Faculty E-Learning Policy and Procedures

The University of New Mexico - Gallup offers classes and online degree programs as an alternative to coming to campus. Any main campus or remote site student, working around the limitations of schedule or location, is encouraged to examine online course offerings as a way to advance his or her education.

Online courses
Online classes are taught completely online. Learners access primary content and instruction from an online environment using a variety of tools including email, chat, discussion boards, web pages, and multimedia technologies. Specific technologies employed will vary by course and instructor. Depending on the teaching style of the instructor and the course content, instruction can take place synchronously (all participants in the course log in at the same time) or asynchronously (participants log in and participate as their schedule permits), or some combination of the above.

Hybrid courses
Hybrid classes are taught half in the classroom and half online. Students must attend face-to-face class instruction and login to their online hybrid course each week for the duration of the semester. In both online and hybrid courses, specific technologies employed will vary by course and instructor.

Web-Enhanced Courses
Web-enhanced classes are taught as traditional face-to-face courses that use online environment to expand student learning beyond the boundaries of the classroom.

1 Developing an E-Learning Course

1.1 Best Practice

\textit{Policy}
Faculty teaching online are committed to providing the highest quality distance education courses to our students.

\textit{Procedures}
UNM-Gallup online courses are modeled to follow the Best Practices for Electronically Offered Degree and Certificate Programs developed by the Council of Regional Accrediting Commissions \url{http://www.wcet.info/resources/accreditation/} and \url{http://facultyonline.unm.edu/}.

1.2 Course Approval

\textit{Policy}
Same policy as for face-to-face courses.

\textit{Procedures}
Same procedure as for face-to-face courses. If you are interested in teaching an online course you should contact the Chair of the Department or the Dean of Instruction.
1.3 **Instructional Development Training, Training Opportunities and Services**

**Policy**
Online environment design and delivery training will be offered to faculty.

University of New Mexico Faculty Handbook, [http://handbook.unm.edu/](http://handbook.unm.edu/). A86.1 Information - New Media and Extended Learning (NMEL), reporting to Extended University, manages the University of New Mexico system-wide web-based course initiatives, providing faculty training, web applications and web site development and hosting. In partnership with CIRT, NMEL manages UNM's online environment (web course tools) system including course and student account creation, technical support and faculty course content development assistance. Access to NMEL services and WebCT information may be made through the web: [http://newmedia.unm.edu](http://newmedia.unm.edu) and [http://webctinfo.unm.edu](http://webctinfo.unm.edu).

The mission of the Office of Support for Effective Teaching (OSET) is to engage and empower UNM instructors to develop effective, diverse learning opportunities to enhance the success of diverse learners.

**Procedures**
UNM Main Campus offers online or face-to-face WebCT training, [WebCT Training](http://handbook.unm.edu/). Documentation online is also available at [How to Use WebCT for Faculty](http://handbook.unm.edu/). If you need additional design assistance, you may request [WebCT Tech Support](http://handbook.unm.edu/) or email [webct@unm.edu](mailto:webct@unm.edu).

University of New Mexico Faculty Handbook, [http://handbook.unm.edu/](http://handbook.unm.edu/). A86.1 Information - New Media and Extended Learning (NMEL), reporting to Extended University, manages the University of New Mexico system-wide web-based course initiatives, providing faculty training, web applications and web site development and hosting. In partnership with CIRT, NMEL manages UNM's Online environment (web course tools) system including course and student account creation, technical support and faculty course content development assistance. Access to NMEL services and Online environment information may be made through the web: [http://newmedia.unm.edu](http://newmedia.unm.edu) and [http://webctinfo.unm.edu](http://webctinfo.unm.edu).

UNM-Gallup also has a full time Training and Development Consultant to assist faculty in design, information and support for online delivery. The instructor of the course can grant the Consultant Designer access using these instructions: [Add a designer or TA in WebCT](http://handbook.unm.edu/). These instructions also contain a link to a document that explains what each role can do.

Ensure you add UNM ID, the subject code, course number, section number and term for the course.

1.4 **Copyright Guidelines**

**Policy**
Faculty members must comply with UNM-Gallup copyright and federal law when duplicating print materials and periodical publications, and when including video or broadcasting programming, software materials, digital materials, music, or web-based materials in their courses.
Procedures
For detailed information on copyright law, faculty members should consult UNM Copyright and TEACH Act at http://www.unm.edu/~counsel/copyright.htm. The site provides general copyright and trademark documents.

Instructors who create the course materials own the copyright for the course materials. In the event that the course materials are co-created with any other creators, the copyright is shared between/among the co-creators. The normal technical assistance provided by UNM-Gallup and its staff does not constitute co-creation of scholarly/artistic works; rather, such assistance is provided on a "work-for-hire" basis. As with other scholarly/artistic works, creators may use their course materials to contribute to the preparation of other courses, and to prepare textbooks, journal articles, conference presentations, and other scholarly works or professional activities. Copyright owners are also entitled to prepare derivative works from the copyrighted materials for other scholarly or academic purposes.

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You may print, reproduce and use the information in, and retrieve files containing publications or images from, The University of New Mexico's WWW documents for non-commercial, personal, or educational purposes only, provided that you (i) do not modify such information, and (ii) include any copyright notice originally included with such information and this notice in all such copies.

A quick summary of copyright basics and fair use and a simple explanation of the four-prong test that the courts employ to decide if use of work is acceptable, Teach Act Basics, Posting Course Materials, Linking and Thumbnail Images, The DMCA Explained: Copyright in Cyberspace, and Links and Resources.

1.5 Intellectual Property
Policy
UNM-Gallup actively encourages faculty members to develop and improve instructional materials. Because there may be varying levels of college support in the development of course materials (e.g.; use of facilities, personnel, equipment, funds, etc.), equity and ownership can vary for the college and the faculty member. The Intellectual Property Policy defines intellectual property and outlines disclosure procedures, royalties and proceeds participation, equity and management, infringement, and production of properties by students.

Procedures
In the course of conducting their University-administered activities, the faculty, staff, and students often create intellectual property that is protected by patent, copyright, or other means. The University wants a policy that encourages the treatment of such property in ways beneficial to the creators of such works, as well as to the University and to the public. To these ends, the University and the creators should assist each other in identifying, evaluating, protecting, and exploiting such property. Such efforts will also help in recognizing the creation of intellectual property as a significant academic achievement.

The Intellectual Property Policy seeks to provide advice and assistance to faculty, staff, and students; to promote a clear understanding of legal relationships; and to realize and optimize the benefits of potentially valuable intellectual property to the creators as well as to the University and the public. A feature of this Policy is to encourage creators to perform key roles in the utilization of intellectual property.
1.6 Putting an E-Learning Course on the Schedule

**Policy**
The department chair puts the course on schedule in consultation with the Dean of Instruction.

**Procedures**
If you wish to use WebCT for a class you are teaching, here is what you need to do to get started:

1. **Request a WebCT Course.** You will need to complete this process each semester you wish to use WebCT.
2. (Optional) If you wish to combine multiple sections of the same course into one WebCT section, submit a Cross-listing request. Login using your UNM NetID and password. You will receive e-mail confirmation once the cross-listing has been completed.
3. Login to WebCT at [http://vista.unm.edu](http://vista.unm.edu) using your UNM NetID and password.
4. Build your course. Note: You may reuse content from a previous WebCT course you taught. To reuse content from WebCT Vista (in use at UNM Fall 2006 through present), see Copy Content from Another Course. To reuse content from WebCT Campus Edition (in use at UNM through Summer 2006), see Convert Your Campus Edition Course.
5. Students will have access to your course the date the course is scheduled to begin (typically, the first day of the term). Students continue to have access for two weeks after the course ends, although instructors also have the option to deny students access once the term ends. Note: Instructors will still see students listed in the Grade Book and Roster (if the Roster tool is enabled), even when students do not have access before the term begins and after the term ends.

UNM-Gallup online courses are not open-ended and have set start and end dates. Most follow 8- and 16-week formats with learning activities scheduled on a weekly basis. All UNM-Gallup admission and registration deadlines, policies, and procedures apply to students who participate in online courses. For scheduling online courses: [http://www.gallup.unm.edu](http://www.gallup.unm.edu) and [http://schedule.unm.edu/](http://schedule.unm.edu/). Contact: Phone - 505-863-7500 • email - elearning@gallup.unm.edu.

2 Delivering an E-Learning Course

2.1 E-Learning Course Orientation

**Policy**
Faculty are required to provide students with an orientation for each online environment course, Learning Management System (LMS) (for example, WebCT, Evolve, Moodle).

**Procedures**
A online environment course orientation should offer an overview of course components, instructional materials and technologies, and UNM-Gallup / online environment support resources. A well-structured orientation establishes the foundation and sets the tone for student-instructor communication for the entire semester.

The following procedures are offered to help faculty members construct an effective course orientation:

1. Welcome students to UNM-Gallup and the online environment course.
   - Provide your office room number, on-campus and/or online, off campus hours, UNM-Gallup telephone number (with voice mail), and UNM-Gallup email address.
   - Express a desire to be responsive to students throughout the semester. Let students know your expected response time to email and voice mail messages.
- Establish an instructional context by sharing your teaching background, particular interests in the discipline, or unique experiences relating to the field of study.

2. Describe all instructional materials required for the course.
   - Use specific terminology (e.g., ISBN #) when describing items students are required to purchase.
   - Explain textbook purchasing options; provide the URL of the UNM-Gallup website.
   - Describe the accessibility of instructional materials or services necessary for successful completion of the course (e.g., Computer Services, Library Resources, Tutoring, etc.).

3. State the required elements of the course.
   - Present documents such as the course syllabus and other orientation materials.
   - Emphasize course grading policy and other academic guidelines and policy and procedures affecting the course and students.
   - Explain attendance policies and course withdrawal procedures.
   - Explain how student-instructor contacts are expected to occur during the semester.
   - Identify course testing procedures, including deadlines.
   - Explain procedures for submitting assignments. If requiring students to submit assignments to your campus mailbox, specify how and where the papers should be turned in, including your campus location information.

4. Review any applicable technical support or instructional mode resources.
   - Provide students the URL of the online environment support website, [http://webctinfo.unm.edu/student/](http://webctinfo.unm.edu/student/), which offers instructions for logging in, Student FAQs, and help for using online environment features such as Discussion Boards, Assignments, and other tools.
   - Supply Computer Lab & Media Center hours of operation and locations.

5. Provide a link to College Learning Center (CLC) and/or Student Support Services/TRIO, [http://www.gallup.unm.edu/currentstudents/tutoring/](http://www.gallup.unm.edu/currentstudents/tutoring/).
6. Encourage student to update their profile in online environment and contact information, including email address, phone number, etc is necessary.

Two additional options can assist in the training of students.

First, an IT193 ‘Online Tools for Student Success’ course will be offered each semester. This course will provide WebCT tutorials, Library resources, and basic trouble shooting skills.

Second, the Training & Development Consultant will provide workshops to assist students during the first two weeks and mid-semester.

### 2.2 Communication with E-Learning

**Policy**
The course orientation is only the first point of contact; online environment faculty are expected to ensure that quality interaction—between the faculty member and students—occurs regularly throughout the semester.

**Procedures**
Good communication is a key factor in student retention and success, and relies on meaningful educational activities assigned by responsive faculty members. Students who feel engaged are more likely to complete the course and enjoy their distance education experience. Therefore it is important to consider the methods of interaction that will be used.

Given the physical and temporal separation between faculty and students, it is important to consider the methods of communication—between the faculty member and the students,
and among students—that will be used in the course when developing lesson plans. Interaction between online environment faculty and students is a key factor in student retention and success. Students who feel engaged in a course—through activities such as online discussions, group exercises, and regular contact with the instructor and classmates—are more likely to complete the course and enjoy their distance education experience.

Interaction may occur during faculty office hours, or it may take place via telephone, email, electronic chats, on-site meetings, video teleconferencing, or other methods. Appropriate interaction for a course depends upon the course delivery mode and the technologies used by the faculty member. To learn more about designing interactivity into your WebCT course, visit the [https://vista.unm.edu/](https://vista.unm.edu/), or schedule a meeting with an the Training and Development Consultant.

The following recommendations for increasing communication and interactivity may be applied to online environment courses of all delivery modes as appropriate.

- Build interactivity into the course between instructor and student, and among students.
- Encourage electronic communication between instructor and student as well as among students.
- Respond to email quickly. Provide students with an estimated response time to email and voice mail messages in your syllabus.
- Post relevant course messages, announcements, and reminders on a regular basis.
- Hold virtual office hours in addition to on-campus office hours.
- Use chat components such as the whiteboard to facilitate electronic communication. Require students to respond to discussion topics at least once a week.
- Base a portion of the student's grade on class participation. Provide students with the opportunity to evaluate their teammates' effort and course participation.
- Develop interactive exercises, group activities, and assessments to tie in with each lesson, chapter, or video program. Encourage students to form study groups or small teams to work together on assignments.
- Incorporate audio components in online environment courses. Record voice announcements and audio blogs, send email messages with embedded audio, and conduct live voice chat sessions.

### 2.3 Online Environment

**Policy**

Online environment such as Blackboard Vista (WebCT) is the world's premier learning management system (LMS). It enables instructor / student interaction across a wide range of web tools, including chat, assignments, discussion, quizzing and discussion groups. E-Learning faculty are strongly encouraged to use WebCT—its features can help provide students greater access to course information, including the syllabus and faculty contact information, and instructional resources. However, programs such as Nursing use the online environment Evolve.

**NMEL** has been managing the WebCT system for UNM Main campus and the branches since 1998, and in that time our user-base has grown from 300 to 20,000+ users. Faculty should refer to WebCT Vista Learning Management System website at [https://vista.unm.edu/webct/entryPageIns dowebct](https://vista.unm.edu/webct/entryPageIns dowebct) for essential information on getting started using WebCT.

**Procedures**

**Before You Start**
If you have not already, be sure to review the additional documentation available to help you prepare for Vista. For everyone: The Sample Vista Course is a tour of a course that incorporates content, online discussions, and examples of student work. This is a great place to get an overview of Vista course structure and gain some ideas that you might be able to use in your own course.

For WebCT CE users: Several resources are available to help you make the transition from WebCT CE to WebCT Vista:

- **What's New in Vista 4** provides an overview of the main differences between WebCT CE and WebCT Vista, a list of new features in WebCT Vista, and information on WebCT Vista enhancements.
- **Tool Comparison with WebCT CE** provides a detailed tool-by-tool analysis of the tools available in CE and the enhancements or changes made to those tools in WebCT Vista.
- **Restore a Backup from a Previous Course** provides critical information for converting a CE course to WebCT Vista.

### 2.4 Online Support for Course Development and Delivery

Policy
Faculty are required to Log On to LoboWeb to check teaching schedules, generate current class rosters, and submit student final performance grades.

Other online environment tools refer to their support resources.

Procedures
**Quick Steps to Requesting a WebCT Vista Course**

WebCT is integrated with the UNM Banner Student and Academic Systems. The instructions on this page detail the process for Adding a WebCT Component to your section or, in other words, web-enhancing your course through Banner Self-Service (LoboWeb).

1. Go to [http://my.unm.edu](http://my.unm.edu).
2. Enter your UNM NetID and password. If you do not know your NetID or password, contact the ITS Computer Accounts Department at 277-8130.
3. On the next screen, click the Faculty Life tab.
4. Then click the LoboWeb graphic.
5. You will be in the Faculty & Advisors Menu. Scroll down on the menu of options - under Class Section Functions, click Add WebCT Component to Class.

6. Select the proper term using the pull-down menu and click Submit.

7. Click in the select box for the section you would like to web-enhance. (If you find that you do not see any courses listed here, return to step 6 and make sure you selected the proper term.)

8. Click Change Schedule Type.

9. The words “Web Enhanced” will appear for that section.

The WebCT component for your class should be created automatically within minutes.
To access your new sections in WebCT, go to https://vista.unm.edu and login using your NetID and password. For information on getting started with WebCT, see FastInfo article 3337.

For other online environment, refer to the documentation and help tools.

3 E-Learning Administrative Policies

3.1 Office Hours

Policy
Faculty Hand Book: C8 - FACULTY OFFICE HOURS: It is expected that each faculty member will be available for student consultation at regular hours. These hours are to be posted on the faculty member's door. Although the situation will vary among departments and individuals, a total of from three to five hours per week is recommended. If only a single hour is to be set aside for a given day, it should be chosen to cover parts of two class periods to accommodate more students.

Procedures
E-Learning faculty are expected to post teaching schedules and office hours in syllabi or in a central location in WebCT. These schedules should be posted by the start of classes each semester.

For E-Learning courses with extensive student contact via email, chats, or other electronic communications, the required number of on-site office hours may be reduced. Approval for virtual office hours must be obtained by using the new Conversion of Posted On-Campus Office Hours to Electronic Office Hours Form.

The purpose of the form is for instructors of E-Learning courses to request that some percentage of their office hours be electronic rather than on-campus.

Conversion of Posted On-Campus Office Hours to Electronic Office Hours

Instructor _______________________________ Email __________________ Phone _________
Campus __________________________________Dept. ____________________________
Course __________________________________________     Mode: _  Online _  HybridC Other
_____________________________________________________________________________

What percent reduction are you requesting in posted office hours for this course? ________%

☐ This request is for the following semesters: __________________________ ex. FA ‘08 SP ’09, SU ’09,
☐ This request begins in the following semester ____________ and is in place for as long as this instructor teaches this course.
(The office hours for an E-Learning course must equal one hour plus the amount of time that the class would meet on campus (C110 Policy Teaching Assignment http://handbook.unm.edu/). Percent is used rather than the number of office hours so that the request can be adjusted for short session during 12 week semesters and summer sessions.)

Approval:
Departmental Chair____________________________________ Date_____________
Approved ☐ Not Approved ☐
3.2 Faculty Evaluations

Policy
All Faculty teaching online and face-to-face courses will be evaluated according to the timeline included in the draft UNM-Gallup faculty handbook.

Procedures
Chairs and Faculty will use the Auditor process to evaluate WebCT courses.

3.3 Computing Time and Compensation

Policy
UNM-Gallup provides a $2,000.00 stipend in addition to regular compensation for full-time Faculty and part-time Faculty offering an online course for the first time.

All full-time or part-time faculty offering the same course for subsequent semester will not receive a stipend. All online courses are computed the same as a face-to-face course in terms of credit hour load.

Procedures
The department administrative assistant completes and submits the load sheet to personnel.

All courses must be developed and delivered by the 10th day of the semester before compensation is awarded.

3.4 Minimum Enrollments Per Section

Policy
The process to determine the minimum number of enrollments needed to offer a first section of a WebCT course is the same as that for on-campus courses, and is determined by the Department Chair in conjunction with the Dean of Instruction.

Procedures
The department chair will consult with the faculty who teach individual courses to decide the appropriate cap for each class. Class caps will be approved by the Dean of Instruction in consultation with the department chair.

3.5 Cancellation of E-Learning Classes

Policy
UNM-Gallup cancels face-to-face class sections as well as online environment courses with insufficient enrollments.

Procedures
Faculty offering online environment courses are to follow internal add/drop course procedures.
4 Faculty Support Resources

4.1 New Faculty Online Environment Orientation

Policy
UNM-Gallup faculty will be provided resources and information regarding online environment delivery.

Procedures
Faculty new to teaching in an online environment will get training upon request. Online environment orientation is given by the UNMG Training and Development consultant.

4.2 Technology Support

Policy
The UNM-Gallup Training and Development Consultant assist and supports faculty in design, implementation and evaluation for E-Learning courses.

New Media and Extended Learning's (NMEL) mission is to engage in the development and delivery of web-based courses, provide faculty training and support, and develop web applications in support of online teaching and learning. NMEL is a division of UNM's Extended University. We are responsible for the administration of online courses at the University of New Mexico and the system-wide implementation and management of UNM’s Learning Management System- Blackboard Vista (WebCT), for Main Campus, Health Sciences Center, Law School, and UNM branch campuses.

NMEL is comprised of two units:
- Course Development Group
- Learning Management System & Academic Applications/Computing Group

UNM Main Campus Information Technology Services (ITS) provides computing and data communication services and support for the academic and administrative communities at The University of New Mexico.

UNM-Gallup Information Technology provides the branch with computing, wireless, email, and network support.

Procedures
Open your browser of choice IE/FireFox to login or call the number listed below:

UNM-Gallup Training and Development Consultant can be contact at 505-863-7708. Regular trainings will be offered throughout the school year.

UNM WebCT Technical Support
(505) 277-7490 • webct@unm.edu (M-F 8am - 12pm, and 1pm - 5pm)

UNM WebCT Search Fast Info - Include the word WebCT in your question. If you do not find your answer, please use the Ask a Question tab at https://vista.unm.edu/webct/entryPageIns.dowebct.

UNM ITS: Information can be found at http://its.unm.edu/.

UNM-Gallup IT Support - Information can be found at http://www.gallup.unm.edu/aboutus/services/itservices/.
4.3 Listing of Online Courses

Policy

D60 - Information: From data acquired during registration, on-line class lists for each class are available to the instructor of record beginning with the semester’s registration. In addition to alphabetical listings with the names of the students who enrolled during registration for a section, the list will include a truncated social security number, college, enrollment status (credit-no credit, auditor, etc) and e-mail address. In the case of variable credit courses, the class list shows the exact number of hours for which a particular student has enrolled. Students attending class who are not listed must be advised to complete formal registration or add the course by a program change. Students, who do not complete the registration procedure and accordingly are not subsequently listed, are not to be permitted to attend class beyond the second week. The on-line class lists will be updated every evening throughout the semester to keep them current with all student activity regarding the class. (Example: A student dropping the class will be reflected the next day.) The professor is expected to maintain a current permanent class roster. Class lists may be accessed online by using the following URL: https://classlists.unm.edu/

Procedures

To find Online UNM-Gallup courses in the Schedule of Classes:

1. Select the Subject(s) that you are interested in from the Subject list,
2. Select "Online" from the Attribute Type list,
3. Leave all of the other fields on the search form blank,
4. Click on “Class Search” to find your classes.

Information on University application requirements and registering for Online courses may be found here:

- Online