E-Learning Handbook

Created and maintained by:

The American College of Dubai

THE AMERICAN COLLEGE OF DUBAI MISSION, VISION AND GOALS

VISION
To become the region's leading institution of higher education, promoting excellence in teaching and learning, research and innovation, critical thinking and social commitment to foster dynamic members of a global community.

MISSION
- The American College of Dubai has a mission to provide quality American higher education that is interdisciplinary, intercultural, and career relevant.

- The institution emphasizes the core values of academic excellence, innovation, ethical integrity and multiculturalism.

- The institution is committed to the quest for new knowledge and empowerment of faculty and students in research and self-development.

- The institution ensures its programs meet the needs of its stakeholders by constant interaction with prospective employers, the local and global communities as well as other international institutions of higher learning.

GOALS
- Present a quality education that enables students to ultimately achieve their educational goals. As part of this objective, the Institution seeks to ensure that all students can communicate clearly and accurately in English and can use Information Technology as well as library resources in an effective manner.

- Effectively cover the broad-based General Education objectives normally associated with US higher education with an emphasis on widening the perspective of the educated individual.

- Provide relevant programs for transfer to other institutions of higher education that enable students to ultimately achieve career success.

- Provide relevant degree programs that enable students to ultimately achieve career success.

- Undertake individual and collaborative teaching and research initiatives leading to professional development and institutional growth.

MISSION AND GOALS OF E-LEARNING

The mission of E-learning at the American College of Dubai is to provide quality instruction through electronic technologies to enable students to attain their educational goals consistent with the Institution's strategic 2020 initiative to provide access to college classes and programs using e-learning during Covid times.

E-LEARNING GOALS

The identified goals are designed to reflect qualities of the College's stated goals.

Goal 1
Collaborate e-Learning with the Provost/Vice President Academic Learning, Deans, divisions, and academic departments in implementing and maintaining targeted and quality online courses and programs

Goal 2:
Provide faculty with professional development opportunities to enable them to work more effectively with technology in an online learning environment.

Goal 3:
Migrate more online courses maintaining a consistently high quality.

Goal 4:
Provide exemplary support services to online students.

Goal 5:
Empower students to make wise online learning decisions; provide academic and technological support to enhance student learning.

Goal 6:
Develop a comprehensive marketing plan to promote The American College of Dubai online learning offerings.

POLICIES AND PROCEDURES

I.   EDUCATIONAL PROGRAMS

Challenges in e-learning	E-learning is deemed to be one of the safest and easiest ways to impart education, acquire new skills and explore new career options. The demand for e-learning has risen significantly and will continue doing so as society starts adapting to 'social distancing' post this pandemic. As with most teaching methods, e-learning also has its positives and negatives. Understanding this will help faculty and students in preparing for more efficient learning, delivery of the lessons and measuring its effectiveness
Advantages	• **Effectiveness** – E-learning offers a very efficient way to deliver lessons. Use of videos, sharing of resource links, serving assessment tests can all be done at the click of a button. Additionally, the lectures can be recorded and shared for reference with a wide range of audiences • **Affordability** – E-learning is far more affordable as compared to physical learning, as it primarily eliminates two costs – real estate and transportation. Furthermore te course or study material is all available online and you can access it as many times as you want. • **Absenteeism** – There are fewer chances of students missing out on classes, as they can access easily anytime from the comfort of their home. • **Increased Access & Reach** – E-learning can happen in any place, as long as there is a device and connectivity, so learning become virtual and less restricted.
Challenges	• **Not appropriate for all** – We do know that each students has a dominant learning style. Some a visual, some auditory, some kinesthetic, etc. E-learning which requires a student to sit in front of a device and understand the lesson, may not be suited to all learning styles. • **Loss of Focus** – Some students tend to lose focus for a longer period during virtual lectures. Boredom occurs easily as there is a lack of face to face interaction, therefore it is imperative for faculty to keep their online sessions crisp and interactive enough to help students grasp everything.

- **Technology** – Infrastructure can pose a problem, while any break in the data connectivity can cause a lack of continuity in the learning, which can be detrimental.

- **Peer Learning Disruption** - Unfortunately, e-learning takes away all physical interactions that students and faculty may have might and its always better for students to be around other students to talk or discuss ideas, which is an essential part of learning.

- **Teacher training** – E-learning demands the faculty to be technology-friendly, which, unfortunately, is not the case always. Teachers need to invest more time in aligning themselves with the latest technology updates to ensure they can conduct their online classes seamlessly.

- **Manage Screen time** – health hazards of staring at a screen continuously for hours

Quality of Courses	Online courses are compatible to traditional campus-based courses in terms of: (1) syllabi, (2) textbooks, (3), grading, (4) methods of evaluation, and (5) learning outcomes.
Course Review	A course review will be conducted for instructor and each e-learning course. Criteria will include but not be limited to student satisfaction, student learning outcomes, student retention, class presentation, and class management.
Course Development Process	An open invitation is extended to all faculties for the development of e-learning classes; however, college staffing and curriculum priorities will require evaluation on a course-by-course basis. Faculty wishing to develop or conduct classes must submit a request to the Dean of the Department. All aspects of the course development must be complete prior to submission to the master schedule.
Ownership of Material	The American College of Dubai reserves the right of ownership of all electronic documents, programs, curricular, etc. developed under the auspices of the College.
Interaction with Students	Communication between students and faculty is vital for the success of E-learning. The American College of Dubai has adopted the following Student Structured Access Policy:

	The American College of Dubai full-time and part-time faculty must provide structured access to online students. Access methods must be clearly stated within the Moodle Learning Management System course site and also within the course syllabus. Access in the form of stated "office hours" may consist of, but not be limited to, structured email response (within 24-48 hours) policies, and designated live chat sessions, and/or discussion board postings, scheduled phone accessibility, or combinations of such methods.
Moodle	The college has a contract to provide the Learning Management System platform called Moodle. Moodle is available for all classes via the American College of Dubai website. The URL for the American College of Dubai website is http://www.acddxbonline.com/login/index.php

II.   SUPPORT SERVICES

Admissions	Online students are held to the same admission standards as traditional students and must follow the same process for enrollment at the American College of Dubai. Students may apply for admission, register for classes, and pay tuition fees without coming to campus. The following webpage has links to the American College of Dubai application and financial aid information: https://www.acd.ae/apply/

Registration	Students who wish to register for online classes should
	  ✓ Consult with an advisor
	  ✓ Complete the self-registration process by accessing the e-learning website at
	
	Registration is not complete until the Registrar has verified classes. Following are reasons that classes may not be verified:
	  • Students must satisfy all pre- or co-requisites for certain classes. See https://www.acd.ae/acd-catalog/ for a complete listing.
	  • A student cannot register for more than 18 total hours per term failing which the entire online registration will be denied. Online classes take more time than traditional classes, not less.
	  • A hold from the Business Office or Registrar's Office will result in removal from the requested online classes.

	• Classes will not be verified if the student registered with another ID other than the American College of Dubai Student ID.
Advising	The American College of Dubai recognizes the importance of a thorough program of academic advising. While it is ultimately the responsibility of the students to select and follow a program of study which will lead to their instructional objectives, the College provides counselors who are equipped to advise students regarding career path and class selections. Students are encouraged to contact a faculty advisor who is an expert in the student's field of study. Graduation requirements can be found by accessing the College catalog https://www.acd.ae/acd-catalog/.
Tutoring	• Students may sign up for up to 1 hours of one-to-one sessions per course each fortnight every Thursday. Group tutoring does count toward the two weekly 1 hours per course weekly limit. • Students are expected to come prepared to tutoring with questions and having reviewed the material. • Tutors do not have access to the answers for assignments and are not permitted to check answers or work directly on homework. • Students must notify their tutor at least 24 hours prior to the start of your coordinated tutoring time. Students who repeatedly miss appointments (either by not showing up or by cancelling with less than 24 hours' notice) may lose access to participate in the tutoring program for that course for the remainder of the semester.
Student Records	A transcript will be issued upon a receipt of a written and signed request from the student.
Student Disability Services	The Registrar is the official contact for students with disabilities. The Registrar serves as an advocate for students with disabilities and assists them in achieving equal access to all college programs and services.

Student Grievance Procedure	The American College of Dubai attempts to resolve internally all types of grievances at the level where they occur and in a timely manner. It is the student's advantage to keep communication open with faculty, staff, and peers, thus avoiding the necessity for appeals. Any e-learning student wishing to make a formal complaint regarding a college program, a service of the college, an employee of the college, or any other individual or aspect of the college, must take the following steps: ✓ Discuss the problem with the faculty member, staff member, or administrator involved. Direct communication between the two parties usually resolves most of the problems. If informal efforts to resolve the problem are not productive, the complainant should then contact the Provost/VP Academic Affairs to help in processing the complaint. The complaint must be in writing.
Withdrawal Process (Classes or College)	In order for online students to withdraw from an online class they must visit the Registrars Office. On the site is a withdrawal form that must be completed by the online student. When the student submits the withdrawal request, the Registrars Office processes the request in the College's database. **Note:** There is no refund once the student has completed an assignment/activity in their online classes and he/she is responsible for all charges associated with the online classes. If the student decides to withdraw from an online class, he/she will receive a "W" as long as the withdrawal is received by the published deadline date.
	If a student asks to be withdrawn, promptly refer them to the website. Withdrawals cannot be submitted after a certain date in the semester (a calendar with this date is provided to all online instructors and is posted on the eLearning Calendar on the ACD website. Students are allowed to withdraw with a grade of "W" from online classes until the last date to withdraw.
Honesty Policy	Academic misconduct is a serious offense because it diminishes the quality of academic scholarship; defrauds society, the institution, the faculty, and other students; and, undermines the efforts of those who

eventually depend upon the knowledge and integrity of our faculty and staff.

Academic misconduct is any activity that may compromise the integrity of the college. Academic misconduct includes, but is not limited to, deceptive acts such as the following:

1. Asking for or giving another student information during a test;
2. Copying answers from another student's paper or intentionally allowing someone to copy from one's own paper during a test;
3. Using materials prohibited by the instructor during a test;
4. Either impersonating another student during a test or having another person assume one's identity during a test;
5. Changing answers on a previously graded test in order to have a grade revised;
6. Stealing examination materials;
7. Plagiarism which is copying material, either exactly or in essence, and not providing appropriate documentation;
8. Copying or falsifying a laboratory or clinical project/assignment, including computer programs, in either disk or hard copy form;
9. Allowing someone else to compose or rewrite a student's assignment;
10. Stealing, buying, selling, or otherwise providing research papers.

As with other violations of student conduct, academic misconduct may result in disciplinary action.

Procedure for Violators of Academic Misconduct

1. When academic misconduct has occurred in an online class, the instructor has the responsibility of assigning an appropriate penalty in accordance with the instructor's policy. This may include failure of the assignment or failure of the classes. This should be documented in the course syllabus.
2. Online faculty is to report all incidents of academic dishonesty to the Registrar Office in writing. The report will include the date, time and place of the event, names of students involved, a summary of the infraction, and the action taken by the instructor.
3. If the misconduct occurred during a proctored test, the Proctor will email a detailed account of the incident to the instructor of the class and cc the Registrars Office.
4. Appeal of the action must be made in writing to the Registrar

within 10 working days of the notification of the action that will be taken.

When academic misconduct has occurred, the instructor has the responsibility of assigning an appropriate penalty. This may include failure of the assignment or failure of the classes. Online instructors must make certain to clearly state the consequences of academic misconduct in the course syllabus.

Library/Learning Resources	The College ensures that students participating in online classes have access to adequate and appropriate learning resources. Learning resources are provided through a variety of methods including the College's participation in online learning resource.. The online library catalog, and other online databases listed on the Databases page can be searched from any computer, on or off campus that has Internet access.
Bookstore	Textbooks for student enrolled in online classes, can be purchased at the college Textbook Store. To order your textbooks online visit the Bookstore website at . Students can view their Student Profile which will indicate whether an eBook is being used or not.
Technical Assistance	The college provides technology support to online faculty and students. Labs are available for student use and proctored exams, and the college generates e-mail accounts for all students and faculty. Requests for technical assistance from students should first be made to the providing instructor. Online students who are enrolled in classes should contact the IT Support team for technical assistance unless the issue is related to specific classes-related software in which case the instructor should be contacted. While American College of Dubai is pleased to assist online students with technical issues, students who are not technologically literate should acquire computer-use skills before opting to take online classes. Please note the Office of the Registrar is not liable for computer problems. It is the students' responsibility to make sure their computer is

equipped with the proper hardware and software before taking online classes. Instructors should contact Information Technology by requesting technical assistance.

Business Office	There is no refund for online classes once the student has completed work in the classes. This means if the student participated in at least one assignment, the student will be charged for the class..

III.   GENERAL INFORMATION ABOUT ONLINE CLASSES

NOTE: The information in this section is the information provided to the students through the Office of eLearning and should be used when planning a class.

Availability of Online Classes	A complete list of online classes offered through the online format can be found on the ACD website at https://www.acd.ae/course-schedules-2/. Students may only enroll in online classes that are listed in the course offerings. All classes are not offered sometimes depending on the number of students opting for a course. The American College of Dubai reserves the right to change instructors, change class's schedules, and cancel classes due to insufficient enrollment or unforeseen circumstances.
Registration Confirmation	The Registrar's Office will e-mail a registration confirmation to all students registered for online classes. Students should receive an email confirmation of registration within three days of completing the online registration. If a student does not receive confirmation, the student should email the Registrar's Office at Registrar@acd.ae for assistance. Students that register through the self-registration also receive an e-mail if there are problems with the registration information. Students can also view their Student Profile to confirm their registration has been completed. Use of username and password by anyone other than the registered student may be cause for dismissal from the online classes(s).

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Online Class Start Date	Students will not be able to access their classes until the first day of online classes. All online classes are taught using the Moodle learning management system.
Pre-requisites for Classes	All students must meet pre-requisite requirements as outlined in the ACD College catalog.
Computers for Online Classes	Each student planning to take an online class should have his or her own personal computer. Computers should be equipped with at least the following: Screen Size: A minimum of 1024x600. That is the average size of a netbook. Computer Speed and Processor: Use a computer 5 years old or newer when possible. 1 GB of RAM, 2 GHz processor. Internet Speed: Minimum of 512kbps. Operating System: Windows XP SP3 and newer, Mac OSX 10.6 and newer, Linux chromeOS, iOS 5 and newer, and/or Android 2.3 and newer. It is recommended that you install the Mobile Apps for iOS or Android devices. Web Browser: Moodle supports the last two versions of every browser (Internet Explorer, Chrome, Safari, Firefox) and Flash release. It is recommended that you update to the newest version of whatever browser you are using, as well as the most up-to-date Flash plug-in. JavaScript must be enabled in your browser. To see which browsers The college is not responsible for technical problems that students may have with computers used to access their online classes.
InternetAccess	Students will need to have their own Internet Service Provider to access their course site. The College is not responsible for technical problems that students may experience with their Internet Service provider or computer.
Attendance/ Absences	The American College of Dubai allows students to take online classes that are taught by ACD instructors. Each college will

have its own absence policy. At the beginning of the classes, the instructor must communicate with the student by documented classes policies his/her expectations regarding the format and frequency of class attendance.

Online classes at the college level are not independent study/self-paced classes. The instructor is the person responsible for setting the pace, not the student. Taking attendance is an important part of the instructor's responsibility and is critical to retention. The following is the attendance policy for online classes:

➢ The college defines attendance in online classes as active participation in classes learning activities.

➢ Attendance should be measured weekly and should be based upon documentable engagement with course content.

➢ A student participating in a provided online class will be allowed two (2) absences for full-term (15 weeks) online classes and one (1) absence for short-term (8 weeks) online classes.

➢ Attendance will be monitored by timely submission of assignments, including tests, homework, projects, discussion board entries, etc.

➢ A student is expected to complete such assignments by the appropriate due date. Failure to complete such assignments by the due date will be recorded as an absence.

➢ Upon the third absence in a full-term classes and second absence in a short-term classes, the student will be administratively withdrawn from the classes barring any extenuating circumstances.

IV. Faculty

Faculty Workload

An instructor is limited to teaching no more than fifteen semester hours in a summer semester. An instructor may be assigned no more than three different course preparations during the summer

semester. Adjunct faculty is allowed to teach two online classes during each the fall and spring semesters. Full-time faculty is offered online classes as needed to meet the demand from students. These classes will be limited to the designated full-time faculty load for a semester.

eLearning Orientation	In addition to the faculty requirements outlined by the College for all instructors, the VP Academic Affair's Office considers the development of the online faculty to be a critical element to the success of the distance learning effort. Online faculty will: 1. Participate in the orientation session for online faculty. The Online Teaching course serves as a training class for teaching online classes. New faculty members must also complete Moodle training (LMS used to teach online classes) offered by the VPAA's Office and the eLearning Boot Camp orientation class in order to teach online at ACD. 2. Possess or are capable of developing enhanced technology skills. 3. Meet the basic requirements for instruction within the discipline.
Adjunct Faculty	Adjunct faculty employed by the college, are a vital component of the online program. These instructors are paid in the same manner as adjuncts teaching on the normal program. Adjuncts are employed for one semester, and the college determines whether adjuncts are asked to teach each succeeding semester. College adjuncts are required to follow the class syllabus provided to them by the college and must use prescribed class materials
Credentials/ Repository	In all academic areas, the master's degree with eighteen (18) graduate semester hours of specialization in the teaching field is considered the minimum requirement. In specialized, professional, career or technical fields, evidence of professional competency is acceptable in lieu of formal academic preparation. Adjunct online faculties are held to the same standards.

Training and Support Services for Faculty	The VPAA's Office provides professional development opportunities and support services to online faculty. A list of training sessions is available on the eLearning training webpage the college.

V.   ADMINISTRATION, FACILITIES/EQUIPMENT AND FINANCE

Personnel	The College has designated qualified personnel for the purpose of the administration of E-learning at The American College of Dubai. The eLearning Coordinator reports to the Provost/VP Academic Affairs.
Quality of E-learning	The Provost/VP Academic Affairs is responsible for the quality of e-learning at The American College of Dubai.
Marketing/ Recruitment	Online classes are advertised on the American College of Dubai website. The American College of Dubai recruits students by advertising through the college website, in local media, and direct mail. Additionally, college classes are promoted through individual campus tours, high school visits, industrial visits, and career fairs. Students that are interested in online classes at PRCC can email info@acd.ae, or call our office at +971-4-2829992
Facilities/ Equipment	The college provides laboratories, facilities, and equipment necessary to meet program/classes requirements and train/support current and potential online faculty members.
Financial Aid	The College recognizes the financial investment students and their families make when taking admission. The College will take a personal approach in assisting them in planning to meet the costs of attending college. Financial aid will be given on the basis of merit and/or need. The college will offer financial aid to students with exceptional achievements.

APPENDICES

APPENDIX A: FACULTY CREDENTIAL FORM

In accordance with the Ministry of Education faculty requirements, this statement is provided to assist) with verification and authentication of faculty credentials.

Originating College:			
Faculty Name:		Faculty ID #:	
Faculty Status:	☐ F/T) ☐ (P/T)	Area: ☐ Academic ☐ Career	
Highest Degree Earned:		Year:	
Comments:			

List Area of Specialization & Subject Knowledge	1. Main Specialization:
	2.
	3.
	4.

Course taught previously:		
Year	**Subject**	**Institution**

Original Transcript on File: ☐ Yes   ☐ No   Date of Employment: _____

Date of last review of official documentation:

I, Provost/VP Academic Affairs of the American College of Dubai certify to the above faculty credential statements and state that the attached copies of transcripts represent the referenced faculty member's original documents on file in the Human Resources office of this college.

_____   _____
           Chief Academic Officer   Date

APPENDIX B: OFFICE OF E-LEARNING EVALUATION BY ONLINE INSTRUCTORS

1. Responds promptly to requests for assistance

   ☐ **Agree** ☐ **Disagree**

2. Offers Opportunity for training/learning

   ☐ **Agree** ☐ **Disagree**

3. Knowledgeable about online learning policies & procedures

   ☐ **Agree** ☐ **Disagree**

4. Is consistent regarding enforcement of policies

   ☐ **Agree** ☐ **Disagree**

5. Overall contributes positively to the growth of the college

   ☐ **Agree** ☐ **Disagree**

6. If you disagree with any of the above, please elaborate:

7. The strengths of the office of e-learning

8. Recommendations for Improvement

APPENDIX C: ELEARNING COORDINATOR EVALUATION BY ONLINE INSTRUCTORS

1. Cleary explains the expectations of the Office of e-learning   ☐ **Agree**   ☐ **Disagree**

2. Is Approachable   ☐ **Agree**   ☐ **Disagree**

3. Is Supportive   ☐ **Agree**   ☐ **Disagree**

4. Provides Constructive Feedback   ☐ **Agree**   ☐ **Disagree**

5. Effectively communicates with Instructors   ☐ **Agree**   ☐ **Disagree**

6. Promptly responds to requests for assistance   ☐ **Agree**   ☐ **Disagree**

7. Is knowledgeable about the technology used in online courses   ☐ **Agree**   ☐ **DIsagree**

8. Overall is a good supervisor   ☐ **Agree**   ☐ **Disagree**

9. If you disagree with any of the above, please elaborate:

| |
| |

10. The strengths of the e-learning coordinator

| |
| |

11. Recommendations for Improvement

| |
| |

APPENDIX D: ONLINE STUDENT COURSE

This survey is provided each semester to all online students through the Office of the Director of Quality Assurance and Institutional Effectiveness. During the semester, the instructor can see who has completed the survey but cannot view the survey results. The results are sent to the instructor by the Office of eLearning.

I.   General Information
Choose the appropriate answer regarding your experience with this class.

☐   1. This class was effective as an online class.

☐   2. This class would be better in a traditional face-to-face setting.

☐   3. This class is appropriate in an online environment but would benefit from periodic face-to- face interaction.

II.   Classes Evaluation
Please respond using the following scale:
4-Strongly Agree, 3-Agree, 2-Disagree, 1-Strongly Disagree, 0-Not Applicable

1. This class is what you expected. ⓪ ① ② ③ ④

2. Class information including class goals/objectives, grading procedures, etc. was made available to me. ⓪ ① ② ③ ④

3. The class site was well organized and easy to navigate. ⓪ ① ② ③ ④

4. The class activities and assignments contributed to my learning. ⓪ ① ② ③ ④

5. The textbook supported the class presentations and was appropriate. ⓪ ① ② ③ ④

6. The supplemental materials (handouts, web links, study guides, demonstration materials) contributed to my learning experience. ⓪ ① ② ③ ④

7. Testing procedures were fair and supported the learning experience. ⓪ ① ② ③ ④

III.   Interaction and Communication
Please respond using the following scale:
4-Strongly Agree, **3-Agree, 2-Disagree, 1-Strongly Disagree, 0-NotApplicable**

1.   I had adequate interaction with the instructor. ⓪ ① ② ③ ④

2.   I had adequate interaction with other students. ⓪ ① ② ③ ④

3.   Various opportunities for interaction were provided. ⓪ ① ② ③ ④

4.   Classes Interactions enhanced the learning experience. ⓪ ① ② ③ ④

5.   I felt actively engaged with my classmates and my instructor as a part of a learning community instead of being "on my own." ⓪ ① ② ③ ④

IV.   Instructor
Please respond using the following scale:
4-Strongly Agree, 3-Agree, 2-Disagree, 1-Strongly Disagree, 0-NotApplicable

1.   The instructor conducted the classes in a way that accomplished the stated class objectives. ⓪ ① ② ③ ④

2.   The instructor demonstrated a thorough knowledge of the subject. ⓪ ① ② ③ ④

3.   The instructor was effective in utilizing e-learning technology. ⓪ ① ② ③ ④

4.   The instructor responded to requests for assistance in a reasonable amount of time. ⓪ ① ② ③ ④

5.   The instructor's responses to class activities, assignments, and graded work were timely and appropriate. ⓪ ① ② ③ ④

6.   The instructor displayed professionalism ⓪ ① ② ③ ④

V.   Comments
   A.   **What was most effective about the classes? Comments:** _

<div style="border:1px solid black; height:100px;"></div>

B.   What suggestions do you have for improving the classes?   Comments:

<div style="border:1px solid black; height:100px;"></div>

APPENDIX E: STUDENT SERVICES EVALUATION

I. General Information

1. **How many previous online classes have you completed?**

    ☐ None   ☐ One   ☐ Two   ☐ | Three or more |

2. **Classification**

    ☐ Freshman   ☐ Sophomore   ☐ Junior   ☐ Senior |

3. **Gender**

    ☐ Male   ☐ Female   ☐ Prefer not to respond |

4. **Age Group (Select box for Age Groups)**

    ☐ 16- 17   ☐ 18 - 19   ☐ 20 - 21   ☐ 22 and above |

5. **Marital Status**

    ☐ Single   ☐ Married   ☐ Divorced   ☐ Prefer not to respond |

6. **What is your primary reason for taking an online class?**

    ☐ Covid   ☐ Transportation   ☐ Home   ☐ Fit my job/work hours better |

    ☐ Recommendations   ☐ Online Experience was positive |

7. If online classes were not available, would you have enrolled in regular classroom classes?

☐ Definitely would have taken a regular class

☐ Probably would have taken a regular class

☐ Probably would <u>not</u> have taken a regular class

☐ Definitely would <u>not</u> have taken a regular class

8. Based on your experience so far, how do you feel the quality of online instruction compares with traditional classroom instruction?

☐ Online Instruction is better

☐ Instructional quality is about the same

☐ Traditional classroom instruction is better

9. Based on your experience so far, how do you feel the integrity of online instruction compares with traditional classes you have taken?

☐ Online instruction integrity is better

☐ Integrity is about the same

☐ Traditional classroom integrity is better

II. Student Services

Please respond using the following scale:

4-Strongly Agree, 3-Agree, 2-Disagree, 1-Strongly Disagree, 0-Not Applicable

1. General information regarding the college was accessible or was provided to me.   ⓪ ① ② ③ ④

2. Registration for online classes was easy and adequately supported.   ⓪ ① ② ③ ④

3. Information regarding college policies and procedures was made available to me.   ⓪ ① ② ③ ④

4. Program and course advisement services were made available to assist me in course selection and placement.   ⓪ ① ② ③ ④

1. Please rate your satisfaction with communication with the following student service offices. (If you did not utilize a service, please select Not Applicable.)

Admissions/Records   ⓪ ① ② ③ ④

Counseling/Advice   ⓪ ① ② ③ ④

Financial Aid	⓪ ① ② ③ ④
Business Services	⓪ ① ② ③ ④
Recruiting	⓪ ① ② ③ ④
Bookstore	⓪ ① ② ③ ④
e-learning	⓪ ① ② ③ ④

2. The college provided adequate access to textbook services and classes materials.

☐ Yes   ☐ No

3. The college provided adequate access to financial aid services.

☐ Yes   ☐ No

4. Information regarding campus activities was accessible.

☐ Yes   ☐ No

5. What suggestions do you have for improving Student Services? (COMMENT BOX)

III.   **Library Resources/Services**
    Please respond to questions 1, 2, 3, and 4 using the following scale:
    1-Yes, 0-No
    1. The classes(s) that I am currently taking require(s) library resources/research.

☐ Yes   ☐ No

2. For my online class assignments, I needed books and magazines which were NOT online.

☐ Yes   ☐ No

3. If I needed resources, books, and magazines which were NOT online, an alternate method for obtaining the resources was available.

☐ Yes   ☐ No

4. Instructions for using library resources were adequate and effective.

☐ Yes   ☐ No

5. Instructions for using library resources were provided in the following ways (select all that apply):

☐ Online through Moodle

☐ Handouts

☐ Faculty Instruction

☐ Librarian

☐ Not Applicable

6. Check the following electronic resources that you have used:

☐ Moodle

☐ Turnitin

☐ Microsoft Team

☐ Not Applicable

7. During the semester, I used library resources in the following ways:

☐ Online

☐ In person

☐ Telephone

☐ Not at all

8. What suggestions do you have for improving Library Resources/Services? Comments:

[ ]

IV.   Technology

Please respond using the following scale:

4-Strongly Agree, 3-Agree, 2-Disagree, 1-Strongly Disagree, 0-Not Applicable

1. I understood that this class would be conducted completely online.   ⓪ ① ② ③ ④

2. I was made aware of my hardware and connectivity requirements   ⓪ ① ② ③ ④

3. I was appropriately prepared with the technical skills needed o be successful in an online class   ⓪ ① ② ③ ④

4. The software used in my class(s) functioned propoerly   ⓪ ① ② ③ ④

5. Technical support was adequate   ⓪ ① ② ③ ④

6. Please list any areas where technical support was inadequate. Please be detailed and include specific names, office, or resources you used for support.

| |
| |

V.   Comments
   a. Please list any additional comments or suggestions. Comments:

| |
| |

APPENDIX F: ONLINE CLASSES EVALUATION BY OFFICE OF ELEARNING – EXTENSIVE

The following evaluation is administered by a Lead Online Instructor or the eLearning Coordinator and is conducted every year unless any of the following circumstances are recognized:

- If the previous evaluation revealed significant concerns, the instructor was asked to address the issues. A follow-up evaluation is conducted the before the next semester begins to ascertain whether the concerns were addressed.

It is normal to receive complaints regarding classes. There will always be disgruntled students in classes. If an unusual number of complaints are received, this will warrant an unscheduled evaluation of the classes.

QUALITY STANDARDS FOR ONLINE COURSES
COURSE EVALUATION

Online courses are required to meet specific criteria to ensure that the course is complete and meets quality curriculum standards for the delivery mode. The reviewer's responsibility is to review the course with the standards listed in the document and make recommendations based on the review. Recommendations may include approvals as is or suggestions for revision to the course to meet the standards. Upon completion of a review, the reviewer forwards the results to the Instructor and a copy of the results will be housed with the Office of QA & IE.

Course Information

Course Name	
Instructor	
Reviewer	
Review Date	

Rubrics:
Non Existent - Item is not present but should be included in course site
Exists, but needs Improvement – Items exists in the course but needs to be changed or modified. If changes need to be made, see comments next to each item.
Exists, Meets Standards – Items exist in the course and no changes need to be made
NA – Not Applicable

Course Specific Orientation

Course Overview and Structure					
Standards	**Non Existent**	**Exists but needs Improvement**	**Exists, meets Standards**	**NA**	**Comments**
Course Orientation Module					
Course Specific Orientation (Material presented to students					
Course Orientation Activity (Student submits something-Discussion Board, Quiz, etc.)					

Course Overview

Course Overview and Structure					
Standards	**Non Existent**	**Exists but needs Improvement**	**Exists, meets Standards**	**NA**	**Comments**
Course Design (Organized with Modules and Pages)					
Course Navigational Instructions					
Netettiquette Expectations					
Attendance Requirements					

Course Information						
Standards	**Check**	**Non Existent**	**Exists but needs Improvement**	**Exists, meets Standards**	**NA**	**Comments**
Syllabus is easy to locate and includes:-						
Course Title & Number						
Instructors Contact Info						
Course Description						
Text/Supplies Required						
Student Learning Outcomes						
Learning/Course Objectives						

Course Requirements/Expectations					
Grading Policy					
Complete Instructors Information					
Up-to-date Calendar					
Welcome Course Introduction					

Communication, Interaction & Collaboration

Activities & Opportunities

Standards	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Instructor Introduction					
Student Introduction					
Student-Student Introduction					
Student – Instructor Introduction					
Student Content Interaction					

Student Evaluation & Assessment

Course Goals & Objectives

Standards	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Student Learning Outcomes, Goals & Objectives are clearly specified					

Assessment & Strategies

Standards	Check	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Assessment and Measured Strategies are:-						
Appropriate for a Distance Learning Environment						
Comprised of Multiple Methods						
Conducted on an Ongoing Basis						

Feedback

Standards	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Standards set for Instructor Response Time and Availability (Recommended 24-48 hrs)					
Statement explaining 1 week turn-around for posted grades					

Management

Standards	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Proctored Mid-Term and Comprehensive Final Exams					
Specific Date and Length of Time for each Assessment					

Content

Standards	Non Existent	Exists but needs Improvement	Exists, meets Standards	NA	Comments
Modules are sequenced appropriately and content is presented to meet the course objectives in an appropriate amount of time and sequence.					
The course supports different learning styles by providing multiple types of teaching techniques – audio, video, images, written, etc., to meet course objectives					
Assessment activities are aligned and clarly reflect the desired performance outcomes for the course. (SLOs are being measured)					

Comments /Suggestions for Improvement