ENMU Ruidoso
Distance Ed Policies & Guidelines
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1.0 Introduction

1.1 Purpose
- To provide an agreed upon set of rules and guidelines which explain processes, roles, and responsibilities for all distance ed participants
- To provide a framework for operation, flexible enough to encourage innovation but clear enough to avoid misunderstanding
- To promote quality online course design, instruction, training, and evaluation in support of the overarching mission of ENMU Ruidoso

1.2 Definitions
- Online Course: An online course shall be defined as a course for which all course objectives are achieved online and there is no face-to-face component for the course.
- Hybrid Course: A hybrid course shall be defined as a course for which the majority of course objectives are achieved online, but there is a face-to-face component for the course. For the purposes of all policies covered by this document--training, compensation, course review, etc.--hybrid courses and online courses are considered equivalent.
- Online Supplement: A course for which the majority of course objectives are achieved in the live classroom, but which has an online supplement for the purpose of document storage, grade book availability, etc., is considered a live course, not an online or hybrid course. For the purposes of all policies covered by this document, courses with online supplements shall be considered equivalent to live courses.

2.0 Online Instructors

2.1 New Online Instructors
First-time instructors applying to teach online at ENMU Ruidoso will follow the same procedures as those applying to teach face to face. The applicant’s letter of interest, resume, transcripts, and faculty application will be mailed to the Vice President of Student Learning. Information will be added to the instructor database and provided to Department Chairs as needed.

Every new or redesigned course must be preceded by an approved Online Course Development Request form.

2.2 Online Instructor Training
Every instructor wishing to teach online for ENMU Ruidoso, regardless of previous online teaching experience, must successfully complete EDF250, Introduction to Online Course Design, prior to actively teaching an online course. This ensures that new online instructors understand ENMU Ruidoso policies, community and student needs, as well as the Learning Management System (LMS) platform. Workshops on special topics will be
offered from time to time to facilitate ongoing online instructor training. LMS tutorials and resources are available on the Instructor Interaction site.

2.2.1 Experienced Online Instructors
Instructors who have previously taught or currently teach online for another Institute of Higher Learning (IHE) may forego the live sessions of EDF250 with the instructor’s permission, but must satisfactorily complete all other course activities. Similarly, instructors who have taught online for ENMU Ruidoso in the past may forego the live sessions of EDF with the instructor’s permission.

2.2.2 Inexperienced Online Instructors
Instructors new to online teaching and course design are expected to attend all live sessions of EDF250, as well as completing all other course activities.

2.2.3 Transitioning Instructors
Current ENMU Ruidoso instructors who are transitioning from live instruction to online instruction are expected to attend all live sessions of EDF250, as well as completing all other course activities.

2.2.4 Online Instructor Training Tuition Waiver
If a course has been approved for design, the instructor/designer taking EDF250, may complete and submit a tuition wavier form with Student Services to cover the tuition cost.

2.3 Instructor Interaction Site
All online instructors will have access to the Instructor Interaction site, which will be maintained and updated by the Distance Ed Coordinator. The site will provide a discussion board, chat rooms, and private communication (site email) for all online instructors (to communicate with each other and with the Distance Ed Coordinator). The site will also provide current calendars, directories, writing lab and tutor information, as well as other important and valuable resources for online instructors.

3.0 Online Courses

3.1 Course Content
Online courses will offer the same high quality educational experience and instruction and meet the same quality standards as their live counterparts. There may be slight course activity variations due to the electronic nature of online courses and instructor preferences, but the course objectives and critical skills acquisition requirements will be essentially the same.

3.2 Course Ownership
ENMU Ruidoso owns all course materials created and used to teach both live and online courses. Upon leaving the college, or, if the faculty member who created a course elects not to teach it, the faculty member may retain copies of any content material developed or
created; however, ENMU Ruidoso has the right to retain, modify, and offer the course using an alternate qualified instructor.

3.3 Teaching Assignments
The appropriate Department Chair will determine the teaching assignment for online courses under his/her purview but is encouraged to consult with the Distance Ed Coordinator to determine instructor suitability. Consideration should also be given to the original course designer and his/her availability to teach the course.

3.4 Textbook Selection and E-packs
Textbook selection for all courses must be approved by the Department Chair. If an online instructor/designer plans to use epack material to develop a course, it is the instructor/designer’s responsibility to acquire the LMS compatible epack material from the publisher. In most cases, the instructor/designer will be able to import the material directly into his or her course. In some cases, it may be necessary to request assistance from the LMS Administrator (Distance Ed Coordinator). If an online course requires students to access ancillary materials from the publisher, it is the instructor/designer’s responsibility to insure that links to ancillary materials are functional and that students have the necessary and correct authorization codes.

3.5 Test Proctoring
Online instructors who require proctored tests will supply online students—both local and at-a-distance—with clear, exact, and timely information about the test proctoring process. Local students may take proctored exams at the ENMU Ruidoso Library.

3.6 Course Development
Faculty members are encouraged to discuss new online course development with their Department Chairs. In turn, Department Chairs are encouraged to discuss new online course development with the Vice President of Student Learning. However, only courses which have been approved by the Vice President of Student Learning will be offered online.

3.6.1 Course Development Approval
A Department Chair may request that a particular instructor design/teach an approved online course, or an instructor may request approval to begin designing an online course. In either case, the Department Chair’s approval is required in order to initiate development of an online course. Following are the steps involved in course development. If approval is not granted at any step in the process, the request is null and void.

3.6.2 Course Development Process
1. With verbal approval for his/her Department Chair, the instructor/designer fills out the Online Course Development Request form and Special Pay Slip and submits both to the Department Chair for signature.
2. The Department Chair signs the form and forwards it to the Vice President for signature.
3. The form is forwarded to the Distance Ed Coordinator, who coordinates with the instructor to set up a temporary shell in which the course will be developed and reviewed.

4. When EDF250 has been successfully completed and the course has passed the review process, the Distance Ed Coordinator will copy the course content into the official course shell for delivery to students.

6. The Distance Ed Coordinator will sign the form and deliver it to the Business Office for payment processing and ensure that copies are distributed to those in the signature cycle.

3.7 Course Review

All new online courses will be subject to a course review performed in part by the Distance Ed Coordinator and in part by the Department Chair, for the purpose of quality assurance. All other online courses will be subject to periodic spot-checks by the Distance Ed Coordinator and the Department Chair to ensure on-going adherence to quality standards. The review process is not intended as a corrective device, but rather as a learning process for all parties involved. Certain missing or unresolved core requirements may keep a course from being offered; however, it is more likely that the course review will produce suggestions for improvement. It is expected that the instructor/designer will thoughtfully consider these suggestions, focusing primarily on student success.

3.7.1 Online Course Development Request Form

An Online Course Development Request form, with all Setup Approval signatures, must be in the Distance Ed Coordinator’s possession at the time a course review is requested. No new online course will be reviewed or made available to students without a completed Online Course Request Form.

3.7.2 Course Review Deadlines

- New online courses must be completed and ready for review two weeks prior to the first day of the semester in which they will be offered, unless the instructor/designer has made other arrangements with the Distance Ed Coordinator.
- Courses which have been previously reviewed must be completed and ready for a spot-check one week prior to the first day of the semester in which they will be offered, unless the instructor/designer has made other arrangements with the Distance Ed Coordinator.

3.7.3 Course Review Process

When a new online course is ready for review, the instructor/designer will notify both the Distance Ed Coordinator and Department Chair. The Department Chair will review the course for adherence to discipline-specific standards. The Distance Ed Coordinator will implement the Course Review Checklist and forward the results to both the instructor/designer and the Department Chair. If the course does not pass either review, the instructor/designer will be asked to make whatever changes are necessary to bring the course into compliance. Failure to do so may result in the
course being cancelled pending improvement. When the course has passed both reviews, the Distance Ed Coordinator will sign the Online Course Development Request form and forward it to the Vice President of Student Learning, and then move the course content from the temporary developmental shell to the official course shell to which registered students have access.

3.7.4 Course Review Checklist
The ENMU Ruidoso Online Course Review Checklist is adapted from the “2005/2006 Quality Matters Course Review Rubric” and is an industry standard for ensuring quality online course design.

3.8 Minimum Course Enrollment
The minimum number of registered students required for a class to “make” will be consistent with the number required by live courses. Additionally, the resource faculty compensation structure will be consistent with that of live courses. Full time faculty with courses which do not “make” will coordinate with the Vice President of Student Learning for an equivalent semester assignment. If a class/section does not have the minimum number of students required to offer the class, the college will cancel the course and notify the students, instructor of record, and Department Chair.

3.9 Maximum Course Enrollment
In general, the maximum number of students that will be enrolled in an online course is 30 students. If the instructor of record feels it is necessary to have a lower or higher maximum number, the instructor will request this exception in writing (or email) of the appropriate Department Chair, who, if in agreement, will forward the request to enrollment personnel in Student Services. If there is disagreement on the maximum enrollment, the instructor of record and/or Department Chair may appeal the decision on class size to the Vice President of Student Learning, whose decision will be final.

3.10 Additional Course Sections
If demand warrants an additional section, the Department Chair is responsible for coordinating with the Vice President of Student Learning to determine if another section will be added. Notification will be made to Student Services personnel and the Distance Ed Coordinator for appropriate action. Class size requirements for added sections will be identical to those for previously planned sections. If a class/section does not have the minimum number of students required to offer the class, the college will cancel the course and notify the students, instructor of record, and Department Chair.

3.11 Course Evaluation
Evaluation is essential for the successful, continuous improvement of the curriculum and the delivery method. Online courses and instruction will be evaluated in a similar timeframe and manner as for live courses.

3.11.1 Student Evaluations
Each semester, students are asked to complete course and instruction evaluations for each of their courses. The evaluation instrument to be used for course evaluation will
be an evaluation form approved by the institution. A copy of the completed evaluation will be forwarded to the Department Chair. The Department Chair will forward a copy of the evaluation to the instructor with any comments or suggestions for course improvement. If changes are required, and can be made without disrupting the facilitation of the course, they must be made before the course is offered again. After the changes have been made, those areas will be reviewed for completeness.

3.12.1 Peer Evaluations
Online instructors are encouraged to participate in peer reviews of other online instructor/designer’s courses, and to invite other online instructors to look over their courses. Instructor/designers interested in peer review activities should coordinate with the Distance Ed Coordinator to set up the necessary access privileges.

3.12 Online Course Design Compensation
The purpose of course compensation for online course design is two-fold: 1) to provide an incentive for the development of new online courses and programs, and 2) to compensate online instructors/designers for the time and skill required over and above that required for developing a live course, due to the technological considerations. No compensation will be given for ordinary updating of online courses from one semester to the next.

Compensation is dependent upon funding and approval of proposed development of, or changes to, an online course prior to any such effort on the part of the instructor.

The stipend for the first online course which an instructor/designer develops for ENMU Ruidoso, regardless of whether the course previously existed in any form, is $500.

The stipend for developing additional online courses, provided they have not been previously designed for ENMU Ruidoso, is $500.

An instructor/designer may request an additional $250 stipend for the following situations:
- The textbook has changed, or a new edition requires major revision to the course
- The instructor/designer for the course has changed, and the new instructor/designer plans major revision to the course
- The LMS has changed*

* As with any technology, course learning platforms are subject to change as the technology develops. Platform changes requiring instructors to make significant changes to their online courses may warrant a stipend and/or reassignment time to complete the changes. Such changes will be evaluated on a case-by-case basis, and compensation will be relative to the effort required to update the courses.

All instructor/designers developing or redesigning an online course, whether requesting a stipend or not, must complete the Online Course Development Request form.
If the Online Course Development Request form is not properly filled out, signed, and in the possession of the Distance Ed Coordinator two weeks prior to the semester in which the new or redesigned course will be offered, the instructor/designer forfeits any stipend.

4.0 Distance Ed Coordinator

4.1 Responsibilities
The Distance Ed Coordinator assumes responsibility for overall management of these policies, supervision of ENMU Ruidoso’s distance education program, and technical administration of the LMS. The Distance Ed Coordinator will arrange and conduct appropriate faculty trainings, monitor online course development, conduct online course reviews, ensure that proper online instructional techniques are being used, maintain the Instructor Interaction and the Student Orientation sites, and work together with Department Chairs, the Vice President of Student Learning, and the Academic Council to ensure that ENMU Ruidoso continues to offer the highest quality online education.

4.2 Course Access
The Distance Ed Coordinator will only access online courses for the following reasons:
- A request from the instructor
- Monitoring courses under development
- A request from the Department Chair or Vice President of Student Learning
- Repeated reports from students of problems with a course
- Course review or spot checking a course prior to the beginning of the semester

The Distance Ed Coordinator will not change or modify any course content or course settings without the express consent of the instructor/designer.

5.0 Online Students

5.1 Admission
Students wishing to take online courses at ENMU Ruidoso must first successfully complete admission to ENMU Ruidoso.

5.2 Student Advising
Online students will have the same access to student services as live students. Student services can assist online students with registration problems, advisement options, email and LMS account creation. Hours and contact information will be posted on the ENMU Ruidoso homepage as well as the LMS login page.

5.2.1 Online Readiness Assessment
Student Services staff are expected to request that any student registering for his/her first online course complete the Online Readiness Assessment. The Online Readiness Assessment can be completed in two ways: 1) in person via hard copy, or 2) by directing the student to an online site. The Online Readiness Assessment will be accessible from the ENMU Ruidoso homepage as well as the LMS login page.
5.3 Bookstore
Online students will have the same access to bookstore services as live students. Bookstore personnel can assist online students with textbook orders, undelivered textbooks, and textbook returns. Hours and contact information will be posted on the ENMU Ruidoso homepage as well as the LMS login page.

5.4 LMS Student Orientation and Training
All online students, local or not, are entitled to basic information about and a brief orientation to the LMS in use by ENMU Ruidoso.

5.4.1 Live Online Student Orientation and Training
One-on-one live assistance will be available to any ENMU Ruidoso student who wants or needs it. Students may go to the library and request an online orientation at any time during the semester. Library staff will either take time to orient the student or locate another staff member to do so.

5.4.2 Online Student Orientation and Training
Tutorials designed to assist students with LMS operation and features will be available on the Student Orientation site. Instructors are encouraged to add these same tutorials as a learning module on their online courses.

5.5 Student Expectations

5.5.1 Student Integrity
All students are responsible for achieving academic and course objectives in an honest manner. An act of academic dishonesty may result in grade changes and/or disciplinary action. For further clarification of academic dishonesty and associated penalties, consult the current ENMU Ruidoso catalog.

5.5.2 Course Prerequisites
Information regarding prerequisites is included in course descriptions and on all course syllabi. It is the student’s responsibility to ensure that all prerequisites are met prior to beginning the registration process. Students without course prerequisites will not be allowed to register for the course, unless they have received the instructor’s consent.

5.5.3 Online Readiness Assessment
Students taking an online course for the first time will be asked to complete an Online Readiness Assessment. The purpose of the assessment to two-fold: 1) to determine if a student is likely to be successful in the online environment, and 2) to enlighten the student about the expectations and responsibilities required by online learning, as well as the differences between online and classroom education. The Online Readiness Assessment will be available in hard copy from Student Services and accessible from the ENMU Ruidoso homepage as well as the LMS login page.

5.5.4 Computer Access, Software, and Skills
Students taking online courses are expected to take the responsibility and initiative to acquire and know how to use the following:

- access to a computer with Internet access
- a personal email account
- all software required by the course
- basic computing skills

5.5.5 ENMU Ruidoso Email Account
All students are expected to create and use an ENMU Ruidoso email account. Important college and community information is delivered via this instrument. Assistance with an ENMU Ruidoso email account is available from the ENMU Ruidoso Service Desk.

5.5.6 Textbook Acquisition
Textbooks for all ENMU Ruidoso courses, live and online, are available from the ENMU Ruidoso bookstore. Online students are expected to acquire textbooks for their online courses in a timely manner, by visiting the bookstore in person, using email, or by calling on the phone. Bookstore personnel understand the time sensitive nature of online courses and are committed to shipping book orders with haste. Online instructors are not obligated to slow down the course for students who do not have their textbooks.

5.5.7 Course Completion
Students are expected to complete online courses within the timeframe of the semester for which they are enrolled, or as stated in the course syllabus.

5.6 Online Student Resources

5.6.1 ENMU Ruidoso Service Desk
The ENMU Ruidoso Service Desk will be available to online students via hours posted on the ENMU Ruidoso homepage, the LMS login page, and the Student Orientation site. The ENMU Ruidoso Service Desk can assist online students with computer connection problems, login issues, and troubleshooting basic LMS issues, such as course navigation, document retrieval, and assignment submission.

5.6.2 LMS HelpDesk
The ENMU Roswell HelpDesk will be available to online students via hours posted on the LMS login page and the Student Orientation site. The ENMU Roswell HelpDesk can assist online students with computer connection problems, login issues, and troubleshooting basic LMS issues, such as course navigation and document retrieval.

5.6.3 Online Student Orientation Site
All ENMU Ruidoso students will have access to the Student Orientation site, which will be maintained and monitored by the Distance Ed Coordinator. The site will provide access to interactive LMS tutorials, a discussion board, chat rooms, and
private communication (site email) for all students (to communicate with each other and with the Distance Ed Coordinator). The site will also provide current calendars, directories, writing lab and tutor information, helpdesk contact information, as well as other important college-wide notices and valuable student resources.

5.6.4 Student Tutoring
Online students will have the same access to student tutors as live students. Tutors can assist students with coursework and writing assignments. Hours and contact information will be posted on the ENMU Ruidoso homepage as well as the LMS login page.

5.6.5 Online Writing Lab (Coming Soon!)
Beginning in the Spring 2012, all ENMU Ruidoso students will have access to the ENMU Ruidoso Online Writing Lab, which will be maintained and monitored by the ENMU Ruidoso Language Arts Department. The site will provide resources to assist students in all facets of writing and research necessary for their college courses. The site will provide a discussion board, chat rooms, and private communication (site email) for all students (to communicate with each other, the OWL writing tutor, and the Language Arts Department representative). The site will provide timely and professional proofreading and editing help to all ENMU Ruidoso students.