



Kauai Community College

Distance Education

Faculty Handbook

Fall 2017

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Before Considering Teaching Distance

Policies Governing Distance Education

Any instructor who wants to teach distance education courses online must be certified by the Professional Development Coordinator (or DL Committee designee). The specific steps of this certification process are outlined [here](#).

There are two types of distance education courses that require an instructor certification:

- Fully Online Courses, which are taught primarily using the University of Hawaii's learning management system (i.e., Lulima and/or Google Classroom). Fully online courses provide students an opportunity to complete coursework without physically attending in person. Although fully online courses do not meet on campus, the curriculum for the courses is similar to the curriculum provided in a traditional face-to-face section. Most, if not all, of the course instruction must take place online. If an instructor plans to require any face-to-face or in-person activities, he or she must include this information in the notes section of the course availability page. For example, if an instructor wants his or her students to take an in-person quiz or exam, he or she should include a notation in the course availability page stating this.
- Hybrid Courses are taught partially online but have regular on-campus meetings. The hours spent on campus vary from course to course, and students should check the course availability page to identify the meeting times and locations. The required on-campus meeting dates and times should be clearly stated in the schedule and once published should be strictly adhered to.

Support for Distance Education

The Distance Learning Committee

The Distance Learning Committee (DLC) is a sub-committee of Faculty Senate. Its representatives are tasked with addressing the evolving technology needs of distance education courses in a variety of disciplines that use technology for instructional purposes. The DLC is the recommending body for policies, procedures, systems, and purchases that relate to distance education and technology used for teaching and

learning. See [here](#) for DLC's charter.

The Professional Development Coordinator

The Professional Development Coordinator (PDC) serves as a liaison between faculty and administration in distance education related issues, leads planning efforts for DL professional development, serves on the DLC, and certifies instructors to teach distance courses. The PDC also assists faculty with technical and pedagogical matters related to distance education.

Technical Support

Technical support for faculty/staff and students for distance education courses are available through several campus and system entities (see Table 1). There is limited technical support for faculty on weekends, holidays, in between active semesters, and on days in which Kauai Community College's campus is closed.

Resource	Available to whom?	Located	Contact Information
Remote Lulima Support	Faculty/Staff and Students	UH Manoa	lulima.hawaii.edu (click the Faculty/Staff or Student Tabs)
Remote Information Technology Resources Support Tools	Faculty/Staff and Students	UH Manoa	http://www.hawaii.edu/its/support-tools/
Onsite Computer Services and Info. Tech. Resources	Faculty/Staff and Students	Kauai Community College, Computer Services Help Desk, NATSCI	808-245-8342 or itkauai@hawaii.edu
Onsite Lulima Support	Faculty/Staff	Kauai Community College, OSC 206-B	808-245-8345 or pdkaucc@hawaii.edu

Table 1: Technical Support for DL Courses

Distance Learning Teaching Certification

In order for an instructor to be certified to teach distance courses, he or she must do the following:

1. Read and review the "Before You Teach Online" packet provided by the Professional Development Coordinator,
2. Complete the "[Distance Education Certification Application](#),"
3. Review the Professional Development Coordinator's recommendation(s) and complete any follow-up activities,
4. Have his or her first distance course taught through Kauai Community College be evaluated by an *approved* peer evaluator and receive a rating of "Satisfactory" or

better,

5. Have at least one distance course evaluated every two academic years by an approved peer evaluator and receive a rating of “Satisfactory” or better, and
6. Participate in one online professional development activity per academic year (activities should be vetted by the Professional Development Coordinator before completing/attending).

*Note that DE Certification can be revoked if one does not comply with the above criteria or if one receives a rating of “Unsatisfactory” by an *approved* peer evaluator.

Certification Process

1. Contact the [PD Coordinator](#) or your Distance Learning Committee representative to indicate your desire to be certified to teach distance education courses at Kauai Community College.
2. When you receive the “Distance Education Certification Application” packet, read and review all documents and complete the application.
3. The PD Coordinator will review your application and send you an email stating one of the following:
 - a. That you have been certified to teach distance education courses.
 - b. That he or she has questions and/or concerns about your application and would like to meet with you to discuss things further.
4. Once you are certified, you will be contacted by the PD Coordinator (or a DL Committee designee) to arrange an evaluation of your first DL course taught and all subsequent course evaluations.
 - a. If you receive an unsatisfactory evaluation at any time, you will be asked to meet with the PD Coordinator to determine an appropriate professional development and improvement plan. Your certification may be suspended during this time.
5. In order to maintain your certification, you must...
 - a. Have at least one distance course evaluated every two academic years by an approved peer evaluator and receive a rating of “Satisfactory” or better.
 - i. The PD Coordinator (or a DL Committee designee) will contact you sometime in the semester before any course evaluations are due.
 - ii. The PD Coordinator (or a DL Committee designee) will provide you a list of names of evaluators to choose from. You will have the option to suggest others; however, it will be up to the PD Coordinator (or a DL Committee designee) to approve.
 - b. Participate in one distance education professional development activity per academic year.

- i. The PD Coordinator will send announcements about vetted events throughout the semester.
 - ii. You can attend others; however, if you plan to use any of these to satisfy this requirement, please contact the Professional Development Coordinator beforehand.
6. If at any time you lose your certification, you must petition the PD Coordinator (or DL Committee designee) to begin the recertification process.

Preparing to Teach Online

Prior to beginning the design of a distance course, please take a look at the following resources.

- [10 Best Practices for Teaching Online](#)
- [Best Practices in Online Teaching Strategies](#)
- [10 Principles for Effective Online Teaching: Best Practices in Distance Education](#)
- [A Student-Centered/Teacher-Present Approach to Effective Practices in Online Teaching by Pat James of Mt San Jacinto](#)

Listing Distance Learning Course on DL Courses Website

In order to ensure maximum exposure for your DL class to students across the state, we list your courses on the DL courses website that resides [here](#) (<http://www.hawaii.edu/dl/courses/>). At your earliest convenience, please go to the [webpage](#) (<http://www.hawaii.edu/dl/courses/requests.php>) and complete the ITS Distance Learning Course Form. If you submitted a course in the past, you should have already created an account and will just need to log into your account. If this is your first time, you will need to create an account and then submit a DL Course Request form. Fill in the course information and save for the correct semester. If you taught the class previously via DL, you can go into the semester you taught it and "clone" it for the current semester. Just make sure you have the correct CRN, etc.

Please contact the [University Center](#) if you have any questions or need any assistance with the process.

Accessibility

All distance courses at Kauai Community College must be capable of providing reasonable accommodations to students who are vision and hearing impaired. These

accommodations need to be coordinated by KCC's Disabilities Services office, and students need to provide the instructor with a copy of the accommodations statement provided by his or her Disabilities Services counselor.

Course Check-in (Fully Online & Hybrid)

Kauai Community College's protocol for the first day of all distance education courses are as follows:

- Faculty are required to send a welcome announcement to their distance courses by midnight of the first day of instruction.
- Faculty are required to assign a "Check-in" assignment by midnight of the first day of instruction. This assignment will be due no later than the first week of instruction.

Welcome Announcements

Faculty who are teaching distance courses must post a welcome announcement to their courses by midnight of the first day of instruction. Besides welcoming students to the course, this announcement should direct students to the following information:

- the course syllabus, policies, requirements, and a tentative schedule.

It should also inform them of the required Check-in assignment (see below) and its due date.

Check-in Assignment

All distance courses must assign a check-in activity by midnight of the first day of instruction. This assignment should be due no later than the first week of instruction; however, it is strongly suggested that this assignment be due much earlier, e.g., the third day of instruction. (Requiring an earlier deadline will allow faculty members to contact and/or *flag* a student before removing him or her from the course.) Unless prior arrangements have been made, if a student does not complete this assignment in a timely manner, an instructor, using the [MySuccess early alert system](#), can report him or her as a "no show," which could result in the student being dropped from the course. (See [KCCP 4-10](#).) The check-in assignment can start up to five business days prior to the first day of instruction.

This assignment can be low-stakes. All that is required is the following:

1. That students log-in to the course LMS using their UH log-in credentials.
2. That students complete an assignment that asks them to read and acknowledge receipt of the course syllabus. For example, a student must log-in to the course

page in Lulima and access the “Syllabus” tool, where they will read the course syllabus and then post a comment in the course “Discussion Board” stating that they read syllabus and understand the course policies.

Student Orientation to Online Learning

Kauai Community College provides student orientations to both fully online and face-to-face courses as well. Faculty can orient students through the course within the first week of class by creating a video or directions. Faculty are advised to recommend the following resources to their students to orient them to learning in an online format:

- New distance students can participate in an on campus Distance Education Student Orientation, which are held the week before classes start in fall and spring semesters. For more information, please contact the University Center.
- A fully online Distance Education Student Orientation will be completed by Fall 2017. It can be found [here](https://sites.google.com/a/hawaii.edu/university-center/event-calendar) (<https://sites.google.com/a/hawaii.edu/university-center/event-calendar>).

Library, Tutoring Center, and Other Resources

Library

Faculty/Staff and students can access online library services (e.g., catalog, e-books, electronic databases, librarian support, orientations, and specific library research documents), by clicking [here](#). Distance students have their own dedicated Distance Learning Librarian.

The Tutoring Center

The Tutoring Center offers tutoring services face-to-face or online via Google Hangouts. Click [here](#) for more information. If students are taking at least one course through one of the UHCC campuses, then they also have access to [Brainfuse](#), an online tutoring service.

Computer Services

Faculty/Staff and students can access computer services assistance by contacting Computer Services at 808-245-8342 or by clicking [here](#). Alternatively, they request assistance by visiting the following help sites:

- [Lulima Student Help](#)
- [Lulima Faculty Help](#)

- [University of Hawaii Information and Technology Services](#)
- [University of Hawaii Information and Technology Services, Faculty Assistance](#)

Syllabus Requirements

All faculty members must provide students with a course syllabus specific to the course, as well as proof that students have received it (see [“Check- in Activity”](#)). All course syllabi must adhere to any instructional division and/or Curriculum Committee policies. If a distance course has any special requirements--e.g., attending a synchronous activity every week, completing a proctored quiz/assignment, etc.--these must be included in the course syllabus as well.

Proctoring for Distance Courses

If a faculty member is a planning to assign a proctored assignment (e.g., a test or quiz), they must do the following:

1. Prominently place a notice in the syllabus about any proctored assignments and information on how to complete it.
2. Navigate to the [Distance Learning at the University of Hawaii webpage](#), read all pertinent instructions, complete and send any necessary forms.
3. Be ready to arrange for students who cannot come to a UH System campus to complete the assignment at another appropriate location--e.g., State Library, Hawaii DOE campus, etc. (contact the Office of Institutional Effectiveness or the Professional Development Coordinator for more information).

Archive a Course

After the semester ends and grades are turned in, courses are automatically unpublished and *archived*. If a faculty member is concerned about losing resources, he or she can archive material on their own. They should be careful not to keep sensitive student information on unsecured media or web/cloud services.

Download a Gradebook

Although not required, faculty should download a copy of their gradebooks once final grades have been submitted. Like the archive, download the gradebook for safekeeping but do not store on an unsecured media or web/cloud services. In addition, faculty may choose to do this every week or so during the semester.

Archive Faculty Emails

If a faculty member decides to use the “Mailtool” in Laulima, they may want to select the “Send me a copy” option in order to *archive* any messages sent. Unfortunately, messages sent via the Mailtool are not automatically archived by the UH Gmail service.

Important Policies

Authentication

In order to ensure that the person completing work in an distance course, faculty are required to have their students log-in to the University of Hawaii's *official* LMS (i.e., Lulima and/or GoogleClassroom).

It is also highly recommended that DL faculty assign one activity that requires a student to appear in person at a UH testing facility, where he or she will have to provide a picture ID in order to complete the assignment.

Academic Integrity

All course syllabi should include a definition of cheating and plagiarism and either have a link to or the embedded text from the section of the [KCC Student Conduct Code](#) that discusses cheating and plagiarism. It is also recommended that faculty have a discussion or forum (or similar) assignment in which he or she has a dialogue with students about what it means to plagiarize and cheat.

Regular Effective Contact

The primary student complaint about distance courses is that the instructor has not kept in touch, either by not answering emails promptly or by not posting announcements or discussion responses. As a best practice, the Kauai Community College DLC strongly encourages instructors to have *regular* and *frequent* contact with students. It is also suggested that faculty include, in their syllabi, policies that dictate contact. This can include the following:

- The way in which students should contact the instructor--i.e., via UH email, course discussion board, telephone, etc.
- Message format and information policies--e.g., "When leaving a voicemail, please state your question in a clear and concise manner and provide your contact information. It is highly recommended that you repeat this information at least once."
- When a student should expect a response from the instructor when using an approved contact method--e.g., "Emails will likely receive a response no later than 24 hours of receipt, barring emergencies or other unforeseen

- circumstances.”
- Emergency policies--e.g., “If you need to contact me to inform me about an emergency, please email or IM me using the following subject line: ‘Emergency.’ If leaving a voice message, please state that you are calling about an emergency.”
 - Etc.

Copyright

Kauai CC endorses the copyright statement of [Gavilan College’s Distance Education Handbook for Faculty](#):

Understanding what copyright is, why it exists, and being able to effectively apply “fair use” guidelines for copyrighted materials used in a course are essential tools for any educator. However, teaching online generally adds some additional challenging questions to the mix. To ensure faculty are provided with a clear and comprehensive overview of the topic, faculty are requested to read the shared [Copyright 101 module created by BYU](#). “Copyright 101” is designed to:

- *Increase faculty knowledge and understanding of copyright and licensing issues; and know what it means to say that someone owns the copyright to a creative work.*
- *Learn more about why copyright law exists and where it all started (the history of copyright).*
- *Know how to resolve basic copyright/licensing questions and when and who to ask for more help.*
- *Realize and respect the ethical/moral aspects involved in using materials protected by copyright.*
- *Be able to answer a variety of copyright questions and solve specific case studies.*

The Teach Act: *The Technology, Education, and Copyright Harmonization (TEACH) Act of 2002 extends an instructor’s legal use of copyrighted materials in online instruction at accredited nonprofit education institutions. Applying the TEACH Act is complex and relies on the instructor’s adherence to a specific set of criteria.... Faculty may find the resource, [The TEACH Act: How the Law Affects Online Instruction](#) created and shared by Florida State University helpful.*

Creative Commons: *Dialogue about the friction between copyright law and digital media has led to the development of Creative Commons. Creative Commons (CC) provides flexible copyright licenses that copyright owners may choose to apply to their work. The CC licenses grant more flexibility than traditional copyright but not as much as “public domain.” A work in the public domain may be used freely. A Creative Commons licensed work still requires the user to adhere to specific guidelines but may be as simple*

as “crediting the author.” The popularity of CC has resulted in the fostering of a culture of sharing, and there are now thousands of works online that faculty may use without violating copyright. If the instructor is seeking images or audio for a class, it is in the interest of the instructor to check for CC licensed work. The following link can be helpful in this regard: [“What is Creative Commons?”](#)

Dropping Students

If a student does not participate in course activities during the first week of instruction, a faculty member can report, via the [MySuccess early alert system](#), a student as a “no show,” which could result in that student being dropped from the course (see [KCCP 4-10](#)). Of course, a faculty member can use discretion when reporting.

If a student is not participating regularly in a course, the faculty member should *flag* the student via the [MySuccess early alert system](#) to alert him or her and his or her counselor that there are concerns about the lack of participation. A student cannot be removed after the first week of instruction by the instructor; however, students can drop or withdraw from a class voluntarily for several weeks after the beginning of the semester. (See [here](#) for add/drop and withdrawal deadlines.)

Visitation and Evaluation Protocols for Distance Courses

Like face-to-face courses, DL courses can (and should) be evaluated periodically by peers and/or administrators. Most policies concerned with course visits are governed by [KCCP 4-13](#). Additionally, if a faculty member wants to gain and maintain his or her DL Certification, he or she will have to...

- Have his or her first distance course taught through Kauai Community College be evaluated by an *approved* peer evaluator and receive a rating of “Satisfactory” or better and
- Have at least one distance course evaluated every two academic years by an *approved* peer evaluator and receive a rating of “Satisfactory” or better.

Office Hours

Like face-to-face courses, distance courses should provide students set opportunities to *meet* with their instructors. Because students who enroll in distance courses often cannot come to campus on a regular basis, DL faculty should provide online office hours utilizing web-based tools such as Google Hangouts or Skype. These office hours should be conducted at times that are accessible to students, which may require

offering sessions late in the evening, early in the morning, and on weekends. Faculty do not have to be on campus to conduct online office hours.

Dealing with Disruptive Students Online

If a faculty member encounters disruptive students online, he or she should first try to reach out to these students and seek a resolution. If one cannot be made, the faculty member should contact his or her division chair, program coordinator, or the Vice Chancellor for Academic Affairs for assistance.