Distance Education Faculty Handbook

(an Addendum to the CTC Faculty Handbook)

Revised January 2022

Table of Contents

Preface

Preface

The **CTC Faculty Handbook** provides general information for all CTC Faculty. It is available at **Faculty Resources** under the **Faculty & Staff** tab at the CTC website at http://www.ctcd.edu. This **CTC Distance Education Faculty Handbook** serves as an addendum to the **CTC Faculty Handbook** by addressing relevant information, policies, and procedures for teaching distance education courses for Central Texas College and for using **Blackboard**, CTC's **Learning Management System (LMS)**. Thus, the two documents complement one another.

The Distance Education and Educational Technology Department (DEET) is dedicated to providing the assistance you need as a distance education instructor to allow you to do what you do best--teach. Check out the information at our website at https://online.ctcd.edu (especially the **Faculty Resources Quick Link**) or contact us at course.support@ctcd.edu for solutions, suggestions, or reassurance. Technical support is available 24/7/365.   Find instructions at the **Contact Us Quick Link** at the DEET website, email de.techsupport@ctcd.edu, or call 1-866-350-4729. DEET has attempted to put the instructions and information in this handbook and at the DEET website to allow you to find answers to your questions when you need them. The website includes checklists, procedures, and videos to help you with your classes.

If you prefer just-in-time assistance on your own, short tutorials on technology and other areas are available at https://www.gcflearnfree.org/ . Here, you can learn about your computer, email, Windows, browsers, Microsoft Office, and the Internet. As you work with Blackboard, you can refer to the resources listed at the DEET website at https://online.ctcd.edu. Select these Quick Links: **Blackboard Help** and **Faculty Resources**.

DEET coordinates with the CTC Human Resources Training Office to provide applicable training to enhance your effectiveness as an instructor, so look for training opportunities that interest you. You can check the CTC HR Training Schedule or the DEET website. If you don't see what you want, suggest topics by contacting david.wyman@ctcd.edu or course.support@ctcd.edu. Online Blackboard training is scheduled through HR.

Central Texas College (CTC)

Central Texas College (CTC) is a two-year public institution accredited by the **Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)** to award certificates of completion and associate degrees in academic, professional, and vocational/technical fields. Some people are surprised that Central Texas College has operations beyond Central Campus at Killeen, TX.

Central Texas College serves more than 150 locations on or near military installations and on board ships. For information about CTC's worldwide operations, please explore the CTC website at http://www.ctcd.edu. We recommend that you familiarize yourself with the student resources as well as the faculty resources to ensure that you provide accurate guidance to your students.

Distance Education and Educational Technology (DEET)

In addition to offering lecture courses at various locations around the world and even on board Navy ships and submarines, CTC has a large distance education program that allows students to choose from more than 60 online two-year degree programs and certificate programs.

The Distance Education and Educational Technology (DEET) Department at CTC is charged with

- developing, delivering, maintaining, and evaluating distance education courses.
- providing technical services and support for Blackboard and BioSig-ID/BioSight-ID to students, faculty, and staff regardless of location.

DEET's responsibilities have expanded to include all course delivery methods. In addition to online and blended courses, most lecture courses are now supported in Blackboard.

DEET does NOT hire faculty or provide textbooks and other materials to faculty.

To learn more about DEET and for details about most items discussed in this handbook, please visit our website at https://online.ctcd.edu. For questions about courses, email course.support@ctcd.edu. Students may email prof.deets@ctcd.edu .

Course Development, Revision, and Maintenance

The Distance Education and Educational Technology (DEET) Department supports a variety of course delivery methods

- Online—scheduled as OLL or OSL
- Blended—scheduled as OBL
- Lecture (face-to-face or "traditional")—scheduled as LEC

- Lecture Enhanced (face-to-face with an electronic component) LECE
- Synchronous Virtual Learning—lectures are provided at a scheduled day and time via videoconferencing such as Blackboard Collaborate, ZOOM, or WebEx—scheduled as SVL
- Multimedia courses (limited to students who do not have stable Internet connectivity—primarily Navy)

In general, all courses, with the exception of multimedia courses, are offered via Blackboard. Read more about these delivery methods at the **Courses** tab at the DEET website.

DEET Instructional Design Specialists and Course Developers collaborate with Course Reviewers, qualified and experienced faculty assigned by Department Chairmen, to develop, revise, or maintain master courses. These master courses are based on the published departmental syllabi, using the specified course outcomes and instructional materials. Master courses ensure that students have an easy transition from one course to another and that all essential information is included and easy to find. Go to the DEET website at https://online.ctcd.edu for a complete description of the process.

Each master course goes through a four-step Quality Assurance (QA) process and is approved by the appropriate Department Chairman or his/her designee before the content is copied for individual instructors.

When a new or revised master is approved, DEET staff copy the content for all faculty teaching that particular course, regardless of delivery method. Once an instructor teaches the course, DEET staff will copy his/her content with the changes he/she have made into his/her next course until a new master is created.

Because this handbook is for faculty, we will use "you" for the rest of this document.

- Courses are copied and available to faculty approximately one month prior to the course start date. You will receive an email stating that the course is ready for review/update. DO NOT make changes to course until you receive this email.
- If you are assigned multiple sections, update one section and then notify course.support@ctcd.edu that it is ready to be copied into the remaining sections.
- If your course does not have content or does not have the proper content, contact course.support@ctcd.edu immediately. Be sure to provide details such as the course name, start date, and Blackboard ID.
- Refer to the Faculty Course QA Confirmation form at the Faculty Resources Quick Link at https://online.ctcd.edu as a checklist for preparing your course. Your department may send you a form that has been adapted for courses scheduled by that department.
- Be aware of any course assignment limits and notify your supervisor immediately if you are approaching a limit.

Distance Education Faculty

Distance Education courses are taught by fulltime and adjunct faculty who must meet instructional personnel qualification and approval procedures described in the Central Texas College District Human Resource Management Operating Policies and Procedures Manual. Faculty are hired and assigned classes by CTC Departments, Campuses, or Sites.

Teaching online requires basic technical skills. Technical Requirements (under the Courses tab at the DEET website) presents minimum and recommended software and hardware requirements and a list of Skills Needed to Succeed.

All students deserve the best education possible. You must have the dedication and motivation to ensure that this happens in your online courses. It's important to remember that the learner should be engaged with the course content. With the technology that is available, an online (virtual) learning experience can be comparable to a traditional classroom experience.

Teaching online is not for everyone. A good lecture instructor is not always a good online instructor; and conversely, a good online instructor may not be a good lecture instructor. Of course, there are some individuals who are good in both environments or not good in either environment. If you study this handbook and refer to the information at the DEET website, your chances for success may improve.

Course Implementation, Management, and Best Practices

To ensure that standard and consistent services are provided to all CTC students, online faculty are required to follow Institution policies and communications from supervisors and CTC administrators.

The following checklist outlines minimum faculty responsibilities. This list does not include specific departmental requirements and is not all inclusive. An abbreviated checklist is provided at the **Faculty Resources Quick Link** at the DEET website. Also, read the **DEET Newsletter** archives at the DEET website for quick tips and current events.

5.1 Prior to Course Start

These tasks should be completed prior to student access. Remember that students get access to the courses 72 hours before the posted course start date.

- CTC policies require that the same materials are used for each course regardless of delivery method. Check the instructional materials list at https://www.ctcd.edu/academics/booksinstructional-materials/ to ensure that you have the proper and current items for the course and that the course content you receive is for the correct materials.
    - o If not, request or order them within four weeks prior to the term start date.
    - o If you have questions about materials, consult your supervisor. Find your supervisor at the Essential Information link at the Faculty Resources Quick Link.

- CTC has adopted an **Open Educational Resource (OER)** initiative to reduce the cost of textbooks. Courses using OER materials are listed at the CTC Booklist as well. Most OER are available in various formats and include a low-cost print option.
- Check the scheduled course delivery method (OLL, OSL, or OBL) and the course start and end dates and ensure that your course schedule and assignments comply. Remember that your classes must meet the **Texas Higher Education Coordinating Board (THECB)** definitions which are repeated here for your convenience:
  - A **fully distance education course** is defined as "A course which may have mandatory face-to-face sessions totaling no more than 15 percent of the instructional time. Examples of face-to-face sessions include orientation, laboratory, exam review, or an in-person test." Most CTC online courses have no mandatory f2f sessions.
  - A **hybrid/blended course** is defined as "A course in which a majority (more than 50 percent but less than 85 percent), of the planned instruction occurs when the students and instructor(s) are not in the same place." This means that you must meet with your students at least 15% of the designated contact hours for your course. In general, a three-semester hour course corresponds to 48 contact hours and a four-semester hour course corresponds to 64 contact hours. See the CTC Catalog for details.
  - There is no definition for lecture (f2f) courses. Most f2f courses are now included in Blackboard—primarily for the gradebook. However, you may choose to post your syllabus and/or handouts and take advantage of the communication tools in Blackboard.
- Unless given different guidance by your department, properly update courses a minimum of three weeks prior to the start date after notification that your course is ready for updates. Your courses must be finalized prior to student access. Do not make major changes once the courses start.
  - Do not delete the master course content. Instead, enhance it with your own resources and activities. Be sure that any additions are ADA compliant.
  - Ensure that your contact information is provided. Include your CTC email account, your supervisor's name and email address, and your department's toll-free phone numbers. You can find supervisor information at the Faculty Resources Quick Link.
  - Remove old announcements and change the dates of announcements that remain valid.
  - Provide course start and end dates and select the delivery method (OLL, OSL, OBL, etc.). This definition should be pre-loaded into your course under 'Delivery and Terms' on the Syllabus, page 2 of your course in Blackboard. Simply delete the definitions that do not pertain to this specific course. These delivery methods are described in detail at the DEET website.
  - Enter deadlines into the course schedule. (These are recommended deadlines for self-paced courses.)   Class lengths are automatically adjusted for certain breaks, such as Spring break, and you should not require student participation during these times.

- Verify that the grade center reflects the grading policy in your syllabus; e.g., points and totals are correct.
- To ensure that your course complies with CTC and accrediting agency standards, regulatory requirements, and best practices, refer to the **CTC/DEET Course Checklist** for details on how the master course was created and how your course should be set up. This Course Checklist is at the **Faculty Resources Quick Link** at the DEET website.
- The DEET QA Coordinator performs spot checks of courses. If your course was included in a quality assurance check, respond with the recommended corrections or changes or an explanation as to why they were not made within the specified time period (generally three days).

- Ensure that items you may have edited in or added to your course meet ADA, copyright, and usability regulations. Questions may be directed to QCoordinator@ctcd.edu or you can refer to the websites listed below.
  - ADA compliance: the U.S. Department of Justice ADA Home Page at http://www.ada.gov/
  - Copyright compliance: the online Copyright Clearance Center at http://copyright.com. We suggest that you view the short videos on Copyright Basics and Copyright on Campus at http://www.copyright.com/learn/media-download/copyright-on-campus/
  - Web usability: Usability.gov at http://www.usability.gov/
- Synchronize any publisher products, such as McGraw-Hill's Connect, or create a course, such as for Prentice Hall's MyMathLab. Include any required access codes or course IDs, instructions on how to use the product, and sources for technical support in your course.
- If you are using **SafeAssign**, a plagiarism tool for written assignments, be sure to synchronize for your new class. Refer to the instructions at the DEET website.
- Include **BioSig-ID** instances for students to verify their identity. Refer to the instructions at the DEET website.
- Most proctored exams have been eliminated although a few departments still require them. **BioSight-ID** may be used during exams to monitor student activity. Refer to the instructions at the **Faculty Resources Quick Link** at the DEET website. Check exams for
  - Location
    - Link in course menu or within the appropriate lesson
  - Test information (administration instructions).
    - Indicate time restrictions, resources that may or may not be used, etc. In general, proctored exams may not last more than two hours and may not use open books.
    - Ensure that everything, content covered, number and type of questions, and points agrees with the course syllabus.
  - Test availability
    - Force completion
    - Set timer (No more than two hours)
    - Display period

- - Make sure tests are available to students per the syllabus
    - Must provide testing window of several days
  - Test feedback (choose what you want the students to see)
    - Score
    - Submitted answers
    - Correct answers
    - Feedback
  - Test presentation (one question at a time or all)
- Ensure that your online course is comparable to corresponding face-to-face courses and is engaging. If you have ideas but don't know how to implement them, contact course.support@ctcd.edu.
- Ensure that you are complying with any departmental standards regarding number and/or nature of exams, written assignments, etc.
- Prepare welcome announcement/email.
  - Send students a brief email that explains how to get into Blackboard. Once they are in Blackboard, you may switch to announcements and messages.
  - Monitor student Blackboard activity and communicate with students who have not logged in or completed required assignments the first week.
  - Suggest that students view the Student Orientation information at https://online.ctcd.edu/orientation.cfm.
  - Consider offering a course orientation via **Blackboard Collaborate**, a video conferencing tool included in **Blackboard**. You can record your session and link the MP4 file in the course.
- CTC's student attendance policy requires that students complete at least one academically related activity prior to the census date. Be sure that you have this built into your course. Information is at the **Faculty Resources Quick Link** at the DEET website.
- If you are teaching **Early College High School (ECHS),** dual credit, or STEM students, ensure that you create and maintain an **ISD Total** column in your Blackboard gradebook. Instructions are offered at the **Faculty Resources Quick Link**.

5.2 During the Course

- Sign and return employment paperwork, such as PTEAs, as requested.
- Send a welcome email to your students on or before the first day of class to optimize their ability to find and log into your class. Remember, some students may not know anything about Blackboard. Suggested content for this email is available upon request from course.support@ctcd.edu.
- Consider offering a course orientation to explain how your course is set up and what your expectations are. Blackboard Collaborate may be used for this. Note course participation and reach out to students who are not participating during the first week or two. The roster that you receive via email includes alternate email addresses as well as telephone numbers to make this task easier for you.

- Inform your students of the CTC Academic Misconduct Policy and the consequences of violating the standards. The policy is in the CTC Catalog and the Student Handbook. Your course should include suggested activities for students to complete to make them aware of what constitutes academic misconduct.
- Check if you have high school dual credit students. Do this at the High School Students link in the Faculty Resources box in Blackboard. If you do, follow the instructions for creating an ISD Total column in Blackboard to facilitate the periodic extract of grades to be sent to the appropriate ISD during the semester. This process occurs in the background, but you must maintain the ISD Total column for the data to be accurate.
- Submit the Cert Roll in Etrieve (also called E-forms) which is found at the Faculty page of the CTC website.
- Make your presence known right away. These are NOT correspondence courses and the students should NOT feel like they are alone. Other institutions have been fined for courses that do not engage the student and provide for student-student and student-faculty interaction. Refer to the checklists and other documents under **Essential Information** at the **Faculty Resources Quick Link** for ideas.
    - Offer a course orientation using Blackboard Collaborate and schedule periodic "live" lectures.
    - Advise students of resources.
        - CTC website at http://www.ctcd.edu
        - DEET website at https://online.ctcd.edu
        - online writing and math tutoring in Blackboard
        - 24/7/365 technical support at de.techsupport@ctcd.edu or 1-866-350-4729
        - Local students may use the Academic Studio (tutoring) or the Advanced Math Lab.
        - Any student may contact **Disability Support Services** for assistance and possible accommodations.
        - Professor Deets at prof.deets@ctcd.edu
        - CTC provides **Microsoft 365** free to students, faculty, and staff. Download using your CTC email. CTC IT asks that you do not install Microsoft 365 on a CTC computer due to potential conflicts with other software.
- Maintain a presence in your class. Enter courses a minimum of three non-consecutive days per week (or as specified by your department) to monitor student progress, provide timely responses and feedback, and identify and address any student or administrative issues.
    - Post frequent announcements.
    - Send weekly messages or emails.
    - Respond to student emails and other communications within 48 hours. After the welcome email, consider initiating and maintaining contact with students through the **Blackboard Message System**. Do not delete messages as they are part of the course history and can be useful in resolving student complaints.

- o Evaluate graded assignments and exams, and provide meaningful feedback to students within seven calendar days following the due date for the assignment or, in the case of self-paced courses or when extensions have been granted, within seven calendar days after submission by the student. If you require that graded assignments be submitted at less than a two-week interval, evaluation and feedback must occur not later than the mid-point between the two assignments to permit students to learn from the previous assignment and make corrections.
- Encourage interaction and collaboration.
  - o Discussion board
  - o Wikis
  - o Group projects
  - o **Blackboard Collaborate** and other tools for regular interactive sessions (and to address accrediting and regulatory agency contact hour concerns).
- Monitor student participation in class.
  - o Include a graded activity that must be completed during the first week of class to determine participation.
  - o Set up assignments that students submit throughout the course so that you can monitor their activities.
  - o Keep grade center current.
  - o Consider using the adaptive release function to make items available only at certain times or under specified conditions. This can help you to provide accommodations, such as extra testing time, for students with documented learning disabilities.
  - o Use the Blackboard tools
    - **Last Access** in grade center
    - **Course Reports** and **Performance Dashboard** under **Evaluation** at **Course Management**.
    - Send reminders to students.

- Use your CTC email for all CTC business, to include communication with students. You may provide an alternate email for emergency situations. Advise students to use **EagleMail** so they won't miss important emails from you and from CTC. Instructions are at https://www.ctcd.edu/students/current-ctc-students/student-email/.
- Maintain a frequently updated replica of the **Grade Center** records between the start and end dates of all courses in case a backup is required. This may be either a hard copy or digital copy on your computer's hard drive.
- Provide correct and complete student success (retention) input as requested.
- Respond to CTC's administrative emails within 48 hours (two work days) unless otherwise specified. Saturdays, Sundays, and CTC approved holidays are not included in this time period.
- Respond to CTC's administrative telephone calls within 24 hours (one work day) unless otherwise specified.

- In case of emergency or major curriculum or testing change, post announcements in classes, email students, and contact (email or phone) supervisor immediately, if appropriate.
- Know withdrawal and other student services policies.
  - Military students who cannot successfully complete the course due to military obligations may be eligible for a military withdrawal. The student must initiate this withdrawal through his/her unit.
  - The last date of attendance has been defined not by being logged onto an online class or course management system, but rather by last participation in an online discussion or contact with a faculty member. Read more: http://www.insidehighered.com/news/2011/11/04/education-department-enforced-distance-education-rule-it-was-published#ixzz1f85JASTf

5.3 Ending the Course

- Remind students to submit the course evaluation.
  - A link is provided in the course menu.
  - Students may also go to https://soarapp.ctcd.org/online_forms/course_evaluation/course_eval_form.cfm
  - Students may use their browser print function to print documentation that they submitted an evaluation for your class.
- Address any IP requests.
  - Check against IP requirements on Page 1 of the Course Syllabus.
  - Allow only sufficient time to complete the one or two major assignments that may be outstanding. (We do not recommend IPs exceeding one to two weeks.)
  - Specify IP conditions and monitor student progress.
  - Place IP deadline in column in Bb grade center.
  - Change IP to course grade as soon as requirements are met or IP deadline has expired.
- Compute and submit course grades within the five-day deadline.
  - List letter grade in Bb grade center. Be sure column is set to text.
  - Download and submit initial Bb grade book by email. See the DEET website for instructions.
  - Use the Submit Grades link under Control Panel in your course menu to submit grades for ALL students, to include ECHS, dual credit, and STEAM. This will transmit the grades to Datatel/Colleague. You can verify that the grades were transferred by logging into Eagle Self-Service (formerly WebAdvisor). If you prefer, you can continue to enter letter grades in Eagle Self-Service.
  - Download and submit final Bb grade book by email when IPs have been resolved.
- Reflect on course to identify areas of improvement for next time.
  - Recall student questions and confusion.

- View course evaluations and analyze data. See the **View Your Course Evaluations** link at the **Course Management Resources** section of the **Faculty Resources Quick Link**.

5.4 Miscellaneous

- Complete all administrative required paperwork according to instructions.
- Complete any required training and notify your supervisor of completion.
- Maintain records for a minimum of one and one-half (1 ½) years in case of student disputes. You can export your course as a backup.
- Provide your supervisor with current contact information, to include a phone number and alternate email address.   Update your personal contact information immediately, if changes occur, with the designated staff member, and copy your supervisor.
- Continue to check your CTC email account weekly even when not actively teaching. You are responsible for all information disseminated by the College during any leave of absence.
- Continuously check **Blackboard** for training opportunities, active courses, and courses scheduled for future terms.
- Maintain adequate competency in technical ability and technological advancement to perform job duties and requirements.
    - Periodic training and updates will be offered. We recommend that you take advantage of these opportunities, some of which may count as professional development.
    - After several months of absence from teaching, you may be required to update your skills and knowledge.
        - The period of the absence and type of skills requiring updating will be determined by your supervisor.
        - If you have not taught for six months, a termination may be done, and access to CTC email and other accounts may be ended.

1.5 Disciplinary Action

Habitual or blatant violation of any of the above mentioned guidelines may result in appropriate disciplinary action as prescribed in CTC policies and procedures. For your convenience, please refer to the requirements to remain in good standing at the end of this handbook.

Resources and References

6.1 CTC and DEET Websites

Become familiar with the CTC (http://www.ctcd.edu) and the DEET (https://online.ctcd.edu) websites. Explore both the faculty and student resources. This will allow you to answer

student questions or refer them to an appropriate area as well as ensuring that you are complying with faculty requirements.

6.2 Supervisors

You have an immediate supervisor or "go to" person for any questions or concerns as you teach your class. A current list is provided at the **Faculty Resources Quick Link** at the DEET website. If you have a grievance or concerns that cannot be satisfied with your immediate supervisor(s), refer to the organization charts at the CTC website for the proper "chain of command."

6.3 Blackboard

Refer to the **Faculty Resources** at the DEET website at https://online.ctcd.edu for on-demand content on Blackboard, Blackboard Collaborate, SafeAssign, and other tools. Training in using Blackboard is available online upon request.

6.4 Military Acronyms

CTC's students and instructors are worldwide, and the majority of the students are affiliated with the military in some manner. If you haven't been exposed to military personnel, you might not understand some of the jargon, such as PCS, TDY, MOS, etc. Fortunately, there are several websites that can help you with these acronyms:

- http://www.acronymslist.com/cat/us-military-acronyms.html
- http://www.acronymslist.com/cat/us-army-acronyms-%28official%29.html

6.5 Time Zones and the 24-Hour Clock

Because you may interact with students in various locations, you might want to become familiar with time zones and the 24-hour clock to ensure that deadlines and meeting times are clear to all parties. Be sure to indicate a time zone, such as **Central Standard Time (CST)** for assignment deadlines and Blackboard Collaborate sessions.

Here are a couple of sites to get you started, or you can search for others.

6.5.1 Time zones

- http://www.timezoneconverter.com/
- http://www.onlineconversion.com/timezone.php

6.5.2 24-hour clocks

- Times from midnight to 9:59 are written in this format:
    - Midnight = 0000 hours

- o 1:00 a.m. = 0100 hours
- o 2:00 a.m. = 0200 hours
- o 3:30 a.m. = 0330 hours
- Times from 10:00 a.m. to 12:59 p.m. are written in this format:
  - o 10:00 a.m. = 1000 hours
  - o Noon = 1200 hours
- Times from 1:00 p.m. to 11:59 p.m. are written in this format (basically, add 12:00):
  - o 1:00 p.m. = (1:00 + 12:00) or 1300 hours
  - o 11:59 p.m. = (11:59 + 12:00) or 2359 hours

If this is too complicated, let an online conversion site do the math.

- http://www.onlineconversion.com/date_12-24_hour.htm
- http://usmilitary.about.com/od/theorderlyroom/a/militarytime.htm

6.6 Accreditation and Regulation

CTC is regionally accredited by **SACSCOC** and governed by the **Texas Higher Education Coordinating Board**.

6.6.1 Southern Association of Colleges and Schools—Commission on Colleges (SACSCOC)

The Southern Association of Colleges and Schools Commission on Colleges is the regional body for the accreditation of degree-granting higher education institutions in the Southern states. It serves as the common denominator of shared values and practices among the diverse institutions in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee, Texas, Virginia and Latin America and other international sites approved by the Commission on Colleges that award associate, baccalaureate, master's, or doctoral degrees. The Commission also accepts applications from other international institutions of higher education.

Mission Statement: The mission of the Southern Association of Colleges and Schools Commission on Colleges is to assure the educational quality and improve the effectiveness of its member institutions.

Central Texas College is accredited by SACSCOC. Visit the SACSCOC website for Best Practices and other documents.

6.6.2 The Texas Higher Education Coordinating Board (THECB)

The **Texas Higher Education Coordinating Board**'s mission is to work closely with policymakers and education stakeholders to develop and implement a higher education framework focused on initiatives to:

- Dramatically increase the number of postsecondary completions;

- Keep college affordable and accessible for all Texans; and
- Align higher education outcomes with current and future workforce needs.

THECB offers best practices and other recommendations for distance education. They publish the **Lower Division Academic Course Guide Manual (LDACGM)** http://board.thecb.state.tx.us/apps/WorkforceEd/acgm/acgm.htm and the **Workforce Education Course Manual (WECM)** http://board.thecb.state.tx.us/apps/WorkforceEd/wecm/. These guides/manuals provide the approved course descriptions and outcomes for academic and workforce courses, respectively. CTC's syllabi must comply with these course descriptions and outcomes and course activities and assessments must relate to and measure mastery of the outcomes.

Requirements to Remain in Good Standing

1. Follow College and Distance Learning (DL) policies as outlined in CTC Catalog, Faculty handbook and Distance Education Faculty Handbook, Faculty & Staff portions of DEET website, Faculty Forum, and communications from your supervisor and CTC administrators.
2. Meet deadlines for:
   a. Updating courses three weeks prior to the start date.
   b. Submitting grades and gradebooks within 7 calendar days (Courses end on Friday, grades are due the following Friday by 11:30 am Central).
   c. Returning cert rolls immediately upon being notified the document is in your e-forms (Etrieve) account. If you have questions about Cert Rolls, contact, dlrocert@ctcd.edu .
   d. Returning PTEAs, through e-forms, within 24 hours of receipt.
   e. Completing any required training and follow up with notification to your supervisor, when completed.
   f. Ordering all instructional course materials within four weeks prior to the term start date.
   g. Adhering to CTC's current attendance policy.
3. Visit your courses a minimum of three non-consecutive days per week to identify any student or administrative issues that need to be addressed. Choose from these options and tell your students when they can expect you to be in the course and to respond to inquiries:
   a. M W, F;
   b. TU, TH, SA; or
   c. SU, TU, TH.
   d. If there is a College holiday, adjust the schedule to meet the intent of this policy.
4. Respond to student emails and other student communications as soon as possible, but not to exceed 48 hours (two work days). (Saturdays, Sundays, and holidays are not included in the 48-hour time period.). Initiate and maintain contact with students through the Blackboard Message System. All instructors, even those using a textbook

platform, must communicate with students through Blackboard and require some activities for students in Blackboard. Post at least one graded discussion forum in the discussion board. Post at least one, substantive, weekly announcement in ongoing classes. During an active course, communicate with students in the message board within the course. This allows CTC administrators and supervisors to access the interactions in case of student issues.

5. Respond to CTC's administrative emails within 48 hours (two work days) unless otherwise specified. (Saturdays, Sundays, and holidays are not included in the 48-hour time period.).
6. Respond to CTC's administrative telephone calls within 24 hours (one work day) unless otherwise specified. (Saturdays, Sundays, and holidays are not included in the 24-hour time period.).
7. Graded written assignments will be evaluated and feedback provided to students within seven calendar days following the due date for the assignment but must be received by the student no later than 48 hours **before the due date of the next assignment**. Written assignments must contain embedded comments for student learning. In the case of self-paced courses, return graded work within seven calendar days after submission by the student.
8. Verify that the correct text and edition are being used, in advance of updating the course.
9. If the faculty member is an adjunct employee, he or she is responsible for tracking all teaching contracts with any CTC entity, to ensure the total does not exceed the adjunct course limit policy. For policy questions, contact HR.
10. Order text materials directly from the Department or from the designated responsible person.
11. In case of emergency, post announcement in classes and email students immediately, and contact (email or phone) supervisor immediately.
14. Maintain the following material for one and one-half (1 ½) years:
    a. Blackboard Grade Book. Your entire course can be exported and retained on your computer.
    b. A continually updated replica of the Grade Center records between the start and end dates of all courses. This may be either a hard copy or digital copy on the instructor's hard drive.
    c. Datatel/Colleague Gradebook.
    d. Certified/Census Rolls.
    e. Change of Grade Forms submitted.
    f. Correspondence about and copy of contract for IP grades. Respond (following guidelines above) to students during an IP period with specific expectations and deadlines. Your contractual obligations for this class do not end until all final grades have been posted.
12. Update your personal contact information immediately, if changes occur, with the designated staff member, and copy your supervisor.
13. Continue to check your CTC email account weekly even when not actively teaching. You are responsible for all information disseminated by the College during any leave of

absence. If possible, push your CTCD email to your smartphone to receive notice of email inbox additions.

14. Regularly, check your Blackboard desktop for any activity, including activity in training courses, active courses, and courses scheduled for future terms. Maintain a working knowledge of the status of every course site appearing on your Blackboard desktop.

15. Maintain adequate competency in technical ability and technological advancement to perform job duties and requirements. After several months of absence from teaching, you may be required to update your skills and knowledge by taking courses through Distance Education/Educational Technology (DEET). The period of the absence and type of skills requiring updating will be determined by your supervisor. If you have not taught for six months, a termination will be completed, and access to CTC email and other accounts will be ended.

CTCD online courses cannot utilize instructor's private web pages or password protected resources. All essential content and instructions must be provided with the Blackboard course. Master course content may not be deleted, but the instructor may add content, resources, and activities in compliance with departmental specifications and ADA/usability compliance.

You may be required by your supervisor to sign a form verifying that you have read and understand these requirements.