



CARSON-NEWMAN

A CHRISTIAN UNIVERSITY

Instructor's Guide
for
Online, Hybrid, and Blended Courses

Purpose Statement

The purpose of this document is to record the current procedures and policies of Carson-Newman's online course and online student management.

Online Course Creation Process

Newly developed or re-designed online courses should all go through the Quality in Online Education Committee.

The Quality in Online Education Committee (Committee) shall review all aspects of the university's online course and program offerings and shall approve new online course design proposals and online course redesign proposals for existing courses. Within the scope of its authority, the committee shall make recommendations to faculty developing courses for online delivery regarding design quality to promote positive student-to-student, student-to-content, and student-to-instructor interactions. As part of its ongoing work, the Quality in Online Education committee will oversee the upkeep of the Carson-Newman Online Course Quality Minimum Requirement Checklist which outlines minimum requirements for all online courses delivered by the university. See checklist at the end of this document.

The Dean of Adult and Graduate Studies and the Director of Online and Distance Learning shall serve as permanent members. Other members include representative faculty members, with demonstrated experience in quality online course design, from the major academic disciplines: Business, Health Sciences, Natural Sciences, Social Sciences, Humanities, Arts, and Education.

Process

1. Faculty subject matter expert (FSME) will submit an online application for course review to the Committee. ([Application Form](#))
<https://carsonnewman.wufoo.com/forms/z16ehxej05pl5qe/>
2. The Committee reviews the course design or redesign proposal and returns endorsement to the FSME within two weeks.
3. The FSME works on the course design/redesign.
4. The Committee reviews the course design/redesign and provides appropriate feedback.
5. If applicable the FSME performs adjustments to the course design/redesign and resubmits to the Committee.
6. The Committee gives final endorsement or denial for course implementation.
7. Upon approval the Committee will email the Department Chair.
8. The Department Chair submits a Request for Payment (RFP) for the first installment of appropriate compensation for course design/redesign.
9. **The Course is implemented, being taught by the FSME.** The FSME will also be the Course Coordinator for any adjunct faculty teaching a section of this course for the first time.
10. At the completion of the first course term. The FSME will send a course evaluation report with any major course adjustments to course design to the Committee for review and recording.
11. The Department Chair submits an RFP for second installment of compensation.

Eligibility and Compensation

Online and Distance Education Online Course Development is funded by the Office of the Provost for the development or redesign of graduate or undergraduate courses.

All full-time faculty members within Carson-Newman are eligible to apply. New and existing graduate or undergraduate courses will be considered. For complete eligibility and compensation guidelines please see the Online Course Compensation Plan, found on EagleNet >Faculty >Online Teaching Resources.

Intellectual Property

Compensation for new online courses and redeveloped online courses indicates an agreement between Carson-Newman University and the faculty member who designed the course. The course and contents are owned by both the University and the faculty member.

Course Coordinator Processes and Responsibilities

An online course coordinator stipend is available for full-time faculty to oversee adjunct teaching of Carson-Newman online courses. Duties include:

- Content cloning of master course to adjunct instructor including all components of designed
- Course (eg. Learning Management System (LMS), publisher website materials, texts and e-texts, and any related auxiliary materials)
- Adjusting course calendar as needed
- Verifying adjunct instructor's adherence to course content and timeline as established by Carson-Newman University
- Facilitate communication with adjunct instructors to answer all questions and offer support as needed throughout the semester
- Secure online textbook adoptions and provide adjunct instructors with desk copy

If you are an adjunct professor and do not know your Course Coordinator, ask the Department Chair.

Professor/Instructor Responsibilities

Before the Term

Send information to students BEFORE the beginning of the term, and preferably open the first lesson one week in advance. Information should include:

- Contact information and the fact you will be using C-N email and/or Edvance360 messaging to contact. ONLY C-N email or Edvance360 messaging may be used to communicate via email. Do not post any personal email on your course syllabus or course home page.
- Any text or required materials. Include a link to the bookstore as well.
- Definition of the course week.
- Attach syllabus

Opening Day of the Term

- Compare your official C-N Connect Roster against the Edvance360 (e360) roster. Select the DROP link in e360 for any student NOT on your official roster.
- Report any student missing from e360's roster that is on your Connect roster to the Information Technology Services Help Desk: 865-471-3506 or ithelpdesk@cn.edu

Day Two of the Term

- Run any a Log in and Page Visit report for the course. See the Edvance360 Course Designers and Instructors manual for instructions on running reports.
- Contact any students who have never logged in or who have not completed their introductory assignment via telephone. Telephone numbers for each student are found by selecting the student on the official CN-Connect roster.

During the Term

- Log in Daily and **answer any messages within 24 hours during the week and 72 hours on weekends**. The number one complaint of students learning online is the lateness of communication from the faculty.
- Be a good role model by grading and commenting on assignments or tests within 72 hours.
- Early in the term – (about mid-week two for 5-week term, week three for 8-week term), ask for informal feedback on "How is the course going?" and "Do you have any suggestions?" Any of the feedback which would improve the course design or instructions should be saved and shared with the Course Coordinator and Course Designer.
- Keep a good record of any missing or misleading directions and instructions in the online course. This will be sent to the course designer after the end of the course.
- Engage with your students

- Once a week put an announcement (set to expire at the end of the week), some thoughtful tidbit. It may have to do with the course or even some funny, serious, even spiritual revelation you have had. **Remember, politics and negativity are off limits.**
- Review comments on discussion boards daily, but be selective. If you comment on every post the students will start discussion with only you and not each other. Use this to encourage, in a private comment, or even to guide a student back on track.
- Remind students of institutional deadlines and contact information
 - Upcoming course registrations
 - Course Evaluations
 - Live-streaming of commencements or chapels
 - Graduation Degree Plan Submission Deadlines

End of the Term

- **DO NOT DELETE FILES, STUDENT MAIL MESSAGES, GRADES, OR SYLLABUS FROM THE LMS.**
- Complete all grading and submit final grades on C-N Connect by the Tuesday morning at 8:00 a.m. after the end of classes or the test period. **NO GRADES should ever be emailed to the student. This violates security rules.**
- Download a copy of your gradebook and file it with any notes where you might anticipate a challenge to your grades. Adjunct professors should mail a copy of this to the department chair. **DO NOT send via email. This violates security rules.**
- **Adjunct Professors:** If a student has an incomplete, this needs to be reported to the department chair. You will need to set an extension date for your student availability in the LMS course settings.

After the Term

- If someone other than yourself is the “owner” of the master course template for your course, email them of any suggested changes, errors, or other helpful suggestions to the course coordinator.

Learning Management System Administration (LMS) (Edvance360) (E360)

Instructor Access

New faculty and adjunct faculty will not have Edvance360 access until they have been officially entered as an instructor through the Registrar's office. If you are the second instructor in a course and have been officially enrolled through the Registrar's office you may need to be enrolled manually. If so, contact: ithelpdesk@cn.edu.

Teaching Assistants and 2nd Instructors

All courses have the "instructor of record", listed first in C-N Connect. The second instructor does not automatically populate within the course. Contact ithelpdesk@cn.edu to have the second instructor enrolled in the course.

Teaching assistants (TAs) cannot be an officially enrolled student in the course. You will decide, using the course settings, what tools the TA will be allowed to access.

Student Enrollment

All students in a course must be officially enrolled through the student information system via C-N Connect. If you have a person wishing to audit a course they must go through an application process

If a student needs access to materials to complete a section of the course previously started but not finished send a request to ithelpdesk@cn.edu for the student to be manually enrolled.

Student Access to Your Course

Students, by default settings, will have access to their courses on Edvance360 one day before the beginning of a term and will lose access one week after the end of the term. You may change the course opening date, through the course settings, for no greater than one week prior to the beginning of the term. The course cannot stay open indefinitely, if you have a student who has not completed the course you may keep the course open for one semester following the closing of the course.

Master Course Templates

Master Template courses are created for the use of original course design and a place to make the improvements and changes. These templates are then cloned to the live course by either the Course Coordinator, the LMS administrator, or Information Technology Services.

Course Format

All online courses must be organized through the Lessons modules and in compliance with best-practices online course design. The Carson-Newman Online Course Quality Minimum Requirement Checklist which outlines minimum requirements for all online courses delivered by the university. See checklist at the end of this document.

Faculty Support

Technology Support

Information Technology Services

865-471-3506 Monday – Friday 8:30 a.m. to 4:30 p.m.

ithelpdesk@cn.edu.

Course Design Support

Valerie Stephens, Online Learning Director

vstephens@cn.edu

You can expect an email back within 24 hours.

Adjunct Faculty Support

Your Course Coordinator will contact you, ensure your course is set-up on the LMS, and assist you with many institutional questions. If you are unsure who your course coordinator is, contact the Department Chair.

Edvance360 Training and Manual

All training is via video, unless otherwise scheduled webinar or seminar events. Access the videos and live training schedules at: www.cn.edu/online.

A PDF copy of the manual is available under the Help menu on Edvance360. Request a hard-copy through ithelpdesk@cn.edu.

Educational Technology

Office 365

Office 365 is the latest version of Microsoft's productivity suite including Word, Excel, PowerPoint, Access, OneNote, SKYPE for business, and more.

You may use the cloud versions or download the software to your own device(s). If you are currently a faculty of Carson-Newman, you'll be able to use this software for free. Log on with your complete C-N email for your user name and your C-N password. office365.com. Your students have the same access.

Hoonuit/Atomic Learning Learning Video Tutorials

You have eLearning resources at your fingertips with Hoonuit—formerly known as Atomic Learning. This online tool provides you with on-demand personalized learning and professional development. Your students also have access to these tutorials.

Get started today by visiting: <https://www.atomiclearning.com/highed/login/cn> and logging on with your **Carson-Newman email address as your user name and your C-N password.**

Smarthinking Online Tutoring

Get help in any subject, at any time, in any increment. For instance, one hour of tutoring can be used to submit an essay to the writing center, receive live tutoring in math, and to submit a question in general chemistry. You will have access to hundreds of study aids. To access, log onto Edvance360 and select Smarthinking Online Tutoring from the Links menu on the left navigation panel of the home page.

EvaluationKit

At the end of each term (except summer terms), students are asked to evaluate the course using the EvaluationKit link provided them in an email or the course or homepage on Edvance360. **DO NOT** send them any of the emails you receive. These are meant for you only.



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Online Course Quality Minimum Requirements

Course:
Evaluator:

***BOLD ITEMS ARE EXPECTED TO BE IN ALL ONLINE COURSES FOR SUMMER 2018.**

	Course Organization	Comments
<input type="checkbox"/>	Upon first entering the course, students can easily find the course syllabus and introductory materials.	
<input type="checkbox"/>	Weekly lesson modules are used to present course content and guide students through course activities.	
<input type="checkbox"/>	Student Resources contain organized materials and links guiding students to technical support, writing guides, tutorials and institutional policies and/or procedures.	
	Course Introduction and Syllabus	Comments
<input type="checkbox"/>	Course has an instructor introduction, preferably video, which orients students to the course environment, explains course learning outcomes, and required course materials.	
<input type="checkbox"/>	Instructor and Student participation, response times, and engagement are clearly stated.	
<input type="checkbox"/>	Syllabus addresses course-appropriate policies, including academic honesty, harassment, withdrawal and grading policy.	
<input type="checkbox"/>	Evaluation methods and assessment activities are clearly outlined.	
<input type="checkbox"/>	Students have an opportunity to introduce themselves.	
<input type="checkbox"/>	Syllabus clearly states appropriate use of course specific citations for research, writings and postings.	
<input type="checkbox"/>	If the course has been cloned from a previous semester, all documents have up-to-date information.	
	Learning Objectives	Comments
<input type="checkbox"/>	Objectives are clearly stated and measurable.	
<input type="checkbox"/>	Objectives are aligned with course material/assessments/assignments	

	Assessment and Activities	Comments
<input type="checkbox"/>	Assessments and activities are aligned with course objectives and resources	
<input type="checkbox"/>	Appropriate pacing mechanisms (due dates, reminders, follow-ups) are used to ensure timely student completion and regular engagement	
<input type="checkbox"/>	Specific descriptive criteria are provided for the evaluation of student's work and participation.	
<input type="checkbox"/>	Activities provide student with opportunities to receive feedback early and frequently.	
<input type="checkbox"/>	Students are encouraged to integrate new concepts into regular practice and understanding.	
<input type="checkbox"/>	Activities, and supporting resources and instructor interactions activate students' prior learning and experiences while introducing new concepts.	
	Community & Learner Interaction	Comments
<input type="checkbox"/>	Course design fosters interaction between students and instructor(s)	
<input type="checkbox"/>	Course design fosters interaction with other students	
<input type="checkbox"/>	Opportunity for synchronous or asynchronous communication is made available (Chat, Web Meetings, etc.) between students to students or students to instructor.	
<input type="checkbox"/>	Course announcements are used for communicating encouragement, publicizing current events which relate to course material, or declare just-in-time information regarding the course or institution happenings, such as a weather event.	
	Course Technology	Comments
	Tools and media are appropriately chosen compatible with multiple operating environments where possible. (i.e. PC, Mac, iOS, Android, etc.)	
<input type="checkbox"/>	Required technology clearly stated.	
<input type="checkbox"/>	Course has no broken links	
	Accessibility Standards	Comments
<input type="checkbox"/>	Course design includes captioned or transcription where appropriate.	
<input type="checkbox"/>	Course has a statement directing students with ADA-documented disability to the Coordinator for Students with Disabilities and Case Manager	
	Learner Support	Comments
<input type="checkbox"/>	Course provides additional tutorials/resources as needed to accomplish objectives.	
<input type="checkbox"/>	Course provides sufficient instructions for students use of tools and media	
<input type="checkbox"/>	Course provides academic support services link/description	
<input type="checkbox"/>	Course provides technical support services link/description	