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Preface

Historical Context:
An Online Learning Task Force was formed in 2004 by the Provost to provide guidance to the college with respect to its online initiatives. In spring 2006, the Online Learning Task Force transitioned into the Online Learning Advisory Committee (OLAC). The committee consisted of faculty, administrative, and professional staff. In fall 2013, OLAC was reinvigorated as a faculty-centered committee, charged with providing guidance to the Dean of Academic Support Services and Instructional Technologies on issues related to online learning at the campus and SUNY level.

Policy-Making:
Policies and procedures in this guidebook reflect recommendations from the Online Learning (Task Force) Advisory Committee, decisions at Executive and Dean’s Cabinet, campus governance resolutions, and internal departmental policies. Updated annually, the manual addresses online course development and quality as well as policies related to faculty and learner support. Special considerations for faculty teaching online and students taking online courses are detailed as well.

The Online Advisory Committee (OLAC) 2013-Current
The OLAC provides guidance and feedback to the Dean of Academic Support Services and Instructional Technologies on issues related to online learning and the use of the college’s learning management system (LMS). In turn, this feedback is shared at Dean’s Cabinet. Specifically, the advisory committee will:

- Advocate for faculty needs related to teaching online
- Serve as a liaison to the greater academic community
- Promote initiatives that enhance faculty excellence in online and blended learning environments
- Provide feedback on the college’s transition to Blackboard
- Provide feedback on Open SUNY requirements and SUNY Learning Network (SLN). Education Services. (The SUNY Learning Network is a partnership with SUNY Campuses to provide support in the areas of online pedagogy, technology, student and faculty support and marketing services.)

Faculty Support

SUNY Canton’s Center for Online Learning (OL)
The online learning staff provides support for faculty teaching online or using the learning management system as a supplement to their face-to-face courses. The Center can help faculty with:

- Course development: Faculty teaching online can take advantage of intensive, hands-on workshops on course development offered throughout the year. Faculty can access course development information, design templates, and online tutorials through the Course Development and Teaching Repository (CDTR). All faculty, including part- and full-time faculty, are automatically enrolled in this site when their LMS accounts are created.
Operational Processes for Online Learning

*Faculty must be logged into the LMS to access materials and resources in the CDTR.

- Technical support: The OL staff can help faculty prepare and convert course material to be uploaded into our learning management system.

The Center is open Monday-Friday 8 am -5 pm. Staffing consists of:

1. An Instructional Technologist, who manages the online course review process, helps faculty design and develop online instructional materials, and offers training and workshops on teaching online.
2. A Learning Systems Manager who manages the ANGEL system, course shells, user accounts or course data and is a liaison between SUNY Canton, ITEC (an off-campus service that hosts the College’s learning management system) and the SLN.
3. An Online Learning Technician who provides technical support and trouble-shooting assistance on the LMS.

The SUNY Learning Network
SUNY Canton is a member of the SUNY Learning Network (SLN). SLN also provides evening and weekend technical support for students taking online courses and faculty teaching online courses. Telephone support is available during regular business hours, as listed below.

I-800-875-6269* (Toll-free within the United States)
I-518-320-1889* (Direct)

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The SUNY Canton Help Desk
The SUNY Canton Help Desk is available to support faculty and students during normal institutional working hours on technical, hardware and software issues, as well as problems with usernames or passwords. Faculty, staff, and students should contact the Help Desk via email at helpdesk@canton.edu or phone at (315) 386-7448

Policies

Faculty Not Yet Hired
The appropriate Academic Dean will send an email notice to Human Resources (HR) articulating the course developer status when faculty who have not yet been hired wish to create an online course and need to have their learning management system accounts created. Subsequently, HR will correspond with these individuals to request a SS# (optional) and date-of-birth. Once this process is complete (within the week), and the individuals are given account information, LMS accounts will be available.
**Faculty Teaching Online for the First Time**

Faculty teaching online for the first time are required to complete an orientation session on using the College’s LMS as well as checklist of technical competencies.

**Compliance with the Americans With Disabilities Act (ADA)**

Courses are developed in accordance with college policies on ADA compliance. ADA compliance follows the universal principles of design. Resources on designing an online course according to these principles and information on providing online services for students eligible for accommodative services are provided via the CDTR. Faculty are encouraged to consult with the Department of Accommodative Services for specific questions related to ADA compliance issues.

**Compliance with Copyright Laws**

The Library can provide assistance in obtaining required copyright permission for online courses with resources on copyright rules and responsibilities available at [http://researchguides.canton.edu/copyright](http://researchguides.canton.edu/copyright). Resources on copyright compliance are also provided in the CDTR. *Faculty must be logged into the LMS to access materials and resources in the Course Development and Teaching Repository (CDTR).*

**Use of the Online Syllabus**

Online courses require the use of a syllabus that conforms to the requirements of the approved Online Syllabus (Faculty Governance Resolution). Components of this syllabus articulate specific student background, knowledge, or technical skills needed, expectations for participation and learning, the nature of interaction in the course, and any technical equipment or software required or recommended. Additional requirements (e.g., proctored exams) should be clearly articulated in course syllabi. The Online Syllabus is available via the CDTR. Instructors who teach online must submit syllabi information to their UCanWeb account before the date of registration.

**Approval and Quality Assurance of Online Courses: Online Course Review Process**

Student learning outcomes for online courses in academic programs are articulated in course syllabi. Academic programs are assessed every five years through SUNY’s program evaluation. Moreover, the quality of online courses is enhanced via the course review rubric. Specifically, Standard III in the rubric, Assessment and Measurement, assesses the ability of an online course to provide assessment strategies that enhance student learning outcomes.

Both online and hybrid courses offered online for the first time require review. *(Internships and Senior Projects are exempt from review per Dean’s Cabinet, 2013.)* An online course is defined as one for which all regularly scheduled classroom time is replaced by required activities completed at a distance and managed online. Online courses are delivered strictly in a web-based format. Hybrid courses are defined as courses that combine face-to-face classroom instruction with asynchronous online instruction and have at least 10% of their scheduled class meetings replaced by online instruction *(Online Learning Task Force, 2006).* Hybrid courses are designated by “H” on the Master Schedule.
Courses are reviewed based on the standards of best practice in distance learning programs set forth by the Commission on Higher Education of the Middle States Association of Colleges and Schools and detailed in the College’s course review rubric. Review teams are comprised of faculty volunteers trained in evaluating online courses. A review team is comprised of three faculty, one of which is an instructor/content expert in the discipline or a related field, and one resource person (a non-voting member proficient in instructional design). The purpose of the review team is to provide recommendations to the appropriate Dean on the ability of a proposed online course to meet the general and specific standards of the rubric. Final course approval rests with the appropriate Dean.

Note: A Developer Information Form (a form that provides information on copyrighted materials and communicates information from the developer to the review team) must be submitted with the course to be reviewed.

The review process is repeated every three years. A course may be reviewed more frequently if requested by the Academic Dean or if the course undergoes significant changes. Significant changes include changes in the course design that affect the quality, integrity, and effectiveness of the course. These would include changes in the organization or design of the course that relate to the essential standards in the rubric.

Details of the course review process as well as the course review rubric are available via the CDTR. Faculty must be logged into the LMS to access materials and resources in the CDTR.

Timelines for Course Approval
Courses being developed for online delivery need to adhere to timelines for course reviews in order to allow time for the faculty reviewers to evaluate the course and give the instructor time to complete revisions, if needed.

- November 1st - ALL Winter/Spring term courses for review are due.
- April 1st - ALL Summer/Fall term courses for review are due.

Courses not able to meet the course review deadline for approval are referred to the appropriate academic dean.

All courses approved to be offered online are posted to Faculty Resources

Ownership of Course Materials
1) SUNY Policies address the ownership of course materials for distance education courses. Ownership of the intellectual property for any course resides with the individual who developed the course, pursuant to the Copyright Policy (Title I, section 2) of the Policies of the Board of Trustees of the State University of New York.

For those online courses that have been requested by the College, the College will provide compensation of no less than $1,000, subject to such changes as may be authorized or required
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by law. This compensation provides the College rights, but not the exclusive rights, to the intellectual property of the course for a maximum of three years.

The appropriate academic dean approves course stipend requests; stipend request forms are available online. The college typically pays a stipend if the course is taught by different instructors or to minimize the chance of the college not being able to offer the course (for instance, an instructor leaves and the college needs to continue to offer & teach the course). Note: If a course is built solely on publisher content, a stipend cannot be awarded. The stipend is for the purchase of intellectual property in the course, not developing the course; the College cannot purchase intellectual property that is already owned by a publisher.

**Permission to Use Another’s Online Course**
If an individual wishes to give permission to another person to use the content of their course, the following procedure is used:

**Step 1:** The individual granting permission notifies the Learning Systems Manager via email at ol@canton.edu and includes the following statement in their email:
- I am granting permission to [NAME] to use the content of my course [CRN]

**Work Load/Compensation**
A course taught on-line may become part of a teaching faculty member’s standard load or may be taught off-load depending on an agreement between the faculty member and the respective school dean. Class size for online courses will be determined through a consultative process that includes Deans, department chairs, and faculty. Class sizes will be revised on a case-by-case basis following experience with course delivery.

**Faculty Rights**
For all academic and professional employees, the assignment of online courses should always be voluntary, except in rare circumstances, unless specified at the time of hire. All employees will be equally recognized in reappointment, promotion, tenure, and discretionary salary increases for teaching, regardless of the format or medium in which it is conducted. Anyone viewing course material must obtain permission from the faculty member. SUNY Canton administration may have access to online course material provided they advise the faculty member in advance.

**Access to Another’s Online Course**
Anyone viewing course material must obtain permission from the faculty member. SUNY Canton administration (President, Provost, and Deans) may have access to on-line course material provided they advise the faculty member in advance.

If a faculty member grants permission for an individual to access (enter) their course, the following procedure is used:

**Step 1:** Faculty notifies the Learning Systems Manager via email at ol@canton.edu and includes the following statement in their email:
- I am granting permission to [NAME] to access my course [CRN]

If Administration needs to access a faculty member’s online course, the following procedure is
Step 1: Administration advises faculty member
Step 2: Administration notifies the Learning Systems Manager via email at ol@canton.edu and includes the following statement in their email
  - I am requesting access to course [CRN]

Teaching During (Off-term) Winter & Summer
Faculty interested in teaching online during the winter and summer sessions should contact their department chair/dean. Academic areas are responsible for scheduling courses for winter and summer session. Winter offerings are submitted with fall course demands (Sept) and summer offerings submitted with spring course demands (Feb).

Special Considerations for Off-term Online Offerings:
20% Overload Rule - Standards are set by New York State and the Office of the State Comptroller. During the period of obligation, which is from the first faculty meeting in the fall to the last meeting in the spring, faculty cannot make more than 20 percent of their salary in extra compensation. Winter term is part of this period. Summer does not count since it is held during a period of non-obligation. Human Resources tracks faculty overloads (Dean’s Cabinet, 2013-2014).

Department chairs can teach winter and summer and receive compensation. Course maximums and 20% salary cap still apply.

- **Summer Course Credit Hour Limit** – SUNY Canton degree students may enroll in a maximum of twelve (12) credit hours during summer session. Students may not enroll in more than two courses (7 credit hours) in a single five-week session. Non-degree students may not enroll in more than 11 credit hours at any time (Dean’s Cabinet, 2013-2014).
- **Summer Course Instruction Limit** – Faculty can teach 3 courses (or ten credits): Three (3) courses in Session I OR Three (3) courses in Session II and three (3) courses in Session III (Dean’s Cabinet, 2013-2014).
- **Winter Course Credit Hour Limit** – SUNY Canton degree students may enroll in a maximum of seven (7) credit hours during winter session
- **Winter Term Instruction Limit** – Faculty can teach seven credits

Compensation Policy for Off-Term Offerings (Executive Cabinet, 2013)

- Instructor is to be paid $1000 per credit hour for a fully-enrolled course. A fully-enrolled summer or winter term course will have 8 or more students.
- Instructor is to be paid \( \frac{n}{8} \times$1000 per credit hour for an under-enrolled course, where \( n \) is the number of students enrolled. An under-enrolled summer or winter term course will have fewer than 8 students.
- Internships, capstones, senior projects, independent study, and directed study are excluded from the compensation policy outlined above. Internships, capstones, and
senior projects are compensated at $20 per credit hour per student for all terms and semesters. Independent study and directed study are not compensated.

- The number of enrollments for compensation purposes for summer and winter term courses is determined on the second day of classes at 4 p.m. for each session.
- An instructor cannot specify a minimum enrollment that they are willing to teach. Zero cancellation policy is in effect.

**Removing Student Access due to Dismissal for Ethical Reasons**

An instructor has two "dismissal" options - **Notice of Failure** or **Dismissal for Ethical Reasons**:

- If an instructor gives a **Notice of Failure** (typically due to attendance issues), the student is allowed to continue to attend the class, so is not barred from access if the class is online, and is allowed to withdraw from the class. Whether the students attends or doesn’t attend, he/she has already earned their grade for the class, which is an "F", unless he/she withdraws.

- If an instructor gives a **Dismissal for Ethical Reasons**, the student is not allowed to continue attending the class, is barred access if the class is online (**the account is disabled**), is not allowed to withdraw from the class, and will receive an "F" for the class.

Process for disabling a student’s account due to Dismissal for Ethical Reasons (**Note: disabled means the student cannot see or access the online course**):

- Instructor sends an Ethical Dismissal. When the Registrar receives the Ethical Dismissal, they enter a code that disables the student’s ANGEL access and assigns an “F” Grade at the end of the semester.
  - **Note:** If the instructor manually ‘disables’ the student in the course roster, the process will be undone once IT runs the daily script (XEI) that pulls data from Banner.
  - *It takes an entire 24 hour XEI cycle to complete before an instructor can see any changes from the Registrar’s end to the student’s account in ANGEL)*

**Procedures**

**How to Request Templates and Course Shells:**

Each online course has a **Template and Course Shell**. The Template provides faculty a place to develop and store their course. Students do not have access to the material in the Template. To request a Template, please email ol@canton.edu.

Course Shells, in contrast, reflect the ‘active’ course in which enrolled students participate. They are generated by the Banner list through the Registrar’s Office. Once the Registrar has completed the semester course offerings in the Banner List, the Course Shells will be uploaded into the Learning Management System during the evening sync process. *Delays in the automatic course shell creation may occur if there is a course with no instructor assigned (Ex: course with instructor name of TBA)*
How to Perform the Course Copy Process

Prior to the start of the semester, instructors need to copy their course content into the actual Course Shell that students will see.

- Enter the blank/empty course.
- Locate and click on the Manage tab/link. Look for a link titled “Import Console” (usually located in the right column) and enter the area.
- Select the “Copy Course” link from the dropdown menu.
- Select the source course you want to import (bring material from). Leave the “Replace Existing Content” box unchecked.
- Select “Copy.”

Video Tutorial: Course Copy Process

The import process may take a few seconds to several minutes depending on the size of the course or group. Generally speaking, you will receive an automated generic email to your college-supplied @canton.edu email address when the course copy process has completed. Once you’ve received the confirmation email, you may enter the course and make any necessary revisions, additions, etc.

Turning on (activating) Courses

Banner automatically turns on (activates) all online courses by 8 am Eastern Time zone (ET) on the first day of classes each semester. Faculty who teach face-to-face courses that use Blackboard Learn ANGEL Edition as a supplement must activate their supplement courses AFTER the 8am start date.

To manually turn on a course:

- Enter the course to be enabled and select the “Manage” tab.
- Select the “General Course Settings” link.
- Finally, click the “Access” tab and make any changes to reflect the following:
  - Member Access (set to “All Members” via dropdown menu)
  - Guest Access (set to “None” via the dropdown menu)
  - Search Engines (set to “Yes” by clicking corresponding circle)
  - If all changes are correct “click the Save button”. The course is now enabled for student access.

End of Each Semester

Approximately 2 weeks after a semester ends, all ANGEL shells are automatically turned off (this applies to all online, hybrid, and face-to-face supplemental shells). After such time, instructors may decide to manually turn on (activate) their course to remain active so that students with incompletes can finish their coursework. A Canton Faculty/Staff email is provided at the end of every semester with instructions on how to do this as well as contact info for help. Assistance with this is also available through the SLN Helpdesk or by contacting SUNY Canton Online Learning via email at: ol@canton.edu

Additionally, any instructor who wishes to manually turn on their course for students with incompletes can do so by following the simple steps above.
Course Backup
At the end of each semester, it is recommended that faculty back-up their Course via the Manage Tab > Backup/Restore. A Canton Faculty/Staff email is provided at the end of every semester with instructions on how to do this as well as contact info for help. Assistance with this is also available through the SLN Helpdesk or by contacting SUNY Canton Online Learning via email at: ol@canton.edu

Administration

Marketing
Online courses are announced via semester schedules and advertised through the college’s web site. Additionally, any online course may be advertised via the SUNY Learning Network Catalog. Currently, the college catalogue includes information on the nature of online learning, course expectations, requirements, and course materials.

Contact Information and Faculty Resources:
Documents posted at SUNY Canton Online
Email: ol@canton.edu

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Course Development and Teaching Repository (CDTR.) *Must be logged into the LMS to access resources and material.