e-Learning Instructor
FAQ Guide

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Term

What is the _____ date for the course? (Start, Census, Withdrawal, End)

See your initial course assignment email. For each term, the start date, census date, withdrawal date, and end date are listed. If you have not retained your initial course assignment email, you may look up the Academic Calendar on the college website. Here is a link: https://www.ocean.edu/programs-and-courses/calendar/

How do I complete the final class roster? What are the active markers of class participation?

Final class rosters open at midnight on the census date of each term. A reminder email, created by the Registration department, is sent every term around the census date to inform instructors of how to submit the final class roster and when it is due, which is generally a few days after the census date.

Please note that when submitting your final class roster, it is essential to be thorough and accurate in your submission, as it is finalized once submitted. Be sure to check each student's participation and remove any student that has not actively participated by the census date. Active participation is: submitting a discussion post, submitting an assignment, or submitting a quiz. You can check all students' participation in the Gradebook or Course Analytics page. Logging into the course or emailing the instructor do not count as active markers of participation.

All instructors should send out an email and post an announcement in each course to remind their students that they must participate by the attendance census date.

When an instructor submits the final class roster, students are no longer automatically removed from the course section. The final class roster process will no longer change the enrollment status of a student and automatic withdrawals for lack of attendance will no longer result in removal at the census date. After census, students will have to take action if they want to withdraw from their course(s). They can also decide to attend the class and receive the grade they earn. If they continue to not attend and do not withdraw, they will receive an F.

All instructors should send out an email and post an announcement in each course to remind their students that they must participate by the attendance census date.

Will I have early access to the course to set it up?

See your initial course assignment email: all courses will be available to the instructor 45 days prior to the term's start date. Exceptions may include sections which are not copied until they change from pending to active status and obtain at least one enrolled student (ex: DL2, DL3, etc.). If you have questions about your course shell, you may email elearninghelp@ocean.edu to consult with the instructional design team.

How/When will I know if my course is cancelled?

Course cancellations are done on a phased basis that begins 1-3 weeks prior to the first day of the term. Course cancellations can be done up until the day before a term starts. If they wish to, instructors are able to check the enrollment of their course(s) on the college website or, closer to the term start, within their Canvas course shells.

Course cancellations are determined as follows: enrollment 0-4 is cancelled, enrollment 5-9 may run at reduced rate, and enrollment of 10 or more will run at full rate. If a course is cancelled, the instructor will receive an email. If the course has under 10 students enrolled, an instructor will receive a reduced rate request email. This email must be confirmed by the date stated in the email, if the instructor wishes to accept the reduced rate. If an instructor declines the reduced rate, the course may be reassigned.

Course Shell

Will I have to develop the course with discussions, quizzes, and tests?

No. Instructors must use the copied master course that is provided to you by OCC. This is explained in detail in Module 2 of the Online Instructor Training course, which all instructors are required to successfully pass to teach online at OCC. Review this module in the course for related questions. Instructors may never edit, change, or delete master course content. However, the instructor evaluation form includes a section in which instructors are required to provide supplements that are ADA-compliant. See Module 3 of the OIT for ADA Compliance guidelines and resources.

What is the weekly schedule? What if the term begins on a day after Tuesday?

The weekly schedule is listed in the syllabus of each online course and is addressed in the Online Instructor Training course (see image below). Each week begins on Tuesday and ends on Monday; thus, all due dates should be set to Mondays at 11:59 p.m.

The schedule may not be edited or customized, with the exception of the first week of any term that begins on a day after Tuesday. Instructors may give students extended due dates on assignments for any first week that is shorter than 7 days. After the first week, the schedule should regulate to reflect the weekly schedule that you see below.

How do I report or fix an error in a course shell? To whom do I direct technical questions?

For all course design errors, technical issues, or questions regarding course shells, email the instructional design team at elearninghelp@ocean.edu for assistance. Design and technical issues include errors in quiz questions, master course issues, broken links, e-books that are not working, student access issues, and errors in lecture notes.

Why can't I see my course shell in Canvas?

If you are unable to see your course shell in Canvas, this may be for a variety of reasons. First, course shells are copied 40 days prior to the first day of a term. If you are looking for the course earlier than this, it may not be available. Second, if you are teaching a section that is not DL1, then it may not be copied for you until it opens for Registration. For example, when multiple sections of a course are built, the DL1 must reach 60% enrollment before the DL2 opens for students to register. This process would then continue for DL3, DL4, etc.

Teaching Resources

Will I have access to a book or e-book for the course?

This depends on the course. If you have access to your course shell, you can check the course syllabus. If you do not yet have access to your course, you can search for your course section in WebAdvisor (Accessible through Ocean Connect). Courses that include e-books include a printed comment that specifies this. If a course does not have an e-book and you want to determine which textbook is used, you may visit the bookstore's website, accessible from the main OCC website, and click on the link to Search for Textbooks. Be sure to search the correct term and section.

How do I obtain a desk copy of the textbook for my course?

Instructors can request desk copies directly from the publisher. For most publishers, there are desk copy request forms or email contacts available on their website. If you are unsure of what textbook is used in your course, you may visit the bookstore's website, accessible from the main OCC website, and click on the link to Search for Textbooks. Be sure to search the correct term and section.

What specific rubrics are used? Can I use my own rubric?

The discussion rubric is standard in all courses and must be used. Depending on the section, some written assignments have rubrics, and some may not. If a rubric does not exist, instructors may create and add their own rubric. If you have technical questions about creating a rubric, you may contact the instructional design team at elearninghelp@ocean.edu

Where can I find my students' ID numbers?

Go to the People page in your Canvas course to find the ID number for each of your students.

Instructor Evaluation and Training

Where can I find training webinars?

For training webinars that occurred in the past, recorded copies of the presentations are included in the Center for Instructional Empowerment (CIE) in Canvas. All instructors have been given access to the CIE course shell via their Canvas dashboard. If you do not have access, please contact the instructional design team at elearninghelp@ocean.edu.

How will my performance as an instructor be evaluated?

According to Policy 3112.2, an adjunct must be observed at least once per year and new instructors are evaluated once per term during the first three semesters that they teach. The criteria for evaluation are based on the Online Instructor Evaluative Criteria document, which is included in the Online Instructor Training course and in each course assignment email that is sent to an instructor. The criteria for evaluation are located here: https://z19gk1a29t11uf15h455jmuv-wpengine.netdna-ssl.com/wp-content/uploads/2020/02/3112.2-DL-Observation-Form-2.27.20.pdf

Am I permitted to use external technology solutions?

Yes, instructors may use educational technologies in their courses as optional, supplementary materials. Please note, however, that the e-Learning department is unable to offer technical support to instructors or students for any software that is not already included within the master course.

I have a question for how to use a tool in Canvas. Where can I obtain some guidance on this?

The Canvas LMS has an extensive guide for instructors that is provided on its website. Assistance with tools within the Canvas LMS that can assist in the instruction of your course are available in the Canvas Instructor Guides. They can be accessed through the following link: https://community.canvaslms.com/docs/DOC-10460-canvas-instructor-guide-table-of-contents

There is also a guide for students that you may provide to those who ask you questions about how to use various technological tools within Canvas. This can be accessed at the following link: https://community.canvaslms.com/docs/DOC-10701-canvas-student-guide-table-of-contents

Students

Which email system should I use with students?

Instructors are required to use the Canvas email inbox for all written communication with students. This is required so that communications can be tracked for evaluation purposes and possible student issues that arise. On the homepage of each course, the Canvas inbox should be listed as the only means for students to email their instructor. Do not supply your OCC or personal email addresses for students. If a student emails you at your OCC email address, please direct them back and respond through the Canvas email inbox.

How do I respond to a student who…?

- **Wants to withdraw**
  - Advise the student to submit a Student Withdrawal Request within WebAdvisor by the term's withdrawal deadline. Without a withdrawal request that is submitted through the system, the student cannot be manually withdrawn from a course.
- **Has not been actively participating in my course**
  - Email the student through the Canvas email tool to ask if the student needs support, and encourage the student to return to class, if possible. Suggest tutoring options for the student such as SmartThinking tutoring or the Writing Services Center at OCC, which also offers virtual tutoring options. Here is a link: https://www.ocean.edu/student-services/writing-services/. If the student is in distress, please see the "Needs counseling" section below. Note that, instructors may not withdraw students. Students may withdraw from a course on their own through WebAdvisor as long as this action occurs by the term's withdrawal date.
- **Needs counseling**
  - Submit a CARE form to Counseling Services so that the student may receive help. You can also refer the student to contact Counseling Services to set up an appointment. Here is the link to the CARE form: https://www.ocean.edu/about-us/campus-life/care-team/.
- **Appears to be cheating or plagiarizing**
  - Submit the e-Learning Academic Integrity Violation form. Be sure to provide evidence as well as a detailed description of the incident. The form can be accessed here: https://cm.maxient.com/reportingform.php?OceanCountyCollege&layout_id=10.
- **Behaves in a manner that violates the Code of Conduct**
  - Submit an Incident Reporting form to the Office of Student Conduct. The form can be accessed here: https://cm.maxient.com/reportingform.php?OceanCountyCollege&layout_id=0.
- **Hasn't yet received the lab paq in my science course**
  - It is the responsibility of each student to order required lab paq before the term begins. For students who register late for courses, extensions cannot be guaranteed and are at the discretion of the instructor. If too many weeks pass and students do not have a lab

paq, the instructor may want to suggest course withdrawal as an option, as students will be unable to successfully pass a lab science course without completing the labs. We highly advise that instructors whose courses require lab paqs email their class before the term begins to suggest that they order their lab paqs a few weeks before the term's start-date. Sending continued reminders for students who register after this date are a best practice as well. Students should purchase lab paqs from OCC's bookstore.

- o Note the students in international locations often have difficulty acquiring their lab paqs in time to be successful. Deliver can take several weeks, and lab paqs can be held by Customs. Internationally located individuals must order lab paqs before the term begins.

- **Requests additional time on a quiz**
  - o If a student requests additional time on a quiz, it cannot be granted to them without an approved accommodation form from Disability Services. It is the responsibility of the student to obtain the form and provide it to their instructor at the start of the term. If a student requests an accommodation, you can refer them to contact the Office of Disability Services. If a student obtains an accommodation form partially through a term, it would only apply to assessments that occur after that date in the term that the student provides the form. It would not apply to past-due assessments. If you are unsure of how to add additional time on a quiz attempt within Canvas, please consult the Canvas Instructor Guide or contact the instructional design team at elearninghelp@ocean.edu.

- **Wants to enroll in my course that is already full**
  - o The decision of whether to accept an additional student into a full class is generally the prerogative of the instructor. The exception to this is lab science courses. No additional students may be added to lab science courses. For courses in other disciplines, you do not have to ask for permission; simply approve or deny the student's request by email, and the student can forward your email to the Registration Office or Student Hub as proof that the closed-course override has been approved.

- **Wants to register for my course that has availability**
  - o Students can register for courses by going to WebAdvisor, which is accessible through OCC's website in their Ocean Connect account. Students can also contact the HUB for assistance with registration; this contact information is also searchable on our website.

What if a student requests a syllabus for a course for a future term?

Current and prospective students may now request copies of syllabi for online courses through a fillable form on our website. If a student asks you for a copy of your online course syllabus, please direct him or her to our OCC e-Learning website at https://www.ocean.edu/programs-and-courses/welcome-to-e-learning/. Then direct the student to "Student Resources" and "Online Course Syllabus Request." We also suggest that you bookmark our e-Learning webpage for easy future access.

Can students post in discussions early or late?

Instructors should set the "available from" and "available until" dates for each discussion to ensure that students are participating only during the week in which the discussion is active. This is necessary because the nature of discussion assignments is to communicate actively and share ideas with peers.

For students that received approved incomplete grades or extensions on assignments, they may submit their initial post only, but should not receive credit for responses to their peers. The decision of whether to provide extensions on initial discussion posts is at the discretion of the instructor; this may be considered for students who have extenuating circumstances.

Can instructors accept late work from students?

It is the prerogative of each instructor to decide whether or not to allow extensions on assignments or to accept late work. This instructor-policy should be clearly stated in the "Instructor Policies" section of the course syllabus and should be applied to all students fairly and equally. For individual students who receive extended due dates, the due-date settings for the assignments should be changed only for those individual students. If you are unsure of how to change the due date on an assignment for only one student, please contact the instructional design team at elearninghelp@ocean.edu for assistance.

Can instructors can give extra points on a quiz that auto-graded students incorrectly?

Instructors are permitted to provide extra points for quiz questions that were graded incorrectly. All errors should be reported to the instructional design team at elearninghelp@ocean.edu so that they may be fixed in the master course shell for future terms.

What should I do if a student experiences technical difficulty on a quiz and is not able to complete it within the allotted time limit? If the student wants to retake the quiz, but the answers have been displayed, can I provide an additional quiz attempt to this student?

First, the instructor should evaluate the validity of the student's complaint. To do this, the instructor should check with the instructional design team for the Canvas page view report, which indicates the amount of time that the student has spent within the quiz for their attempt. To contact the instructional design team, please email them at elearninghelp@ocean.edu.

If the information corroborates the student's claim, an additional quiz attempt may be provided to the student. If the information is inconclusive, it is the instructors' prerogative to provide an extra quiz attempt or not. If you are unsure of how to provide an extra quiz attempt for only one student, please contact the instructional design team at elearninghelp@ocean.edu.

Proctoring

My course will be using Honorlock proctoring software. Please help me to understand this.

- **Is training available?**
  - Yes. Please access the Center for Instructional Empowerment (CIE) to locate the Honorlock training video. Watching this video is a requirement for all instructors whose courses contain proctored assessments.
- **What are the technological requirements for using Honorlock proctoring software?**
  - For technical requirements and exam-taking rules, refer to the section on Honorlock in your Get Started module.
- **Which exams are being proctored in my course?**
  - To learn which exams and/or quizzes are being proctored, open each one to look for instructions that refer to Honorlock. As of the summer of 2020, each course contains only one or two proctored assessments, but this number will expand. Eventually, all assessments will be proctored in all courses.
- **How do I prepare Honorlock in my course?**
  - This is already done for you. The instructional design team implements Honorlock in each course, so there is nothing for you to prepare. Please do not alter the settings.
- **I don't see Honorlock in one or more of my courses. Why not?**
  - As of the summer of 2020, not all courses contain proctored assessments, so the absence of Honorlock might be intentional. If you were told that Honorlock would be used in your course, but it does not appear to have been implemented, please note that as this software is added to each master course, the process is time-consuming. This might not happen until closer to the term's start-date.
- **What is my responsibility regarding Honorlock?**
  - Instructors must require their students to complete the Honorlock Practice Quiz. Set a due-date so that it occurs by Census or before the first proctored assessment—whichever comes first. Give your students enough time to take the quiz and resolve any technical issues that arise during the practice session.
  - Instructors must check the recorded exams for each assessment to look for flagged areas. Flags identify potential acts of cheating. Instructors must watch the flagged segments, determine whether they reflect acts of cheating, and, if appropriate, file an academic dishonesty report. Academic dishonesty reports should be filed here: https://cm.maxient.com/reportingform.php?OceanCountyCollege&layout_id=10. The process for reporting academic dishonesty for Ain Shams students may differ. Please follow the rules established by the International Programs division of e-Learning for these cases.
- **My student doesn't want to use proctoring software or claims not to have the required equipment (or ability to purchase it).**
  - Students may be proctored in any course at any time according to Policy #5180 on Academic Integrity. In sections that use proctoring software, we cannot accommodate exceptions for students who request not to be proctored. Any student who refuses to be proctored must

earn a zero on the exam. Our bookstore carries webcams that are available for purchase. Please direct your student to purchase the required technology.

- **My student is having technical difficulty with Honorlock. How do I direct my student?**
  - o Please direct your student to contact Honorlock for technical assistance. Students are responsible for ensuring that their computer is ready for Honorlock proctoring.
- **My student missed an exam or quiz due-date because of technical issues. What now?**
  - o If your student misses an exam or quiz deadline due to technical issues, ask the instructional design team to check the student's the "Canvas page view" report to confirm whether the student accessed the exam screen, on which date, for how long, etc. To contact the instructional design team, please email them at elearninghelp@ocean.edu. Instructors should adhere to the deadlines that they have established for exams and quizzes; however, if the information from the ID team's search (via the student's Canvas page view report) corroborates the student's claim, the instructor should provide the student with an opportunity to take the assessment beyond its due-date. If information from the Canvas page view report is inconclusive, the instructor must make a decision on whether to let the student have an extended due-date. Students for whom the page view report shows that the student did not attempt to access the assessment—or did not appear to have technical difficulties—should not be given an extension.
  - o If you are unsure of how to provide an extra quiz or exam attempt for only one student, please contact the instructional design team at elearninghelp@ocean.edu.

Why are we using HonorLock?

Online proctoring permits us to do the following:

- Retain institutional accreditation
- Ensure academic integrity
- Be "just" to students who work hard and struggle for grades through honest efforts (It wouldn't be fair for one student to study hard and earn a C but for a classmate to cheat and earn an A).
- Ensure that students are truly learning!
- Protect the earned value of grades and credits
- Ensure the reputation of the institution - We are not a degree mill.
- Increase the transferability of our online courses to four-year universities (Some universities reject online courses that have no proctoring).
- Respond to the increasing global threat of "contract cheating"
- Offer testing that is comparable to face-to-face classes where it would be unnatural to assume that teachers wouldn't proctor exams.

Grading

How do I issue an Incomplete grade?

Whether to honor a student's request for an "Incomplete" grade is at the discretion of the instructor; however, instructors are required to follow OCC's policy on Incomplete grades, which can be found here: https://z19gk1a29t11uf15h455jmuv-wpengine.netdna-ssl.com/wp-content/uploads/2020/05/5154-Policy-5.28.2020.pdf

Students have 30 days beyond the end of the term to finish work with an Incomplete grade. Instructors must set new availability dates for assignments, applying them only to the individual student. For help with this process, instructors should refer to the Center for Instructional Empowerment (CIE), where directions are available.

Instructors should set new due-dates for the student as well and work out a schedule with the student for completion of all course items. Technically, students shouldn't be completing discussions after they've ended, but credit may be given for initial posts. Credit should not be given to students for responses to peers on discussions.

Instructors must enter an Incomplete (I) as the student's final grade and then submit a change-of-grade form after the missing work has been completed. If the student doesn't complete anything, or his or her final grade is an F, instructors do not need to submit a form. This is because, after 30 days into the next term, the "I" will automatically become an "F" unless the instructor updates it.

When are final grades due?

According to College policy, for all terms, grades are due within the same timeline, regardless of term length. For adjuncts, part-time teachers, and college lecturers, grades are due 48 hours after the end of the term. For faculty members, grades are due 72 hours after the end of the term.

How do I change a student's grade after final grades have been submitted?

To change a student's grade, instructors must submit a Change-of-Grade form to Britni Epstein, Academic Administrator for e-Learning. If an instructor does not have a copy of the form, he or she may request the most current version.

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