



Columbia State  
COMMUNITY COLLEGE

# ***Distance Education Handbook***



***2011***

**Distance Education Handbook for Faculty**  
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## College Locations, Phone and Website References

### **Columbia**

1665 Hampshire Pike  
Columbia, TN 38401  
Stuart Lenig  
Interim Director  
Office 931-540-2705  
Fax 931-540-2702

### **Williamson County**

104 Claude Yates Drive  
Franklin, TN 37064  
Ralph Walker  
Director 615-790-4403  
Office 615-790-4400  
Fax 615-790-4405

### **Lawrence County**

1620 Springer Road  
Lawrenceburg, TN 38464  
Cissy Holt  
Director 931-766-1601  
Office 931-766-1600  
Fax 931-766-1602

### **Lewisburg**

980 South Ellington Parkway  
Lewisburg, TN 37091  
Elizabeth McDow  
Director 931-359-0351  
Office 931-359-0351  
Fax 931-270-1358

### **Clifton**

795 Main Street  
Clifton, TN 38425  
Stephen Milligan  
Director 1-888-346-6581  
Office 1-888-346-6581  
Fax 931-676-6941

**Regents Online Degree Program:** Marilia Gerges 931-541-2618

**Coordinator, Instructional Technology:** Bob Trybalski 931-540-2869

**College Weather Line:** 931-540-2515

**College Website:** [www.columbiastate.edu](http://www.columbiastate.edu)

**Distance Education Website:** <http://www.columbiastate.edu/distance-online>

**FITT Center Website:** <http://www.columbiastate.edu/FITT>

**Instructional Technology Support:** [www.columbiastate.edu/mediaservices](http://www.columbiastate.edu/mediaservices)

**Professional Development Website:** <http://pd.columbiastate.edu>

**Testing Website:** [www.columbiastate.edu/testingservices](http://www.columbiastate.edu/testingservices)

**Information Technology Website:** <http://www.columbiastate.edu/it>

Columbia State Community College does not discriminate on the basis of gender, race, color, religion, age, mental or physical disability, veteran status, or national origin in educational and employment opportunities, and is committed to the education of a non-racially identifiable student body. Any inquiries and/or complaints should be directed to the Director of Human Resources (affirmative action officer), room 113 in the Pryor Administration Building, Columbia State Community College, 1665 Hampshire Pike, Columbia, TN 38401.

Individuals needing this material in an alternative format should contact the vice president for student services and enrollment management or appropriate program director.

## **I. DEFINITION AND PURPOSE**

Providing access to higher education is a primary tenet of Columbia State Community College's mission. Through its distance education and extended campus programs, the college offers a broad variety of credit and non-credit courses to clientele for whom courses might otherwise be inaccessible due to time, travel, geographic, scheduling, or other constraints.

Distance Education encompasses all methods for extending educational opportunities beyond the boundaries of a traditional classroom or campus. It provides alternative methods of course delivery that extends and maximizes college resources and student access to courses. Distance education occurs when there is a physical separation of the teacher and learner and when communication and instruction take place through, or are supported by, any technological means such as internet, interactive video, or any combination of telecommunication technologies.

Distance Education may be delivered using the following types of courses:

**Hybrid courses:** "Hybrid" is the name used to describe a course that combines in-the-classroom instruction with computer-based, online learning. In a Hybrid course, half of the course learning is done online and, as a result, the amount of on-campus classroom time is reduced to half. This allows students more flexible scheduling, while maintaining contact with the instructor that is typical of traditional campus classes.

**Interactive television courses (ITV/Two-Way Video and Audio):** Delivered via transmission of live two-way compressed video and audio to locations with distance education classrooms and specialized equipment. These courses are offered at all Columbia State campus locations.

**Internet courses (WEB-Asynchronous):** Delivered using the World Wide Web.

Additionally, any course (**distance education or traditional**) may be **web-enhanced**, in which Internet/Intranet technology is used to support instruction (i.e. information, e-mail, Discussion Board, Calendar, Internet links and some content). In many cases, textbook publishers may **provide** "companion websites" for courses using their texts, which may include online study guides, resources, web links, and integration of original materials.

Information regarding distance education courses and services is available at the Distance Education website: <http://www.columbiastate.edu/distance-online>

Columbia State Community College adheres to specific distance education policies and guidelines adopted by the college, the Tennessee Board of Regents (TBR), and the **Southern Association of Colleges and Schools (SACS)**.

## **II. PERSONNEL ROLES**

### ***Executive Vice-President - Provost***

Administrative oversight is the responsibility of the Executive Vice President – Provost or designee.

### ***Director of Instructional Support and Evening Services***

The director of instructional support and evening services is responsible for management of operations and support; providing administrative liaison with extended campuses; the development of online and Hybrid courses; and system evaluation.

### ***Deans***

The deans are responsible for approving the courses to be offered and assigning distance education sections based upon program need and recommendations from the dean of extended services and site and center directors.

### ***Faculty***

Faculty teaching by distance education methods are responsible for the design and academic integrity of instruction.

### ***Faculty Instructional Technology Specialist***

Provides training on the current course management system for delivering online instruction. Approves the importation of courses taught each semester into the course management system. Initial contact for developing newly approved courses and creating a master course template on the course management system. The Faculty Instructional Technology Specialist provides information regarding the technical aspect of online content delivery and is a member of the Instructional Design Team.

### ***Coordinator of Instructional Technology Support Services***

The coordinator of instructional technology support services is responsible for communication with technical service providers, consultation with faculty and administration regarding program delivery (i.e. multimedia instructor stations, audio-visual equipment and ITV delivery).

### ***Extended Campus Directors***

Center and site directors or their designees will be responsible for powering up compressed television systems; collecting, securing and distributing learning materials; supporting faculty administering student evaluations of systems; coordinating interaction between faculty and students; and serving as local technical support.

### ***Courier***

The courier will transport materials and other items related to course delivery and systems operations from originating locations to receiving locations.

### **III. COURSE ADMINISTRATION**

#### ***Attendance***

Students are expected to attend all scheduled class meetings for ITV/Two-Way Video and Audio classes, Hybrid classes and participate in scheduled orientations, review sessions, and interactions for Internet courses. Attendance requirements must be explained in detail in the course syllabi. **Attendance or class participation in Internet/WEB-Asynchronous and Hybrid classes must be documented; such as discussion board, weekly assignments and email.** During mid-semester, faculty are required to complete audit rolls on which students who are not attending must be identified and last date of attendance noted. Students should be provided with a means of contacting the instructor in case of absences.

#### ***Class Cancellations***

Class meetings will be canceled only in emergency situations and with as much advance notice as possible. Distance education classes that meet regularly (i.e. ITV/Two-Way Video and Audio, Hybrid classes) are subject to the regulations stated in Columbia State Policy 07-02 (Emergency Procedures). Classes are cancelled at the Columbia Campus at the direction of the college president and at extended locations by the dean of extended campuses in consultation with campus directors and the vice president provost. The dean of extended campuses will notify extended location staff when classes are cancelled. At extended locations, staff will notify faculty regarding action to be taken in the event of emergency or inclement weather during operating hours. If uncertain about the working schedule during hazardous weather conditions, call the college weather line (931-540-2515) for information.

#### ***Class Meetings (ITV/Two-Way Video and Audio)***

The versatility of interactive television is such that it allows a student at any location offering the course to raise a question, make a comment, and to provide information and receive an immediate audio and visual response from the instructor. If a student would like to have written communication with the instructor, he or she can e-mail the instructor using their **Columbia State email account**. To contact the instructor directly, the student can call or visit the instructor during office hours either at the instructor's primary location, or when the instructor visits the student's home campus location.

#### ***Courier Schedule***

Round-trip courier service between the Columbia campus and extended campuses in Franklin, Lawrenceburg, Lewisburg, and Clifton will occur regularly when classes are in session. The courier schedule will be posted to all employees at semester beginning, and when changes occur during the semester. Faculty may check with the instructional support and evening services office or extended campus staff to verify the courier schedule.

#### ***Developing the Syllabus***

The syllabus for distance education classes should include the same information as that for traditional classes. General objectives, out-of-class research assignments, textbook

information, reading requirements, and grading will be the same. With the exception of proctoring of exams, examinations will be similar.

**Note: Online courses should use the syllabus guideline provided in the course template.**

- **For ITV/Two-Way Video and Audio courses**, the syllabus should include dates at which time the class may originate from an alternate site other than the primary campus; an advisory statement that technical problems may occur from time to time and the need for patience and cooperation in that event; and notification that lectures, class discussions and exams may be electronically monitored and/or recorded. In the event that an interactive television course goes off-line at an extended campus, the instructor should contact the instructional technology support services coordinator on the Columbia campus, or campus staff if at an extended campus. The continuing class can be recorded and distributed via the Internet. Contact Instructional Technology Support Services for assistance at (931)540-2869 or by pager at 877-246-0034 or 877-246-0156.

### ***Enrollment***

Distance education courses (ITV/Two-Way Video and Audio, Internet/WEB-Asynchronous, Hybrid) are clearly delineated in the college's schedule of classes and other publications. Enrollment procedures for students in distance education courses are the same as procedures for traditional classroom courses. All established policies and procedures pertaining to registration, drop/add, withdrawal, etc., are applicable to distance education courses.

### ***Materials Security***

A secure location will be designated at each location where transported materials are to be stored. All tests and confidential materials are to be sealed in an envelope or box, labeled as "testing materials," and directed to the person who is to be responsible for them at the point of delivery. Each faculty member, director, or designee is responsible for bringing/retrieving the materials to/from the secure location. Each distance education faculty will be responsible for ensuring that the needed materials are at the receiving location several days preceding the class sessions in which the materials will be used.

### ***Planning***

The effectiveness of distance education courses rests heavily on the instructor's ability to organize classes and communicate with students. The course syllabus and the materials for class must be prepared with special care. Technology cannot be a substitute for effective preparation and teaching. High quality instruction (whether in a traditional classroom, or via a form of distance education) includes clearly stated objectives and expectations, structured interaction with the learner, and objective evaluation. Potential adjustments for system failures or communication problems must be incorporated into course planning.

### ***Preparing Materials***

With the exception of audio-visuals, which require considerable time to prepare, most instructional materials for use in distance education classes will be similar to those used in traditional classes, but modified to fit the delivery method used.

**The instructor should be aware of copyright restrictions on all materials not in the public domain.**

**Note:** Faculty teaching online courses should follow the guidelines for “Quality Matters: Institutional Quality Assurance in Online Learning”. A copy of the Quality Matters is part of this handbook. All documents can be found on the Faculty Instructional Technology Training (FITT) website: <http://www.columbiastate.edu/FITT>.

**When still visuals (photographs, graphs, maps, prints) are to be used** in a distance education course, the instructor must be certain that the visuals are properly formatted for the system, screen or monitor students will use.

- **In preparing written documents for transmission by ITV/Two-Video and Audio**, the instructor must ensure that the written characters are large enough to be seen by students at the greatest distance from the classroom monitors. Fonts no less than 16 points are recommended.
- **The instructor should be aware of the need to make and distribute multiple copies** of materials sufficient for students at extended campus locations.
- **All materials for students should be prepared well in advance.** Advance preparation is necessary in order to deliver materials to extended campus locations. Handouts may be faxed and duplicated at each site in emergency situations. As a general rule, however, needed copies should be made in advance and sent to each campus location via courier well in advance of the time they will be used.
- **When preparing presentations** for use in an interactive television class, insure that the Windows version in which it is created is compatible with that loaded on the multimedia workstations.
- A Faculty Resource computer and scanner are available at each campus for creating instructional materials.
- An online website [www.merlot.com](http://www.merlot.com) is available to all faculty for course enhancements. Columbia State Community College resources can be found on the FITT web site: <http://www.columbiastate.edu/FITT>.

### ***Student Orientation***

Because of factors such as new technology, separation of instructor from student and unfamiliar means of communicating, distance education could engender a degree of uncertainty and anxiety in the minds of students. Therefore, during the first class meeting or orientation session, it is important that the following steps be taken.

Prior to teaching, it is suggested that the first meeting, orientation session or communication for **all distance education courses** should be used to:

**Note:** An online orientation is available for students enrolled in online courses.

**The orientation is a class requirement.** Some classes require an on-campus orientation. Check the division website for scheduled orientations.

- **Introduce yourself** and the course.
- **Briefly and clearly indicate** the positive potential of the process and technology, to eliminate possible anxiety.
- **Let students know** that support is available at all campus locations for distance education courses. Refer students to the Teaching and Learning Center web site: <http://www.columbiastate.edu/tlc> for available tutors at each campus.
- **Distribute syllabus and other materials** (staff at extended campuses will help distribute materials with instructions provided by ITV/Two-Way Video and Audio faculty).
- **Highlight methods of interactive communication** that will be available between instructor and student during the course. **Provide students with information about their Columbia State e-mail account using Outlook Web Access on the exchange server.**

**General orientation information is located on the division website. Division chairs or discipline lead faculty are responsible for putting orientation dates, times, and locations in the course schedule.**

### ***Technical Support***

The following faculty support services will be provided at distance education delivery locations: registration services, courier between campuses, telephone, photocopy machine, security for equipment, and the following:

- **A fax machine** is available at each location and should be used in emergency situations to transmit materials that lend themselves to this mode of delivery.
- **Remote-site setup and troubleshooting assistance** will be available. In the event of equipment failure, or technical problems regarding the interactive television system, the center or site director or designee should be immediately notified. You may go to [www.columbiastate.edu/mediaservices](http://www.columbiastate.edu/mediaservices) for information on how to operate ITV equipment and troubleshooting.
- **When sessions are being recorded**, faculty will be responsible for informing students of that fact. Student release statement must be completed during orientation and kept on file by the instructor. See Appendices C or contact Media Services for forms.

## **Testing Procedures**

Each distance education course will include procedures for monitoring and assessing student performance. These procedures, such as written exercises, papers, and examinations, must be the same or equivalent to those used in comparable on-campus credit courses. Standards for success or failure in distance education courses must be as rigorous as those for traditionally delivered courses.

Faculty should be aware that students enrolled in Internet/WEB-Asynchronous and Hybrid courses may also be enrolled in courses at extended campuses as well, which may preclude their coming to the Columbia campus at specified days and times for testing. Tests for Internet/WEB-Asynchronous and Hybrid courses are administered and proctored at all extended campuses. All internet courses will have online tests and exams. Proctoring schedules and procedures for all campuses are on the Columbia State Testing Center website.

**Note:** Online testing is the required method for classes taught online.

**See the Columbia State Testing Center webpage for complete testing guidelines and procedures for faculty and students.**

**Web Address:** [www.columbiastate.edu/testingservices](http://www.columbiastate.edu/testingservices)

**E-mail:** [testingservices@columbiastate.edu](mailto:testingservices@columbiastate.edu)

- **Preparation.** Advance planning is critical in preparing materials for distribution and testing. Testing materials for paper copies need to be prepared well in advance to allow for delivery to all campus locations. **Testing materials should not be faxed.** See form for proctoring guidelines on the testing website.
- **Storage and Security.** Test materials will be kept in secure designated areas at all campus locations. Testing materials must be sealed in an envelope for delivery, and clearly marked as testing materials. Materials must be kept in a locked file cabinet (either portable or stationary) prior to and following transportation and administration. Staff will handle secure materials at each campus location. Materials will be handed between staff and courier; they will not be included in regular mail. **Student workers will not have access to secure materials.**
- **Transportation.** Tests for ITV/Two-Way Video and Audio will be delivered to extended campus locations and returned to the Columbia campus by the designated courier at predetermined times. Security will be maintained at all times during transportation and delivery. Tests intended for proctoring at the Columbia campus may be delivered to the testing office in JSC.
- **Proctoring.** Non-student personnel will be responsible for administering tests and maintaining test security at all campus locations. For interactive television classes, cameras will be on during testing and students should be able to interact with the instructor should they have questions.
- **Grading.** The syllabus for each course must clearly outline guidelines used by the instructor for evaluation of student performance or grading.
- **Posting Grades.** Each distance education instructor must provide timely feedback to students regarding their progress and performance, just as in a traditional course.

- **Make-up Exams.** Provisions for make-up exams will be established by the individual instructor and published in the syllabus.

#### **IV. INSTRUCTION**

##### ***General Teaching Tips***

Although each instructor is unique in his or her manner of communicating knowledge to students, and classes may exhibit special characteristics, the distance education experience can be more effective if the teacher can successfully adapt to the parameters of the technology. This adaptation can be a challenge for those accustomed to a traditional format, but the following tips or suggestions might prove beneficial to instructional performance and effectiveness in distance education courses.

For all modes of distance education instruction, consider the following:

- **Promote interaction** between instructor and students, students, and instructional materials. Work to develop a “learning community” within your class.
- **Develop and distribute a set of Frequently Asked Questions (FAQs)** to reduce the number of times you will have to answer the same or similar student inquiries.
- **Provide a format for student emails** in which they identify themselves and specific class, and concisely state questions. Internet discussion/chat is a good means for engaging students in interaction among themselves regarding the course.
- **Facilitate “connecting” of students** by interacting about the course utilizing web-based email. *Columbia State Community College email should be used by faculty and students.*
- **Provide Internet links to specific resources** you wish your students to utilize.
- **Communicate with supporting staff** at external locations. Get to know them...they can function as your “human” liaison with your students for systems operations, course administration, exam proctoring and technical problem-solving.

##### ***Tips for Teaching via ITV/Two-Way Video and Audio***

**It is the responsibility of each ITV/Two-Way Video and Audio instructor to schedule a training session with Bob Trybalski in the department of Instructional Technology Support Services for using the ITV/Two-Way Video and Audio equipment.**

- **Be familiar with the equipment.** Go to class prepared to show video clips or to use the document camera or other media device. Know the switching routines, and the camera functions. Arrive early enough before each class to ensure that equipment at all sites is operating properly, that voice levels are appropriate, and that video is clear.
- **Seat students to promote class cohesion.** Encourage students at each location to sit at the front of the room. This will better promote class cohesion and discussion.
- **Engage you students at other sites and promote interaction with them i.e.** call on students by name, refer to classes at other sites and speak directly to them etc.

- **Speak clearly.** Because of the importance of the audio component in using compressed video, instructors should be at all times conscious of voice projection qualities and proper enunciation. Make it a point to speak clearly and precisely so you may be heard and understood in all classrooms. Also take into consideration that there are a few seconds of lag time to other campuses.
- **Use visuals frequently.** To avoid the “talking head” problem, rely heavily on visuals in class. To increase student interest, mix your use of visuals when you can. For example: Make use of materials which can be projected by the document camera; use computer-accessed still pictures; action video clips, segments of commercial films when they fit your presentation content; use short video clips of guest lecturers who cannot physically be in your class; show slides; write or draw diagrams on a sketch pad under the document camera; use transparencies which you can highlight with a dark magic marker as you speak. **Note:** Fonts under 12 pts and textbook pages are hard to read when projected.
- **Recognize motivated students.** If you get to know your students well, there will be a number of motivated students at all sites that will be willing to help you keep the classes lively and energized. These interested students can contribute to discussion at all locations.
- **Ensure that you can see all the students.** As class begins, ensure that students at all sites are within the field of camera view. Not only do you want to see all your students at all times, you will want all other students to see fellow students.
- **Ensure your students see you in the best “light”.** Dress conservatively in blues and grays. Yellows, greens, and tans can make your skin look sallow. Avoid whites (glare) and patterns (interference). Avoid large pieces of jewelry (flash distractions). Attend to manicure if you use the document camera (hands will be seen in extreme close-up).
- **Discourage ambient noise.** Caution students at all sites to avoid unnecessary noise, casual conversation or excessive fidgeting in class because the cameras are noise sensitive and will change locations on the monitor when noise is picked up.
- **Look at the camera.** When speaking to students at distant locations, make an effort to look at the camera rather than exclusively at the monitor. You want the distant student to perceive that you are looking directly at him or her.
- **Write legibly.** When writing on the pad under the document camera, write clearly and in characters large enough for students to read. Use a dark pen when illustrating a point with transparencies.
- **Be prepared.** Be prepared for the system to occasionally fail. Video record class instruction if necessary and distribute copies to each site.
- **Diversify your “delivery style.”** Be willing to experiment with new teaching strategies and methods that might avoid the “talking head” or the tendency in televised classes for students to passively receive information.

- **Repeat questions.** When students ask questions, get in the habit of repeating the questions so questions are clear to students at all locations.
- **Pace your camera switching.** Try to establish a reasonable and comfortable pace in switching cameras and try to switch when there is a reason for doing so. Too frequent switching, or failure to switch away from a static picture, can be distracting.
- **Rotating to other campuses is recommended for ITV/Two-Way Video and Audio instructors.** Regularly originate your classes at different campus locations. Teach most frequently from the location with the most students enrolled, however, teach from smaller enrollment locations at least once, and larger enrollment locations at least twice during the semester. At each location, make yourself available for a time before or after class to answer questions or to interact with students.

## **V. PROFESSIONAL ISSUES**

### ***Copyright (Fair Use)***

It is the policy of Columbia State to fully comply with Tennessee Board of Regents Policy and United States Code Annotated (101) which prohibits copying or otherwise reproducing, publicly performing, distributing, displaying or converting material from one media to another without the copyright owner's permission.

“**Fair Use**” means keeping within the guidelines set forth in copyright laws pertaining to media and print materials. Distance education may require unusual formats and uses of media; however, it is important to understand the fair use guidelines and copyright laws concerning restrictions on use. It is always best to seek permission for use of a copyrighted work, whether you are requesting a small portion or the work in its entirety. Sometimes producers and/or distributors will allow for duplication of such works for distribution in a distance education situation or even provide a master tape or series. Certain restrictions may also be included, such as a requirement that the copy must be destroyed after use or after an allotted time (e.g., one year) or the need to display the author and work. Again, the key is to call or write for permission as part of the planning and design of the course or presentation in distance education. Contact the Director of the Library for details and a sample letter. For additional information on fair use, visit <http://fairuse.stanford.edu> .

### ***Faculty and System Evaluation***

Student evaluation of faculty and courses will be conducted by the Faculty, Curriculum, and Programs department. These evaluations will be delivered online. Each instructor and student will receive an email via their Columbia State email with instructions to complete this survey when it is available.

### ***Ownership of Materials***

Ownership of copyrightable materials is determined by Tennessee Board of Regents Policy and Columbia State Policy.

In general, ownership of materials, discoveries or inventions developed with institutional support through funding or equipment will remain the property of the institution. Ownership of materials, discoveries or inventions developed independently, but with “significant” institutional support, may be shared, with equitable distribution of royalties determined by the Patents and Copyright Committee based on Board policy and if so determined, pursued by the institution. Ownership of materials, discoveries or inventions developed solely through individual initiative without significant use of institution resources will remain the property of the individual (non-work related use of college library materials to any degree will not be considered significant use of institutional resources).

### ***Professional Development***

Distance education faculty are encouraged to participate in workshops, symposia, conferences and training sessions specially designed to enhance competency in teaching through the technologies and media of distance education. These faculties are expected to be familiar with various instructional strategies for distance education and will remain up-to-date in reviewing pertinent published literature. Professional development activities will be encouraged by the college through funding for travel, workshops, and consultations with curriculum experts and technology specialists. Specific trainings related to distance education delivery will be regularly provided as professional development through the college’s FITT Center.

For information regarding professional development or technical training opportunities in distance education, go to the FITT Center web site at <http://www.columbiastate.edu/FITT> and the professional development web site at <http://pd.columbiastate.edu> .

### ***Teaching Load***

Workload for faculty teaching distance education courses is determined in the same manner as for faculty teaching any credit courses. However, when the enrollment of students in a distance education class is substantially greater in number than would normally be taught in a similar class delivered traditionally on a campus, the division chair may adjust the faculty member’s teaching load and/or assign faculty in appropriate numbers. The adjusted teaching load is as follows:

ITV/Two-Way Video and Audio

# Sites	# Students	Credit Multiplier
2	40 or less	1.00
2	41-55	1.20
2	56-70	1.30
3-4	50 or less	1.30
3-4	51-65	1.40
3-4	66-80	1.50
5-6	60 or less	1.50
5-6	61-75	1.60
5-6	76-90	1.70

Internet/Web-Asynchronous

# Students	Credit Multiplier
20 or less	1.00
21-30	1.30
31-40	1.50

**NOTE**

It is strongly recommended that Internet/WEB-Asynchronous Courses not exceed 25 students. Sections larger should be split into two sections.

#### IV. STUDENT SERVICES

Students enrolled in distance learning classes have the same access to student support services as students enrolled in traditional classes.

##### ***Academic Advising***

All students or prospective students may utilize advising services by contacting a faculty advisor, the division offices or administrative staff at any of the extended campuses.

Advising services are available at all campus locations during campus operating hours.

**Students interested in Internet/WEB-Asynchronous classes should be advised that these classes require self-discipline, need for a specific place to study, the ability to independently structure and manage time, and have basic computer skills. Students should be directed to the *Distance Education Self-Evaluation* on the Distance Education web site.**

##### ***Teaching and Learning Center***

Student tutoring services are provided in specific subjects in the Teaching and Learning Center located on the Columbia campus and the Williamson County campus or on an individual basis at other campuses. Faculty members and the Advising Center staff may make referrals to students desiring a tutor. Tutor schedules and links to tutorial websites in various subjects are available on the TLC web page: [www.columbiastate.edu/tlc](http://www.columbiastate.edu/tlc).

## **Complaints/Appeals**

Students in distance education classes have the right to address complaints or grievances in the same manner as any other students, following the college's student appeals procedure as provided in the Student Handbook. Complaints related to technology or systems operation should be referred to the director of instructional support and evening services.

### **Computer Labs**

Computer labs are available at all campus locations for student, faculty and staff use. Faculty resource computers with a scanner and printer are available at each campus. Users may obtain an account that enables access to networks and courseware programs. The computer labs are available on a first-come, first-served basis when scheduled classes or labs are not being held. Please post computer lab locations on your web page or syllabus.

### **Computer Lab Locations**

<b>Clifton Campus</b>	<b>Room 102</b>
<b>Columbia Campus</b>	<b>Warf 108, 201, 237 WLHB 130 Library 204 JSC Cyber Center</b>
<b>Franklin Campus</b>	<b>Rooms 107, 108</b>
<b>Lawrenceburg Campus</b>	<b>Rooms 114, 115</b>
<b>Lewisburg Campus</b>	<b>Room 103</b>

## **Counseling and Disability Services**

The college has professional counselors who assist students with personal counseling and disabilities services. Students may utilize these services by contacting the Counseling office located in JSC 159 or by phone at 931-540-2572 and/or the Disability Services office located in JSC 158 or by phone at (931) 540-2857. Instructors may seek advice from the Counseling office and Disabilities office to aid in teaching and accommodating students with disabilities.

## **Financial Assistance**

The college has a variety of grants, loans, scholarships and other forms of financial aid available for students. Distance education students must meet the same qualifying requirements as any other college students. Students should be advised to contact the Financial Aid office at (931) 540-8267, or any of the extended campuses if they have questions.

## **Library Services**

Students enrolled in distance learning classes for credit will have full privileges at the libraries at all campuses. Instructors may put supplemental material on reserve in the libraries on the Columbia campus or at the extended campuses. Library services at the extended campuses include on-site circulating and reference collections; reserve materials; journals, magazines, and newspapers in print format, interlibrary loan, and computers to

access the library's research databases and the online catalog which lists all of the library's print materials. Library instruction is available at all teaching locations and online. For more information, contact the library in Columbia at 931-540-2555.

## **Appendices**

A.... Test Proctoring Procedures

B.... Quality Matters: Institutional Quality Assurance in  
Online Learning

C.... Student Release Waiver

## **Appendices**

### **A. . . . Test Proctoring Procedures**

Distance Education Proctoring-Faculty Information

Distance Education Proctoring-Student Guidelines

Distance Education Proctoring-Extended Campuses

**Important Links**

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**Testing Services**

***Distance Education Proctoring-Faculty Information***

Test proctoring services are available on the Columbia Campus for **hybrid** and **internet** courses taught by faculty located at the Columbia Campus.

**Information for Faculty:**

1. Tests must be delivered to Testing Services at least 3 days prior to testing including scan sheets.
2. A [Test Proctoring Cover Form](#) containing information on administration and special instructions is required for each student.
3. Students will be required to show a picture ID and will sign an in/out roster when tested. Students will also be required to schedule an **appointment** for proctoring according to the [Distance Education Proctoring Guidelines for Students](#).
4. You or some one you designate may pick up the test upon completion. Testing Services will send e-mail notification of test completion.
5. Please contact Testing Services for any questions.

**Schedule:** [Proctoring Schedule](#)

**Location:** Jones Student Center Room 130

**Cost:** Free

**Testing Services**

Jones Student Center Room 130  
1665 Hampshire Pike  
Columbia, TN 38401

**Phone:** 931.540.2821  
**Alternate Phone:** 931.540.2569  
**Fax:** 931.560.4113

**E-mail:** [testingservices@columbiastate.edu](mailto:testingservices@columbiastate.edu)

**Web Address:** [www.columbiastate.edu/testingservices](http://www.columbiastate.edu/testingservices)

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*Columbia State Community College is a [Tennessee Board of Regents Institution](#) and is an affirmative action and equal opportunity employer committed to the education of a nonracially identifiable student body.*

Extended Campus Online Test Proctoring Faculty Information

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Test proctoring services for RODP and Columbia State Community College web-based classes are available at all extended campuses (Franklin, Clifton, Lawrenceburg, and Lewisburg). Proctoring services for external agencies and other educational institutions are also available.

- Students must schedule an appointment for test proctoring.
- Proctoring for ITV tests will be scheduled during class time or scheduled test time as determined by computer lab class schedule if the test is online.
- Proctoring for special needs must be arranged through the Office of Disability Services.
- Coordination of make-up exams is the responsibility the faculty member.
- Proctoring for exams requiring software download is not available.

**Instructor Responsibility**

- Survey your class to confirm the testing location of each student.
- Send a list of names to the campus contact, along with your testing schedule at the beginning of each semester.
- Submit test proctoring instructions to campus contacts at least three days prior to the beginning test date.
  - [Test Proctoring Form](#) - pdf format
- Inform your students where they can find test proctoring information for each campus, including the Columbia campus, as follows.
  - Extended Campuses: [http://www.extendedcampusproctoring.columbiastate.edu/Student\\_Info.htm](http://www.extendedcampusproctoring.columbiastate.edu/Student_Info.htm)
  - Columbia: <http://www.columbiastate.edu/testingservices/deproctoringfaculty.htm>
- Make sure your students have their PVT accounts active before the test dates.
- **Important Note:** *Computer access for testing at extended campuses is limited. If you teach at an extended campus and plan to test your students online, a computer lab may not be available due to scheduled classes. Your class may have to test at a time different from your scheduled class time. If you want to use a computer lab at an extended campus for testing, please make reservations well in advance with the campus director or contact.*

**Extended Campus Staff Responsibility**

- Reserve testing time slots at the extended campus for students who have prearranged with their instructor to test at that location.
- Check a picture ID.
- Enter the password for the student.
- Proctor students during the test.
- Provide a sign-in/sign-out procedure to document testing.

**Important Links**

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**Testing Services**

***Distance Education Proctoring-Student Guidelines***

Test proctoring services are available on the Columbia Campus for **hybrid** and **internet** courses taught by faculty located at the Columbia Campus.

**Guidelines for Students:**

1. Your instructor will provide a schedule for required testing at the beginning of the semester.
2. Read the [Examinee Guidelines](#).
3. When you are ready to test, plan ahead by using the [Proctoring Schedule](#) for available times. **Note: It is the student's responsibility to make sure the exam is taken during the acceptable time period set forth by the Instructor.**
4. Tests will be given by **appointment only**. Please call or e-mail at the information listed below a minimum of 24 hours before your requested appointment time.
5. **You must arrive at the Testing Center with enough time remaining in order to complete the exam in the allotted time.**
6. Contact Testing Services for any questions.

**Schedule:** [Proctoring Schedule](#)

**Location:** Jones Student Center Room 130

**Cost:** Free

**Testing Services**

Jones Student Center Room 130  
1665 Hampshire Pike  
Columbia, TN 38401

**Phone:** 931.540.2821

**Alternate Phone:** 931.540.2569

**Fax:** 931.560.4113

**E-mail:** [testingservices@columbiastate.edu](mailto:testingservices@columbiastate.edu)

**Web Address:** [www.columbiastate.edu/testingservices](http://www.columbiastate.edu/testingservices)

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## Franklin Campus

### Procedures for test proctoring:

- Inform your instructor that you would like your tests and testing instructions sent to the Franklin campus for proctoring.
- You are responsible for knowing and adhering to the test deadlines set by your instructor.
- Provide a photo ID for student verification by the proctor.
- Bring the appropriate writing materials, calculators, etc.
- Be on time for your appointment. Testing is scheduled in two-hour blocks of time. You must arrive with enough time remaining in the scheduled block of time to complete the exam during the time allotted.
- You must schedule your test 3 days in advance. Time blocks are limited. You should schedule your test well in advance.

<b>Proctoring Schedule:</b>	<p><b>Monday-Thursday</b> 8:00am to 4:00pm.  <b>Friday</b> 8:00 a.m. to 1:00 p.m.  <b>Evenings by appointment only</b></p>
<b>Testing Location:</b>	Yates 110 (ASC)
<b>Contact for scheduling a proctor:</b>	<p>Shirley Harper - Faculty Support Secretary                  Phone: 615-790-5669 E-Mail:                  harper@columbiastate.edu</p> <p>Mary McLuen- Learning Center Specialist                  Phone: 615-790-4400                  mcluen@columbiastate.edu</p> <p>Ralph Walker- Director                  Phone: 615-790-4400                  walker@columbiastate.edu</p>

## Clifton Campus

### Procedures for test proctoring:

- Inform your instructor that you would like your tests and testing instructions sent to the Clifton campus for proctoring. The instructor will then provide the campus with instructions and proctor information.
- Know and adhere to the test deadlines set by your instructor.
- Schedule an appointment for test proctoring with a campus contact (listed below).
- Provide a photo ID for student verification by the proctor.
- Bring the appropriate writing materials, calculators, etc.
- Be on time for your appointment. Testing is scheduled in two-hour blocks of time. You must arrive with enough time remaining in the scheduled block of time to complete the exam during the time allotted.
- Time blocks are scheduled on a first come, first serve basis. You should schedule your test time well in advance so that all documents and information to be provided by your instructor have time to be sent and processed. Testing cannot be done without complete instructor information.

<b>Proctoring Schedule:</b>	<p>Monday            9:00am - 6:30pm</p> <p>Tuesday          9:00am - 6:30pm</p> <p>Wednesday      9:00am - 6:30pm</p> <p>Thursday        9:00am - 6:30pm</p> <p>Friday            9:00am - 1:00pm</p> <p><b>No tests will be started after these times.</b></p>
<b>Testing Location:</b>	Room 100
<b>Contacts for scheduling a proctor:</b>	<p>Stephen Milligan                  Director, Clifton Center                  Phone: 888-346-6581 or 931-676-3000                  E-Mail: milligan@columbiastate.edu</p> <p>Phone: 931-676-6966</p>

## Lawrenceburg Campus

### Procedures for test proctoring:

- Inform your instructor that you would like your tests and testing instructions sent to the Lawrenceburg campus for proctoring. The instructor will then contact the proctors listed below for instructions and requested proctor information.
- You are responsible for knowing and adhering to the test deadlines set by your instructor.
- Schedule an appointment for test proctoring with a campus contact (listed below).
- Provide a photo ID for student verification by the proctor.
- Bring the appropriate writing materials, calculators, etc.
- Be on time for your appointment. Testing is scheduled in two-hour blocks of time. You must arrive with enough time remaining in the scheduled block of time to complete the exam during the time allotted.
- Time blocks are scheduled on a first come, first serve basis. You should schedule your test time well in advance so that all documents and information to be provided by your instructor have time to be sent and processed. We will not be able to test without complete instructor information

<b>Proctoring Schedule:</b>	<p>Monday            9:00am - 2:30pm</p> <p>Tuesday          9:00am - 6:30pm</p> <p>Wednesday       9:00am - 6:30pm</p> <p>Thursday         9:00am - 6:30pm</p> <p>Friday            9:00am - 1:00pm</p> <p style="color: red;">No tests will be started after these times.</p>
<b>Testing Location:</b>	Library Room 114
<b>Contacts for scheduling a proctor:</b>	<p>Cissy Holt                  Director, Lawrenceburg Center                  Phone: 931-766-1603                  E-Mail rholt@columbiastate.edu</p> <p>Learning Center Specialist                  Phone: 931-766-1600</p> <p>Jodel Butler Gobbell                  Administrative Assistant                  Phone: 931-766-1600                  E-Mail: jbutler@columbiastate.edu</p>

## Lewisburg Campus

### Procedures for test proctoring:

- Inform your instructor that you would like your tests and testing instructions sent to the Lewisburg campus for proctoring. The instructor will then contact the proctors listed below to provide instructions and proctor information.
- You are responsible for knowing and adhering to the test deadlines set by your instructor.
- Schedule an appointment for test proctoring with a campus contact (listed below).
- Provide a photo ID for student verification by the proctor.
- Bring the appropriate writing materials, calculators, etc.
- Be on time for your appointment. Testing is scheduled in two-hour blocks of time. You must arrive with enough time remaining in the scheduled block of time to complete the exam during the time allotted.
- Time blocks are scheduled on a first come, first serve basis. You should schedule your test time well in advance so that all documents and information to be provided by your instructor have time to be sent and processed. We will not be able to test without complete instructor information.

<b>Proctoring Schedule:</b>	Monday-Thursday 9:00am-6:00pm  Friday 9:00am-1:00pm  <span style="color: red;">No tests will be started after these times.</span>
<b>Testing Location:</b>	Columbia State Lewisburg Campus
<b>Contacts for scheduling a proctor:</b>	Elizabeth McDow Director, Lewisburg Center Phone: 931-359-0351 E-Mail: mcdow@columbiastate.edu  Tim Rogers Learning Center Specialist Phone: 931-359-0351 E-Mail: trogers16@columbiastate.edu

## **Appendices**

### **B. . . .Quality Matters: Institutional Quality Assurance in Online Learning**

Quality Matters Form: Contact Glenna Winters,  
[gwinters@columbiastate.edu](mailto:gwinters@columbiastate.edu), for the mandatory Quality Matters  
form. You must have this prior to creating your course.

## **Appendices**

C.... Student Release Waiver

**ITV COURSES**  
In the event of equipment failure  
at any campus location, the  
lectures will be recorded for  
viewing by students enrolled at  
those campuses.

**Columbia State Community College  
Columbia, TN**

**Production Release Form**

I \_\_\_\_\_, do hereby grant permission to Columbia State Community College to produce, copyright and circulate any and all images or recordings of me or my voice of any kind.

I understand that any recordings of me will be used for instructional purposes or for the promotion of the College.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Phone \_\_\_\_\_

Accepted for Columbia State Community College by:

\_\_\_\_\_

Date \_\_\_\_\_