



**SOUTH MOUNTAIN  
COMMUNITY COLLEGE**

A **MARICOPA** COMMUNITY COLLEGE

# eLearning Faculty Handbook 2020

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# Introduction

Welcome to South Mountain Community College (SMCC) and the exciting community of eLearning faculty. Colleagues and technology experts at South Mountain are dedicated to creating engaging learning experiences for students, and to that end, our eLearning community strives to provide to its faculty an engaging, inclusive, and supportive atmosphere with continuous improvement and professional development in mind.

This handbook has been created for you, our eLearning (online and hybrid) faculty to keep you informed and connected to the resources you need. If you have additional recommendations for the handbook, please email the eLearning Committee at [elearning@southmountaincc.edu](mailto:elearning@southmountaincc.edu).

The purpose of this eLearning Faculty Handbook is to:

- Define eLearning course formats and clock hours
- Support for eLearning faculty
- Expectations of eLearning faculty
- Define eLearning processes
- Assess eLearning courses

Thank you for your time and expertise and contributing to our students' success!

*The eLearning Committee*

## **The Mission of eLearning**

The purpose of eLearning is to help fulfill the college's commitment to providing quality educational experiences with flexible learning modalities, ultimately fostering student development and supporting productive citizenship in an increasingly global and technological society.

## VISION

South Mountain Community College educates minds, transforms lives, touches hearts, and builds community.

## MISSION

South Mountain Community College provides quality higher education for our diverse community. We create a caring teaching and learning environment that fosters student development and supports productive citizenship in an increasingly global and technological society.

## MISSION GOALS

Our purpose is to meet these needs by offering:

- General education courses
- Transfer programs
- Occupational education and career development
- Continuing education
- English as a second language
- Cultural, civic, and social events
- Academic support and student services

## Our Values

We are inspired and guided by our core values:

- **COLLABORATION:** We are inclusive in our relationships with colleagues, departments and community, and respectful of their ideas.
- **COMMUNITY:** We serve our community by recognizing our interdependence, celebrating our history, honoring our diverse cultures, and building our future.
- **EXCELLENCE:** We model exemplary teaching, learning, service and leadership through continuous improvement, creativity and innovation.
- **INTEGRITY:** We are accountable to the communities we serve and are truthful, sincere, transparent and responsible for our actions.
- **WELLBEING:** We are a college community that encourages and develops social, physical, career, community and financial wellbeing.

## e-Learning Committee

The [eLearning Committee](#) is charged with development and implementation of an eLearning plan which will serve as a guide in the support of quality eLearning at South Mountain Community College. The plan will support goals contained in the SMCC Strategic Plan, as well as goals related to the development of online and hybrid learning, increasing course quality, increasing student success in online and hybrid learning, increasing student retention and supporting open educational courses and resources. The eLearning committee will devise the [eLearning Plan](#) using inclusive campus wide collaboration and review/update the plan on a yearly basis to remain current.

## Tri-chairs:

Dr. Clyne Namuo, Dr. Bernice Portervint, and Dr. Jacqueline Levy

## Members:

- Dr. Carol Smith
- Dr. Jeannette Shaffer
- Mr. Brian Smith
- Ms. Shalmeka Sweet
- Mr. Stephen Hustedde
- Dr. Pete Facciola

## Resources:

<https://www.southmountaincc.edu/about/elearning>

<https://inside.southmountaincc.edu/elearning/>

## eLearning Course Definitions

A very simple definition of eLearning is learning that takes place when the instructor and the student are not always in the same physical space. It may be either synchronous or asynchronous, meaning in real time or not. At South Mountain Community College, eLearning courses categorized as online or hybrid. Both formats may involve the use of technology, learning management system, the Internet, software applications, video and audio files, and

other content specific digital devices. In addition, eLearning courses may include site visits, internships, digital games, and simulations.

## Online Courses

Online courses are accessed via the Internet and offered fully online in asynchronous or synchronous formats. All course materials and instruction are accessed via a learning management system.

## Hybrid Courses

Hybrid courses are a mix of face-to-face instruction and asynchronous or synchronous online instruction and learning. Most course activity is done online, but there are required face-to-face instructional activities, such as lectures, discussions, labs, or other in-person learning activities.

## Flexible Mode Course

Offers multiple delivery modes such as Live Online, so that students can choose which delivery mode(s) to use for instructional and other learning purposes (most used in the Occupational Programs).

What is a [Hybrid Virtual](#) Class?

What is a [Hybrid](#) Class?

What is a [Live Online](#) Class?

What is an [Online](#) Class?

## Award of Credit

eLearning courses are equivalent to traditional seated courses in the amount and level of credit awarded to students. Credit for all SMCC courses is determined by the [Maricopa County Community College Instructional Councils](#). Below are two tools for faculty to determine if course content and instructional activities are meeting the required credit hours.

Faculty should first verify credit hour for the class and then refer to the [Class Scheduling - Seat Time Calculations](#) to determine the number of minutes per session based on the class length. After identifying the number of minutes per session the Required Seat Time per Day (excluding break-time) can be identified. For example a 16-week 3-credit load hour (periods in document) class that meets twice a week requires a total of 2,4000 minutes of instruction which equals 1 hour and 15 minutes of instruction. For a face to face class, class sessions need to meet for 1 hour and 15 minutes each.

Determining required seat time for online and hybrid sessions may be a bit more challenging because students are not physically present in a classroom and students learn at different paces. Seat time is the same for all modalities of instruction so a course workload estimator can assist faculty in estimating online and hybrid instruction meet the seat time requirement. [Rice University's Center for Teaching Excellence](#) created a tool for faculty to estimate the time it will take for students to complete learning activities. Please visit the website for a detailed explanation of the tool and research conducted to inform the design of the tool.

## Course Approval Process

If a faculty member decides to develop and offer a new eLearning course, he/she will follow the eLearning approval process:

1. Notify the Division Chair overseeing the discipline being taught. (If the course is taught in the occupation division - mCLCTL, also notify the Program Coordinator.)
2. Schedule a meeting with the Division Chair to discuss the course and justification for delivering the course as an eLearning course.
3. Receive Division Chair approval.
4. Division Chair will notify the eLearning Committee to enroll the faculty member into the required eLearning training course, [SMC Preparing to Teach Online](#). This course must be completed before faculty teach an online course. This course will be discussed in more detail in the handbook.
5. The eLearning Mentor will answer questions and assist as faculty complete the [SMC Preparing to Teach Online Course](#).
6. Contact the Center for Teaching and Learning (CTL) to notify them of the new online offering and request a learning management system course shell for building the content.

## eLearning Course Description for Find a Class

eLearning courses should be listed as online or hybrid in the Find a Class environment under Class Notes so students are able to select courses based on their preferred learning modalities and schedules. Here are several course description templates that can be modified and used for eLearning course descriptions.

- **Template #1 for Online**

This online class uses Microsoft Office365 and is appropriate for students who want to work independently, within a schedule, and communicate electronically with the instructor. College computer resources are available for student use. Students wishing to work from home must have an appropriate computer or device to access the Internet.

Students must log into Canvas on the first day of class at the following link:  
<https://learn.maricopa.edu/login>.

- Template #2 for Online

This online class is appropriate for students who want to work independently and need a flexible college schedule due to career and family demands. Class exams must be taken at the SMCC Testing Center or at any approved testing center. Approval of a site other than SMCC must be obtained from the instructor in advance. Students enrolling in an online class acknowledge that they have internet access and they possess the skills required to use a computer or other digital device to navigate the internet. This class uses online courseware (Microsoft Office 365, Canvas, etc.) and includes videos, audio, and hands-on simulations.

- Template #3 for Hybrid

This is an 8-week accelerated Hybrid course. Hybrid classes combine a reduced amount of scheduled class time with required out-of-class learning activities, typically conducted online. Students enrolling in a hybrid class acknowledge that they have internet access and they possess the skills required to use a computer or other digital device to navigate the internet.

- Template #4 for Hybrid

This is a 16-week Hybrid course. Hybrid classes combine a reduced amount of scheduled class time with required out-of-class learning activities conducted online. Students enrolling in a hybrid class acknowledge that they have internet access and they possess the skills required to use a computer or other digital device to navigate the internet. This class uses online courseware (Microsoft Office 365, Canvas, etc.) and includes videos and hands-on simulations.

## **SMCC Preparing to Teach Online**

### **Learning Management System**

Instructure Canvas is the Learning Management System (LMS) adopted by nine out of ten Maricopa Community Colleges. Canvas is a “next generation” LMS, with greater ease of use, and engaging tool that support teaching and learning.

## Canvas Faculty Support

There are several resources available for faculty to assist them in getting started with Canvas, support, and instructional design.

1. [Center for Teaching and Learning](#)

The CTL provides in-person support for learning Canvas, instructional design of courses, and troubleshooting Canvas issues. Contact the CTL at [ctl@southmountaincc.edu](mailto:ctl@southmountaincc.edu) to schedule an appointment or inquire about training and workshops. Information and an event of workshops may also be obtained from the [CTL Website](#).

[ctl@southmountaincc.edu](mailto:ctl@southmountaincc.edu)

Office Phone: 602-243-8077

2. 24x7 Toll Free Support Line

Faculty needing support can contact 24x7 Toll Free Support Line at 1-888-994-4433 for basic Canvas questions. When needed support requests will be escalated to the Campus Canvas Support Team.

3. Other Canvas Resources and Information

[Instructure's Canvas Web Site](#)

[How do I search the Canvas Guides?](#)

4. Supported Browser and Technical Requirements

[Which browser does Canvas support?](#)

[What are the basic computer specifications for Canvas?](#)

## Canvas Student Support

There are several resources available for student Canvas support that can be found below and at the [Canvas Support Website](#).

1. Self-Help Guides

The [Canvas Student Guides](#) are available to users for self-service. They include step-by-step instructions organized by feature and video guides are also available.

2. 24x7 Toll Free Support Line

Students may contact the 24x7 Toll Free Support Line at 1-888-994-4433 for basic Canvas questions. When needed support requests will be escalated to the Campus Canvas Support Team.

3. Live Chat with Maricopa's Canvas Technical Support

Students may use the live, online chat feature, [24/7 Technical Help Live Chat](#), for support. It is important to provide the correct campus and section number (five-digit number) of the Canvas course for troubleshooting.

4. Submit an Online Helpdesk Ticket

Students may use the helpdesk ticketing system, [24/7 Online Helpdesk Ticket](#), for support. It is important to provide the correct campus and section number (five-digit number) of the Canvas course for troubleshooting.

5. [Canvas FAQ](#)

The [Canvas FAQ](#) page contains answers to commonly asked questions about Canvas.

6. Canvas Support Quick Links

- [Canvas Login](#)
- [Canvas System Status](#)
- [Computer Requirements](#)
- [Browser Recommendations](#)
- [Canvas and Mobile Devices](#)
- [Getting Started with Canvas](#)
- [Canvas Community](#)

## Guidelines for Institutional Support Services

- Software (turnitin.com, Adobe Creative Suite, Office 365, Respondus Lockdown, etc.)
- IT at SMCC
- Testing Center
- LRC Tutoring

### **Academic Advising:**

Our Academic Advisors can help you develop skills that support your progress at SMCC by providing you with a central place to access information on beneficial resources. We can also help you create an education plan that will meet your degree requirements, assist you in maintaining satisfactory academic progress (SAP), provide general college policy information, and assist you in successfully transferring your credits to other institutions.

Effective advising requires that the student and advisor contribute equally to the educational planning process. Advisors can assist you in clarifying your educational and personal goals and help create detailed plans for you to meet these goals. Students are strongly encouraged to communicate with an advisor regularly for continued academic success.

For more information please call Student Success Center at 602.243.8330 or email [advise@southmountaincc.edu](mailto:advise@southmountaincc.edu).

### **Academic Resources:**

<http://www.southmountaincc.edu/advisement/academic-resources/>

### **LRC Tutoring:**

The **SMCC Learning Center's** mission is to enhance the academic success of our students by reinforcing and supplementing classroom instruction. We create learning communities in a dynamic, student-centered environment.

We are here to assist you—don't be shy!

Drop-in services are available during our regular office hours.

<http://www.southmountaincc.edu/learning-resources/learning-center/>

### **Guidelines for Student Support Services**

As a South Mountain Cougar, you will set the course for your future. You've made a great choice by selecting SMCC, and it's not just because of our innovative programs

and great value. We've been told time and again that we're one of the most welcoming colleges around, and that the difference here is educators who want you to succeed. Whatever you need to accomplish your goals, SMCC is here to support you along the way. SMCC Student Services

### **Enrollment Information**

#### **Payment Options and Tuition Due Dates**

South Mountain Community College (Cashier Office)

**Student Course Withdrawal:** If withdrawing from a college credit course, it is the responsibility of the[1] student to officially withdraw from the course. If the student does not officially withdraw, there is a risk that they may remain in the class therefore receiving a failing grade at the completion of the course. To be officially withdrawn: students may request from his/her instructor to be officially withdrawn from the class, or complete and sign an SMCC Class Schedule Changesheet which the student will then submit to the SMCC Admissions & Records Office to be officially withdrawn. Instructors can also electronically withdraw students at request or if 2 classes are missed.

**Student conduct:** Although the classroom environment is virtual (online), the standards of behavior are as important as they are in a face to face class. Students are required and expected to conduct themselves in a mature and considerate manner. Students should conduct and express themselves in a way that is respectful to all individuals. This includes respecting the rights of others to comment and participate fully in class. Classroom misconduct is any behavior which disrupts or interferes with the learning environment.

.[2]

**Disability Accommodations:** SMCC will make reasonable accommodations for persons with documented disabilities. Students should notify Student Services and their instructors of any special needs. Students with disabilities who believe that they may need accommodations in this class should contact Catherine Pettet at 602-243-8395 (voice), 602-243-8226 (fax) or [Catherine.pettet@southmountaincc.edu](mailto:Catherine.pettet@southmountaincc.edu). The Disability Services office is located in SS Room 129. Students should contact Disability Resources & Services (DRS) at the start of class to request accommodations.

**Testing Services:**

We are excited to support the proctoring needs of you and your students and hope that you find the following information valuable.

This service is offered to any student who misses a regular scheduled exam and/or has accommodations authorized by Disability Resources and Services.

Due to limited resources, we are unable to support full class testing.

If you have any questions or concerns, please do not hesitate to contact us at 602.243.8188 or [testing@southmountaincc.edu](mailto:testing@southmountaincc.edu).

### **Essential Information for Faculty**

How do I submit directions for my exam?

➤ Faculty must submit an *Instructions For Test Administration Form*(IFTA) to Testing

Center staff for a student to complete an exam in the Testing Center. Faculty can obtain hard copies directly from the Testing Center or you can access an editable PDF on *Inside South* ([inside.southmountaincc.edu](http://inside.southmountaincc.edu) > Under

Instructional Support > Academics)

- IF TA's may be submitted in-person or via e mail to [testing@southmountaincc.edu](mailto:testing@southmountaincc.edu) from your South Mountain Community College employee email.
- The exam and any required supplemental materials must be submitted with the IFTA.
  - Testing Services will print up to 3 copies of an exam, more than 3 copies must be delivered in-person or via inter-campus mail.
  - To minimize printing problems, please send exam(s) and resources (charts, graphs, etc.) in **.pdf** format whenever possible.
- For exams submitted via email, please use the naming convention to ensure we can match your exam to your directions: **Name\_course\_section\_test (Example:**
  - Testing Services will send you a confirmation email when we receive your exam.
  - Upon completion, Testing Services will store your exam(s) in a secure manner; you may pick them up at your convenience during testing center hours (staff are in office from 8am to 5pm Monday through Friday and until 6pm on Wednesdays and Thursdays). Testing Services staff can utilize on campus mail services to deliver your exams in a sealed envelope to your employee mailbox. Please note this on the *Instructions for Test Administration Form* (IFTA). Testing Services staff are unable to administer exams where there is no IFTA on file or if

YOU MAY DESIGNATE AN OTHER SOUTH MOUNTAIN COMMUNITY COLLEGE EMPLOYEE TO PICKUP YOUR EXAMS, PLEASE NOTE THIS ON THE *INSTRUCTIONS FOR TEST ADMINISTRATION FORM (IFTA)* ANYONE PICKING UP EXAMS WILL NEED TO PROVIDE PHOTO IDENTIFICATION TO TESTING CENTER STAFF.

The Maricopa County Community College District (MCCCD) is an EEO/AA institution and an equal opportunity employer of protected veterans and individuals with disabilities. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. A lack of English language skills will not be a barrier to admission and participation in the career and technical education programs of the District.

The Maricopa County Community College District does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For Title IX/504 concerns, call the following number to reach the appointed coordinator: (480) 731- 8499. For additional information, as well as a listing of all coordinators within the Maricopa College system, visit <http://www.maricopa.edu/non-discrimination>.

### **Essential Information for Students**

- Academic testing is available to South Mountain Community College students who have made accommodations with their faculty to complete an exam in the Testing Center.
- Testing is available on a walk-in basis at the following days and times. It is vital that students communicate with their faculty to ensure that they can complete their exams in a timely manner.
- In order to test, your faculty member must submit their exam to the Testing Center.
- Upon check-in, students must present a current, valid photo ID.

Mondays: 9:00 AM - 2:00 PM\* Tuesdays: 9:00 AM - 2:00 PM\* Wednesdays: 9:00 AM - 3:00 PM\* Thursdays: 9:00 AM - 3:00 PM\* Fridays: 10:00 AM - 2:00 PM\*

\*The end time represents the latest time that a student could begin a testing session. Testing staff reserve the right to set up testing sessions to accommodate hours of operation.

### **ADA Accommodations**

Any student who is registered with the Disability Resources & Services Office and has received authorization for an ADA exam accommodation that includes a reader/scribe or specialized equipment should make their arrangements with the Disability Resources and Services Office through DRS Connect.

The only accommodation that Testing Staff can provide in the Testing Center to DRS students is more time in our testing environment. DRS students are allowed to test in our Testing Center (without DRS accommodations) if they elect to.

### **We appreciate your feedback**

If you have any questions, concerns or suggestions please let us know. Testing Services is located on the second floor of the Technology Center (TC) building. You may reach us by phone at 602.243.8188 or email at [testing@southmountaincc.edu](mailto:testing@southmountaincc.edu).

### **Student Resources:**

These online resources are available to assist you:

### **Student Success Skills:**

- <http://www.affordablecollegesonline.org/college-resource-center/study-skills/>
- <http://www.collegeboard.com/student/testing/accuplacer/preparation-sample.html>
- <http://www.cybraryman.com/homework.html>
- <http://howtostudy.org/>
- <http://www.howtostudy.org/>
- <http://www.studygs.net/>
- <http://www.study-skills.ca/blog/category/how-to-study/>

- <http://www.study-skills.ca/blog/category/how-to-study/>

#### **English, Reading, ESL and Writing Resources:**

- <http://students.southmountaincc.edu/StudentDevelopment/WritingCenter/>

#### **Test Anxiety:**

- [How to Reduce Test anxiety for SMCC Students](#)
- <http://www.utdallas.edu/counseling/testanxiety/>
- <http://sheetsoriginals.net/lyw/index.htm>

#### **Resources by Subject: BIO (Biology)**

- <http://instruct.westvalley.edu/norris/studyskills.html>
- <http://www.clemson.edu/collegeskills/sec3pg1.htm>

#### **CHM (Chemistry)**

- <http://antoine.frostburg.edu/chem/senese/101/examtips.shtml>

#### **Foreign Languages**

- <http://www.freetranslation.com/>

#### **MAT (Mathematics)**

- <http://goodcalculators.com/>
- <http://www.mathpower.com/>
- <http://www.sosmath.com/algebra/algebra.html>
- <http://www.khanacademy.org/>
- <http://patrickjmt.com/>
- <http://www.cybraryman.com/mathlinks.html>
- <http://mathforum.org/dr.math/>

### **Guidelines for Course Content & Course Delivery**

Faculty teaching an eLearning course are required to complete a training course, SMC Preparing to Teach Online, before teaching the hybrid or online course. After completion of the course and before the 45th day of class when teaching their first eLearning

course, faculty must complete a self evaluation of their current course using the SOAR rubric and submit the evaluation with screenshots of the course to their eLearning mentor.

Faculty are assigned a mentor from the eLearning committee to answer questions and grade assignments submitted as the faculty member works through the course. The course is delivered as an online class with the eLearning mentor being available virtually or in-person.

Here is a description and outcomes of the required eLearning training course.

### **SMC Preparing to Teach Online Course**

**The primary goal of this course** is to help you transition your instruction to the online environment. Realizing that some faculty have never taken an online course, the secondary goal of this course is to introduce you to being an online student. You should expect to spend 10-12 hours in this course.

The first half of the course content is divided into these sections:

- Getting Started
- Course Information Essentials
- Organization and Delivery
- Social Presence
- Outcomes
- Assessment of Learning
- Student Feedback
- Universal Design
- Teaching Hybrid
- Wrap Up

The second half includes a self-evaluation (SOAR) of one online course.

### **Course Learning Outcomes**

Upon successful completion of this course, you will:

- Prepare a course shell for your course
- Apply pedagogy and effective practices to teaching online.
- Create an eLearning course module

In addition to the required eLearning training course, faculty have the following resources available to assist with quality course design.

- [Maricopa Millions OER](#) courses
- Division/program course shells
- Canvas Getting Started module
- Syllabus template (SMCC, division/programs) - include district-wide Google doc with excerpts for different class delivery formats, link for common technology apps used at SMCC
- Canvas training
- Instructional design consulting
- Instructional technology consulting
- Quality Matters membership - training, support, tools for instructional design

#### Guidelines for Student Participation

Student Scholastic Standards:

<https://district.maricopa.edu/regulations/admin-regs/section-2/2-3>

## Faculty Resources and Services

[Center for Teaching and Learning](#)

## Help & Support

The CTL is here to provide you support to deliver your face-to-face, hybrid and online courses. We welcome questions on Canvas, instructional design, instructional technology, online/hybrid teaching, and face-to-face teaching. Contact us([link](#)) to make arrangements for consulting services and workshops at the college, department and individual levels.

Jeannette Shaffer

[jeannette.shaffer@southmountaincc.edu](mailto:jeannette.shaffer@southmountaincc.edu)

602-305-5714

[ctl@southmountaincc.edu](mailto:ctl@southmountaincc.edu)

602-243-8077

- Training - managing student behavior course
- CTL Hub
- Innovative Teaching Podcast
- SMCC CTL - 1-on-1, Instructional support,
- multimedia lab (list of equipment and services)
- PAR & Mentors
- Division Chairs
- FPG, AFPG
- CTL Near You
- MCLI - horizon grants, programming, professional development
- Maricopa Millions OER - grants, course shells, textbook shells, Canvas

### Commons

- Quality Matters membership and training opportunities
- Faculty Developers - PAR, Mentoring program
- Faculty Librarians - library databases, classroom support, libguides
- 

Policies, Procedures, and Regulations

Academic Integrity.

## Academic Rights of Students.

Link for Student Resources page: [http\[3\]  
://www.southmountaincc.edu/student-development/student-resources/](http://www.southmountaincc.edu/student-development/student-resources/)

Student's Rights and Responsibilities (Student Code):  
<https://district.maricopa.edu/regulations/admin-regs/section-2/2-5>

Title IX and Sexual Harassment:  
<https://district.maricopa.edu/consumer-information/title-ix>