

Distributed Education Handbook



Copyright © 2020 Volunteer State Community College. All Rights Reserved. Volunteer State Community College, a [Tennessee Board of Regents](#) institution.

Volunteer State Community College, an AA/EEO employer, does not discriminate on the basis of race, color, religion, creed, ethnic or national origin, sex, sexual orientation, gender identity/expression, disability, age (as applicable), status as a covered veteran, genetic information, and any other category protected by federal or state civil rights law. For more information, please refer to the College's general non-discrimination policy.

Vol State and the Office of Distributed Education reserve the right to make changes related to courses and procedures without advance notice. The information in this handbook does not constitute a contract.

Last Updated 8/6/20

Table of Contents

I. Overview	3
A. Distributed Education Staff.....	3
B. College Mission	3
C. Distributed Education Mission	3
D. History of Distributed Education.....	3
E. Philosophy & Purpose.....	4
F. About eLearn.....	5
G. About TN eCampus	6
II. Student Support Services	7
A. Admissions.....	7
B. Registration.....	7
B. Class Meetings	7
C. Access Center	7
D. Financial Aid	8
E. eLearn Help & Student Training.....	8
F. IT Help Desk.....	8
G. Testing Centers/Proctoring.....	9
H. Thigpen Library	9
I. Student Support Resources.....	10
III. Distributed Education Administrative Guidelines.....	11
A. eLearn Enrollment & Student Privacy.....	11
B. Course Scheduling, Class Size & Faculty Load.....	11
C. Faculty Training & Support.....	12
D. Promotion of Distributed Education Courses.....	13
E. Remote Computer Access	13
F. Verification of Student Identity	14
IV. Development of VSCC Distributed Education Courses	14
A. Identification and Approval of Courses	14
B. Intellectual Property.....	14
C. Development of TN eCampus Courses	15
D. Funding for Course Development.....	15
E. Once Courses are Approved for Development	16
F. Other Distributed Education Course Requirements	17

I. OVERVIEW

A. Distributed Education Staff

Senior Administrative Associate, Andrea Scruggs, A.S., B.A.
(615) 230-3665
andrea.scruggs@volstate.edu

Instructional Design Specialist, Star Boe, M.S.
(615) 230-3334
star.boe@volstate.edu

Instructional Design Specialist, Bryan Saums, M.A., M.En.
(615) 230-3658
bryan.saums@volstate.edu

Coordinator of Educational Technology Support, Ryan Taylor, B.A.
(615) 230-3663
ryan.taylor@volstate.edu

The Dean of Academic Support, Dr. Rhonda Gregory, oversees the Distributed Education Department.

B. College Mission

Volunteer State Community College is a public, comprehensive community college offering associate degrees, certificates, continuing education, and service to our constituencies. The College is committed to providing quality innovative educational programs; strengthening community and workforce partnerships; promoting diversity, and cultural awareness, and economic development; inspiring lifelong learning; and preparing students for successful careers, university transfer, and meaningful civic participation in a global society.

C. Distributed Education Mission

The mission of Distributed Education is to assist academic departments with the analysis, design, development, implementation, and evaluation of digital learning by providing student training and support, faculty professional development, instructional design support, and learning management system administration. These activities contribute to the college's mission by supporting student access to high quality, technology-enhanced teaching and learning opportunities and by supporting student success in distance education.

D. History of Distributed Education

The initial distance learning efforts at Vol State began with offering a general psychology course via cable television in the early 1980s. An academic/faculty initiative began in 1991 to identify courses which would be developed as telecourses and delivered via videotape to enrolling students. Nine initial telecourses were offered in Fall 1992 with a total enrollment of 356.

Since that beginning, the Vol State Distance Learning program grew in 1998 to become the largest distance education program within the TBR system. It has long been part of Vol State's objective to both:

- Expand the use and ensure the quality of technology-based learning, and
- Extend services provided through student support services to underserved areas and populations through the use of technology.

In response to these goals, distance learning rapidly increased the use of web based, online, video, and interactive television delivery methods year after year in the early 2000s. Online non-credit courses were implemented in 2002. Distance learning workshops and student success seminars became a regular part of the fabric of distance education, increasing the ease of use for students and faculty. Numerous technology tools were adopted and implemented over time to improve the quality and accessibility of distance education.

In 2014, Distance Learning was renamed *Distributed Education* in order to more accurately reflect the various duties of this office and the changing environment of online teaching and learning for both students and faculty.

For more information about the mission and history of Vol State, visit the college [website](#).

E. Philosophy & Purpose

Volunteer State's Distributed Education program offers non-traditional instructional delivery to assist students who are prevented from attending traditional classes by work, family or other circumstances or who prefer learning via technology. Flexible course offerings respond to emerging labor force and educational needs of students.

The Distributed Education department is authorized to oversee distance education according to Vol State policy II:01:04 under the authority of the TBR Distance Education policy 2:05:00:00. Vol State distance education includes hybrid (blended) courses, online courses, TN eCampus online, and desktop video conferencing. Course definitions are articulated in the [Vol State college catalog](#).

Distributed Education acts to support the VSCC mission by:

- Developing and monitoring improvements for instruction delivered by technology;
- Recommending new delivery alternatives;
- Reviewing and recommending improvements to the evaluation process of distance support services and instruction;

- Providing professional development for instructors and support staff;
- Identifying courses to be developed as distance-delivered courses in concert with academic divisions; and
- Recommending policies on compensation and regulation for developing distance courses.

Located in Suite 172 of the Ramer Administration Building, Distributed Education offers resources and support for the integration of technology into the teaching and learning process to all VSCC students and faculty (full-time and adjunct). Resources include areas such as:

- Course management system training and administration (eLearn);
- Instructional methods for distance education;
- Strategies for universal design for learning (UDL);
- Accessibility support for academic content; and
- Course design reviews; and
- Course design and development assistance.

Regular workshops are held in Distributed Education’s Technology Learning Center (TLC), located in Thigpen Library, room 224 and in the Ramer Training Lab, suite 140. The TLC and Ramer Training Lab are equipped with current computer-related equipment and are staffed by qualified support personnel by appointment. These training rooms provide the opportunity for faculty and staff to learn, in a hands-on environment, the technology tools needed for instruction. Training sessions are available in small groups or one-on-one sessions.

The Distributed Education department is open from 8:00 a.m. until 4:30 p.m. Monday through Friday, and nights and weekends by appointment. Send an email to eLearn@volstate.edu for help or to schedule an appointment.

F. About eLearn

The College and all TBR institutions use a third-party vendor (currently D2L) for the learning management system (LMS), which is branded “eLearn” at VSCC. Vol State distance education courses are conducted in eLearn. The web address is <https://elearn.volstate.edu>.

Course data is hosted by D2L. Enrollment and course data is moved to the eLearn system through a real-time integration and periodic batch file transfers with Banner (the College’s student management system).

Distributed Education staff members serve as the administrators for eLearn. The eLearn system is available for users 24 hours a day, seven days a week, with the exception of routine monthly maintenance times. All planned downtimes are communicated to eLearn users in advance on the Announcements widget of the homepage. In case of emergency or unplanned outages, the Distributed Education staff will email Exchange users with information.

Support for eLearn users is provided by Distributed Education via phone, email, online ticketing, and the teaching and learning knowledge base located online at <http://bit.ly/vsccknowledge>. A dedicated email address, eLearn@volstate.edu, is available and will automatically create tickets for tracking and communication of user issues. Only the designated approved service contacts (ASCs) may open a support incident directly with D2L.

A user's internet speed and bandwidth impacts the speed by which data moves within eLearn. Students taking an online course are required to have regular access to a computer and high-speed Internet access with at least one (1) megabit per second (Mbps) download and upload speeds. Additional technology requirements and technical skills are listed online. See [eLearn Technology Requirements and Skills](#).

G. About TN eCampus

Students may take online courses through TN eCampus, a joint partnership between Tennessee Board of Regents institutions. Vol State students are able to register for TN eCampus courses through the college registration system. Students participate in TN eCampus courses through a separate D2L learning management system located at <https://gotoclass.tnecampus.org>.

For VSCC students who register for a course or program through the TN eCampus partnership, verification of student identity is provided through a secure username and password. Students are provided with a unique username and prompted to create a password. The password reset request sends a link to the student's Vol State email address.

Detailed information about TN eCampus usernames and passwords is provided on this [TN eCampus Info](#) site. Technical support for TN eCampus courses is provided by TBR. Student resources, knowledge books, live chat, and phone support contact information is posted on the login page for TN eCampus.

II. STUDENT SUPPORT SERVICES

A. Admissions

Prospective students seeking admission to the College to complete Distributed Education classes for college credit must follow the same procedures as for traditional courses. Information about admissions requirements and the application for admission may be found online at Volstate.edu/admissions or by calling (888) 335-8722 Ext. 3688.

B. Registration

Registration procedures for Distributed Education classes are the same as for any other Vol State class. Students can identify Distributed Education courses by the course section number.

- Online course sections will begin with a “C”
- Hybrid course sections will begin with an “H”
- Desktop virtual course sections (two-way, synchronous courses) will begin with a “Z”
- TN eCampus course sections will be designed beginning with an “R”

For more information on registration procedures, students may visit Volstate.edu/advising/registration or call (888) 335-8722 Exts. 3702 or 3701.

B. Class Meetings

Hybrid courses usually include prescheduled face-to-face class meetings. Students enrolled in hybrid classes have a responsibility to attend all scheduled meetings. Class meeting dates and times are included in the schedule of classes each semester. Other Distributed Education courses may not have a first-class meeting and will meet asynchronously online. In all courses, it is the student’s responsibility to log into eLearn during the first week of class and participate in the first week activities according to the instructor’s directions.

C. Access Center

Phone: (615) 230-3472

Website: www.volstate.edu/access

Students with learning, psychological, physical and/or other disabilities may be eligible for accommodations that provide equal access to educational programs and activities. It is the student’s responsibility to self-identify with the Access Center to receive accommodations and services in accordance with Section 504 of The Rehabilitation Act and The Americans with Disabilities Act/Amendments Act (ADA/AA). Students who provide appropriate documentation and who are registered in the Access Center will receive appropriate accommodations.

Services may include assistance in arranging academic accommodations such as reading software and other assistive technology, alternative format textbooks, sign language

interpreter services, testing accommodations, advocacy and mediation, and the identification of alternative accommodations. Support and assistance are also provided to faculty who have students with disabilities enrolled in their courses.

For further information, contact the Access Center by emailing access.center@volstate.edu or by visiting the office in the Ramer Administration building, suite 143.

D. Financial Aid

Phone: (615) 230-3456

The Financial Aid Office attempts to provide financial assistance to qualified students who find it difficult or impossible to attend classes without some financial help. The Financial Aid Office administers the Federal Work-Study Program, the Federal Pell Grant, the Federal Supplemental Educational Opportunity Grant Program, Family Federal Education Loan Programs, Federal Stafford Loans, Federal Plus Loan Program and other federal, state, and local initiatives. The Financial Aid office is also responsible for awarding and monitoring numerous private scholarships offered by the college to worthy students. More information about financial aid and tuition at Vol State can be found online at Volstate.edu/financialaid.

E. eLearn Help & Student Training

Phone: (615) 230-3665

E-Mail: eLearn@volstate.edu

Student training will be provided regularly during Campus Connect orientation sessions. Distributed Education is also available by appointment to provide training to students individually, in small groups, or in the classroom. General self-help and basic eLearn information is available to students online on the eLearn Success page.

F. IT Help Desk

Phone: (615) 230-3302

The College provides computer help desk services for all students, faculty, and staff. The Help Desk serves as a point of contact for all Information Technology (IT) issues and general computer assistance outside of eLearn. Contact IT for assistance with:

- Login* issues
- Email
- Office 365
- Campus computers
- Computer labs
- Zoom classroom hardware & software

- Mobile technology
- Media production services

*For login issues, users can reset their [MyVolstateOnline](#) password anytime by clicking on the “Change or Activate your password” link on the MyVolstateOnline Portal login page and following the prompts.

G. Testing Centers/Proctoring

The Testing Center provides testing services for students, including proctoring for certain exams when required by the instructor. Students are required to provide photo identification prior to sitting for a proctored exam. The Testing Center also assists students in their career choices and academic divisions.

Online proctoring is available for students enrolled in online courses. Students are responsible for all costs related to the use of online proctoring and must follow the proctoring instructions posted in the course by the instructor.

GALLATIN CAMPUS TESTING CENTER

Call 615-230-3484 or email testing@volstate.edu
Visit the [Vol State Testing Center](#) page

HIGHLAND CREST (SPRINGFIELD)

Call 615-433-7032

LIVINGSTON

Call 931-462-5202

COOKEVILLE HIGHER EDUCATION CAMPUS

Call 931-520-4605
Visit the [Cookeville Testing Center](#) site

H. Thigpen Library

Thigpen Library provides academic services and resources in support of online and in-person teaching and learning at Vol State.

Approximately [100 databases](#) containing full-text articles and eBooks are available for 24/7 online access by Vol State-affiliated students and employees. More than 40,000 physical items are also available. [Research guides](#) identify the most essential resources to consult in a given subject area or for a specific class.

The library provides class instruction and individual research assistance on topics ranging from topic development through source finding and referencing; these services are offered through virtual and in-person delivery methods.

THIGPEN LIBRARY IN GALLATIN

Call 615-230-3400 or email librarian@volstate.edu

[24/7 Chat](#) or Text (615) 956-2275

Visit the [Vol State Library](#) home page.

THIGPEN LIBRARY IN HIGHLAND CREST (SPRINGFIELD), COOKEVILLE HIGHER EDUCATION CAMPUS, AND LIVINGSTON

Visit the [information guide](#) for these locations.

I. Student Support Resources

The [College Success Zone](#) provides a great list of academic resources that are available to Vol State students, such as online tutoring and essay support as well as in-person tutoring in the Learning Commons. The Learning Commons is home to many co-requisite skills classes. Math and English tutoring assistance is available.

- Main Campus: Thigpen Library, first floor
- Highland Crest: Room 144
- Livingston: Room 151

The [Campus Life](#) website provides links to information about becoming involved in campus activities, and additional student links are available on the [Student Resources](#) page.

III. DISTRIBUTED EDUCATION ADMINISTRATIVE GUIDELINES

A. eLearn Enrollment & Student Privacy

VSCC Policy III:15:03 (RECORDS) provides protection of academic and personal information for all students, including those students enrolled in distance education. Therefore, only authorized users can access course information for online students within eLearn. Authorized users are granted access to online courses through their secure, active directory login credentials in combination with their eLearn course enrollment. “Student” and “faculty” eLearn course enrollments are automatically generated via a real-time integration with Banner. Enrollment of a user into courses with any other role (i.e., co-instructor, guest, supplemental instructor, etc.) must be requested in writing and manually processed by Distributed Education. Requests for enrollments should be emailed to eLearn@volstate.edu. Distributed Education reserves the right to request written approval from an authorized supervisor before granting special requests.

B. Course Scheduling, Class Size & Faculty Load

Academic Divisions are responsible for the identification, scheduling, and faculty load assignments of all Distributed Education (VSCC and TN eCampus) courses. The Dean of Academic Support may provide consultation and advice about load and scheduling decisions.

Courses or sections of courses may be added to the published listing of distance education courses at the discretion of the Division Dean. Online classes are capped at a maximum of 25 students per section. Enrollment caps higher or lower than the standard are determined by academic divisions after consultation with faculty and the Dean of Academic Support and must be approved by the Office of Academic Affairs. Distributed Education courses that have low enrollment may be cancelled or combined with other course sections at the discretion of the Division Dean.

The Distributed Education office will coordinate the college’s collaboration with TN eCampus’s Regents Online Campus Collaborative with regard to faculty assignments and course sizes each semester. TN eCampus courses that match courses in the Vol State catalog must be offered to Vol State students when traditional and VSCC online courses are unavailable. Academic divisions are responsible for reviewing the accuracy of the TN eCampus schedule and faculty credentials. Submit all requests for changes in writing to Distributed Education.

Distance education courses are counted toward faculty teaching loads in the same manner as traditional lecture courses. At the direction of the Chief Academic Officer, the overload policy for summer semesters for faculty teaching TN eCampus courses is a maximum of twelve hours (four classes), if the additional course (three credit hours) is a TN eCampus course. The three additional hours over nine for the TN eCampus course will be paid as overload hours

verses the normal summer school rate. Please refer the Faculty Handbook for details pertaining to credit hour definitions and maximum load.

C. Faculty Training & Support

Distributed Education provides regular training and professional development opportunities to all faculty. Training includes traditional classroom/lab-based sessions, synchronous and asynchronous online-opportunities, and video recorded tutorials. As new technologies are tested and adopted, Distributed Education will provide trainings based on the technology's relevance or potential uses as a teaching tool.

Trainings may also be delivered by faculty using the tools in practice. Faculty who have expertise in areas that support Distributed Education are encouraged to participate in faculty development opportunities throughout the year in a variety of ways, (e.g., mentoring, leading workshops, creating tutorials, or writing blogs). Distributed Education does not provide funding for external sources of faculty professional development, such as conference attendance or tuition reimbursement, without a written work-for-hire agreement outlining such details.

General training topics include:

- Use of the current CMS,
- Use of educational technologies,
- Pedagogy/andragogy and best practices for online teaching,
- Use of instructional support programs such as Respondus, Turnitin, etc.,
- Course development, and
- Accessibility.

Distributed Education posts training opportunities on the Vol State Continuing Education website available at bit.ly/VSCCtraining. Individualized or small group trainings are available by appointment. A minimum of 14 days is required in advance of new group training sessions to allow adequate preparation time.

REQUIRED ELEARN TRAINING

All Vol State faculty who teach online or hybrid courses are required to successfully complete eLearn training within their first semester of teaching. Failure to pass training by the end of the first semester will disqualify the faculty member from teaching online or hybrid courses. This training is fully online, asynchronous, and self-paced. The required course, entitled “eLearn Essentials” is available monthly. Contact Distributed Education for more information.

COURSE DEVELOPER SUPPORT

All faculty new to Distributed Education will be provided additional training and support in order to prepare them for online and hybrid course development. Faculty mentors are available to assist new online course developers with best practices in course design and delivery.

The Instructional Design Specialists are also available to assist with the design and development of courses. Assistance is available with writing objectives, assessing student knowledge, storyboarding courses, implementing universal design for learning (UDL) guidelines, and technology use.

TN eCAMPUS TRAINING

Faculty who teach or develop courses for TN eCampus are required to complete specific training offered by TBR. Visit the [TN eCampus Faculty & Staff Resources](#) webpage for more information.

EVALUATION OF ONLINE TEACHING

Approved by the Instructional Assessment committee and Vice President of Academic Affairs in the fall of 2017, all online instructors (full-time and adjunct) are to be evaluated for teaching engagement and effectiveness at least once every three semesters by their academic division. See the department chair or division dean for division specific evaluation forms and information.

D. Promotion of Distributed Education Courses

Promotion of Distributed Education courses is a primary responsibility of the Vol State Public Relations Department and the Enrollment Management Committee.

All programs and courses are developed at the division level and submitted to the Curriculum Committee for approval. Once approved by various agencies (e.g., SACSCOC, TBR), the catalog is updated by the Office of Academic Affairs.

E. Remote Computer Access

Distributed Education implements the use of synchronous meeting technologies (e.g., Zoom) to provide thorough and precise support to faculty and students regarding access and functionality of eLearn. This includes browser support on user machines where situations cannot be replicated through other LMS administrator functions. The service program used is subject to change based on availability and ease of use for all parties involved.

F. Verification of Student Identity

The College ensures that a student who registers for a distance course or program is the same student who participates in and completes that course or program within eLearn through the use of secure active directory credentials. Upon admission to the College, each student is provided a confidential, unique identifier (V number), username, and instructions to activate a secure password. The password activation requires verification of identity through use of the student's first name, last name, V number, and birth date. The registered student must use the secure username and password credentials to access eLearn. The username and password is processed through on premise authentication. Policy VII.01.03 establishes a standard password policy for VSCC, including password construction requirements, password management, compliance, and enforcement. Violations of this policy may be considered an act of academic misconduct and disciplinary actions may result per VSCC Policy III.00.05.

For VSCC students who register for a course or program through the TN eCampus partnership, verification of student identity is provided through a secure username and password. Students are provided with a unique username and prompted to create a password. The password reset request sends a link to the student's Vol State email address.

IV. DEVELOPMENT OF VSCC DISTRIBUTED EDUCATION COURSES

A. Identification and Approval of Courses

Academic Divisions are responsible for the identification of existing courses that have the potential for development as Distributed Education courses. A faculty member may propose a course for development to their Division Dean. The Dean of Academic Support , Assistant Vice-President of Academic Affairs, and Vice-President of Academic Affairs must approve the development proposal before a contract can be issued. A proposal should be submitted to Distributed Education at least three months prior to course start date to allow adequate time for development and review of the course.

For more information about the course development timeline and proposal process for Distributed Education, please visit [our website](#).

B. Intellectual Property

It is the policy of Volunteer State Community College to: (1) encourage inventions and the production of copyrightable works by employees of the College; (2) facilitate the utilization of such inventions and works to the benefit of the public, the College, and the members of the College Community; and (3) provide for the equitable sharing of any proceeds derived from the commercial exploitation of inventions and copyrightable works in which, pursuant to this policy, the College is determined to have an interest. This policy is intended to protect

the interests of all concerned parties: The College, members of the College community, external sponsors of research, and the public.

Courses that are developed for distance education at Vol State are subject to TBR Distance Education policy 2:05:00:00 as it pertains to copyright. As such, contracts for course development and redevelopment will indicate that all course materials become the property of the Tennessee Board of Regents and Volunteer State Community College and that the College will hold any and all copyrights. Courses or instructional materials that are developed under contract or while working as an employee of Vol State should carry a Creative Commons Attribution-NonCommercial-ShareAlike license.

C. Development of TN eCampus Courses

Faculty who wish to develop courses for TN eCampus are required to follow the procedures outlined by TBR. The Distributed Education office will coordinate the proposal process with TN eCampus on behalf of the College. A faculty member may receive a work for hire contract from the College for this work. Course developers are required to complete specific TN eCampus training, and courses must meet TN eCampus instructional design standards.

Visit the [TN eCampus Faculty & Staff Resources](#) webpage for detailed information.

D. Funding for Course Development

Funding for new online or hybrid course development is available on a limited basis through Distributed Education. Faculty may be contracted on a work-for-hire basis to receive a one-time stipend for first-time development of an approved online course. Failure to meet established deadlines in the contract may result in diminished or no compensation and cancellation of the contract. Failure to meet established course design and accessibility standards may also result in diminished or no compensation and cancellation of the contract.

Traditional on-ground courses and those delivered via desktop video conferencing are not qualified to receive development stipends from Distributed Education.

Table 1 Development Compensation Rates

Type of Course	Current Rate (Gross)
New VSCC online or hybrid model course	\$1,200.00 to 2,400.00, depending on the ratio of instructor-developed materials and publisher tools.
Conversion of a VSCC course to a new format	\$1,200.00
Redevelopment (once every 3-4 years)	\$1,200.00
New TN eCampus fully online course*	\$3,000
Revised TN eCampus online course*	\$500 to \$2,000, depending on amount of revisions as determined by TBR
Convert TN eCampus course to accelerated format*	\$500

*TN eCampus rates subject to change based on TBR policy.

E. Once Courses are Approved for Development

MODEL COURSE SHELL

Once approved for development, Distributed Education will create a model course (MC) shell in eLearn for the course development. Any old MC will be archived. The MC should be finalized in eLearn at least two months prior to course start date. Distributed Education will partner with the developer and will provide support and consultation in order to assist throughout the course development process.

Distance education model courses are online or hybrid courses that are developed by faculty under contract and regularly taught by other full-time or adjunct faculty. Model courses must pass a team review as outlined below before they are added to the schedule in this format. Existing model courses will be scheduled for routine evaluation on a 3 to 4-year cycle and are expected to meet the guidelines.

Full-time faculty members who develop courses for their own use as they teach online or hybrid sections should follow the peer evaluation guidelines as practiced in their divisions and are responsible for following the guidelines. Individual faculty teaching their own online or hybrid courses are encouraged to seek an instructional design review from Distributed Education, particularly as it relates to verifying accessibility of course materials.

QUALITY ASSURANCE & MAINTENANCE

The faculty who serve as course developers and course instructors are responsible for the quality and content of all Vol State distance education courses. Courses taught using distance learning technologies meet the same academic requirements of courses delivered by on-campus instruction.

All newly VSCC online and hybrid courses will be evaluated for quality assurance and accessibility standards following the procedures and guidelines approved by the Instructional Assessment committee.

Once a VSCC course has been developed and approved as an online or hybrid model course, it should be maintained each semester for routine updates. The course will be scheduled for redevelopment and reevaluation every 3 to 4 years thereafter. The faculty member who first designed the course will have first right of refusal to complete this project under a work-for-hire contract. Should the faculty member refuse to redevelop the course, the Division Dean or the Dean of Academic Support will locate another qualified individual to redevelop the course under contract and the first developer's responsibilities to maintain the course will cease.

Detailed information is available in the knowledge base using the following links:

- [Guidelines for Online and Hybrid Course Design](#)
- [New Course Development Process](#)
- [Course Review Process for Existing Courses](#)

Distributed Education, Media Production Services, and the Access Center will collaborate with faculty to ensure that all accessibility standards are met regarding audio-visual media loaded into the course. Questions concerning Media Services can be directed to Kevin Blankenship, Chief Information Officer, at 615-230-3428 or kevin.blankenship@volstate.edu.

For more information about the guidelines for Distance Education, please visit [our website](#).

TN eCAMPUS QUALITY

TN eCampus, in concert with Distributed Education and Vol State faculty, is responsible for the final course review of all TN eCampus courses. Faculty developers and course instructors are ultimately responsible for the quality and content of all Vol State TN eCampus. For more information on the development and review process of eCampus courses, refer to the [TN eCampus faculty info page](#). TN eCampus course developers have specific [post development responsibilities](#) to follow, as outlined on their website.

COURSE COPIES AND ASSIGNMENT OF INSTRUCTORS

Divisions are responsible for copying course sections from the approved MC each semester and for assigning instructors to course sections. Instructors are assigned in Banner, which automatically updates eLearn course enrollments. Distributed Education may assist with course copies by request.

F. Other Distributed Education Course Requirements

AMERICANS WITH DISABILITIES ACT

It is the student's responsibility to self-identify with the Access Center to receive accommodations and services in accordance with Section 504 of The Rehabilitation Act and the Americans with Disabilities Act/Amendments Act (ADA/AA). However, all Distributed

Education courses at Vol State should be ADA accessible, so it is the faculty member's responsibility to provide accessible course materials.

To make sure all courses are accessible, do the following:

- Collect the [Accessibility Statement](#), VPAT, and [Conformance and Remediation form](#) for textbooks and all vendor-provided materials.
- Use properly formatted headings to structure the page.
- Provide alternative text descriptions for images and shapes (refer to this article on [Alternative Text](#)).
- Write meaningful link text that indicates the link's destination.
- Ensure a proper reading order in tables, lists, and forms.
- Don't use color alone to convey meaning.
- Use sufficient color contrast.
- Eliminate or limit blinking/flashing content to 3 seconds.
- Ensure that any action that uses a mouse can also be completed by a keyboard.
- Provide video captioning for videos with at least 99% accuracy.
- Transcribe audio files.
- Only direct students to websites that are accessible by every student.

Consult with an Instructional Design Specialist or the Access Center for assistance or refer to the online resources below:

- [Accessibility at VSCC](#)
- [Accessibility Knowledge Base Articles](#)
- [Access Center Faculty Resources](#)

COPYRIGHT COMPLIANCE

Tennessee Board of Regents Policy #5:01:06:00 applies. Compliance is expected with all applicable laws concerning the reproduction of printed materials and the use and transmission of films, filmstrips, courseware, recordings, performances, software or protected works.

VSCC COURSE SYLLABUS REQUIREMENTS

The course syllabus is one of the basic documents to which students, faculty, and the administration refer for specific information on a course. For this reason, the importance of a syllabus cannot be understated. The syllabus not only communicates to the student what he or she needs to know about the course, but it also protects faculty members in hearings and lawsuits. To prospective students, faculty, TBR staff, and accreditation teams, the syllabus forms the recognized record of what is conveyed in a course. *Each student should receive a copy of the course syllabus that includes the following minimum elements:*

- **Course Description** - Use catalog description plus other instructor details. Include the credit hours for the course. Remember to change the date on your revised syllabus every semester.
- **Goals and Outcomes**
- General Education Goals and Outcomes - Check catalog, "College Graduation" section for general education goals and outcomes.
- Other Goals - Other course goals should be established by division and available in division office.
- Other Outcomes - Other course outcomes should be established by division and available in division office.
- **Course Assessment Techniques**
- Assessment of General Education Goals/Outcomes
- Assessment of Other Goals/Outcomes
- **Instructor grading and attendance policies** based on college policies identified in the [Student Records and Academic Regulations](#) "Class Attendance" section of the catalog.
- **Required college policy statements** - ADA statement, Equal Opportunity Statement, Inclement Weather Class Policy
- **Topical Outline** (and/or dated schedule of readings and assignments)
- **Other:**
 - Instructor Name, campus office and phone number
 - Textbook(s) for the course
 - Special Projects/Assignments
 - Assignment descriptions
 - Information on tests, exams, essays, etc.
 - Rules and requirements regarding online student interactions (including netiquette)
 - Instructor's plan for class response time and feedback on assignments

All Vol State syllabi must be ADA accessible.

Copies of course syllabi for each course should be placed on file in the division office and uploaded to the course shell in eLearn before the semester begins.

ONLINE FACULTY OFFICE HOURS

Distributed Education courses require the same number of office hours as traditional courses as outlined in the Faculty Handbook. Online virtual office hours must be available to students in online courses. Faculty have the right to establish their schedule for virtual office hours and may offer hours after regular business hours (nights and/or weekends) following the guidelines outlined in the faculty handbook. Online faculty are encouraged to utilize Zoom for synchronous virtual office hours.

ONLINE EXAMINATIONS & PROCTORING

Many instructors choose to administer exams online. Within eLearn, instructors may enforce certain technology tools to ensure the integrity of the exam. These tools include features such as Respondus Lockdown Browser®; disabled right-clicking, pagers, and alerts; restricted access dates and times; additional password protection; IP restrictions; and time limits.

Some instructors require students to arrange for a proctor on certain exams. Proctoring can be arranged through the [Testing Center](#) or through ProctorU. Faculty must submit all necessary exam information to the Testing Center or to ProctorU in advance of the exam window. Students may then make arrangements for proctoring either online through ProctorU or through the main campus or by calling one of the other VSCC locations. Students are required to provide photo identification prior to sitting for any proctored examination. The student taking a proctored exam online through ProctorU are responsible for the cost at a reduced rate.

In all cases, principles of academic integrity and honesty should be assured.

TEXTBOOK ORDERS

Academic Divisions are responsible for the identification and ordering of textbooks and other non-video materials required for Distributed Education courses. Textbook orders should be placed with the College Bookstore within a timely manner to ensure delivery for sale before classes begin. The College Bookstore is responsible for the acquisition and sale of all text and materials by the first day of class.

Course developers are responsible for placing textbook orders for classes taught via TN eCampus by using this online [TN eCampus Textbook Verification Form](#). If your course will be using a publisher textbook or course pack, make sure you have the following information for each textbook(s) you submit for adoption:

- Title
- Author(s)
- ISBN
- Edition
- Publisher
- If the text uses any integrated (online) course material

If your course will NOT be using a publisher textbook or course pack, you still need to complete the form so the bookstore knows no textbook or course pack is required.

OTHER PRINT MATERIALS

Other print materials that may be needed are also under the responsibility of Academic Divisions. This may include lab manuals, instructor-created supplemental texts, etc. Provision of print materials in this manner should be done only under special circumstances. Documents should be provided in an accessible digital format within eLearn whenever possible.

If faculty have printed course materials they need to provide students, they can arrange for students to pick these up in the Library. Faculty can also contact the Library to schedule a delivery of printed materials to off-campus sites.