



ELEARNING POLICIES AND PROCEDURES



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eLearning Overview

Northeast is an active participant in the Mississippi Virtual Community College (MSVCC). The MSVCC is a cooperative of 15 Mississippi community college districts and the Mississippi State Board for Community and Junior Colleges that offers internet-based courses. These 15 institutions share resources so that students at any one of these institutions may take internet-based courses from any member of the consortium. Students admitted to Northeast Mississippi Community College may register in any of the courses that Northeast hosts (internet-based courses taught by other consortium members). Restrictions for hosted courses require that the course must be listed in the course descriptions section of the Northeast catalog and the course, as well as the instructor, must be approved by the respective department.

eLearning is defined as a formal educational process in which the majority of the instruction occurs when student and instructor are separated by time and/or location.

Purpose and Goals of eLearning

The purpose of the eLearning Program at Northeast Mississippi Community College is to provide quality instruction through electronic technologies to enable students to attain their educational goals and to acquire and support emerging technologies appropriate for curricular, instructional and administrative enhancement consistent with our strategic initiative. The program will extend the offerings of Northeast Mississippi Community College to the community and beyond through eLearning.

- **Instructional Services Goal:** The eLearning Program will provide online learning environments that foster change in the individual; are not bound by the constraints of time and place; are collaborative in the MSVCC Consortium; are creative with electronic delivery; are driven by learner need; have measurable, predictable outcomes; provide quality online courses comparable to traditional delivery; and engage learners in an active mode.
- **Student Support/Service Goals:** eLearning at NEMCC will continually strive to develop, modify, and improve procedures for providing satisfactory support services to distance learners in areas such as testing, admissions, registration, counseling, library services, financial aid, and advising using such means as email, telephone, web pages, and mail.
- **Fiscal, Growth, and Finance Goals:** The NEMCC eLearning Program will provide quality administration, sufficient facilities and equipment, and appropriate financial management to support the mission of the college. These goals will also be used to evaluate periodically and comprehensively every facet of the eLearning program and to use these results to restructure and improve the program to ensure distance learners will be retained at the same or higher rate than traditional student enrollment and success rate.
- **Professional Faculty/Human Resources Goals:** The division of eLearning will provide professional development that demands the highest professional instruction standards for teaching via the Internet; encourages continuing growth development, supports technology training among faculty; and recognizes the importance of faculty participation in the institution's eLearning program.

Northeast Mississippi College Purpose Statement

The Northeast Mississippi Community College is a public, comprehensive community college that exists to meet the educational and career needs of individual students and the community within the district it serves - Alcorn, Prentiss, Tippah, Tishomingo and Union Counties - by awarding the Associate in Arts Degree, Associate in Applied Science Degree and Certificate. Beyond this original scope, however, Northeast responds to the needs of all who seek a college education.

To accomplish the intended role and scope of the college, the following institutional goals were established:

1. To provide degree and certificate programs, delivered through traditional and distance education courses, that prepare students for continued studies or immediate employment.
2. To provide a program of student services that will facilitate the educational, career, personal, and social growth of students.
3. To provide developmental studies within the curriculum to strengthen the basic skills of students.
4. To offer continuing education and community services for individuals striving for personal and professional growth and/or personal enrichment.
5. To provide employer-driven, industry-specific workforce education and training to business, industry, and individuals.
6. To provide human resources, financial resources, instructional resources, and physical facilities necessary to offer quality instruction.

Policies and Procedures

Quality of Courses

eLearning courses are comparable to traditional campus-based courses in terms of:

(1) syllabi, (2) textbooks, (3) grading, (4) methods of evaluation, and (5) learning outcomes.

Northeast course syllabi and course evaluations are reviewed on an annual basis by instructors and division chairs for currency and appropriateness and revised as needed. All syllabi on file in the learning management system contain instructional techniques, policies, as well as specific goals for each course.

MSVCC Core Content File

Content for each Northeast Mississippi Community College eLearning course is supplied to the MSVCC Core Content File for the purpose of verifying content among MSVCC courses as well as against the NEMCC traditional on-campus courses.

Course Development Process

An open invitation is extended to all faculties for the development of eLearning courses; however, college staffing and curriculum priorities will require evaluation on a course-by-course basis.

In order to ensure a thorough and complete evaluation of both the educational content and appropriateness of the eLearning medium, the following process will be used:

1. Faculty wishing to develop or conduct courses must submit a syllabus outlining objectives, grading policy, online activities, and methods for communication between instructor/student and student/student to the Department Division Head and the eLearning Coordinator.
2. Once approved for development, the instructor/developer will receive additional support and development assistance from the eLearning office to include medium specific requirements and design elements.
3. All aspects of course development must be completed prior to submission to the MSVCCC master schedule and must meet the same quality standards as traditional, campus-based courses.
4. At the conclusion of the course, the division head of the corresponding course will evaluate the course to determine the merit of the course and recommend or disapprove the course/instructor for future online sections through his/her signature and date. (Appendix B)
5. The complete evaluation will then be turned over to the Dean of Instruction for review and final determination of the merit of the course and its equivalency of traditional courses.

Ownership of Material/Copyright

Northeast Mississippi Community College reserves the exclusive right of ownership of all electronic courses, documents, programs, curricular, etc. developed under the auspices of the college. No established NEMCC internet course material may be transferred to any outside entity in part or as a whole. Each instructor is provided the copyright agreement of ownership prior to teaching online course(s). (Appendix D)

Advertisement of MSVCC Courses

All courses of the MSVCC are presented/advertised each semester to students registering through North east Mississippi Community College.

Accessibility (ADA)

ADA compliance for online courses will be applied via a prudent method of providing alternate content, which meets the needs of a specifically challenged learner.

Canvas

The SBCJC has a contract with “Canvas” to provide both a platform for a class via a website and the server itself that houses that website. The URL for the Northeast Canvas site is <http://nemcc.instructure.com>.

Student Complaints/Grievance Procedures

The Northeast Mississippi Community College and its Board of Trustees, administration, faculty, and staff shall continue its policy on nondiscrimination as related to the acts of discrimination (Title VI), sexual harassment (Title IX), or violation of the rights of the disabled (Section 504 of the Rehabilitation Act of 1973). Any student who believes that he/she has been discriminated against by the College under the terms of Title VI, Title IX, or Section 504 of the Rehabilitation Act may file a complaint as follows:

Students with a grievance against faculty or staff should first attempt to resolve the matter with the individual involved. If for some reason resolution of the grievance is not possible, the student should make his/her grievance known to the immediate supervisor of the individual against whom the student has a grievance in order to seek informal resolution of the problem. If the grievance cannot be solved informally, the student shall present a written, signed statement of the grievance to the Dean of Students who will schedule a meeting of the Grievance Committee. The Dean of Students will notify the student of the date and location of the Grievance Committee hearing. This Grievance Committee will investigate the allegation/s and reply in writing to the complainant within five (5) business days by certified mail. Refer to the Student Handbook for further information regarding student grievances.

A student may appeal the decision of the Grievance Committee to the Grievance Review Committee chaired by the Vice President of Instruction and Student Service within five (5) business dates after the receipt of the Grievance Committee response to the grievance. The Vice President of Instruction will notify the student of the time, date, and location of the Grievance Committee response to the grievance hearing. The Grievance Review Committee shall meet with all parties involved, formulate a conclusion, and respond in writing to the grievance within ten (10) business days by certified mail.

If the complainant remains unsatisfied he/she may appeal through a signed, written statement to the President of the College and the members of the Board of Trustees' Grievance Committee. In an attempt to resolve the grievance, the above committee shall meet with the grievant and his/her representative within thirty (30) business days of the receipt of such an appeal. A copy of the response of Board's Grievance Committee will be mailed to the Grievant within ten (10) business days following the meeting by certified mail.

If the grievance has not been settled under the above procedures, the complainant may contact the regional office of the Office for Civil Rights, U.S. Department of Education.

Attendance/Absence

Northeast Mississippi Community College is a member of the Mississippi Virtual Community College (MSVCC). This allows students to take online courses that are taught by Northeast instructors (provided courses), as well as courses that are taught by instructors from the other community colleges (hosted colleges). Each college will have its own absence policy. At the beginning of the course, the instructor must communicate with the student by documented class policies his/her expectations regarding the format and frequency of class participation.

Absence policy for online courses provided by Northeast instructors: Online instruction differs fundamentally from traditional classroom instruction in that the student may access the online resources at times that are convenient to the student's personal schedule within a range of times defined by the instructor. However, consistent attendance is required to successfully complete an online course.

Full Term – 15 Week Courses

Attendance will be taken once a week. A student participating in a provided online course will be allowed two (2) absences. Upon the third absence, the student will be cut by the instructor and will receive an F for the course unless a proper Withdrawal form is completed during the approved withdrawal period.

Short Term – 8 Week Courses

Attendance will be taken twice a week. A student participating in a provided online course will be allowed two (2) absences. Upon the third absence, the student will be cut by the instructor and will receive an F for the course unless a proper Withdrawal form is completed during the approved withdrawal period.

Mini Term – 4 Week Courses

Attendance will be taken twice a week. A student participating in a provided online course will be allowed one (1) absence. Upon the second absence, the student will be cut by the instructor and will receive an F for the course unless a proper Withdrawal form is completed during the approved withdrawal period.

Attendance will be monitored by timely submission of assignments, including test, homework, projects, discussion boards, etc. A student is expected to complete all assignments by the appropriate due date. Failure to complete such assignments by the due date will result in the student being cut from the course, barring any extenuating circumstance.

It is understandable that extenuating circumstances occur, such as an extreme illness, death in the immediate family, legal matters, or military duty. It is the student's responsibility to provide appropriate documentation in a timely manner (prior to the due date if at all possible) to substantiate such circumstances. At which time, the instructor will determine if an extension is warranted. Students and instructors of online courses will adhere to the academic calendar and the process of appeal.

Circumstances that are NOT considered extenuating:

- Registering late for the class
- Failure to read the syllabus
- Failure to plan appropriately
- Not having the appropriate textbook or software
- Technical problems

Make-up Work Opportunity for Online Students

In traditional classes, it is possible for a student to miss the required number of absences to be cut from a course without having missed any assignments. However, since attendance for a virtual course is monitored by the submission of an assignment, a student who has been cut from a course will have received a minimum of three zeros. With a student's right to due process and the option to request reinstatement, having three zeros averaged into their final grade increases the chances that the student may not be successful in the course. In order to award students due process, attendance will continue to be taken through the submission of assignments; however, a 24-hour window of time will be made available prior to both the midterm and the final exams to allow students an opportunity to make up missed assignments. A 10% grade reduction for each assignment will be awarded to compensate for the student not meeting the original due date.

Withdrawal Process (Class or College)

Northeast Mississippi Community College strongly supports activities that promote student success in classes and degree programs. With this goal in mind, the college provides a means for students to withdraw from individual classes and from the College. Students are encouraged to maintain their enrollment in all courses for the full semester. In cases where the academic load is too great to maintain, the student may reduce his/her load by withdrawing from one or more classes. Students are strongly encouraged to maintain full-time status (12 hours or more) if practical. The class withdrawal period begins with the ninth week of class (or equivalent period in summer and intersession or eLearning) and continues until the 75% point for online classes. To see the specific date, go to the [MSVCC](#) site.

The student who desires to withdraw from an online class should complete the appropriate paperwork and submit forms to the Counseling Center. Students who stop attending class or are cut-out (CO) and do not withdraw from the class will receive a grade of "F" for the class.

College withdrawal is available for students who, because of personal hardship, can no longer attend any classes. College withdrawal and class withdrawal result in a grade of "W" being recorded on the student's transcript. Withdrawals (W's) are not used in the computation of a student's semester or cumulative grade point average. Withdrawals are used by the Financial

Aid Office in the computation of attempted hours for financial aid eligibility. Students may submit a college withdrawal up through the week prior to the final examination.

Students enrolled in eLearning courses may obtain their withdrawal form online at <http://www.nemcc.edu/distance-learning/withdrawal-information> and submit it to the Counseling Center in person in Ramsey Hall, by email Counselingcenter@nemcc.edu, or fax to (662)-720-7307

Academic Honesty Policy

Academic honesty is a fundamental attribute of higher learning. Students who violate the principle of honesty deny themselves an opportunity to master the skills that they are credited to possess, cheat their classmates of deserved recognition, and demean the college and its degrees. It is a matter of great concern that all members of the college community strive for high standards of personal integrity.

Evaluation of each student's level of knowledge and understanding is a vital part of the teaching process, and requires tangible measures with the process of evaluation by misrepresenting the relationship between the work being evaluated and the student's actual state of knowledge is an act of academic dishonesty. These acts of dishonesty include, but are not limited to: fraud, cheating, plagiarism, forgery, and facilitating dishonesty. (Definitions can be found in the *Northeast Procedures Manual* located on the college website (www.nemcc.edu.)

A hallmark of any profession is integrity and honesty. Academic honesty is expected of all students; therefore, each student is expected to accomplish his/her own work. Academic misconduct includes, but is not limited to, deceptive acts such as the following:

- plagiarizing from any source
- cheating in any manner on tests, papers, reports, etc.
- turning in work as their own when, in fact, it was not their work
- improperly using technology
- stealing, buying, or selling course materials
- either impersonating another student during a test or having another person assume one's identity during a test
- deliberately conveying false or misleading information

When academic misconduct has occurred, the instructor has the responsibility of assigning an appropriate penalty in accordance with the instructor's institutional policy. This may include failure of the assignment, failure of the course, or dismissal from the institution.

NEMCC Procedure for Violators

Students in violation of Northeast's academic honesty guidelines are immediately accountable to the instructor of the course. The instructor has the authority to reduce the student's grade or assign a grade of "F" for the exercise or examination.

Faculty should report all incidents of academic dishonesty to the appropriate division head in writing. The report will include the date, time and place of the event, names of students involved, a summary of the infraction, and the action taken by the instructor.

In extreme cases of academic dishonesty, the division head and instructor may elect to pursue formal disciplinary action by providing a written summary of the incident to the Dean of Instruction. The Dean of Instruction will review the incident report, consider the seriousness of the event and refer the matter to the Academic Discipline Committee of the college if appropriate.

The Academic Discipline Committee will follow existing Northeast policy to consider the case and render a decision.

Disciplinary action in cases where the charges are found to be true may include removal from the class with a grade of "F" or removal from the college for repeated offenses. The grade assigned will be determined by the instructor of record.

Appeal of the action of the Academic Discipline Committee must be made in writing to the Executive Vice President within 10 week days of the announcement of the Disciplinary Committee's decision.

Proctored Testing

Northeast Mississippi Community College uses proctored exams to ensure the integrity of student work. All Northeast Mississippi Community College provided courses must administer a minimum of two proctored exams during the semester. If an instructor wishes not to administer two proctored exams, he/she must receive approval from the Dean of Instruction. No more than three proctored exams may be required for a 3-hour course. The proctored exams must count a minimum of 50% but no more than 60% of the final grade of the course.

Secured proctored testing labs are located in Booneville campus Cartwright Hall, Northeast Corinth campus library, and at the Northeast New Albany campus library. Test will be given with the proctor, or at other testing locations as approved by the NEMCC eLearning Office. Students may schedule an appointment for testing via SmarterProctoring services linked inside their Canvas course.

In addition, out of district students may make their own testing arrangements. These arrangements must be approved at least five business days in advance by the Coordinator of eLearning. The *Application for Off-Campus Proctor* may be obtained by contacting the eLearning office located in Cartwright Hall at (662) 720-7193, via email kkharris@nemcc.edu, or may be downloaded from the college's eLearning website (<http://www.nemcc.edu/distance-learning/schedule-a-proctored-exam/>). Any costs incurred for student arranged tests are the responsibility of the student.

Proctor Testing Policies and Procedures

Northeast requires a minimum of two proctored exams in which you must take your test under supervision with a proctor. It is the student's responsibility to make an appointment with an approved testing center during the examination dates.

Students may use any MSVCC testing center, Bvirtual (Virtual Proctor that requires a fee), or seek approval for out-of-area proctor centers. Students will use the SmarterProctoring link inside of Canvas to set appointments at any MSVCC testing center or with Bvirtual.

Northeast proctored exams will account for 50% of the overall grade and no more than 60% of the grade for the course.

Northeast Proctor Center Facility Procedures and Policies:

1. You must have a valid photo ID to take a proctored exam.
2. Appointments are required and can be scheduled through the SmarterProctoring link inside of each course.
3. Available days and hours are posted inside the appointment system.
4. Exams will not be administered within an hour of closing (i.e. if the facility closes at 4:00 PM, the last appointment will be seated at 3:00 PM)
5. All appointments scheduled outside the testing dates set by the instructor will require instructor approval.
6. A student who is late (15 minutes or more) to the exam will be moved to the waiting list; the exam will be administered once there is space in the testing facility. If space does not come available, it is the student's responsibility to make arrangements to test on another date and time.
7. Lockers or space is provided to store belongings. Due to limited space, bring only necessary items.
8. All electronic devices should be left in a vehicle or powered off and placed in a locker or space provided.
9. Talking during testing is prohibited, violators will have exam terminated.
10. Exam passwords/access codes will not be given verbally, proctors will enter access codes required for the exams.
11. Only materials designated by the instructor will be permitted during the exam.
12. Restroom breaks while testing are not permitted; exams must be completed in one sitting.
13. Food and drinks are not permitted in the testing center.
14. If there is a loss in internet connection or technical issues with the exam, the proctor will attempt to remedy, or your exam will be rescheduled for an alternate time.
15. All persons involved in academic dishonesty (i.e., Using outside materials, accessing websites) will be asked to submit the exam and a report will be sent to the instructor for disciplinary action.
16. Children are not allowed in testing center during proctor exams.

Out-of-State University and College Testing Fee

All students registered at Out-of-State Universities and Colleges will be charged a \$25 testing fee per exam to test at the Northeast Mississippi Community College eLearning proctoring lab and libraries. The fee must be paid prior to beginning the examination. All proceeds from this service will be applied to the eLearning budget to upgrade proctoring lab equipment. Students attending a Mississippi Community College or University will be tested at no charge.

Support Services

Admissions

eLearning students are held to the same admission standards as traditional students and must follow the same process for enrollment at Northeast Mississippi Community College. Students may apply for admission, register for classes, and pay tuition fees without coming to campus. Admission forms are available online <http://www.nemcc.edu/sample-page-2/apply-online/> and may be submitted online, mailed, faxed, or personally brought to the Office of Admissions in Ramsey Hall.

After meeting all the admissions requirements, the student will be mailed an acceptance letter. Within the acceptance letter, the student's major is listed along with an advisor's name, office phone number, generated ID, Northeast email address, and Tigerline username and password.

Registration

Students who wish to register for eLearning courses should (1) consult with an advisor and (2) complete the registration process through Tigerline. Non-NEMCC courses can be registered by contacting the eLearning Office by phone, email kkharris@nemcc.edu, or in person at Hargett Hall.

Registration is not complete until fee payment is finalized in the Business Office. Students may pay fees by cash, money order, credit card, approved financial aid (i.e. PELL, MTAG, SEOG, and student loans) or a promissory note plan. Students paying with financial aid or credit card can call the Business Office to pay by phone at (662) 720-7196 after registering for classes.

Advising

Northeast recognizes the importance of a thorough program of academic advising. While it is ultimately the responsibility of the students to select and follow a program of study, which will lead to their academic objectives, the College provides a structure of academic advising to assist students.

After the student has met all the admissions requirements, the student is mailed an acceptance letter. Within the acceptance letter, the student's major is listed along with the advisor's name, office phone number, and e-mail address. Students may also access their specific advisor information by linking to the directory on the Northeast website

https://sbs.nemcc.edu/necc/bwpkedir.P_DisplayDirectory

The role of the faculty advisor is 1) to assist in planning the class schedule, 2) to provide up-to-date information about careers, 3) to refer students to the proper sources for assistance, 4) to encourage students in their efforts to be successful, and 5) to approve academic programs for graduation.

Students are encouraged to contact their advisor anytime they need assistance. The advisor is available to meet periodically with the student during each semester via email, phone, or in person. Students considering an eLearning course are encouraged to self-assess their technology preparedness by completing the “*Smarter Measure Assessment*” available via the eLearning website and discuss the results with their advisor, counselor or the eLearning office. <http://www.nemcc.edu/readi-assessment/>

Financial Aid

Financial Aid information, scholarships, qualifications and applications are available to all students through the college website <http://www.nemcc.edu/academics/financial-aid/>. Financial Aid support services may be accessed by visiting the financial aid office in Ramsey Hall or by phone at (662) 720-7210, email Finaid@nemcc.edu or mail.

Student Records

A transcript will be issued only upon a written and signed request from the student. Students may request transcripts by presenting a signed transcript request to the Admissions Office online, in person, fax to (662) 720-7405, or by mail. Forms

may be obtained by visiting the Admissions Office in Ramsey, calling (662) 720-7187, or obtained from the college's website <http://www.nemcc.edu/current-students/transcrip-request/>.

Student Disability Services (ADA)

The Dean of Student Services is the official contact for students with disabilities. This office serves as an advocate for students with disabilities and assists them in achieving equal access to all college programs and services and is available through the Northeast Mississippi Community College website <http://www.nemcc.edu/quick-links/the-counseling-center-for-student-success/disability-accommodations/>.

All students with a disability, including eLearning students, are strongly encouraged to contact the Office of Disability Accommodations in Ramsey Hall (662) 720-7313 to discuss their disability and appropriate accommodations.

Based on the specific nature of each student's documented disability, the plan may include, but is not limited to, the following adjustments such as; Assertive Technology, Peer Tutoring, Readers, Individualized Testing, Special Registration, Counseling, Study Skills Assistance, Text Enlargement, Any Other Reasonable Accommodations.

Counseling Services

The counseling staff directs orientation programs during which the student learns about the college environment. The staff is available to assist a student in selecting a major; improving study skills; and resolving personal, social or educational difficulties.

The Counseling Center has college catalogs, occupational briefs, pamphlets, and other literature. Students may browse through these materials by contacting the counseling staff in Ramsey Hall.

The Division of Guidance Services at the Northeast Mississippi Community College responds to individual student needs, motivations, and readiness levels and helps prepare students for successful entry into a program of higher education and/or the world of work.

All students have access to the services provided by the Guidance Division. Contact may be made by visiting the Center in Ramsey Hall, by phone at (662) 720-7313, via email, or through the Counseling Center link <http://www.nemcc.edu/quick-links/the-counseling-center-for-student-success/>.

Career Center

Free career counseling services, to help students plan their career path, develop communication and job search skills, and obtain up-to-date occupational information are available by contacting the Director of Student Placement located in Ramsey Hall by phone at (662)-720-7313 or through the college's website <http://www.nemcc.edu/quick-links/the-counseling-center-for-student-success/>.

Bookstore

The Northeast Mississippi Community College Bookstore provides textbook for those course that are taught by Northeast instructors through the Northeast Bookstore in Frank Haney Union or online at <http://nemcc.textbooktech.com/>.

Questions and comments related to the bookstore are referred to the Bookstore Manager in the Frank Haney Union at (662) 720-7243 or email nemccbookstore@bbasolutions.com.

Library/Learning Resources

The college ensures that students participating in eLearning programs have access to adequate and appropriate learning resources. Learning recourses are provided through a variety of methods including the college's participation in statewide online learning resource cooperatives including MAGNOLIA and MELO. CREDO, an online database with over 200 reference books, is also included on the Library's website <http://www.nemcc.edu/quick-links/library/>. Information for using these resources is provided online. The library monitors the effective use of these resources by students and faculty.

In addition, the holdings of the college's library are accessed through the online library catalog. eLearning instructors will post library information with the course for students' access.

The library also provides a "Class Notes" link giving students access to materials provided to the library by instructors and made available for online browsing or print-out.

The library provides remote access to online databases. These databases allow students to conduct necessary research for their courses. Additional reference assistance is available through e-mail links on the library web page, by telephone, or FAX. Also available to students, is a 24/7 live chat with a reference librarian accessible through MELO (Mississippi Electronic Libraries Online.)

Interlibrary Loan

A reference form is available on the library's home page allowing students to request materials not available in the library's holdings. Request for loans may be submitted to a librarian during regular library hours or requested by email to Kristen Barnett at kgbarnett@nemcc.edu

If you ever have any problems finding library materials, please call the library at 662-720-7584 (local), 800-555-2154 or e-mail Library-Inhouse@nemcc.edu.

Student Activities

Upon enrollment in the college, each student becomes a member of the Student Government Association and a participant in the obligations, benefits, and privileges conferred thereby. The purpose of the Student Government Association (SGA) is to plan activities for the students, to hold student discussions, to present helpful student suggestions to the faculty and administration, and to act in an advisory capacity to students.

It is the mission of the student activities and student government to serve as mediators between the faculty and the student body and to assist in all student activities. Information pertaining to student activities, clubs/organizations and intramurals is available online at the NEMCC Student's website

Advertising and Recruitment

Northeast Mississippi Community College recruits students by advertising through the college website, in state and local media, and direct mail. Additionally, college courses are promoted through individual campus tours, high school visits, industrial visits, and career fairs.

Students may access college publications online and/or may request a print copy of those publications by contacting the Director of Recruiting in Ramsey Hall at (662) 720-7591 or (800) 555-2154 or gcarrol@nemcc.edu.

Technical Assistance

Northeast provides technology support to eLearning faculty and students. Faculty computer hardware, labs for student use and proctored exams, and e-mail accounts for all Northeast students and faculty are provided by the college.

Requests for technical assistance from students should first be made to the providing instructor. eLearning students who are enrolled in hosted courses should contact the eLearning Coordinator for technical assistance. Online instructors who are unable to resolve the student's technical issue will forward request to the eLearning office. If the matter cannot be resolved, the eLearning office will forward the request to the Computer Services Department for assistance.

Instructors should contact the Computer Service Department and/or complete an online Computer Service Work-order (<http://www2.nemcc.edu/CSWorkorders/workorder.cfm>) to request technical assistance related to the web server, email, or for other technical problems that arise involving computer and internet usage.

Faculty

Faculty Load

eLearning courses are considered a part of the regular teaching load and may contribute to an instructor's overload, requiring additional compensation as specified in the *Northeast Procedures Manual*.

NE eLearning Faculty Requirements

The development of the eLearning faculty is a critical element to the success of the eLearning effort. eLearning faculty will exhibit the following characteristics:

1. Possess or be capable of developing enhanced technology skills.
2. Have the support of the instructional division.

3. Meet the basic requirements for instruction within the discipline using the SACS criteria as stated in the Northeast Procedures Manual.

All full-time and adjunct faculty who desire to teach an online course for NEMCC will be required to complete the

1. Completing the MSVCC six-week online instructor training course offered through Canvas.
2. Participate in the orientation session for eLearning faculty.

Northeast Faculty eLearning Instructional Responsibilities

1. Develop an eLearning syllabus for each course and develop quality course materials and presentations for each course.
2. Commit to developing an awareness of eLearning techniques and issues through participation in workshops and conferences.
3. Regularly participate in eLearning faculty meeting(s).
4. Provide eLearning students with a course orientation at the beginning of each semester.
5. Mentor new faculty to the eLearning program.
6. Maintain all course records as required by the college.
7. Maintain contact hours for eLearning students equivalent to that offered to campus-based students. In order to give students structured access to full time as well as part time instructors, one online office hour per week is required for all online instructors along with posting of all regular office hours for full-time faculty members.
8. Support the eLearning student by serving as a link to other campus contacts.
9. Complete all required survey evaluations.
10. Administer proctored exams for provided eLearning classes.
11. Communicate and coordinate activities with the eLearning coordinator.
12. Provide a course outline of due dates and proctored exams in Canvas by the first week of class.
13. Assignments should be clearly posted within the course 5-7 days prior to the due date.
14. Students are required to take a minimum of two proctored exams, no more than three proctored exams. Exams should be available in Canvas or other online tools used in the course. A minimum of 5 days should be allotted for proctored exams. Exam information and requirements must be posted in the Enrollment Tool. All courses must accommodate exam testing so that a student at an out of area proctor center may take the exam without extra requirements from the proctor center.
15. Student questions should be responded to within 24 hours.
16. Assignments requiring feedback and instructor grading should post grades/feedback in Canvas within 5-7 days of the due date.
17. Instructors should post their office phone number, NEMCC email, and office hours inside of Canvas.
18. Courses requiring outside tools should provide a clear description of the tool and how it is used within the course. Support materials and a link to technical support should be provided.
19. Instructional materials will be provided to prepare students to meet course objectives and for the completion of required assignments/assessments.

20. Course guidelines and information should be clearly identified and accessible to students in Canvas. Suggested guidelines/information include: how to get started in the course, how to find course components, communication guidelines, grades and feedback, additional technology tool requirements and support information, and other pertinent course/campus information.

Evening Proctored Exams

NEMCC instructors who teach through MSVCC will be required to provide a personal cell phone number(s) to the eLearning office. The eLearning office will compile a list and provide it to the three NEMCC evening proctoring locations, Corinth, New Albany, and Eula Dees. Instructors' cell phone numbers will only be shared with those employees who assist with proctoring and will NEVER be provided to any student. When an instructor has scheduled a proctored exam, he/she will be required to be on-call those evenings to assist proctors with any problems or questions that might arise.

Faculty Student Retention Rates for Virtual Courses

The success and retention rates of each online NEMCC faculty member will be reviewed and evaluated at the end of each semester. The average of the instructor's most previous three (3) online courses should equal or exceed a minimum of 50% retention rate. If an instructor should not maintain at least an average of a 50% retention rate among the last three online classes taught, the instructor will be denied the opportunity to teach a virtual course for a period of one (1) year. During this time, the instructor will have access to Blackboard training and curriculum training, as well as have the opportunity to revise his/her online course. At the end of the one-year non-teaching period, the instructor will have the opportunity to request to teach a virtual course. If the instructor is unable to obtain at least a 50% retention rate in his/her online course after being reinstated, he/she will be denied a virtual class for an additional year. At the end of the second year, if the instructor is still unable to master at least a 50% retention rate, he/she will be denied the opportunity to teach any further virtual classes.

Adjunct Faculty Through Hosted Courses

In the event that Northeast Mississippi Community College students participate in a hosted course, course instructors will be considered adjunct employees of Northeast Mississippi Community College. In such cases, the provider institution will fulfill the full-time faculty requirements of the Southern Association of Colleges and Schools (SACS). Adjunct Faculty Credentials Review occurs once every fall and spring semester.

Credentials/Repository

In all academic areas, the master's degree with eighteen (18) graduate semester hours of specialization in the teaching field is considered the minimum requirement. In specialized, professional, career or technical fields, evidence of professional competency is acceptable in lieu of formal academic preparation.

Adjunct eLearning faculty are held to the same standards as full-time Northeast Mississippi Community College faculty members.

Northeast Mississippi Community College must supply eLearning faculty credentials information to the MSVCC central repository for restricted viewing by the appropriate host college. (Appendix A)

Training and Support Services for Faculty

The college provides professional development opportunities and support services specifically related to teaching via electronic delivery.

Northeast provides technology support to eLearning faculty. Faculty computer hardware, labs for student use and proctored exams, and e-mail accounts for all Northeast students and faculty are provided by the college.

Instructors should contact the Computer Service Department and/or complete an online Computer Service Work-order (<http://www2.nemcc.edu/CSWorkorders/workorder.cfm>) to request technical assistance related to the web server, email, or for other technical problems that arise involving computer and internet usage.

Planning and Evaluation

Instructional Planning

Northeast Mississippi Community College's planning, budgeting and policy development processes reflect facilities, staffing and equipment and other resources essential to the viability of the eLearning program.

Scheduling of eLearning

eLearning program courses will generally be conducted on the same schedule used by campus-based programs. Any exceptions must be authorized through the eLearning Coordinator and the Dean of Instruction. It is the intent to host courses available on the MSVCC. Northeast reserves the right not to host courses which are not within our programs or for which exceptions on faculty credentials and/or course comparability exists.

Education Effectiveness

The office of Planning and Research provide reports of educational effectiveness of eLearning programs to ensure comparability to campus-based programs. Student Success and Retention Rates for eLearning courses are collected through the Northeast administrative software system and analyzed at the conclusion of each semester to ensure comparability to campus-based programs.

Evaluation of Online Courses

In order to promote a quality program, the collection of data and generation of reports for analysis and evaluation is critical. Northeast Mississippi Community College eLearning program conducts the following assessments to assist in the collection, analysis, and evaluation process:

Student Course and Services Evaluations are administered through the Mississippi Virtual Community College (MSVCC) website toward the end of each semester for every course a student is enrolled in. The survey evaluates the course content,

materials, instructor, and services. These results are extracted by the eLearning office and delivered to the Northeast Office of Planning and Research for analysis and dissemination.

Evaluation by students is emphasized because they are the only ones who routinely experience all facets of an instructor's contribution to the learning process. The major purpose of this evaluation is to provide feedback for the improvement of instruction. A secondary purpose may be, in some situations, the provision of information to be used as one factor in making personnel decisions.

The following guidelines are to be observed regarding student evaluations of instruction:

- The evaluation will be administered by the MSVCC.
- Confidentiality of student responses is to be ensured.
- The instructor is to be given a composite of the results after the end of the grading period.

Faculty Evaluation is administered through the Mississippi Virtual Community College (MSVCC) website toward the end of each semester. Each faculty evaluates his/her course(s), materials, instructional process, learning/teaching methods, and services. These results are extracted by the eLearning office and delivered to the Northeast Office of Planning and Research for analysis and dissemination.

Upon completion of the evaluation process, a letter from the Dean of Instruction will be issued to each chief academic officer of the MSVCC membership stating:

We have reviewed the evaluations of courses and instructors both as a host and as a provider of all instructors used by Northeast Mississippi Community College as a member of the Mississippi Virtual College for _____ term. I further certify that the instructors have adequate academic preparation for courses offered, course content criteria is as stated in The Uniform Course Numbering System in Mississippi Public Community and Junior Colleges, and that instructor evaluations have been viewed.

Student e-mail focus group is administered by the eLearning coordinator during each semester of each academic year to serve as a research assessment for satisfaction of proctored testing and testing facilities.

Assessment of Student Capability

Northeast Mississippi Community College assesses student capability to succeed in eLearning programs through a web-based self-assessment and uses the information in advisement of students.

Student Evaluations of Faculty and Services

The college utilizes MSVCC student data to determine effectiveness in areas of quality on online instruction and support services.

Administration, Facilities/Equipment, and Finance

Personnel

The college has designated qualified personnel for the purpose of administration of eLearning at Northeast Mississippi Community College. The eLearning Coordinator reports to the Dean of Instruction.

The eLearning Coordinator performs administrative duties related to the scheduling and operations of the eLearning programs and services. The eLearning Coordinator works with faculty and staff to develop the college's capacity to offer distance education through a variety of means including but not limited to:

- Coordinate the college's efforts to provide eLearning
- Recommend policies and procedures for eLearning classes
- Annually coordinate the review of the policies of MSVCC consortium members in areas such as grading policy and faculty credentials for SACS compliance
- Work with the Admissions and Instruction offices on processes for registering, dropping, adding, and withdrawing students from eLearning classes
- Assist testing center staff with technical issues associated with proctoring distance-learning exams
- Assist faculty with design, development, and teaching methods in distance education
- Advise faculty, staff, and administrators on the use of technology and software in instruction programs
- Represent the college to the State Board for Community and Junior Colleges (SBCJC) for matters pertaining to eLearning
- Represent the college to the Community College eLearning Coordinators' Association
- Serve on the eLearning Committee, Strategic Planning Council, and other college committees as assigned

Quality of ELearning

The Dean of Instruction is responsible for the quality of eLearning at Northeast Mississippi Community College.

Marketing/Recruitment

Adequate and accurate advertising, recruiting, and registration information pertaining to (1) curriculum, (2) course requirements, (3) degree requirements, (4) support services, (5) prerequisite technology skills, (6) costs/payment, and (7) financial aid resources information is provided on a timely basis.

Northeast Mississippi Community College recruits students by advertising through the college website, in state and local media, and direct mail. Additionally, college courses are promoted through individual campus tours, high school visits, industrial visits, and career fairs.

Students may access college publication on the NEMCC website (www.nemcc.edu) and/or may request a printed copy of those publications by contacting the Director of Student Enrollment.

Facilities/Equipment

The college provides laboratories, facilities, and equipment necessary to meet program/course requirements and train/support current and potential eLearning faculty members.

Funding

Designated funds for the operation of eLearning programs are administered through the general educational program budget.

Faculty Credentials Certification (Appendix A)

In accordance with the Southern Association of Colleges and Schools (SACS) faculty requirements, this statement is provided to assist community college districts participating in the Mississippi Virtual Community College (MSVCC) with verification and authentication of faculty credentials.

Originating College:

Faculty Name:

Faculty ID #:

Faculty Status: (F/T) (P/T)
Technical

Area: Academic Vocational

Highest Degree Earned:

From:

Comments:

List MSVCC Teaching Area(s) with 18 Graduate Hours

			(1)			
			(2) List the Graduate Course, 18 Semester Hours, and In			
(Area 1) Course #	# Hrs.	Institution	(Area) Course #	# Hrs.	Institution	

Total Hrs.:

Total Hrs.:

Original Transcript on File:

(Yes) (No)

Date of Employment:

Date of last review of official documentation:

I, _____, as the Chief Academic Officer of Northeast Mississippi Community College certify to the above faculty credential statements and state that the attached copies of transcripts represent the referenced faculty member's original documents on file in the Human Resource office of this college.

 Chief Academic Officer

 Date

Distance Learning Course Evaluation Form (Appendix B)

Instructor Name: _____

Course: _____

Performance Ratings	
Superior (3 points)	Evidence of this criterion is strong, appropriate for this course, and exhibits best practices that could serve as a model for others.
Satisfactory (2 points)	Evidence of this criterion is clear and is appropriate for this course. Additional needs for the criterion exist to exhibit best practices.
Needs Improvement (1 point)	Some evidence of this criterion is evident, but additional needs exist to exhibit evidence more clearly.
Unsatisfactory (0 points)	Criterion is not present, but should be, based on college requirements, course objectives, and/or course design.
Not Applicable	Not applicable based on college requirements, course objectives, and/or course design.

Performance Rating:

3 Superior, 2 Satisfactory, 1 Needs Improvement, 0 Unsatisfactory, NA Not Applicable

Course Information	Score
1.1. Students are introduced to the purpose of the course and the structure and delivery of the course.	
1.2. The course syllabus is clear and written to be easily understood by students.	
1.3. The course objectives are measurable and the instructional plans align with stated objectives.	
1.4. The course assignments and activities are distributed equally and appropriately within the semester.	
1.5. A calendar is presented at the beginning of the semester to outline expectations.	
1.6. Instructor contact information and office hours are clearly outlined.	
1.7. Course specific guidelines are provided.	

Performance Rating: _____

Comments: _____

Performance Rating:

3 Superior, 2 Satisfactory, 1 Needs Improvement, 0 Unsatisfactory, NA Not Applicable

Instructional Delivery and Materials	Score
2.1. The instructor provides clear directions.	
2.2. The instructor creates a positive learning environment.	

2.3.	The instructor's presentation of content is organized.
2.4.	The instructor presents course content demonstrating competency in the subject matter.
2.5.	The course materials and activities provide opportunities for various learning styles and learning levels.
2.6.	Appropriate technology integration is used in the classroom.
2.7.	Course materials and activities align with the course objectives.
2.8.	The instructor provides clear details on how learning objectives for the course can be met.
2.9.	The course activities promote success towards meeting the stated objectives.
2.10.	The course provides a level of interactivity appropriate for course objectives.
2.11.	The course activities support active learning.

Performance Rating: _____

Comments:

Performance Rating:

3 Superior, 2, Satisfactory, 1 Needs Improvement, 0 Unsatisfactory, NA Not Applicable

Assessment and Feedback	Score
3.1.	Course assessments are distributed equally and appropriately throughout the semester.
3.2.	The instructor encourages questions and discussions and provides appropriate feedback.
3.3.	A variety of assessments are used in the course.
3.4.	Evaluation criteria and grading scales are provided and are adequate for measuring student learning.
3.5.	Assessment feedback is provided to students and provided in timely manner.
3.6.	Assessments align with the course objectives.

Performance Rating: _____

Comments:

Performance Rating:

3 Superior, 2, Satisfactory, 1 Needs Improvement, 0 Unsatisfactory, NA Not Applicable

Student Support	Score
4.1.	Course and college policies are clearly identified.
4.2.	Resources are provided for learner support and campus resources.
4.3.	Instructor relates to students in a professional manner.

Ownership of Materials/Copyright (Appendix C)

Ownership of Material/Copyright

Northeast Mississippi Community College reserves the exclusive right of ownership of all electronic courses, documents, programs, curricular, etc. developed under the auspices of the college.

No established NEMCC internet course material may be transferred to any outside entity in part or as a whole. Each instructor will sign an agreement of ownership prior to teaching online course(s). (Appendix D)

I understand the above statement and agree to adhere to this set policy.

Signature _____

Date _____