NORTHEAST
MISSISSIPPI COMMUNITY COLLEGE

ELEARNING POLICIES AND

PROCEDURES

2024

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, registration, tutoring, library services, and advising.
- **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.

Policies and Procedures

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.

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.

Advertisement of MSVCC Courses

All courses of the MSVCC are presented/advertised each semester to students registering through Northeast 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 complaint/grievance appeal procedure is designed to assure a systematic method for resolving complaints involving students. A complaint/grievance is defined as a claim by a student that there has been a violation, misinterpretation, or misapplication of an established practice, policy, or procedure. A complaint/grievance may be initiated as a result of claims of discrimination, faculty/staff misconduct, grade appeals, or other issues between students and faculty/staff members. Complaints involving sexual harassment are covered under a separate policy that can be found in the Northeast Procedures Manual.

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.

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

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 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.

Mini Term – 4 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.

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 eLearning Important Dates section of Northeast's website.

The student who desires to withdraw from an online class should contact the instructor, Division Head, Counseling Center, or Instruction Office. (Online classes may talk to eLearning Office) to complete the appropriate paperwork and submit forms. Fees must be paid for withdrawals to be finalized. 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.

Procedure for Class Withdrawal

1. Student meets/discusses withdrawal with instructor, Division Head, Counseling Center, or Instruction Office. (Online classes may talk to eLearning Office)

2. Instructor/Campus Office complete form together.

3. Form is sent electronically to Business Office.

4. Student contacts Business Office:

- Students should always contact financial aid office, if using aid. If no adverse effects on financial aid, student pays fee.

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 College Catalog* 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 policies found in the College Catalog on the Northeast website will be followed.

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 one proctored exams during the semester. No more than three proctored exams may be required for a 3-hour course. The proctored exams must count a minimum of 25% of the final grade of the course. An exception to this policy will be the Health Science programs.

Secured proctored testing labs are located in Booneville campus Cartwright Hall, Northeast Corinth campus library, the Northeast New Albany campus lab, and at the Ripley campys. 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 eLearning Office. 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 (https://www.nemcc.edu/distance-learning/testing-requirements/index.html). Any costs incurred for student arranged tests are the responsibility of the student.

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, Smarter Proctoring designated Virtual Proctor (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 the Virtual Proctor. Virtual proctor options are only available with instructor approval and require a computer (iPads not compatible).

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 at Corinth, New Albany, and Booneville. 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.

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. A phone is required for multifactor authentication, but will be required to be stored at proctor designated locations before testing begins. All other 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 inside of Smarterproctoring 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.

17. No garments or accessories should be worn covering the head during exam. Garments and accessories should be stored in designated areas.

18. Students may be asked to leave testing area for disruptions of testing environment or not adhering to the policies set for the testing center.

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.   Fees can be paid at the Business Office in Ramsey Hall on the Booneville campus. 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.

Verification of Student Identity

Northeast Mississippi Community College authenticates that a student who registers in a distance education course is the same student who participates in, completes, and receives credit for the course by requiring use of a secure login and pass code. The college requires students to access Canvas through the college identity server management system. The college assigns a unique username. First time users will be required to set their password. The student logs in to the identity server with his or her username and password to access course content, submit assignments, and fulfill the requirements of the online course. Northeast offers both a consortium offered online class through the Mississippi Virtual Community College (MSVCC) labeled as VN sections and online courses offered only to Northeast students. For MSVCC courses, the students are also required a minimum of one proctored exam as part of the student verification of identity. For Northeast courses not offered in the MSVCC, an assignment/assessment that includes verifying student identity should be used or the use of a minimum of one proctored exam as additional student verification of identity.

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/admissions/ and may submitted online, mailed, faxed, or personally brought to the Office of Admissions in Ramsey Hall.

Registration

Students who wish to register for eLearning courses should (1) consult with an advisor and (2) complete the registration process through Northeast Registration System. Non-NEMCC courses can be registered on Northeast's Registration System. A secondary registration will be placed in the Mississippi Virtual Community College by the eLearning Office.

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 or viewing their Student Profile found on the MyNEMCC section of the website.

The role of the faculty advisor is:
1. To provide accurate information about educational options, requirements, policies, and procedures.
2. To help students plan educational goals consistent with their interests, strengths and abilities.
3. To give students guidance, support, and encouragement.
4. To make available and accessible the resources of the institution to meet the students' special educational needs.
5. To assist students by continually monitoring and evaluating their educational needs.
6. To teach students how to become responsible consumers of their own education and make viable academic decisions
7. To help students diminish the confusion that comes with a new environment.

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.

Financial Aid

Financial Aid information, scholarships, qualifications and applications are available to all students through the college website https://www.nemcc.edu/financial-aid/index.html Financial Aid support

services may be accessed by visiting the financial aid office in Ramsey Hall or by phone at (662) 720-7205, email Finaid@nemcc.edu or mail.

Student Records

Northeast Mississippi Community College has contracted with Parchment to provide transcript order, printing, and delivery service. Transcripts and details for viewing transcripts can be found online at: https://www.nemcc.edu/transcripts/index.html

Student Disability Services (ADA)

All students with a disability, including eLearning students, are strongly encouraged to contact the Office of Disability Accommodations in Wright Hall, Office to discuss their disability and appropriate accommodations. To make an appointment with the ODA Counselor/Coordinator, please call 662-720-7192.

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 Wright Hall.

Bookstore

The Northeast Mississippi Community College Bookstore provides textbook for those course that are taught by Northeast instructors through the Northeast Bookstore in Cartwright Hall. Questions and comments related to the bookstore are referred to the Bookstore Manager in the Cartwright Hall at (662) 720-7243.

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. Information for using these resources is provided online. The library monitors the effective use of these resources by students and faculty.

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. Also available to students, is a 24/7 live chat with a reference librarian accessible through MELO (Mississippi Electronic Libraries Online.)

Interlibrary Loan

Request for loans may be submitted to a librarian during regular library hours or requested by email to Ellice Yager at leyager@nemcc.edu. Use the following form to make a request: ILL Request Form

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.

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 Northeast Help Desk or the Computer Services Department for assistance. Students and instructors may contact the Help Desk for support services: https://www.nemcc.edu/helpdesk/index.html.

Instructors should contact the Computer Service Department and/or complete an online Computer Service Work-order (https://support.nemcc.edu/hc/en-us/requests/new) to request technical assistance related to the web server, email, or for other technical problems that arise involving computer and internet usage. Canvas and course related technical support may be obtain from the eLearning Office in Cartwright Hall or at canvas@nemcc.edu.

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 Northeast online course *Course Design for Student Success*.

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 one proctored exam, 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.

Northeast Online Faculty and Course Requirements related to Regular and Substantive Interaction (RSI)

The U.S. Department of Education requires that all online courses for which students may use Title IV funds (federal financial aid) include regular and substantive interaction (**RSI**) between students and instructors. Below are Northeast requirements for online courses:

- Respond to student's questions within 24-hours
- Be active in your course every 48-hours
- Assignments requiring feedback and instructor grading should post grades/feedback in Canvas within 5-7 days of the due date for 15-week classes. Within 3-5 days for shorter term classes.
- Utilize 2 of the RSI requirements on a weekly and ongoing basis in your online courses.
- Include on your course syllabus the following items: Clear expectations for communication and interaction in your course. This should be placed in the Course Communication section and include the 2 areas addressing RSI in your courses.
  RSI Activities
  - Providing direct instruction;
  - Assessing or providing feedback on Student coursework;
  - Providing information or responding to questions about the content of a course or competency;
  - Facilitating a group discussion regarding the content of a course or competency; or
  - Other instructional activities approved by the institution's or program's accrediting agency.
- Include on your course home page and syllabus the following items: office phone number, NEMCC email, and office hours. If not full time, instructors should provide how best to reach you if not listing a phone number.

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 Canvas 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 for MSVCC instructors occurs prior to listing the course for registration.

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. A catalog of opportunities for instructor participation can be found online at: https://nemcc.catalog.instructure.com/ with additional offerings available through the college professional development committee and distributed through email.

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 follows the MSVCC core guidelines for course design. 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 Class Climate system hosted in Canvas. This survey is delivered toward the end of each semester for every course a student is enrolled in that is provided by Northeast. Students taking hosted courses are provided surveys through the MSVCC Enrollment Tool. 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 Northeast Planning and Research Office

- 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.

An annual eLearning Instructional Design Review is completed for online courses. Instructors and Divisions Heads are provided review results. Reviews are based on the MSVCC Core Evaluation Guidelines and Northeast RSI Guidelines (Appendix B and C).

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 and in the spring semester to determine support needs of students and faculty.

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.

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.

Appendix A: Northeast Faculty Credentials

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)   **Area:** ☐ Academic   ☐
Vocational   ☐ **Technical**

Highest Degree Earned: **From:**

Comments:
List MSVCC Teaching Area(s) with 18 Graduate Hours

                                                            Total Hrs.:
(1)

(2) List the Graduate Course, 18
Semester Hours, and Institution for each   **(Area) Course #   # Hrs. Institution**
MSVCC Teaching Area:
 (Area 1) Course #   # Hrs. Institution

                                                            Total Hrs.:

Original Transcript on File: **Date of Employment:**
                              ☐ **(Yes)** ☐ **(No)**

Date of last review of official documentation:

I, _____, as the Chief Academic Officer of <u>Northeast Mississippi</u> <u>Community College</u> 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 <u>Human Resource</u> office of this college.

_____   _____

Chief Academic Officer   Date

Appendix F: Core Course Evaluation Guide

These course guidelines should be the basis for each institution's evaluation process. Additional measures may be implemented according to college needs. The process for evaluating these core guidelines will be decided upon by individual colleges.

1. Course Overview
    A. Welcome message, clear with indication of how to get started with the course.
    B. Include introductions with student interactions as well as self-introduction of Instructor.
    C. Clear instructions on how to get needed materials for success in course.
    D. Information is included on how communication is expected both from the students and the Instructor.
    E. Course Syllabus is identified.
    F. What skills and prerequisite knowledge is needed including computer and digital skills needed for success.
2. Learning Objectives
    A. Course objectives are measurable.
    B. Module/Unit objectives are measurable and align with course objectives (suggestion: use an alignment map so students can see the "Why" they are doing things in the course and how it aligns with the Module and Course objectives.
3. Assessments and Measurements
    A. The assessments (Quizzes, tests, graded assignments) are aligned with the Course/Module objectives and suited to the level of learning.
    B. The grading policy is included in syllabus or in course that clearly states how assignments will be graded.
    C. Rubrics are recommended and should be available at the introduction of the assignment.
4. Instructional Materials
    A. The Instructional Materials (Text readings, videos, PowerPoints, websites, book company websites) should be aligned with the Course/Module objectives. Include a variety of materials (not just lectures or PowerPoints)
    B. The Instructional material represents up to date theory and practice in the discipline.
5. Learning Activities and Student Interaction
    A. Activities such as discussion boards, simulated exercises, practice quizzes, case studies, role playing, non-graded tests and student presentations should align with Course and Module objectives.
    B. Learning activities should allow for student interaction that support active learning.
    C. A clear understanding of how the students will interact with the activities is stated.

49

6. Course Technology
    A. The tools used in the course align with the course/module objectives (tools would not be used simply for their own sake, but to help students) Tools are used for student feedback such as Turn-it-in, online proctoring tools, web conferencing such as "Zoom", wiki blogs and collaboration tools
    B. Tools promote active learning and engagement with material
7. Learner Support (can easily be in a template for all courses at the college)
    A. Technical support is clearly linked in the course to the Technical support from the college
    B. A link is provided for academic support services both on campus and online
    C. A link is provided for the student's resources and other services (Library) that can help the student be successful
8. Accessibility and usability
    A. Course is easily navigated and designed for easy readability
    B. Images and Videos and text meets the needs of the diverse learner (Images are alt tagged, videos are closed captioned or displays text used in video below and text is a readable with size and color)
    C. Vendor accessibility statements are present in the course (easily added in template)

Appendix C: Northeast RSI Evaluation Guidelines

RSI Evaluation Guidelines Required for all Virtual Courses:

- Course includes welcome and getting started content.
- A syllabus is available.
- Ice-breaking activities are used.
- Emails are answered in a timely manner by instructor.
- Instructor informs students of virtual office hours with contact information.
- Students have easy access to an updated gradebook.
- Choose 2 of these:

  - Regular and substantive collaborative tools initiated by the instructor are present.

  - Weekly announcements explaining content and due dates are present.

  - Instructor provides individual substantive comments through audio, video, or writing on student assignments.

  - Course offers opportunities for group activities with substantive instructor feedback.