



POLICIES AND PROCEDURES MANUAL

FOR ONLINE LEARNING: ANGEL

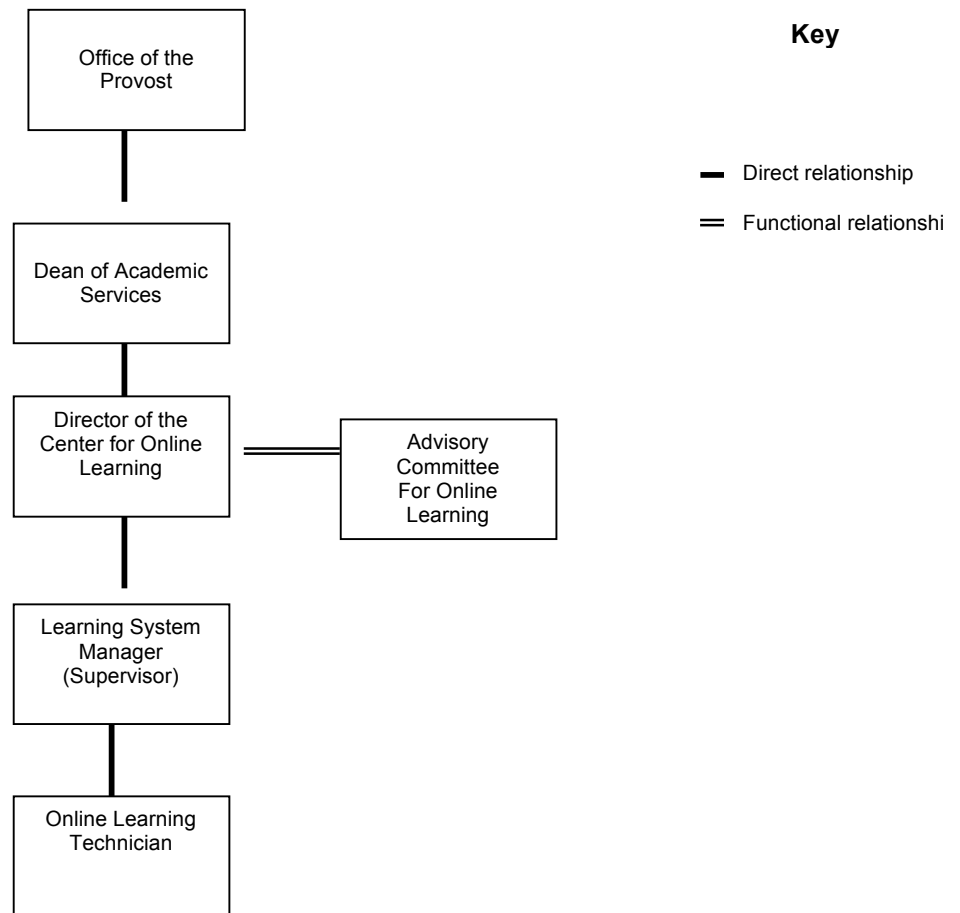
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ORGANIZATION CHART



As shown on the organization chart, the Office of the Provost is responsible for online learning at SUNY Canton. It is the responsibility of the Director to ensure the quality of the college's online offerings and to provide faculty support for online teaching.

Preface

The following policies and procedures reflect the work of the Online Learning Task Force. The 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 was renamed the Advisory Committee for Online Learning. The committee consists of faculty, administrative, and professional staff and continues in an advisory capacity to the Director of Online Learning on issues, policies, and procedures related to online learning.

This manual addresses such issues as approval procedures for online courses, faculty resources and support, and policies related to learner support. Special considerations for faculty teaching online and students taking online courses are detailed in this Manual. The Manual is reviewed and updated annually or as needed.

I. Online Learning at SUNY Canton

The Center for Excellence in Teaching and Online Learning is dedicated to helping students achieve their educational goals by supporting and promoting initiatives that enhance student accessibility and faculty excellence in online learning environments. The Center coordinates the college's online learning activities and provides training and design support for faculty teaching online.

II. Course Management System

The Course Management System, ANGEL, is used to deliver online courses at the college. The Learning System Manager, Online Learning Technician, and Instructional Technologist from the Center for Excellence in Teaching and Online Learning provide course management (ANGEL) support for faculty. SUNY Canton is 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. For more information on SLN, visit <http://sln.suny.edu/index.html>

III. Development of Online Courses

A. Training and Resources

The Center for Excellence in Teaching and Online Learning provides assistance with online course development. The Center is available to help faculty with the design of their course and the use of multimedia and graphics in their course.

Faculty teaching online can take advantage of intensive, hands-on workshops on course development offered throughout the year. Faculty can also access course development information, design templates, and online tutorials through the ANGEL site, *Teaching and Learning Repository (TLR)*

All faculty, including part and full-time faculty are automatically enrolled in this site.

B. Peer Mentoring

Peer mentoring support is provided by the Center for Excellence in Teaching and Online Learning to interested faculty. New online instructors are matched with experienced online teachers. Faculty should contact the Center if they are interested in participating in this program.

C. Technical Support

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 helpdesk@canton.edu or phone at (315) 386-7448. Additionally, the SUNY Learning Network provides Help Desk support to faculty and students using ANGEL and can be reached via email HelpDesk@SLN.suny.edu and phone 1-800-875-6269 (toll-free within the United States) or 1-518-443-5617 (direct).

The Center for Excellence in Teaching and Online Learning also provides technical support to faculty teaching online, prepares and converts course material to be uploaded into ANGEL, and manages and creates course templates and shells. Faculty should email ol@canton.edu regarding questions on ANGEL.

D. Course Developers Not Yet Hired

For course developers who have not yet been hired but need to have their accounts created, the appropriate Dean will send an email notice to HR articulating the course developer status. Subsequently, HR will correspond with these individuals to request a SS# and DOB (optional). Once this process is complete (within the week), and the individuals are given account information, ANGEL accounts will be available.

E. American Disabilities Act (ADA) Compliance

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 [TLR](#). Faculty are encouraged to consult with Accommodative Services and the Director of the Center for Excellence in Teaching and Online Learning for specific questions related to ADA compliance in online courses.

F. Copyright Compliance

The Library can provide assistance in obtaining required copyright permission for online courses. Resources on copyright compliance are provided via the [TLR](#).

G. Ownership of Course Materials

SUNY Canton's Labor Management Distance Learning Policy and 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 J, 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 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 Labor Management Distance Learning Policy is available online via the [TLR](#).

H. Online Syllabus

Online courses require the use of a syllabus that conforms to the requirements of the approved Online Syllabus (Appendix A). 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 *TLR*. Instructors who teach online must submit syllabi information to their UCanWeb account before the date of pre-scheduling (directions on how to submit syllabi information to UCanWeb can be found in the Appendix B).

IV. Approval and Coordination of Online Courses

Online courses are based on standards of best practices in distance learning programs set forth by the Commission on Higher Education of the Middle States Association of Colleges and Schools.

A. Course Review

All courses offered online for the first time require review. Additionally, hybrid courses, designated by *H* on the Master Schedule, also require review. 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.

Courses are reviewed based on the standards of good practice detailed in the course review rubric (*emailed to course developers*). Review teams are comprised of faculty volunteers trained in evaluating online courses. A review team is comprised of three teaching faculty, one of which is an instructor in the discipline or 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.

The review process is repeated every three years. A course may be reviewed more frequently if requested by the Dean or if the course undergoes significant changes. Final course approval rests with the appropriate Dean.

Details of the course review process as well as the course review rubric are available via the *TLR*.

B. Timelines for Course Approval

Courses being developed for online delivery need to adhere to timelines for course review. To allow time for the faculty reviewers to evaluate the course and give the instructor time to complete revisions, if needed,

- Courses offered in the Winterterm need to be submitted for review by October 15.
- Courses offered in the spring semester need to be submitted for review by November 1.
- Courses offered in the summer sessions need to be submitted for review by March 15.
- Courses offered in the fall semester need to be submitted for review by April 1.

V. Quality of Online Courses

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.

VI. Teaching Online

ANGEL 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 the Online Learning Technician.

Course Shells, in contrast, reflect the ‘active’ course in which enrolled students participate. Course Shells are automatically created by the Banner List.

Course Copy Process

Prior to the start of the semester, instructors need to copy the content from their Template into their Course Shell. To do this:

Manage> Import Wizard hyperlink (located in the right column)>Copy Course> Select the course you want to import from the list of available courses listed in the Source Course/Group drop-down menu> Import. The import process may take a few seconds to several minutes depending on the size of the course or group.

Activating Courses

Banner automatically activates (turns on) all online courses by 8 am Eastern Timezone (ET) on the first day of classes each semester. Faculty who teach face-to-face courses that use ANGEL as a supplement must activate their ANGEL supplement courses. To activate a course:

- Manage>General Course Settings>Access Settings:
 - Member Access: (set dropdown box to All)
 - Guest Access (set dropdown box to None)
 - Show on Search (set dropdown box to Yes)
 - Save

End of Each Semester

At the end of each semester, it is recommended that faculty back-up their Course via the Manage Tab>(under Data Management heading)>(select) Backup/Restore. Banner will automatically turn the ANGEL courses off two weeks after the semester ends.

**Instructors may request that their course remain active so that students with incompletes are able to finish their coursework. Requests can be made by contacting Information Services.

VII. Administrative and Support Services

The following services are available to online students:

A. Admissions

Online students are held to the same admissions standards and enrollment processes as campus-based students. Admission forms are available on the college's home web site www.canton.edu. Online assistance and counselors are available Monday through Friday from 3:00 to 5:00 pm ET.

B. Pre-Scheduling

Online students follow the same pre-scheduling procedures as traditional campus-based students, with the exception that the advisor communicates with the online student via their SUNY Canton campus email. Pre-scheduling forms are available online on the college's home web site.

C. Registration

Online students follow the same registration procedures as traditional campus-based students. Non-degree students paying by credit card may register online at http://www.canton.edu/onlinereg/oc_register.html.

Fee Structure for Online Students

Students should consult with the Financial Aid Office in the Student Service Center regarding campus fees. The Financial Aid Office can be contacted via finaid@canton.edu or phone 1 (315) 386-7616 or 1 (800) 388-7123.

Procedure for Course Withdrawal

Online students who need to withdraw from a course or withdraw from college can access the appropriate forms from the Registrar web site <http://www.canton.edu/registrar/> Instructions are given for completing the forms and processing payment.

D. Advisement

Students

Students should consult with their advisors on course requirements. Advisors are listed on UCanWeb web and can also be accessed via the faculty/staff directory and academic programs link on the college's web site. Advisors can be contacted via SUNY campus email or in person. The Director of the Center for Excellence in Teaching and Online Learning is available for general questions related to online learning.

Advisors

Advisors can access the handout, *Advisor Fact Sheet for Online Learning* at the Advisor's Menu on UCanWeb web.

E. Financial Aid

Financial aid forms and worksheets are available online on the college's financial aid web page. Students can apply online, calculate their estimated financial aid, complete exit interviews and promissory notes, and access a variety of resources on scholarships and loans. A student may also access their own Financial Aid information via their UCanWeb web account. The Office of Financial Aid can be contacted by email at finaid@canton.edu or phone: (315) 386-7616 or 1 (800) 388-7123.

F. Library

A wide range of electronic resources is available for use by faculty and online students. These include electronic access to the Library catalogues, full-text

databases, reference resources and online tutorials related to information and literary skills. Librarians are available by phone at (315) 386- 7228 or fax (315) 379-7931.

G. Tutoring and Other Support Services

Students with Disabilities

Any student with a documented disability, or any student who has questions regarding accommodations, should contact the Office of Accommodative Services at (315) 386-7392 or email the Accommodative Services Coordinator. Regardless of the instructional delivery system, SUNY Canton is committed to providing reasonable accommodative services.

Tutoring Labs

SUNY Canton provides academic and support services to online students. Resources, services, and contact information are available online through Academic Support Services listed on the college's web site at www.canton.edu.

H. Early Identification Process

The early identification of students in academic difficulty provides Deans and student advisors with information on students experiencing academic difficulty.

I. Warning/Dismissal Notice

An electronic version of the online warning/dismissal notice for students is available to faculty who wish to send notices to students. Students receive notices through their SUNY Canton campus email. This notice states: "*According to our records, you last participated in the above online course on the date above. You have not met the participation/attendance requirements outlined in the course syllabus and therefore are dismissed from this course. A grade of "F" will be assigned unless you formally withdraw from this course. If you have questions about this dismissal, please contact me or your academic advisor immediately.*"

As stated in the dismissal notice, the student is not removed from any class roster as a result of the dismissal notice, or the roster in the course management system (ANGEL), or the official course roster in Banner/UCanWeb Web. If a student does not formally withdraw from the course, they remain on the rosters and receive an "F" grade from the instructor at the conclusion of the course.

J. Textbook and Software Acquisition

Online textbook ordering is normally available approximately four weeks before the start of classes.

VIII. Faculty

A. Faculty Training

SUNY Canton provides many training and faculty development opportunities throughout the year. Professional development sessions are offered monthly; individual training is available continuously. Electronic resources for faculty are provided via the TLR. Faculty should contact the Center for Excellence in Teaching and Online Learning.

B. Work Load/Compensation (*Refers to the SUNY Canton Distance Learning Policy*)

1. A course taught on-line may become part of a teaching faculty members standard load or may be taught off-load depending on an agreement between the faculty member and the respective school dean.
2. Class size for on-line 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.

C. Faculty Rights

1. 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.
2. 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.
3. Anyone viewing course material must obtain permission from the faculty member. SUNY Canton administration may have access to on-line course material provided they advise the faculty member in advance.

IX. Administration

A. Dedicated Personnel

The Office of the Provost and the Director of the Center for Excellence in Teaching and Online Learning are responsible for the online delivery of programs.

B. Marketing

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

X. Institutional Planning

Policy planning, staffing, budget, and equipment requirements are reviewed annually.

XI. Student Evaluation

A standard student evaluation questionnaire can be requested by the instructor each semester. These evaluations are coordinated and compiled by each Academic School (From *Faculty Handbook and Advisor Guidebook*) and forwarded to the Provost Office. Online evaluations are administered via SUNY Canton's software survey. An announcement regarding student evaluations (importance of, when they will occur, how to fill out and submit them) will be sent electronically by the Provost office through the SUNY campus email system. It is recommended that faculty request the creation of student evaluation surveys *after the official last day to withdraw*.

XII. General Policies

Students and faculty are required to adhere to the college's Computer Use & Network Policy listed on the college's web site under Information Services.

Contact Information and Resources:

Center for Excellence in Teaching and Online Learning
ol@canton.edu

Kyle Brown
Interim Director
(315) 386-7164
brownk@canton.edu

Jerry Bartlett
Learning System Administrator
(315)379-3878
bartlettj@canton.edu

Teaching and Learning Repository
<https://canton.sln.suny.edu/>

Appendix A: Online Syllabus

SUNY CANTON

Canton, New York

DEPARTMENT/PROGRAM/SCHOOL:

COURSE NAME AND NUMBER:

SEMESTER/YEAR:

CREDIT HOURS:

INSTRUCTOR:

OFFICE ADDRESS:

OFFICE HOURS/VIRTUAL HOURS:

OFFICE TELEPHONE:

EMAIL ADDRESS:

TECHNICAL SUPPORT INFORMATION:

- Issues with usernames, passwords, or SUNY Canton Email:
 - **SUNY Canton Help Desk** at helpdesk@canton.edu or phone 315-386-7448. Open Monday-Friday, 8 a.m.-5 p.m.

- Issues with ANGEL:
 - **SLN Help Desk** at Helpdesk@sln.suny.edu or phone 1-800-875-6269 (toll-free within the United States) or 1-518-443-5617 (direct).
 - Monday through Thursday - 8:00AM to 9:00PM EST
 - Friday - 8:00AM to 5:00PM
 - Saturday - 1:00PM to 5:00PM
 - Sunday - 1:00PM to 9:00PM

COURSE DESCRIPTION: (from catalog)

PRE-REQUISITES:

CO-REQUISITES:

MINIMUM TECHNOLOGY REQUIREMENTS: (*Example:* Access to a working computer with Internet capability. Operating System: Windows 2000, XP, Vista or Macintosh OS X)

- Hardware: 256 MB of RAM, 1GB free hard disk space
- Microsoft Office 2007 recommended
- Connection to the Internet: (broadband connection, such as RoadRunner or DSL, is preferred). Broadband connections are recommended for assessments

(tests/quizzes). Dial-up connections may not be as reliable as the broadband connections when taking exams or quizzes online.

- Software: Microsoft Word, Microsoft PowerPoint (or PowerPoint Viewer), Adobe Acrobat Reader. Some course content may require additional software.
- Internet Explorer 7, Firefox 2 or Safari 1.2 for Macintosh

STUDENT LEARNING OUTCOMES: (From Course Outline)

REQUIRED TEXT (S): Author, title, ed., publisher, date) (Link to college's Textbook Center)

OTHER REQUIRED MATERIALS:

COURSE REQUIREMENTS/EVALUATION CRITERIA:
(Indicate if student satisfaction or other surveys are required.)

NETIQUETTE: (Refers to general guidelines of acceptable behavior for electronic communication, details consequences for threatening or harassing language. Link to the college's Computer Use & Network Policy.)

FEEDBACK SCHEDULE: (Information on instructor response and availability.
Example: Most often, a student can expect a response to email within...)

METHOD OF DELIVERING ASSIGNMENTS: (*Example:* Please submit work viaAll submissions should be titled with the student's last name accompanied by their first initial and course title (e.g., SmithJ_EDUC205). Be sure to have anti-virus software installed on your computer and update it regularly.)

ATTENDANCE POLICY /PARTICIPATION REQUIREMENTS: (Specify any asynchronous or synchronous components)

EMERGENCY OR INTERRUPTION IN COMPUTER SERVICE POLICY:
(*Example:* Prepare for unexpected problems and emergencies. Understand that problems and glitches do occur in online learning, as they do in any learning environment. Have a back-up plan, such as using the computers at a local library, for submitting assignments in case your computer crashes or your service is interrupted). Specify how emergencies or interruption in service will affect assignment deadlines.

ACADEMIC CONDUCT: Students are expected to comply with all academic and behavioral standards established in the SUNY Canton Code of Student, Rights, and Responsibilities (Code). The Code is published in the Student Handbook and is accessible from the SUNY Canton homepage (www.canton.edu). Print copies can be obtained in the Dean of Student's Office (Faculty Office Bldg. 604).

ACCESSIBILITY POLICY: Any student with a documented disability who is eligible for, or has questions regarding accommodations, should contact the office of Accommodative Services at: 315-386-7392 or Leev@canton.edu

THE INSTRUCTOR HAS THE RIGHT TO MODIFY ANY SECTION OF THE SYLLABUS. EACH STUDENT IS RESPONSIBLE TO READ AND UNDERSTAND THE SYLLABUS.

Appendix B: Uploading Syllabus Information to UCanWeb

- 1.** Go to the SUNY Canton homepage on URL <http://www.canton.edu>
- 2.** Click on the pull-down list at the bottom of the screen labeled 'Choose your Link'. Click on 'UCanWeb Web'
- 3.** Login to the Secure Area of UCanWeb Web. If you are a new faculty and you don't have a PIN yet, please contact the **Registrar Office** at 315/386-7042 or registrar@canton.edu
- 4.** From the Main Menu, click on *Faculty & Advisors*
- 5.** From the Faculty and Advisors Menu click on *Term Selection*. Select Fall 2007 (for example) from the pull down menu and click Submit. You will then be taken back to the *Faculty & Advisors Menu*.
- 6.** From the Faculty and Advisors Menu click on *CRN Selection*. Select any of your classes from the pull down menu and click Submit. You will then be taken back to the *Faculty and Advisors Menu*.
- 7.** Click on *Syllabus Information*. You can now supply information on Long Section Title, **Course URL** (use if you have a web page or other course link) Learning Objectives, Required Materials and Technical Requirements. Click the Submit button when you are done.
- 8.** To update syllabus information for your other classes for the same semester, click on "Return to Menu" at the upper right hand corner of the webpage and this will take you back to the Faculty & Advisors menu. Repeat steps 6 and 7. However, if you need to update syllabus info for other semesters, repeat from step 5 thru 7.
- 9.** When done with all your classes, exit UCanWeb Web by clicking on the Exit link on the upper right corner of the webpage.