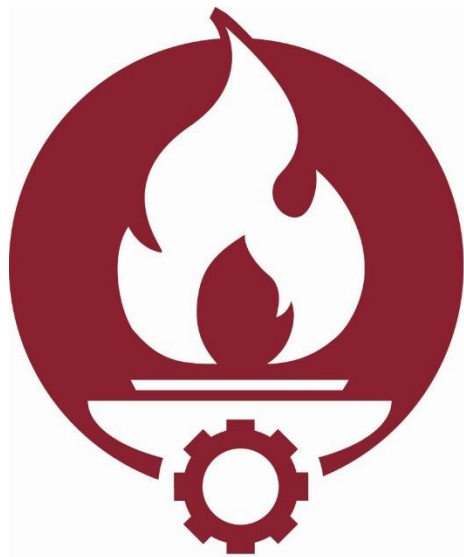


# Richmond Community College Distance Learning Instructor Manual



— SINCE 1964 —

**RICHMOND**  
COMMUNITY COLLEGE  
*Distance Learning*

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## **Introduction**

Richmond Community College is committed to making the student learning experience a priority throughout all aspects of the college, especially when considering 21st century delivery of learning content. Distance learning provides students and instructors with the opportunity to deliver course credit hours using digital learning technologies including online, hybrid, blended, and interactive video teleconferencing technology. Learning or teaching in a distance learning environment can be a rewarding and engaging experience. While instructors and students encounter different challenges than a traditional classroom, distance learning courses are designed with the same rigor, taught with the same enthusiasm for learning, and filled with the same stimulating communication and collaborative experiences. Distance learning at RichmondCC is committed to ensuring all distance education courses provide the same quality and rich learning experiences as traditional courses, while providing superior support services to instructors and students.

## **Mission**

Supporting the [mission](#) of the college, Richmond Community College's distance learning mission is to provide courses and programs through convenient online, hybrid, blended, and virtual formats to students through high-quality instruction. RichmondCC's distance learning will strive to foster student learning by providing personal and secure learning environments that support meaningful and consistent engagement with highly-trained instructors, support services, and all other student resources.

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## Protecting the Privacy of Distance Learning Students

Richmond Community College will comply with the provisions of the Family Educational Rights and Privacy Act (FERPA) of 1974. This act protects the privacy of all students' educational records.

RichmondCC has adopted Moodle as its only Learning Management System (LMS). This LMS requires unique usernames and secure passwords and uses industry standard 128-bit encryption in order to provide a high level of security for student records warehoused within the system.

However, it is important that instructors adhere to the following procedures to ensure the privacy of distance learning students:

1. All online communication with students concerning any subject matter or records which would fall under FERPA regulations, will take place within the confines of the LMS (using messages) or through RichmondCC email. This protects the privacy of students as RichmondCC controls both of these systems.
2. Discussion boards, class forums, and other course-related communications that occur as part of the course content are accessible only to the members of the class and the course instructor(s) through the security of the LMS. Instructors will protect the privacy of these communications by only sharing information with those college employees who may have a legitimate need to access this information, such as program coordinators or department chairs. Additionally,
  - a. Instructors will not share any of these communications with students not enrolled in the course.
  - b. Instructors will not share course communication with other employees of the college who have no legitimate need for access to such communication.
3. By design of the LMS grade book, each student's course grades are only accessible to that student and the instructor. Instructors will use this grading system within the LMS to control access to those records.
  - a. Grades will not be posted within discussion forums or any other type of posting where one student would have access to another's grades. For example, replies by the instructor to a student's discussion forum posting must not contain any grading information or indicate what a student's grade might be.
  - b. Instructors are also not allowed to post class-wide grades even when such postings would use a key of some kind to hide the identity of specific students (such as the last three digits of the student ID number).
4. Any information used by instructors, program coordinators, and department chairs to construct assessment reports will not include the identity of individual students.

## **Moodle Instructor Certification**

All Richmond Community College instructors are required to successfully complete the RichmondCC Moodle Instructor Certification prior to teaching a distance learning course. To pass this certification, instructors must complete a series of tasks that demonstrate their proficiency in using the Moodle LMS system to deliver instruction.

This certification is managed by the distance learning department. If an instructor has completed a comparable certification process at another institution, it may be accepted in place of RichmondCC's certification once documentation is submitted and approved by the distance learning department.

## **Course Reviews and Approvals**

A review team, consisting of the academic deans, the Vice President for Instruction/Chief Academic Office and the Director of Distance Learning, must approve all courses before they are offered in a distance learning format. In the review process, the team will use the Distance Learning Course Review Rubric to ensure the course meets content and quality of design standards.

Once a course has been reviewed and approved according to the minimum requirements described in the Distance Learning Course Review Rubric, the course will be documented as distance learning approved. Only after courses are reviewed and approved are they opened for student registration.

Every semester, the academic deans review a list of distance learning courses using the Distance Learning Course Review Rubric. Course review documentation is stored in the distance learning department.

## **Program Approval**

Richmond Community College's Curriculum Committee must review and approve any program that will be offered and promoted as an online program. The Curriculum Committee will review the proposed online program for course progression leading to a degree, diploma, or certificate, and the means for assessing its quality and effectiveness. All programs approved by the Curriculum Committee are presented to the Board of Trustees for final approval. As required, RichmondCC provides documentation of approval to institution and program accreditors.

## **NC Community College System's Virtual Learning Community**

The NC Community College System's (NCCCS) Virtual Learning Community (VLC) is an information resource for learners to find information about distance learning opportunities from the 58 member schools.

Faculty and administrators at participating campuses have access to the VLC to find and share courses and resources, including technical help. Once downloaded, faculty can modify and implement a collection of premade resources and courses for distance learning. Faculty can browse the resources available on the VLC by going to the VLC's [Faculty](#) web page.

Faculty should email the distance learning department with any requests to download resources or courses into the Moodle LMS from the VLC.

## **NC Community College System's Open Educational Resource (openNCCC)**

The NC Community College System's (NCCCS) Open Educational Resource (OER) [openNCCC](#) is a digital repository that provides one system to house your teaching and learning, research, media and library content. This free resource lets teachers from around the state search for resources appropriate to the subjects they are teaching, and use them in their classes.

Richmond Community College has installed an activity external tool in Moodle that provides faculty teaching distance learning courses access to all of the openNCCC resources.

## **Census or 10% Reporting**

All courses, including distance learning courses, must adhere to state regulations for 10% reporting. This process is essential to receipt of state and federal funding. Each instructor teaching credit curriculum distance learning courses is responsible for utilizing Moodle to access and run a Moodle report of attendance. The instructor must then submit this report to the registrar's office.

Students enrolled in hybrid courses are considered to have officially entered the course when they attend a traditional class and complete the first online assignment. In online courses, students must complete the first online assignment to officially enter the course.

## **Course Evaluations**

Each semester, students in credit curriculum courses complete and return anonymous student course evaluations which are used to gauge student perceptions of effectiveness of courses and instructors at Richmond Community College. Students should be encouraged to complete these surveys because the results can be used as a tool to find areas needing improvement in course design and instructional practice.

All student course evaluation surveys will be completed online through the use of a computer or any other device where the student can access their RichmondCC student email or Moodle. Students will receive an email from RichmondCC Survey Administrator with a link that will take them directly to their student course evaluation survey for the courses they are currently enrolled. A link to their surveys will also be posted on their Moodle page when they log in.

## **Test Proctoring**

All courses in which tests (exams) are used to determine a portion of the student's final grade are required to have at least one proctored test. This requirement helps ensure academic integrity and the fulfillment of the federal requirement that students receiving credit for a course is the same person participating in that course.

For traditional, hybrid, and blended courses, the instructor is expected to fulfill this requirement in the classroom.

For online courses, students may have their tests proctored on campus in the Academic Success Center (ASC) at either the Hamlet or Laurinburg campus by appointment, online through ProctorU by appointment, or through an instructor proctored session if the instructor chooses to offer this option.

Online instructors must inform students of any proctored exams at the beginning of the semester (indicated in the Instructor's Course Requirements). Within their courses, instructors should provide a link to Richmond Community College's [Proctoring Services](#) web page that provides proctoring information.

Instructors must make ProctorU aware of upcoming tests for which students may be scheduling proctoring sessions by entering their exam information into the [ProctorU](#) website. Using their RichmondCC email address, instructors must make the ASC aware of upcoming tests for which students may be scheduling proctoring sessions by using the form at the bottom of RichmondCC's [Proctoring Services](#) web page.

## **Student Identity**

Richmond Community College takes all possible measures to protect the identity of students online by requiring secure and unique usernames and passwords for access to Self-Service, Moodle, and student email accounts.

Students only have access to their own personal information when logged into web-based accounts. In addition to secure usernames and passwords for Self-Service, Moodle, and student email accounts, students also have access to the RichmondCC's web-based student help desk and live telephone support. To maintain security, students are required to provide at least two out of the three forms of identification before any student account information is released:

- date of birth,
- home address listed with the college, and
- seven-digit RichmondCC student ID number.

## **Student Authentication**

Richmond Community College uses a secure and unique username and password to ensure each student who registers for a course is the same student who participates, completes all courses work, and receives credit for the course. All students are required to provide this information before accessing any web-based college supported learning environment. Students are only allowed to access their own personal information using their username and password. Students are advised not to share their unique username and password with any other persons to protect their personal information and privacy while using the college's supported web-based systems.

For additional verification, test proctoring is required for online courses. Prior to test proctoring, students are required to provide picture identification.

## **Student Manual**

An online manual for distance learning students is available on the Richmond Community College [Distance Learning](#) web page. This manual provides information for RichmondCC students regarding distance learning, student accounts, and various resources for students enrolled in distance learning courses and programs.

## **Student User Accounts**

Student email and Self-Service accounts are created when students are accepted to Richmond Community College. Students receive their acceptance letter along with instructions concerning their RichmondCC username and password for their student email and Self-Service account. Students must speak with an advisor prior to registering for a course.

Students wishing to enroll in distance learning courses for the first time are required to complete the [RichmondCC Online Orientation](#). Completion of the online orientation will demonstrate students have a minimal proficiency needed to take courses through a distance learning format.

Student Moodle accounts are created at the beginning of each semester. Students will be enrolled in their Moodle courses by 8 am on the first day of each semester.

Moodle is integrated with Colleague. The distance learning department handles all course withdrawals and additions. All withdrawals and additions should be reflected in Moodle by the end of each business day.

If a student has been withdrawn, but is still visible as a participant or in the course's grade book by the end of the day, please contact the distance learning department immediately. In addition, if a student has been added, but is still not visible as a participant or in the course's grade book by the end of the day, please contact the distance learning department immediately.