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e-Learning Instructor FAQ

Start of the Term

What are the important dates for the course? (Publish, 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 at this link](#).

When will I have access to the course to set it up?

All course shells will be available to the instructor 45 days prior to the term’s start date. Exceptions may include sections which have just been added to the schedule. If you have questions about your course shell, you should email elarninghelp@ocean.edu to consult with the instructional design team.

When do I need to publish my course?

New for Spring 2022! Starting with the Spring 2022 term, instructors must publish their course 14 days prior to the start of the session. Courses that are not published by the deadline may be reassigned to an alternate professor. If your course is being monitored for cancellation, the Academic Administrator will contact you regarding any changes to the publish deadlines that may affect your course.

Term	Publish By	Begin Date	Census Date	W Date	End Date
2022SP	1/17/2022	1/24/2022	2/4/2022	4/9/2022	5/16/2022
2022L1	1/17/2022	1/24/2022	1/28/2022	2/28/2022	3/16/2022
2022SQT	2/15/2022	3/1/2022	3/9/2022	4/9/2022	5/16/2022
2022L2	3/14/2022	3/28/2022	4/1/2022	5/1/2022	5/16/2022

What does the instructor need to complete to set up the course?

Instructors should read the term Welcome email and follow the [Pre-Semester Checklist](#) to make sure you have complete all the necessary set up tasks. Students are able to view the course and syllabus 5 days prior to the start of the course.

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:



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- Courses with enrollment 0-4 are cancelled
- Courses with enrollment 5-9 will run at reduced rate
- Courses with enrollment of 10+ will run at the standard rate.

If a course is cancelled, the instructor will receive an email from elarningadmin@ocean.edu.

Instructors are asked to accept or reject the reduced rate when the initial course offer is made. If the professor has rejected the reduced rate, the course will be reassigned up to 10 days prior to the start of the term. If your course has between 5-9 students, but does reach 10+ student enrollment by the census date, you will automatically be compensated at the standard rate.

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 via the "Broadcast Email" 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 at the end of the term when final grades are due.

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

Canvas 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 below.

The e-Learning department provides a [Session Weekly Calendar](#) to assist you with setting the availability and due dates for the assignments in your course.



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 elarninghelp@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. If the course was just recently assigned to you or recently added to the schedule, it could take a few days for the canvas shell to become available to you.

Instructor Resources

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

This depends on the type of 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 elarninghelp@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.

Support for Instructors



Technical Questions

To report technical or design-related issues in your Canvas course, please contact our Tech team at eLearningHelp@ocean.edu.



Academic Questions

For non-technical questions, we will direct you to the appropriate person on our team when you email eLearningAdmin@ocean.edu.



e-Learning Frequently Asked Questions

To empower you, we have compiled answers to your most commonly asked questions. Please review [this Instructor FAQ Guide](#).



e-Learning Website

Answers to questions about policies and procedures are available on our [eLearning webpage](#).



The Center for Instructional Empowerment

The CIE provides resources to assist face-to-face and e-learning instructors. [View the CIE](#).



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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 elarninghelp@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 at this link.](#)

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. [This can be accessed through this link.](#)

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 this link.](#)



e-Learning Instructor FAQ

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.](#) 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.](#)
- **Appears to be cheating or plagiarizing:**

[Read Academic Integrity policy #5180](#) to determine your course of action. If needed, 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 at this link.](#)
- **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 at this link.](#)

Wants to enroll in my course that is already full?

The decision of whether to accept an additional student into a full class is the prerogative of the instructor. The exception to this is lab science courses. No lab science course may exceed 35 enrolled students. Most lab science courses now have a starting cap of 30 students and therefore it is the discretion of the instructor to allow an overload student into the course as long as the enrollment is not exceeding 35 students.



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If a student reaches out to you asking to be accepted into your course, 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 at registrar@ocean.edu as proof that the closed-course override has been approved. The Registration Office will manually place the student into the course.

Wants to register for my course that has availability?

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.

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. ○ 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

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 elarninghelp@ocean.edu.

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 them to our [OCC e-Learning website here](#). 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.



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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 elarninghelp@ocean.edu for assistance.

Can instructors 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 elarninghelp@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?

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 elarninghelp@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 elarninghelp@ocean.edu.



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Honorlock Proctoring

My course will be using Honorlock proctoring software. Please help me to understand this. 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.](#)

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



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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.

The only exception to utilizing Honorlock Proctoring applies to active military students. They can arrange for in-person proctoring when remote virtual proctoring is not permitted for security reasons. Students will need to submit this [Off-Site Active Military Proctor Form](#). There are not other exceptions to the use of Honorlock.

[My student is having technical difficulty with Honorlock. How do I direct my student?](#)

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?](#)

If your student misses an exam or quiz deadline due to technical issues, ask the instructional design team to check the student's "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 will decide to let the student have an extended due-date or not. 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.

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 and 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.



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Grading

How do I issue an Incomplete grade?

Requests for an Incomplete grade should come from the student before the end of the term. Typically, Incompletes are granted to students in extenuating circumstances who have completed the majority of the work in the course and have a passing grade. They are not meant for students who have not completed any work for weeks or months on end. Use your best discretion.

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 #5154 on Incomplete grades, which can be found here](#).

What if a student contacts you a day or two after the term ends with a request for an Incomplete?

You do not have to honor the request, but if extenuating circumstances were at play, you can make an exception. If you have already submitted grades, you will have to submit an [official Change of Grade Form](#) to convert the given grade to an "Incomplete."

After you submit an "I" grade as part of your final grade submissions, the student will gain access to the course the next day. At 3 a.m. each day, the system checks for Incomplete grades and will provide students with extended course access.

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. Alternatively, they can read the instructions [here](#).

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. Students shouldn't be completing discussions after they've ended.

Instructors must enter an Incomplete (I) as the student's final grade and then submit an official [Change of Grade Form](#) after the missing work has been completed. If the student doesn't complete anything, and/or their class average is already an F, instructors do not need to submit a form. This is because, after 30 days, the "I" will automatically become an "F" unless the instructor updates it. For students who would otherwise have a passing average, though, a Change of Grade Form must be submitted to elarningadmin@ocean.edu.

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 elarningadmin@ocean.edu. Forms take approximately 1 week to process. Students can check the status of their grade in WebAdvisor. [Click here for the official Change of Grade Form](#).



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Steps to Complete the Change of Grade Form:

1. Only use the official PDF Fillable Form linked above.
2. Complete all information in the fillable PDF.
3. Click the upper right-hand button to download the form (with your changes).
4. Open the downloaded document. Sign and date the form in the “Signature of Instructor” space.
5. Submit completed form to ellearningadmin@ocean.edu for processing.