Getting Started Document.................................................................3
Sample Examination Proctor Cover Sheet.....................................................4
Welcome Online Learning Faculty

Carson-Newman’s faculty is among not only East Tennessee’s but also the world’s most outstanding Christian scholar/teachers and are essential to fulfilling the college’s mission. They are the reason Carson-Newman can offer bachelor’s degrees in over fifty majors and master’s degree programs in behavioral health, business, education, theology, and nursing. The Online Learning faculty uses innovative web technologies in their teaching, advising, and mentoring methods while emphasizing academic excellence within a supportive Christian environment.

Purpose of this Handbook

Carson-Newman has several all online Graduate programs in six disciplines. Undergraduates may supplement their traditional face-to-face learning with online courses offered in their majors when they are away from Carson-Newman on breaks or unable to fit one in their daily schedule. Beginning 2013 C-N anticipates offering a Degree Completion program allowing adult learners to finish their degree in the most flexible and convenient way possible.

The Online Learning Faculty Handbook is intended to serve as a reference guide for faculty teaching one of Carson-Newman’s undergraduate classes, graduate programs or degree completion offered online. It is also a helpful resource for those teaching blended courses which are partially online or for the faculty considering teaching online.

This supplements, but does not replace the Carson-Newman Faculty Handbook. The Carson-Newman annual Academic Catalog contains the academic calendar, student policies, course descriptions and other valuable information such as admissions procedures and financial information. The Carson-Newman intranet, EagleNet, will provide you with up-to-date communication and documentation to assist you in the training and support for your teaching as well as the administrative functions of your online classroom management.

Please feel free to ask for further clarification or information from your program coordinator, department chair, the Online Learning director, and the offices of the Registrar, Financial Assistance, or Human resources.
Accreditations and Associations

Regional

Carson-Newman College is regionally accredited by the Southern Association of Colleges (SACs).

Other

- American Association of Colleges of Nursing
- American Association of Collegiate Registrars and Admissions Officers
- American Association of Family and Consumer Sciences Assembly of Higher Education
- American Association of Family and Consumer Sciences Collegiate Assembly
- American Association of Colleges for Teacher Education
- American Council on Education
- American Dietetic Association Commission on Accreditation for Dietetics Education
- Appalachian College Association
- Associate of Christian Libraries
- Association of Independent Liberal Arts Colleges for Teacher Education
- Commission on Accreditation of Athletic Training Education
- Commission on Collegiate Nursing Education
- Conference of Southern Graduate Schools
- Consortium for Global Education
- Council for Christian Colleges and Universities
- Council for the Support and Advancement of Education
- Council of Independent Colleges
- International Association of Baptist Colleges and Universities
- National Association of Advisors for the Health Professions
- National Association of Schools of Art and Design
- National Association of Schools of Music
- National Association of Student Personnel Administrators
- National Collegiate Honors Council
- National Council for Accreditation of Teacher Education
- Southern Association of Collegiate Registrars and Admissions Officers
- Tennessee Association of Colleges for Teacher Education
- Tennessee Association of Independent Liberal Arts Colleges for Teachers Education
- Tennessee College Association
- Tennessee Conference of Graduate Schools
- Tennessee Independent Colleges and Universities Association
Mission and Vision

Carson-Newman Mission
Our mission is to help our students reach their full potential as educated citizens and worldwide servant leaders by integrating academic excellence and Christian commitment within a caring community.

Online Learning Mission
The Online Learning Department’s mission is to help provide students, worldwide, with educational opportunities outside the traditional classroom in an anytime, anywhere environment that meet Carson-Newman’s high quality standards and Christian commitment.

Carson-Newman Vision
Carson-Newman College will be the Christ-Centered, liberal arts-based college of choice in the Southeast for education and service, by being intentionally Christian, academically rigorous, student-focused, and future-minded.

Online Learning Vision
To become a showcase institution in Online learning by breaking the barriers of distance and time via technology.

General Information about Online Learning at Carson-Newman

Purpose
The administration of Carson-Newman College recognizes the need to offer its students alternative learning formats which make college more accessible. Offering online courses and programs are one way C-N meets time and technology demands of today’s traditional age and adult learning student.

Principles
- Faculty are not required to teach in any online learning format, but all faculty are expected to use the C-N Online/E360 online course management system to deliver their syllabi.
- The faculty is ultimately responsible for the integrity of online learning content and delivery.
- Carson-Newman will provide the faculty with the necessary pedagogical and technological training needed to deliver quality online courses.
- Curriculum content developed for online delivery must fit the online learning format and should have a defensible rationale for using such materials.
- Class sizes for online learning will be appropriate to the curriculum needed to successfully deliver an effective and quality course.
- Technical support for faculty and students will be available in a combination of web-based self-help tutorials and videos, self-paced orientation, email and telephone.
Calendar and Course Credits

- Undergraduate Courses taught to traditional age students are held using the semester calendar timeline as found in the Carson-Newman Academic Calendar.
- Degree Completion Courses (Anticipated Spring 2013) are held in accordance to the Degree Completion calendar Term timeline
- Most Graduate Courses are held using the semester calendar timeline found in the Carson-Newman Academic Calendar. The Master of Applied Arts in Theology courses are held using a special calendar timeline.
- Continuing education, non-credit course offerings are not subject to the Academic Calendar.

Curriculum Approval Process

New Online or Blended Course
(Face-to-face course already available on-campus)
Recommended: This process should begin at least nine months prior to the online course offering.

1. Complete the Online or Blended Course Proposal Form. Available in the Resources section of this document and also found on EagleNet at: >Faculty/Staff Resources >Online Teaching Resources.
2. Submit the application to the Program Director/Department Chair for review and signature.
   a. The review should include a verification of this SACs 50% rule:
      “When an institution initiates a program leading to a degree, diploma, or certificate in which 50% or more of the credits can be obtained by some form of distance learning, the institution should notify the Commission of this development and submit a prospectus for approval.”
(http://www.sacsco.org/SubstantiveChangeFAQs.asp) 2/13/2012
   If the course will require a prospectus the process must be STOPPED at this point and the Director of Institutional Effectiveness (Dr. Tori Knight) must be consulted to develop the written prospectus.
   b. Is the subject matter for this course appropriate for online learning?
   c. By offering this course online, how will the department offerings, staffing, and long term goals be impacted?
3. If no prospective needs writing and submitting: the Program Director/Department Chair forwards a copy of the application to the Online Director for the purposes of online course tracking and to arrange any needed professional development for faculty.

New Online or Blended Course
(Never taught face-to-face)
1. Any new credit bearing course, never taught in a face-to-face or online setting will follow the guidelines as posted in the C-N Faculty Handbook which may include submission and approval of the Academic Programs and Standards Committee.
2. Any new non-credit bearing online course, never taught in a face-to-face or online setting will go through the same new online course approval process as if it had previously been offered.
3. Any course designed for online delivery must fit the online learning format and should have a defensible rationale for using such materials, and must maintain the integrity and quality as anticipated from a face-to-face offering.

**Faculty Training**

Carson-Newman requires all faculty who teach and develop online courses to complete courses either through the self-paced modules available through C-N Online or with an equivalent workshop.

1. Developing/Designing a Course for Online Delivery
2. C-N Online/e360 Jump-Start

These courses are a condition of employment in teaching an Online Learning or Online Blended Learning course. The Provost or Online Director must approve any waivers for new faculty Online Learning teachers.

Faculty who have prior experience in Carson-Newman online teaching and course development are not required to take these courses, however there are courses continually offered through the department of Online Learning and each faculty member is encouraged to attend.

**Course Development**

Online student learning outcomes will be equivalent to those of the same course taught face-to-face in a classroom setting and will be assessed as such. Program faculty has the responsibility for the quality of all content and delivery of the course.

The online learning course must include learner-centered strategies which help keep the student actively engaged. This may include problem-based as well as knowledge-based which involves higher order thinking skills such as analysis and evaluation instead of mere recall and command application.

All faculty developing a new online course should submit a Quality of Online Learning Course Rubric (Available in the Resources section of this document and also found on EagleNet at: >Faculty/Staff Resources >Online Teaching Resources.) to the Online Learning office to chronicle and for assistance/suggestions in self-examination of the course for quality design.

**Compliance with SACS**

“When an institution initiates a program leading to a degree, diploma, or certificate in which 50% or more of the credits can be obtained by some form of distance learning, the institution should notify the Commission of this development and submit a prospectus for approval.”

(http://www.sacsocoe.org/SubstantiveChangeFAQs.asp) 2/13/2012. Each course will be reviewed before the courses is registered as an online offering.


When developing an Online Course: Article #2 “Curriculum and Instruction” should be reviewed to insure the course and/or new program follow these guidelines.
Course Design Requirements

All Carson-Newman courses will use the standard learning management software (C-N Online/Edvance360) for a minimum of their course syllabi. All Online Learning courses will use C-N Online/Edvance360 for their course delivery. If the faculty chooses an outside learning management system it must be approved by the Online Learning office AND it must meet secure login/identification criteria.

Required Elements:

- **Look and Feel:**
  - Front page organization and navigation
  - Refrains from using non-standard colors or fonts
  - Content accessible to students with disabilities when appropriate. Ex: a video may need to be accompanied with a text file.

- **Setting the Stage:**
  - Links and explanation to the C-N Online/Edvance360 orientation
  - Links to technical support
  - Course Orientation
    - An introduction to the C-N Online/E360 course tools and how they will be used in this particular course
    - Instructor’s contact information including: accepted modes of communication (at least two), accepted times for communication, times of “black-out” or no expected communication
    - The course “attendance” policy.
    - Instructions for obtaining any special software, textbooks, or other tools needed to complete the online course
    - If this orientation is delivered via email or C-N Online with an attached document or new document it will be in PDF or HTML format.
  - Detailed Syllabus. The Course Syllabus is NOT the calendar. The Syllabus is the document outlining course policies, procedures, goals, and outcomes. Its section should include: required texts and materials, class format, expectations, academic honesty and grading policies, academic support statements, etc. A template for use with a Carson-Newman Online course is available on EagleNet: [https://eaglenet.cn.edu/ provost >online teaching](https://eaglenet.cn.edu/provost >online teaching).
  - Course Schedule. The course schedule document should include a detailed outline to set the pace for the course. It should include any reading/assignment deadlines, synchronous chat, meeting, or video viewing event dates/times, and assessment schedules which include time restrictions. You may choose to reiterate how you will record course attendance and grading deadlines on the schedule as well.

- **Welcome.**
  - Pre-course postcard or letter mailing. This physical mailing should tell them to look for a pre-class e-mail from you with the syllabus and course schedule, include the C-N Online web address, the student’s user name, and your contact information
  - Welcome e-mail. In this e-mail show some excitement. Reiterate what was on the post card/mailing. Tell them how to get started with the course. See example in Appendix C (Welcome Examples). Don’t make the e-mail too long.
• Make sure all tools in C-N Online which you do not intend to use are removed from the course.
• Place a “Getting Started” document or announcement on the course home page. See Suggested Orientation list in Appendix C (Welcome Examples).
• Create/edit your bio/profile setting an example for each of your students to include their own. You may wish to add your contact information here as well as on the Syllabus and Course Schedule.
• Add a course description to the “About this Course” section of C-N Online. You may wish to add the “Getting Started” statement here.
• Create links to Global resources needed for the students

Content
• Each course will use and present different content in a different fashion. Consider the value of using “Lessons” to set continue to set expectations and guide the student.
• Use engaging elements such as audio and video notes, images, surveys, and simulations.
• Provide as many self-help resources as possible, such as rules of netiquette, writing style guides, software how-to links, and grading rubrics.

Faculty Responsibilities

Conduct

Office Hours
A faculty member teaching an Online Learning course will hold the normally expected number of office hours. If it is appropriate, the faculty member may set up to 1 1/2 hours for each Online Learning course as virtual (online) office hours. When conducting on-line office hours, faculty members are not required to be present on campus.

Office hours and communication modes will be clearly defined in the course Syllabus and/or Course Calendar.

Attendance

Faculty
Instructors will log into their Online Learning classes at least five days a week and interact with students by email, discussion board, chat, assignment comments, or grade posting.

Student
The instructor will keep an “attendance” log, which tracks the number of times a student logs into the distance learning course per week.

Course Rosters
All credit bearing courses will have their course rosters maintained through C-N Connect by the Registrar’s office. C-N Connect holds the official class rosters. If a student is missing from the C-N Online/Edvance360 roster but is on the C-N Connect roster, it is the instructor’s responsibility to contact the C-N Helpdesk immediately.
Identification
Students enrolled in an online course use their Student Identification, Carson-Newman Network ID and passwords as a way of verifying their identification. Instructors must safeguard this information and not share any lists or other media with this personal information attached. A student logs onto C-N Online/E360 using their C-N Network ID and Password to help insure the identity of the student is validated. You may ask the student to provide C-N Student I.D. number and other unique bits of information at the end of an online examination in order to corroborate identification.

Assessments

Grades
Assessing student learning is done by the instructor and respective departments and should meet department standards. Instructors are encouraged to use assessment program driven methods to measure student performance such as portfolios, discussion or chat rubrics, and projects.

Grading should be directly related to the objectives of the course and should reflect the relative level of attainment of the objectives. Faculty will keep careful records of these grades and use C-N Connect to report the grades following the guidelines in the Carson-Newman Faculty Handbook.

All courses at C-N, including online delivered instruction, are required to have a final exam component. Instructors may require students to take quizzes/exams in proctored settings. The Life Directions Center has agreed to be a proctoring center if the faculty member is not available. See sample proctor cover sheet. Available in the Resources section of this document and also found on EagleNet at: >Faculty/Staff Resources >Online Teaching Resources.

Course Outcomes Assessment
Assessment of student learning outcomes is an essential. Results of student learning outcome assessments will be used to drive decision making regarding course improvement.

Faculty Evaluations
Faculty/Course evaluations will be conducted online for all courses during the last week of the course period. The instructor should encourage participation and communicate with the student that the evaluations are anonymous and to help insure the anonymity the instructor should not look at any of the evaluation until after the final grades have been posted.

The instructor is encouraged to offer periodic surveys to help evaluate the course during its progress to ensure continual monitoring and the ability to make necessary adjustments in a timely fashion.

Administrative Policies and Guidelines

Faculty Compensation
The faculty compensation guidelines for undergraduate and graduate faculty teaching online courses may be found on EagleNet at https://eaglenet.cn.edu/provost/Documents/Chairs and Deans/Pay Guidelines.doc
Intellectual Property Policy
Online curriculum that is designed and developed by a faculty member for a Carson-Newman course will be the property of Carson-Newman unless otherwise determined and agreed upon, in writing, by the Provost and the faculty member. Compensation for a new course which will be used by several faculty may be eligible for a development stipend.

Employee Information Technology Use Policy
Each full-time and part-time employee, including adjunct professors, are subject to the conditions in the Employee Information Technology Use and Security Policies. Current policies can be found at: www.cn.edu/it.

Federal, and State Policies

Copyrighted Materials
The instructor may not use copyrighted material without proper clearance. Obtaining clearance to use copyrighted material is the responsibility of the instructor.

- Sources
  - U.S. Government Copyright Information
  - The Teach Act
  - Digital Millennium Copy Right Act of 1998
  - Recording Industry Association of America FAQs on File Sharing
  - Motion Picture Association of America Copyright Information

FERPA
Under the Family Educational Rights and Privacy Act of 1974, as amended (FERPA), Carson-Newman is restricted in releasing student information without the consent of the student. FERPA also gives the student the right to inspect his or her education records, and to place additional limits on the disclosure of those records. More Information

Faculty Support

Instructional Technology and Online Learning Office
Carson-Newman recognizes the need for leadership and support in the appropriate use of technology for teaching and learning. The Office provides support through:

- Training
  In addition to the required training for first-time Online and Blended Learning course instructors, there is a generous amount of on-going mini-workshops, online self-paced tutorials and various self-serve handouts for all Carson-Newman faculty, staff and students. Although you may find the self-serve type training in several locations you will find a compilation of Step-by-step guides and videos in the Faculty Resources section of EagleNet: https://eaglenet.cn.edu/training (>EagleNet >Faculty & Staff Resources >Training)

- C-N Online/E360
  Support for C-N Online/E360 system and the standardized used for course development, in the form
of telephone, e-mail and walk-in support. NOTE: Firefox is the preferred browser. You may not have access to all the functions of C-N Online should you choose to use another browser.

To log onto C-N Online/E360 you will use your C-N Network Username (user name only, not e-mail address) and password.

To request help for yourself or your students concerning C-N Online you may select the >Help tab >User Help Desk >+New Ticket. The message will be sent to the Carson-Newman person monitoring C-N Online. A response will return to you within 24 hours.

- **Technical Design Consulting**
  To help improve online course quality using current technologies available to C-N faculty.

- **TurnItIn.Com**
  The Office of Online Learning subscribes to Turnitin.Com. With this service, you will be able to submit students’ papers and have them compared against several difference resources. You receive a report which lets you know the probability that the document was or was not plagiarized. For more information see: [https://eaglenet.cn.edu/faculty/resources/Pages/TurnItin.aspx](https://eaglenet.cn.edu/faculty/resources/Pages/TurnItin.aspx) (EagleNet >Faculty & Staff Resources >TurnItIn

- **E360 Live!**
  Integrated with Edvance360 the Office of online learning subscribes to E360 Live! Which allows you to use integrated video conferencing services. It’s a synchronous solution to facilitate live classroom interaction, including presentation sharing, whiteboard capabilities, live audio and video conferencing.

**Information Technology**

The Information Technology (I.T.) department holds the licenses and on-campus technology needed for academic computing. I.T. maintains a secure high-speed network for faculty, staff and students to access the following:

**Network & E-mail**

Faculty accounts are created when the H.R. department enters hiring information into the Datatel information system. Your user name is [usually] set to your first initial plus your last name. Example: Jason Doe would be: jdoe. Your password is initially set to the last six digits of your social security number. If another user with the same first initial and last name has already been designated by the automated system your user name may be different. You can verify by calling 865-471-3506 Monday through Friday 8:30 a.m. to 4:00 p.m. or e-mail: [helpdesk@cn.edu](mailto:helpdesk@cn.edu). You may be asked for verification of your identity. Access the C-N e-mail from anywhere you have an Internet connection using Carson-Newman’s [Outlook Web Access](https://eaglenet.cn.edu/). On-campus you will have a full Microsoft Outlook software available.

**C-N Connect**

C-N Connect allows faculty to access their course rosters, advisor information, and enter student grades. NOTE: Although this service uses the same user name as your C-N network and E-mail accounts, for security reasons it DOES NOT use the same password. You will be required to change the password at first log in. If you forget your password, you can request to change it by selecting the
RED link on the left side of the log-in screen. You will need to access your Carson-Newman e-mail to retrieve a new temporary password.

- **Data Storage**
  Each student, faculty and staff receives a personal file space on a network server. This space may be accessed from any networked computer on-campus. Windows machines will automatically have an “M:” drive. Mac computer users – select Command+K on the Finder screen to connect.

- **EagleNet**
  Carson-Newman College (C-N) uses SharePoint server, which is a web-based collaboration tool. This allows secure information sharing and document collaboration. EagleNet is a central location for current general announcements, documents, web links, calendars and more. To log onto this secure server you will need to use your complete C-N e-mail address and password.

- **Help Desk**
  The Information Technology Help Desk is available by calling 865-471-3506 Monday through Friday 8:30 a.m. to 4:00 p.m. or e-mail: helpdesk@cn.edu

**Library Support**

- **E-Reserves**
  Wherever possible we recommend that any material you wish to be put on reserve be placed on electronic reserve – our students really appreciate the 24/7 availability. If we already have the material available electronically, we will put only the link into our electronic reserve system to avoid any copyright issues. Journal articles and book excerpts are good candidates for electronic format. If you need to place entire books and/or videos on reserve, we offer one hour, one day, three day, and seven day options for books and one day check-out for media reserves. Regardless of format, please come by the main desk and fill out the necessary forms.

  Because of the time involved to set up and populate course reserves, we ask that you give us as much lead time as possible. We appreciate at least two days’ notice. Contact: 864-471-3337

- **E-Books**
  Carson-Newman has purchased subscriptions to several e-book libraries, allowing the C-N faculty and students to access many books online. For a complete list visit: The e-book collections on the Carson-Newman web site.

- **Interlibrary Loan Requests**
  To make an interlibrary loan request see: Interlibrary Loan on the Library section of the Carson-Newman web site.

- **Databases**
  To log onto the Library databases from off-campus you must be a currently enrolled Carson-Newman student, or Carson-Newman faculty or. When prompted for your username, enter your last name only (all lower case).
When prompted for your password, enter the letters cn followed by your 7 digit ID number (no spaces). If your ID number has less that 7 digits, add enough zeros before your ID number to make the total number of digits equal 7. (ex: cn0012345)

**Academic Life Directions Support**

- Aware. Care. Encourage (ACE) is a FERPA compliant reporting Early Alert System designed to connect Life-Directions with concerns you may have for your student. Log on at: http://cn.pharos360.com and log on using your C-N Network user name and password. Questions call: 865-471-3567

**Bookstore**

- Access the Carson-Newman Bookstore online to request text-books and other supplies.

**Human Resources**

- Hiring New Online Faculty. Each Department is responsible for securing a qualified instructor for each online course. This may be a current, full-time Carson-Newman or Adjunct instructor.
  - To teach undergraduate courses, each faculty must hold a minimum of a Master’s degree in the specific discipline; or, equivalent, from an accredited institution. Online experience is preferred but is not required.
  - To teach graduate courses, each faculty must hold a terminal degree in a specific discipline; or, equivalent, from an accredited institution. Online experience is preferred but is not required.

To contact Human Resources call: 865-471-3212 or e-mail hr@cn.edu.

**Definitions**

**Asynchronous Learning** Teaching and learning take place without the constraints of time and place. The student learns within the time frame of the semester and syllabus calendar, but does not need to be actively learning at the same time as everyone else in the course.

**Synchronous Learning** a.k.a. real-time. Synchronous learning require the simultaneous participation and communication between the instructor and student or student-to-student.

**C-N Online/E360 LMS** C-N Online LMS is powered by Edvance360©, a web-based program that provides not only the learning management system but also a secure social network. This program allows the instructors to share video clips, YouTube© type videos, audio files, pictures files and more. http://cnonline.cn.edu

This software is accessed anytime/anywhere as long as the instructor and student have a Carson-Newman computing network user name and password.

**EagleNet** Carson-Newman’s Intranet/browser based file sharing system and collaboration tool. EagleNet is a central location to view announcements, access C-N Classified advertisements, and retrieve documents. Access EagleNet at https://eaglenet.cn.edu using a Carson-Newman network username and password.
E360 / Edvance360 LMS (synonymous with C-N Online LMS) is powered by Edvance360©, a web-based program that provides not only the learning management system but also a secure social network. This program allows the instructors to share video clips, YouTube© type videos, audio files, pictures files and more.


F-2-F  Face-to-Face learning, usually takes place in a traditional classroom setting. It may be on the main C-N campus or at one of its satellite locations.

Online Learning  Instruction delivered through online computing, usually using either a learning management system such as Edvance360 or via a web site developed for instruction.

Online Blended (hybrid) classes which are taught partially in the traditional classroom. These meetings are clearly defined before semester registration and are established during on campus meeting times. Any required face-to-face meetings make a course using Online as component a blended course.

Online Learning (OL) classes are taught completely online in a virtual classroom via the Internet. The student and instructor may be at very distant locations and do not meet in a traditional classroom setting for the course.

Traditional Classroom Learning also known as Face-to-Face learning, takes place in a traditional classroom setting. It may be on the main C-N campus or at one of its satellite locations.
Forms, Samples, Templates
Online Course Proposal Form

Course Information

Course Title: ________________________ On-Campus Course Number: ________________________

Department: ________________________ Online Blended: ______ Online: ______

Will an on-campus lab be required to go along with this course? □ Yes □ No

Number of Meeting Times (if applicable): ______ 1st Semester to Deliver: ________________________

Pre-requisites for Course (Numbers): ________________________ ________________________

Maximum Class Size: ________________________

Justification for offering course online

□ Increases accessibility □ Summer offering □ Meets Department Schedule Needs

On a separate sheet, please address the following points:

How will this course deliver content? (Chat, Discussion, Assignments, Multi-Media, Text-Book, etc.)

What will be the mode of evaluation in determining: met requirements, met learning objectives, attendance?

Instructor Information

Instructor: ________________________

Have you previously taught online? □ Yes □ No

Have you attended more than an introduction to C-N Online Training or completed the self-paced C-N Online orientation? □ Yes □ No

Have you completed the online a “So, You’ve Decided to Teach Online!” Self-Paced Orientation? □ Yes □ No

Have you taken any online courses as a student? □ Yes □ No

1. Submit the application to the Program Coordinator for review and signature.

2. The Program Coordinator will forward the application to the appropriate Chair for review and signature.

The Chair forwards a copy of the application the Online Learning Director & Registrar for notification purposes.
## Online Learning Course Quality Rubric

Please Rate Your Online Learning course using the following scale:

<table>
<thead>
<tr>
<th>Score</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td><strong>Exemplary</strong>: a model of best practice as related to this criterion</td>
</tr>
<tr>
<td>4</td>
<td><strong>Accomplished</strong>: excellent implementation; comparable to other examples</td>
</tr>
<tr>
<td>3</td>
<td><strong>Promising</strong>: good implementation; however, somewhat lacking in depth or detail</td>
</tr>
<tr>
<td>2</td>
<td><strong>Incomplete</strong>: partial implementation of this criterion; additional work needed; good start</td>
</tr>
<tr>
<td>1</td>
<td><strong>Not evident</strong>: unable to locate examples specific to this criterion</td>
</tr>
<tr>
<td>0</td>
<td><strong>Not appropriate</strong>: this criterion has little or no relevance for this course</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearly defined and explained required levels of student participation</td>
<td></td>
</tr>
<tr>
<td>Clear explanation of instructor’s role in the instruction.</td>
<td></td>
</tr>
<tr>
<td>Instrument to contract the students acceptance and understanding of role expectations</td>
<td></td>
</tr>
<tr>
<td>Clearly defined tools which will be used for communication by students and the instructor to</td>
<td></td>
</tr>
<tr>
<td>discuss course content</td>
<td></td>
</tr>
<tr>
<td>Clearly defined tools which will be used for communication by students and instructor to</td>
<td></td>
</tr>
<tr>
<td>discuss personal issues and or “emergency” situations</td>
<td></td>
</tr>
<tr>
<td>Embedded opportunities for community building</td>
<td></td>
</tr>
<tr>
<td>a. Planned use of asynchronous tools such as discussions, blogs, journals</td>
<td></td>
</tr>
<tr>
<td>b. Planned use of synchronous tools such as chat rooms, whiteboards, f-2-f meetings</td>
<td></td>
</tr>
<tr>
<td>c. Opportunities for students to communicate individually with course-mates one-to-one</td>
<td></td>
</tr>
<tr>
<td>or in small groups</td>
<td></td>
</tr>
<tr>
<td>d. Use of group projects, teamwork, exchange of electronic documents or other collaborative</td>
<td></td>
</tr>
<tr>
<td>activities</td>
<td></td>
</tr>
<tr>
<td>Clearly defined expectations for communication netiquette protocol</td>
<td></td>
</tr>
<tr>
<td>Clearly defined expectations for instructor response time</td>
<td></td>
</tr>
<tr>
<td>Obvious association of assignments with assessments and stated objectives and learning goals</td>
<td></td>
</tr>
<tr>
<td>Clearly communicated assignments that include expectations</td>
<td></td>
</tr>
<tr>
<td>Use of assignments and projects which require students to make appropriate and effective use</td>
<td></td>
</tr>
<tr>
<td>of external resources.</td>
<td></td>
</tr>
<tr>
<td>Use of assignments and projects which provide students with opportunities to practice and</td>
<td></td>
</tr>
<tr>
<td>apply concepts and skills</td>
<td></td>
</tr>
<tr>
<td>Clearly declared appropriate use of citations for research, writings and postings</td>
<td></td>
</tr>
<tr>
<td>Links to learner technical support unmistakably visible</td>
<td></td>
</tr>
<tr>
<td>Links to learner library, bookstore, registrar and other campus support unmistakably visible</td>
<td></td>
</tr>
<tr>
<td>Learner orientation provided either online or face-to-face</td>
<td></td>
</tr>
<tr>
<td>Instructor and support staff contact information included</td>
<td></td>
</tr>
<tr>
<td>Content available in various formats accommodating technical and learning style differences.</td>
<td></td>
</tr>
<tr>
<td>(Example: make reading documents available in HTM, PDF and DOC, make sure video/audio files are</td>
<td></td>
</tr>
<tr>
<td>also available with transcripts).</td>
<td></td>
</tr>
</tbody>
</table>
Sample Post Card

Welcome to Carson-Newman’s Online Course:

CIS-302-AOL for fall 2012

This is an **Online** only course. For a complete list of Computer Requirements and other expectations of an online learner see:

http://www.cn.edu/undergraduate/online-learning/what-to-expect

I am sending you an email with more directions on how to get started. Watch for it in your personal and Carson-Newman emails.

This course **will** be using the text:
Essentials of Management Information Systems

Sincerely yours,
Valerie Stephens
Sample Welcome E-Mail

Carson-Newman College
School of Business
Computer Information System 302 AOL Management Information Systems

Welcome to CIS-302-AOL ONLINE!

I’m glad you have chosen to join me this semester in this online course. As an online learning student you are required to be self-motivated, and you may find that it takes more time and effort than a traditional face-to-face classroom (plan on 9 to 12 hours a week). I am here to guide you as much as possible. Since we never see each other I can only assume you are not having problems unless you ask.

The best way to contact me is through email. My response time is usually pretty short. You can always expect an answer within 24 hours during the week. I will also try to do the same on the weekends. Please include your first and last name in the correspondences. No nick names please.

If you have not already done so, one of the first things you should do is to make sure your Carson-Newman networking, email, and C-N Online accounts are working. These all use the same user name and password. For more information and help on logging into your accounts see: www.cn.edu/it.

You will have access to the CIS-302-AOL course beginning August 19, 2012. The course is structured so you will have readings at the beginning of each week, with assignments due by Friday evening and a quiz/test on due on Saturdays. If you choose, I have made it so the assignments are open and may be completed in advance of the due date. Since these are all open early NO LATE ASSIGNMENTS OR TESTS will be accepted.

We will be using the text book: Essentials of Management Information Systems, 9th Edition, Laudon, Laudon. ISBN: 9780136110996. I encourage you to purchase this text right away as the very first assignments are readings from the book.

Before class begins log into C-N Online and read (or listen to) my welcome and getting started notes. While you are there check out the course information, syllabus, and course calendar. Get familiar with the tools we will be using, such as Lessons, Discussions, and the Dropbox. Once logged in to C-N Online you will find short video tutorials on each of these tools, under the HELP tab.

If you are on campus, please feel free to stop in and say hello. My office is on the third floor of the Fite Administration building. I’m looking forward to a fun and informative semester. I hope you are too!

Valerie Stephens
Sample Getting Started Document

Welcome to “Management Information Systems”. This fifteen-week course provides an overview of information systems in the business world. It presents an organizational view of how to use information technology to create competitive firms, manage global organizations, and provide useful products and services to customers. Topics include hardware, software, databases, telecommunication systems, and the strategic use of information systems, the development of information systems, and social and ethical issues involved with information systems.


This is not a self-paced course. You will be collaborating with your peers (online) throughout the course. For the optimal experience, I suggest you log into this course daily to join in any the online discussions. Minimally you will need to log in at least four to five times a week for the next sixteen weeks. There are no synchronous activities designed, however you will see there is a chat room area, recorded, should you choose to converse with your fellow course mates.

You are required to participate in all the assigned discussions, complete the quizzes and submit all assignments on-time. No late work will be accepted. Your best time-management skills will be needed to complete this course. It takes self-discipline and perseverance to complete an online course. I am here to guide you, but you are responsible for knowing the technology and the deadlines.

The weeks will fly by! I’m glad you’re here and I know you’re as anxious to get started at me.

The next steps:

1. Spend a few minutes reviewing the Syllabus and the Course Calendar. Begin by selecting the Lessons tool and completing the Getting Started Module.
2. Open the Discussions Tool and post your introduction in the “Getting to Know You” forum.

Should you find yourself needing technical assistance: I’ve provided a forum under the Discussions Tool called, “Technology Talk”. Post general course technology questions in there. If you are having problems with your computer and equipment you may contact the IT Helpdesk for advice at: helpdesk@cn.edu.

Sincerely,

Valerie Stephens
Sample Examination Proctor Cover Sheet

Carson-Newman Final Exam
BAD-201-A FALL 2012 Online

Contact Information:
Dr. Any B. Faculty
Carson-Newman College
Jefferson City, TN 37760
abfaculty@cn.edu
865-471-1234

Instructions:

1. The student must bring a photo ID. Please verify that the photo matches the student taking the exam, photocopy the ID and staple the photocopy to the back of the exam.

2. The use of a calculator is permitted on the exam. This must be a dedicated calculator and cannot be an application on a cell phone or a PDA. The student is not allowed to use any other electronic devices (MP3 players, computers, etc.).

3. One page of scrap paper may be used during the exam. No other materials (text books, notes, etc.) are allowed. The scrap paper should be taken up with the test and stapled to the back.

4. The student must complete the exam in a single session of one hour or less.

5. Please return the completed exam and this cover sheet to the instructor within 24-hours of exam.

Check list:

When the student has completed the test, please initial the following items to be sure that the test was fairly administered to all the students.

[ ] The student’s photo ID matches the student taking the test.
[ ] A photocopy of the ID is stapled to the back of the test.
[ ] The student did not use any electronic devices besides a calculator.
[ ] The student did not use any written material besides a single scrap page
[ ] If a scrap page was used, it is stapled to the back of the test.
[ ] The student did not receive outside help during the test.
[ ] One hour or less was used to complete the test.

This test was proctored by: ________________________________ (please print)

Signature: ____________________________________________ Date:__________________
Online Learning Instructor Handbook Acknowledgement

I hereby sign that I have received a copy of the Carson-Newman 2012-2013 Online Instructor Handbook.

I agree to read this handbook and should I have any questions relating to the guidelines and policies addressed in the Online Faculty Handbook, I will seek answers from my department chair, program director, or the Provost’s office: Online Learning.

I understand that this handbook is for my use and a source of information about Online policies, procedures, and guidelines. I agree to comply with the policies and procedures within the Online Learning Instructor Handbook.

It is not a contract of employment, expressed or implied.

____________________________________________________________________
Employee Signed
____________________________________________________________________
Print Name
____________________________________________________________________
Date

Please return a signed copy of this acknowledgement to:

Online Learning: Valerie Stephens

Office of the Provost

C-N Box 71989

If returned by email as an attachment. The email will serve as your electronic signature and acknowledgement.