COURSE EXPECTATIONS FOR eLEARNING

Online education has become more prevalent on the campus of Tacoma Community College in the past few years. We are a College that prides itself on the caliber of the courses we offer and our ability to enhance student success. It is because of this, that we want to set expectations of what faculty and students can expect when they embark on the world of online teaching and learning.

It is the intent of Tacoma Community College to have web enhanced, hybrid, and online courses meet the criteria in this document.

DEFINITIONS

WEB ENHANCED

• All classroom meetings held on campus.
• Some materials, assessments, instruction, and student interaction are made available online.

HYBRID ONLINE

• Courses that blend face-to-face and online learning environments, with at least 40% scheduled online.

COMPLETE ONLINE

• 100% of course material, assessment, instruction, and student interaction completed using the Internet, LMS, or other communication technologies.

REQUIRED ELEMENTS

WEB ENHANCED

The following minimum standards are provided using the Internet:

I. Communication - Faculty to Student
   A. Course Documents (e.g., syllabus)
   B. Announcements
   C. Course map
   D. Course Calendar
   E. The instructor will provide for at least one of the following internet-based communication technologies:
      1. Instant messaging,
      2. Conferencing software (Elluminate, Skype)
      3. E-mail
      4. Non-graded discussion forums (wikis, blogs, LMS discussion boards)
      5. Virtual worlds
   F. Online grade book
   G. Module/learning unit objectives regardless of delivery method
   H. Faculty Information (Office hours, phone, photo, preferred form of communication)
   I. Week zero – Technical help/Links to FAQs/Tutorials

II. Communication - Student to Student
   A. Instructor will offer students access to online open discussion forums such as discussion boards, wikis, blogs, etc.
III. Instruction-Interaction
   A. Course notes as appropriate
   B. Course handouts as appropriate
   C. Web links to pertinent class material on the internet
IV. Assessment
   A. Optional use of Internet or LMS to complete formative or summative assessments

HYBRID ONLINE

The following minimum standards are provided using the College’s LMS:

I. Communication - Faculty to Student
   A. Course Documents (e.g. syllabus)
   B. Weekly announcements
   C. Course map
   D. Course Calendar
   E. The instructor will provide for at least one of the following internet-based communication technologies:
      1. Instant messaging,
      2. Conferencing software (Elluminate, Skype)
      3. E-mail
      4. Non-graded discussion forums (wikis, blogs, LMS discussion boards)
      5. Virtual worlds
   F. Online grade book
   G. Module/learning unit objectives regardless of delivery
   H. Faculty Information (Office hours, phone, photo, preferred form of communication)
   I. Week zero – Technical help/Links to FAQs/Tutorials
   J. Partial virtual office hours (using Elluminate, Instant Messenger, Skype, Dimdim, virtual worlds, chats)
   K. Faculty shall respond to students within 24 hours excluding weekends and holidays (e.g. email, Q&A type discussion forums, phone calls)

II. Communication – Student to Student. Use one or more of the following:
   A. Instructor will provide one or more of the following communication options for students
      1. Non-graded, open forum communication such as discussion boards, wikis, blogs, etc.
      2. Email
      3. Elluminate
      4. Instant Messaging
      5. Micro-blogging (Twitter, Plurk)
      6. Virtual worlds

III. Instruction– Interaction
   A. Course Documents (supplementary course materials, notes pages, lecture handouts, etc)
   B. Interactive learning tools - Use one or more of the following
      1. Games, quizzes, virtual world, practice assignments/self-assessments, simulations
      2. Weblinks - supplementary course material
      3. Podcasts
      4. Lecture Capture
      5. Narrated lectures (Articulate, Camtasia, Elluminate session)
      6. Videos (You Tube, campus-created video, Google video, Hulu, Eyejot, Camtasia)

IV. Assessment
   A. Practice/self-assessment materials (this could be as simple as an answer key, practice crossword puzzles, interactive web sites, Elluminate surveys)
   B. Graded Assessments – Use one or more of the following
      1. Graded discussion forums (wikis, blogs, LMS discussion boards)
      2. Group projects
3. Exams/quizzes
4. Assignments
5. Elluminate

**COMPLETE ONLINE**

The following *minimum* standards are provided using the College’s LMS:

I. Communication - Faculty to Student
   A. Course Documents (e.g. syllabus)
   B. Weekly announcements
   C. Course map
   D. Course Calendar
   E. The instructor will provide for at least one of the following internet-based communication technologies:
      1. Instant messaging,
      2. Conferencing software (Elluminate, Skype)
      3. E-mail
      4. Non-graded discussion forums (wikis, blogs, LMS discussion boards)
      5. Virtual worlds
   F. Online grade book
   G. Module/learning unit objectives regardless of delivery method
   H. Faculty Information (office hours, phone, preferred form of communication, photo, web pages)
   I. Week Zero/Technical Help/FAQs/Tutorial Videos
   J. Substantial virtual office hours (using Elluminate, Instant Messenger, Skype, Dimdim, virtual worlds, chats)
   K. Faculty shall respond to students within 24 hours excluding weekends and holidays (e.g. email, Q&A type discussion forums, phone calls)
   L. Instructor will provide *substantial* instructor-student contact at least twice a week. This interaction may occur via e-mail, chat, discussion forum, conference software, telephone, etc.

II. Communication - Student to Student –
   A. Instructors will create opportunities for student to student interaction by providing one or more of the following communication options for students:
      1. Non-graded open-forum communication such as discussion boards, wikis, blogs, etc.
      2. Email
      3. Elluminate
      4. Instant Messaging/Chat
      5. Micro-blogging (Twitter, Plurk)
      6. Virtual Worlds

III. Instruction-Interaction
   A. Course Documents (supplementary course materials, notes pages, lecture handouts, etc)
   B. Interactive learning tools - Use more than one of the following
      1. Games, quizzes, virtual world, practice assignments/self-assessments, simulations
      2. Weblinks - supplementary course material
      3. Podcasts
      4. Lecture Capture
      5. Narrated lectures (Articulate, Camtasia, Elluminate session)
      6. Videos (You Tube, campus-created video, Google video, Hulu, Eyejot, Camtasia)
   C. Instructors will use multi-modal teaching methods

IV. Assessment
   A. Practice/self-assessment material (providing answer keys, practice crosswords, puzzles, interactive web sites, Elluminate surveys)
   B. Graded assessments – Use one or more of the following:
1. Graded Discussion forums (wikis, blogs, LMS discussion boards)
2. Group Projects
3. Exams/Quizzes
4. Assignments
5. Elluminate

C. The instructor will create opportunities for student to student interaction on assessments

In addition, complete online courses:

• May require proctored exams, but this must be specified in the course schedule.
• Has no required campus meetings.
• There are no required synchronous online meetings unless listed in the course schedule prior to registration.

QUALITY MATTERS CERTIFIED COURSES

• Quality Matters (QM) certified courses have gone through a faculty-centered, peer review process designed to certify the quality of online courses and online components. This review process looks at forty specific elements by which to evaluate the design of online and hybrid courses. This is a voluntary process. You can find out more about this designation at the QM website http://www.qualitymatters.org/index.htm.
• It is the goal of TCC to have all of its web-enhanced, hybrid, and online classes meet the Quality Matters expectations, or an equivalent peer measure of quality (though official certification will remain optional).