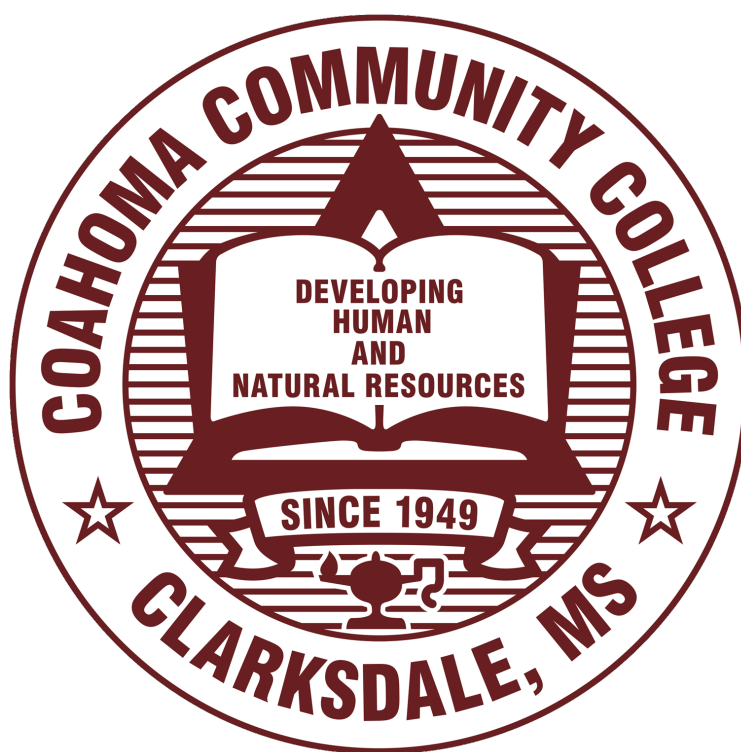# E-LEARNING (DISTANCE LEARNING)
POLICY AND PROCEDURE MANUAL

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COAHOMA COMMUNITY COLLEGE MISSION STATEMENT

Coahoma Community College is a two-year, accredited, public, comprehensive institution of higher learning committed to serving as a catalyst for community and economic development in the rural, Northwest Mississippi Delta region and beyond. The college provides accessible, diverse, quality, equitable educational opportunities and support services that foster holistic growth in a student-centered learning environment. The college is committed to preparing students for college or university transfer and entry into a skilled workforce.

COAHOMA COMMUNITY COLLEGE GOALS

1. Provide academic transfer programs that parallel with the first two years of college/university programs.
2. Provide career and technical education programs that prepare students to enter the job market or transfer to a college or university.
3. Meet the needs of area businesses and industries by providing workforce training programs.
4. Empower students with the necessary tools to maximize their potential by providing a network of support services and activities.
5. Utilize emerging instructional technology by providing innovative learning opportunities for students.
6. Address community and economic development needs within the service area by developing and sustaining partnerships with public and private agencies.
7. Initiate new programs or complement existing programs by securing and sustaining federal, state, and local funding.
8. Support cultural enrichment programs and activities.
9. Ensure institutional effectiveness by planning, assessing, and evaluating all activities and programs.
10. Promote and support a culture of health and wellness on campus that extends to the surrounding communities and schools.

eLEARNING OVERVIEW

Coahoma is an active participant in the Mississippi Virtual Community College (MSVCC). The MSVCC is a cooperative of Mississippi's 15 community college districts and the Mississippi Community College Board (MCCB) that offers internet-based courses. These 15 institutions share resources so that students at any one of these institutions may take internet-based courses from any member of the consortium. Students admitted to Coahoma Community College may register in any of the courses that Coahoma hosts (internet-based courses taught by other consortium members). Certain restrictions for hosted courses consist of the course being listed in the course descriptions section of the Coahoma catalog and it, as well as the instructor, must be approved by that particular division.

The operations for the MSVCC are monitored by the MCCB and participants in the Mississippi Virtual Community College Consortium are bound by the *Uniform Course Numbering System*,

the *Procedures Manual of the Mississippi Community College Boards Policies*, and the *Mississippi Virtual Community College Consortium Policies and Procedures Manual*, to ensure quality and consistency of courses offered. Online courses carry the same amount and level of credit awarded as traditional courses taught on the main campus or at off-campus sites.

The Memorandum of Agreement is evaluated annually by those community colleges participating in the MSVCC. As part of this agreement, each of the participating community colleges adheres to the established policies of the MSVCC but also retains control of the institution's curriculum.

eLearning is defined as a formal educational process in which the majority of the instruction occurs when student and instructor are separated by time and/or location.

eLearning Purpose

The purpose of the eLearning Program at Coahoma Community College is to provide quality services and instruction through electronic technologies that enable students to attain their educational goals and to acquire and support appropriate emerging technologies for curricular, instructional and administrative enhancement consistent with our strategic initiative. The program will extend the offerings of Coahoma Community College to the community and beyond through eLearning.

eLearning Goals

1. Provide quality services to those students who enroll in online courses provided by Coahoma Community College.
2. Provide quality instruction to those students who enroll in online courses provided by Coahoma Community College.
3. Provide technological support to those students who enroll in online courses provided by Coahoma Community College.

eLearning Personnel

The College has designated qualified personnel for the purpose of the administration of the eLearning program at Coahoma Community College. The eLearning Coordinator reports to the Director of Educational Outreach, who is under the leadership and guidance of the Dean of Academics.

Dean of Academics: Dr. Rolonda Brown
Educational Outreach Director: Letha Richards
E-Learning Coordinator: Joseph McKee
E-Learning Proctor: Linda Robinson

Policies and Procedures

Section 1: eLearning Educational Programs

1.1 Quality of Instruction

The faculty assumes primary responsibility for and exercises oversight of distance and correspondence education, ensuring both the rigor of programs and the quality of instruction.

Interaction with Students
Communication between students and faculty is vital for the success of eLearning at Coahoma Community College.

Coahoma Community College full-time and part-time faculty must provide structured access to online students that is consistent with CCC's eLearning course design. Access methods must be clearly stated within the Learning Management System course site and also within the course syllabus. Access in the form of stated "office hours" may consist of, but not be limited to, structured email response (within 24-48 hours) policies, designated live chat sessions, and/or discussion board postings, scheduled phone accessibility, or combinations of such methods.

Faculty Credentialing

Each college will provide the necessary documentation certifying each MSVCC instructor's credentials to teach in a given subject area.

A.   A completed Faculty Credential Certification Form (APPENDIX 5) should be loaded for each instructor into the Faculty Profile in the Enrollment Tool.

B.   In addition, a copy of the instructor's transcripts verifying credentials should be loaded into the Faculty Profile in the Enrollment Tool. Note: The instructor's SSN and birth date should be blocked prior to uploading into the Enrollment Tool.

1.2 Quality of Courses

eLearning courses are comparable to traditional campus-based courses in terms of:
(1) syllabi, (2) textbooks, (3) grading, (4) methods of evaluation, and (5) learning outcomes.

CCC course syllabi and course evaluations are reviewed on an annual basis by instructors and division chairs for currency and appropriateness and revised as needed. All syllabi on file in the Dean of Academic Affairs office contain instruction techniques and policies as well as specific goals for each course.

1.3 Course Development and Review Process

An open invitation is extended to all faculty for the development of eLearning courses; however, college staffing and curriculum priorities will require evaluation on course-by-course bases.

In order to ensure a thorough and complete evaluation of both the educational content and appropriateness of the eLearning medium, the following process will be used:

1. Faculty wishing to develop or conduct courses must express an interest to the Educational Outreach Director.

2. After contact has been made, the eLearning Coordinator will send an invite to the faculty for MSVCC training: *Canvas Basics and Teaching Effectively Online.*

3. If there is a demand for the class for the upcoming semester, the Director of Educational Outreach will add the prospective class to the schedule and request that a Canvas course shell be created so that the faculty can begin building the course.

4. After both MSVCC training sessions have been completed and the course shell is available, the faculty must schedule training with the eLearning Coordinator, Director, and/or the designated eLearning trainer for a two –day training session on Course design and Course Set-up.

5. Once the faculty has completed all requirements to teach and develop a course, the course is then scheduled for review by the eLearning Course Review Team at least two weeks prior to registration using the eLearning Course Evaluation Rubric. The eLearning Course Review Team consists of the Educational Outreach Director, the eLearning Coordinator, and the Department Chairperson. **(APPENDIX 1)**
   a. The Department Chairperson will review the course for course content, assessment measures, course materials, learning objectives or course competencies.
   b. The eLearning Coordinator will review the course for technology, learner support and accessibility and usability.
   c. The Educational Outreach Director will review the course overview and introduction and overall course setup and design.

6. After the course review, the eLearning Course Review Team will meet with the faculty to discuss the review and any recommendations for changes.

7. If the course satisfactorily meets at least 80% of the benchmarks, with no major requests for changes, the Educational Outreach Director will publish that course for the upcoming term. If major changes to the prospective course are needed and/or the course does not meet at least 80% of the benchmarks on the eLearning Evaluation Rubric, the course will

not be publish. However, the faculty may revise course for subsequent reviews by the eLearning Course Review Team.

8. All aspects of course development and review must be completed prior to submission to the CCC/MSVCCC master schedule and must meet the same quality standards as traditional, campus-based courses.

9. Signed copies of the Course Review Evaluations (eLearning Evaluation Rubrics) are housed in the Educational Outreach Office and the Research, Assessment, and Strategic Planning Office.

Ownership of Material
Coahoma Community College reserves the right of ownership of all electronic documents, programs, curricular, etc. developed under the auspices of the College.

1.4 Registration and Protection of Privacy

How to register for eLearning Courses?

All CCC eLearning online courses (except MSVCC hosted courses) are available via the MyCCC registration portal. Students can log into their MyCCC portal to register for online courses. However, students registering for hosted course(s) will be administratively enrolled in the course by the eLearning coordinator. A Student Profile will be e-mailed to the student's CCC Tigermail address confirming registration and enrollment in the MSVCC hosted online course(s). Students should receive an email confirmation of registration within 24 hours enrollment. Additionally, students should allow at least 48-72 hours for the hosted courses to appear on their MyCCC course schedule.

Registration for CCC eLearning Courses (Provided):

Student enrollment in CCC eLearning provided courses occurs the same time as enrollment in traditional courses. The steps for registration are listed on CCC's website (http://www.coahomacc.edu/admissions-financial-aid/admissions/registration/index).

Registration in MSVCC courses (Hosted):

Student enrollment for hosted courses will begin and end on the common dates established within committee. Students cannot enroll into courses offered by other colleges until the statewide enrollment period begins. Hosted courses are offered based on need and availability. To enroll in a hosted course, the student must contact the eLearning Coordinator via email eLearning@coahomacc.edu to check for course availability. If a host course is identified, approved, and available, the course will be pulled in to CCC's Enrollment Tool portal. The student will be administratively registered for the course in both the Enrollment tool and CCC's local student information system.

Upon completion of registration for the online course, in order to protect the student's privacy, the institution's student information system, Jenzabar, assigns each student a unique username and password, which the online student uses to access their online courses through the Canvas Learning Management System (Student Username and Password). The student has the ability to change his password at any time if they so desire to do so.

Because the institution has to provide the student information, including grades to the Mississippi Virtual Community College at the Mississippi Community College Board, the institution also adheres to the policies published in the 2018 Mississippi Virtual Community College Policies and Procedures Manual. On page 27, Policy 5.4.1 Mississippi Virtual Community College Student Privacy states, "the local host institution has established procedures for protecting personally identifiable information within the Student Information System. For the Mississippi Virtual Community College, the Mississippi Community College Board utilizes https and secure file transfer processes to protect student information during the transfer and storage of registration, course, and grade information in the Enrollment Tool. A unique, college generated student ID serves as the main identifier within the Enrollment Tool, Student Information System, and learning management system, and password encryption is determined by the authentication configuration set up by each school. Students can only access the learning management system using a secured internet portal. All information within each LMS is stored off-site in locations with firewall, network and physical security.

1.5 Verification of Student Identity

The eLearning Coordinator immediately verifies if the student enrolled in the online class is the same student who is enrolled at the institution by sending an email to all faculty members to reconcile the student information system (Jenzabar), with their Canvas class and the Mississippi Virtual Community College Enrollment Tool. Coahoma Community College utilizes a combination of methods to validate that the same students who register for online classes are the students who complete the coursework. First, upon completion of registration, each student is assigned a unique username and password, which the online student uses to access their online courses through the Canvas Learning Management System. The student has the ability to change his password at any time if necessary. Secondly, students are also required to take at least one Principle 10.6 Distance or Correspondence Education Narrative 2 (1) proctored examination at Coahoma Community College or at another approved proctored location that has been identified between the College and the Mississippi Virtual Community College Consortium.

If a student does not come to the campus, the student will have to go to the nearest assigned proctor site and take at least one exam. A test proctor who verifies the student's identity and monitors the student while the student takes the exam administers the proctored exam. The student must submit a valid picture ID to the test proctor prior to taking the exam. Students are required to sign a log after identity has been established. Finally, all students are assigned a student email account during registration with a unique username and password that only the student knows. The student has the ability to change the password if necessary. The student uses this email account as the primary means to communicate with the instructor in online courses.

1.6 Additional Student Charges to Verify Identify

Coahoma Community College does not have any additional charges associated with verifying student identity. Coahoma Community College's Education Outreach Department offers distance education courses and demonstrates through the use of the latest technologies, assignment of a secure login and pass code, and the administration of proctored examinations that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework. The E-Learning Coordinator works closely with the IT department to ensure all students can login using their security credentials.

1.7 Student Login to Canvas

Coahoma Community College provides each student with a six-digit student identification number. The student identification number is created by the institution's student information system, Jenzabar, when a student begins the registration process. Students use their identification number and birthday to access secured information such as grades, financial aid information, and emails. Coahoma Community College is one of the community colleges in the state of Mississippi to participate in a virtual consortium with the other fourteen community colleges in the state. Together, these community colleges make up what is known as Mississippi Virtual Community College system. All of the community colleges use the same Learning Management System, Canvas, to provide distance education courses and programs. To access distance education courses at Coahoma Community College, students are required to log into Canvas, using their unique student identification number and their eight-digit birthday. After students' log into Canvas the first time, they are allowed to create their own password for security purposes. However, they are identified by their six-digit student identification number which cannot be changed. Each time the student logs into Canvas, the system will recognize that student and present that student's name on the screen in Canvas.

1.8 Proctored Exam Information

A proctored exam is an exam which is supervised by an approved, neutral person (a proctor) who ensures the identity of the exam taker and the integrity of the proctoring environment, according to MSVCC policy 5.5 (1). The proctor must sign a Proctor Confidentiality Agreement Form **(APPENDIX 2).**

The purpose of a proctored exam:
- ✓ Verify identity
- ✓ Ensure integrity of courses and transcript
- ✓ Maintain compliance

> ### *MSVCC Policy & Procedures 5.5 (1) Proctored Exams*
> - *Ensures compliance with **SACSCOC Principle 10.6a** which requires that the student who registers in a distance or correspondence course or program is the same student who participates in and completes the course or program and receives credit.*

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All Coahoma Community College provided classes must administer at least one to two proctored exams (assessments) for a 3 credit hour course. All one-hour courses such as orientation, seminar, activity courses and science laboratory courses must also administer one to two proctored exams or assessments. For example, biology lecture will have a proctored exam and biology lab will have a proctored exam. Non-credit labs do not require a proctored exam or assessment.

Proctored exams or assessments are comprehensive and weighted at least 25 -35% of the students' grade. If more than one proctored exam or assessment is given, the total weight cannot exceed 35% of the students' grade. At least one proctored exam or assessment must be administered after the student has completed at least 80% of the coursework.

Students cannot receive a passing grade (A, B, C, or D) if he or she does not take the proctored exam (s). If instructors give two proctored exams, the student **must** take both of them.

If a student does not take a proctored exam, the instructor must issue a grade of "F" or "I", at the discretion of the instructor. If a grade of "I" is given to a student who did not take the proctored exam (s), the student will have the same amount of time designated in the college catalog to remove the "I" grade unless otherwise specified by the instructor. If special time frames are given, the instructor should send an email to that student and the director of Education Outreach for documentation. When the student takes the proctored exam, the same weight will apply to determine the final grade for that student.

Instructors and students should utilize CCC Proctoring inside the Canvas course to administer and schedule the proctored exam. All students are required to take a proctored exam. Students can take a proctored exam at one of fifteen (15) community colleges participating in the MSVCC consortium or an approved proctored location.

1.9 CCC Proctoring

A proctoring repository is utilized by the MSVCC. This repository includes for each eLearning course (provided and hosted) the instructor's name, instructor's provider college, course name, exam name, exam password, exam availability, software, time allowed, and allowed items.

1.10 Out-of-State Proctor Requests

In order for students to request an off-campus proctor they must be located or living outside of Mississippi. Students that are in the state of Mississippi can take proctored exams at any of the community colleges in the state. A student living out of state who needs to take a proctored exam is to follow this process:
1. Students must print the Off-Site/Out-of-State Approval Form **(APPENDIX 3)** which is located on the CCC eLearning link at (www.coahomacc.edu)- click on CCC Proctor Centers.
2. The student must locate a local proctoring center at a community college or university.
3. The student must complete the middle section which includes the student's information.
4. The proctor must complete the top part of the form.

5. The proctor will email the request and a copy of their faculty/staff ID or statement of affiliation on organizational letterhead signed by an organization officer to the eLearning Coordinator.
6. The eLearning Coordinator will submit request to the Director of Educational Outreach, who will either grant or decline the request and notify the student.
7. The eLearning Coordinator will forward this approval to the eLearning proctor at Coahoma Community College. The proctor at CCC will send an e-mail to the approved proctor requesting the date the student will be taking the proctored exam.
8. After receiving the scheduled date, the eLearning Proctor at CCC will then reply to the proctor's e-mail with the proctored test information.

Note: All Off-Campus Proctor requests must go through the Educational Outreach Office, not the online instructor. It is not the instructor's responsibility to interact and communicate with off-campus proctors.

Online instructors may proctor their own exam. However, students are still required to schedule their proctored exam through CCC Proctoring.

K-12 district personnel and personnel other than the designated proctors, may not proctor any exams or have access to proctored information or examinations.

1.11 Additional Student Charges for Use of Off-Site Proctoring

No additional fee is assessed to verify the identity of students participating in the Mississippi Virtual Community College when using a proctoring site on a Mississippi community/junior college campus. Coahoma Community College's students enrolled in distance education are not charged a fee for using the on-campus proctoring lab or one of the proctoring labs provided by Mississippi Virtual Community College. However, students needing to use an off-site or virtual proctoring lab may be assessed a testing fee for site utilization.

1.12 Proctor Centers

Coahoma Community College provides proctoring exams. No fee is assessed to students participating in the Mississippi Virtual Community College when using a proctoring site on a Mississippi community/junior college campus. Coahoma Community College's eLearning Proctoring Center is located on the main campus in Curry Hall Room # 6. The proctoring center is evaluated annually using the MSVCC Proctoring Standards Evaluation Form **(APPENDIX 4).**

The CCC eLearning Proctoring Center is open for examinations Monday – Friday (with the exception of holidays) 8:30 am – 4:30 pm CST (Mon-Thurs) and 8:30 am – 4:00 pm (Friday). All exams should be scheduled at least 48 hours prior to the actual test administration. While walk-ins are welcomed, the ability to take a proctored exam will be based on availability.

1.13 Attendance and Absentees

Coahoma Community College is a member of the Mississippi Virtual Community College (MSVCC), which allows students to take online classes that are taught by CCC instructors (provided classes), as well as classes that are taught by instructors from the other community colleges (hosted classes). Each college will have its own absence policy. At the beginning of the classes, the instructor must communicate with the student by documented class policies his/her expectations regarding the format and frequency of class attendance.

Online classes are intended to accommodate the needs of the individual student by allowing the student the convenience of attending classes at the student's discretion as long as the student completes and submits assignments by the due dates. However, upon the third missed assignment, the instructor may request that the student is dropped from the online class.
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CCC eLearning defines attendance in eLearning online courses as active participation in course learning activities. Logging into a course does not count as active participation in the course.
 • 4-weee, 8-week and 15-week classes: Attendance will be measured weekly and should be based upon documentable engagement with the course content
• No Show: A student is considered a "No Show" for attendance purposes if there is no documentable engagement with the course content within the timeframe allowed.

--4-week term: End of the 5th day of the term
--8-week term: First week of the term
--15-week term: First 2 weeks of the term

Recording Attendance
Attendance for all eLearning courses should be recorded in the MyCCC attendance portal for all students. Attendance should be recorded each Sunday by 11:59 pm. (Please refer to Census Date/Attendance section). Attendance is based on completion of "attendance markers" within the course. Attendance markers are defined as discussion boards and/or any assignment designated as such.

Extenuating circumstances do occur, such as an extreme illness, death in the family, legal matters, or military duty. It is the student's responsibility to provide appropriate documentation to substantiate such circumstances, at which time the instructor will determine if any extension is warranted. Students and instructors of online classes will adhere to the academic calendar and the process of appeal.

Circumstances NOT considered extenuating:
• registering late for the class
• failure to read the syllabus
• failure to plan appropriately
• not having the appropriate textbook or software
• technical problems

Hosted Courses Only (Enrollment Tool)

To ensure compliance with the Community and Junior College appropriation bill and to meet the requirements as established by the MCCB, the ET attendance repository is available to MSVCC participants for documenting hosted and/or provided attendance. Institutions may elect to report attendance data either manually and/or via database import. Instructors who teach hosted courses are required to record attendance in both the Enrollment Tool and local Student Information System (MyCCC).

Please note the following stipulations:

• If the instructor manually reports attendance into the ET Attendance Tool or the college utilizes database import for attendance, the **Audit Roster does not** need to be signed for audit verification.
• If anyone other than the instructor assigned to the course reports attendance into the ET Attendance Tool, the instructor assigned to the course will be required to electronically sign the Audit Roster in the ET to ensure audit verification.

Note: The determination of exactly what constitutes a learning activity may be left to individual institutions and their instructors. However, learning activities should demonstrate participation in the course. Participation in these learning activities should be used when determining a last date of attendance that is reported to consortium members.

Students who miss six consecutive days will be automatically withdrawn from the course (based on the instructor's request). An "N" grade will be recorded for the student.

1.14 Mississippi Virtual Community College Consortium and Canvas

Coahoma Community College offers online classes through the Mississippi Virtual Community College (MSVCC). The MSVCC is a consortium composed of all 15 community and junior colleges in the state. Online classes taught by CCC instructors and approved classes taught by others colleges are part of the CCC Online Classes offerings for each semester. Classes from the MSVCC are advertised each semester to students registering through Coahoma Community College. Coahoma Community College online classes must follow the policies and procedures that have been established by the MSVCC. (MSVCC Policy and Procedure Manual.)

Canvas
The MCCB has a contract with Instructure, which provides CCC a Learning Management System platform called Canvas. Canvas is available for all CCC classes via a website. The URL for the Coahoma Community College Canvas site is http://coahomacc.instructure.com.

Section 2: *Support Services*

2.1 Admissions

Online students are held to the same admission standards as traditional students and must follow the same process for enrollment at Coahoma Community College. Students may apply for admission, register for classes, and pay tuition fees without coming to campus. The following webpage has links to a Coahoma Community College's application and financial aid information: http://www.coahomacc.edu/admissions-financial-aid/admissions/index.

2.2 Technical Assistance

Coahoma Community College provides technology support to eLearning faculty and students. Faculty computer hardware, labs for student use and proctored exams, and e-mail accounts for all CCC students and faculty are provided by the college, as well as access to the Learning Management System, Canvas.

Requests for technical assistance from students should first be made to the providing instructor. eLearning students who are enrolled in hosted courses should contact the eLearning Coordinator for technical assistance. eLearning instructors who are unable to resolve the student's technical issue will forward request to the eLearning office. If the matter cannot be resolved, the eLearning office will forward the request to Computer Services for assistance.

Instructors should contact Computer Services at helpdesk@coahomacc.edu to request technical assistance related to the web server, email, or for other technical problems that arise involving computer and internet usage.

2.3 Advising

CCC recognizes the importance of a thorough program of academic advising. While it is ultimately the responsibility of the students to select and follow a program of study which will lead to their academic objectives, the College provides academic advising to assist students. The role of the advisor is 1) to assist in planning the class schedule, 2) to provide up-to-date information about careers, 3) to refer students to the proper sources for assistance, 4) to encourage students in their efforts to be successful, and 5) to approve academic programs for graduation.

Students are encouraged to contact their advisor anytime they need assistance. The advisor is available to meet periodically with the student during each semester via email, phone, or in person.

2.4 Financial Aid

Financial Aid information, scholarships, qualifications and applications are available to all students through the College's website at http://www.coahomacc.edu/admissions-financial-aid/financial-aid/index Financial Aid support services may also be reached at (662) 621-4200.

2.5 Student Records

Students may request an official transcript in person, online using National Student Clearinghouse (http://www.coahomacc.edu/admissions-financial-aid/admissions/transcripts/index), through the mail, or through a third party. If a student attended Coahoma Community College prior to 1990, CCC is unable to process transcripts for electronic delivery. However, students can still use this online service for regular U. S. Postal Service delivery.

- To obtain a transcript in person, student must provide a photo ID, pay $3.00 per transcript and complete a form in our office.
- Students requesting a transcript by mail should download the CCC Transcript Request Form, complete, sign and mail the completed form to the address provided. If necessary a student may send in a letter to include full name (including maiden name), student identification number, and address where the transcript is to be mailed, $3.00 per transcript, and the student's signature.
- If requesting a transcript by fax, include the above information along with your credit card information, the fax number where the transcript is to be faxed and the person's name to receive the fax. Faxed transcripts are considered unofficial and must be followed by an official copy through the mail. Faxed transcripts are $10.00 plus $3.00 and an additional processing fee of $2.25 for the official copy.

2.6 Student Disability Services (ADA)

Coahoma Community College is committed to assuring equal access to all college programs and services for qualified students and staff with disabilities and complies with state and federal disability nondiscrimination requirements.

The college's Office of Disability Support Services coordinates accommodations and facilitates the provision of services to students and staff with documented disabilities. Students and staff may voluntarily register with the Office of Disability Support Services by completing the Service Request Form (http://www.coahomacc.edu/disability-support-services/index) and providing documentation of his/her disabilities, after which proper accommodations will be determined and implemented by the college.

Non-Discrimination Statement
Coahoma Community College is an equal opportunity institution in accordance with civil rights and does not discriminate on the basis of race, color, national origin, sex, disability, age, or other factors prohibited by law in any of its educational programs, activities and employment opportunities. The following person has been designated to handle inquiries regarding the non-

discrimination policies: Michael Houston, Director of Human Resources/Coordinator for 504/ADA, Title IX Compliance Officer, Office #A100, Vivian M. Presley Administration Building, 3240 Friars Point Road, Clarksdale, Mississippi 38614, Phone: (662)621-4853, Email: mhouston@coahomacc.edu.

Based on the specific nature of each student's documented disability, the plan may include but is not limited to the following adjustments: Assertive Technology, Peer Tutoring, Readers, Individualized Testing, Special Registration, Counseling, Student Skills Assistance, Text Enlargement, and any other Reasonable Accommodations.

2.7 Family Educational Rights and Privacy Act (FERPA)

This tutorial is intended to provide information about the Family Educational Rights and Privacy Act of 1974 (hereafter referred to as FERPA), how FERPA laws govern the protection of our students' privacy, and how complying with FERPA laws and guidelines affects your job responsibilities at Coahoma Community College.

An educational institution that receives funds under any program administered by the U.S. Secretary of Education must comply with FERPA. Coahoma Community College is thereby legally responsible for protecting the confidentiality of CCC students' education records. In response to our role as "custodian" of students' records, all CCC employees must review the FERPA tutorial, answer the quiz questions, and submit the confidentiality agreement as a condition of their employment. For new employees whose job duties require access to students' records, this tutorial must be completed before they are granted electronic access to student records via MyCCC student and faculty portal.

The tutorial is intended to provide information about the Family Educational Rights and Privacy Act of 1974 (hereafter referred to as FERPA), how FERPA laws govern the protection of our students' privacy, and how complying with FERPA laws and guidelines affects your job responsibilities at Coahoma Community College. The FERPA tutorial is located at http://www.coahomacc.edu/admissions-financial-aid/ferpa/index.

2.8 Student Grievance Procedures

Coahoma Community College attempts to resolve internally all types of grievances at the level where they occur and in a timely manner. Any eLearning student wishing to make a formal complaint regarding a college program, a service of the college, an employee of the college, or any other individual or aspect of the college, must take the following steps:

1. Complete a Grievance Form.

2. Discuss the problem with the faculty member, staff member, or administrator involved. Direct communication between the two parties usually resolves most of the problems.

   4. If informal efforts to resolve the problem are not productive, the complainant should then contact the eLearning Coordinator to help in processing the complaint. The complaint

must be in writing and sent to jmckee@coahomacc.edu. The eLearning Coordinator will ensure that all steps, as stated in the College's catalog and Student Handbook, are completed.

2.9 eLearning Drop/Add & Withdrawal Process

Drop/Add Period

Students can drop and/or add CCC eLearning courses only within the allowed timeframe: 15-week and 8-week terms -- First 2 days of the term; 4-week term –First day of the term.

How to drop/withdraw from an eLearning online course:

Students enrolled in eLearning online courses at CCC can either drop or withdraw from the course(s).

a. **Dropping an online course:** Students can officially drop an online course prior to the course start date and/or within the official drop timeframe **(first 2 days of the term or 1ˢᵗ day if taking a 4-week course).** Students who drop courses during this time may cause a reduction in course load, which may require adjustment to their financial aid awards (pell grant, scholarship, etc.), tuition, and associated fees. Students should contact the Financial Aid Office and/or Business Office for such adjustments.

b. **Withdrawing from an online course:** Students can officially withdraw from an eLearning online course after the mid-term grades have been processed and posted. Students desiring to withdraw from the course(s), will receive a "W" for the course to indicate the withdrawal. Once a student is withdrawn from the course, only the instructor (with approval from the Academic Dean) can request the student's reinstatement into that course.

c. **Instructor Request for Withdrawal:** Instructors can request that a student be withdrawn from the course due to lack of course participation (submission of assignments) and/or potential for successful course completion. Students who fail to submit three weeks (3) of course assignments are eligible for an instructor withdrawal. Students who are withdrawn via the instructor's request will receive a "W" for the course.

Drop/Withdrawal Process (Student):

a. Log into eLearning Course (Canvas)
b. Send an email to instructor (within the course) requesting to drop the course.
c. Instructor should complete and submit the eLearning Instructor Drop form **(same day)** for each student drop/withdrawal request.
d. The eLearning coordinator will administratively process all request within 24 hours of receipt of the request.

Instructor Request for Withdrawal Process (Instructor):

a. Log into eLearning Course

b. Send email notifying student of instructor's intention and reason for withdrawal request. Allow student 24 hours to respond to email.
c. Instructor should complete and submit the eLearning Instructor Drop form **(same day)** for each student drop/withdrawal request.
d. The eLearning coordinator will administratively process all request within 24 hours of receipt of the request.

Students enrolled in online classes are reimbursed for dropping a course or withdrawing from a course the same as traditional students.

2.10 Academic Honesty Policy

Cheating and plagiarism (the representation of someone else's work as your own, usually by directly copying or paraphrasing without a reference to the original source) will not be tolerated. The penalty will be receiving a (0) for that assignment, without any possibility of make-up work or alternative assignments. Additionally, according to the Student Handbook, such acts will be considered a severe infraction and carry a possible sanction of suspension in semester (s) length or expulsion. For a more in-depth explanation of academic dishonesty, see the Student Handbook.

eLearning Procedures for Violators of Academic Misconduct

1. When academic misconduct has occurred in an online class, the instructor has the responsibility of assigning an appropriate penalty in accordance with the college's policy. This policy should be documented in the course syllabus.

2. Online faculty are to report all incidents of academic dishonesty to the eLearning Coordinator in writing. The report will include the date, time and place of the event, names of students involved, a summary of the infraction, and the action taken by the instructor.

3. If the misconduct occurred during a proctored test, the Proctor will email a detailed account of the incident to the instructor of the class and carbon copy the eLearning Coordinator.

4. Appeal of the action must be made in writing to the eLearning Coordinator within 10 working days of the notification of the action that will be taken.

When academic misconduct has occurred, the instructor has the responsibility of assigning an appropriate penalty, according to the policy. Online instructors must make certain to clearly state the consequences of academic misconduct in the course syllabus.

2.11 Library/Learning Resources

Online students receive library orientation through a video located in their Canvas class. The objectives that are covered during the training are.
- Know the location and function of the online catalog

- Know how to browse the library databases for periodicals (scholarly & research journals, professional journals, newspapers and popular magazines).
- Understand that materials not owned by the library can be obtained from other sources.
- Know how to navigate databases in a specific subject area.
- Know how to schedule class orientation
- Know how to request for books and materials to supplement classroom resources.

The Library Staff will conduct orientation for faculty and staff One-On-One upon request. Online students may also attend library orientation on the college's main campus by calling 662-621-4055 to reserve a seat.

The College ensures that students participating in online classes have access to adequate and appropriate learning resources. With the rapid technological advance in the area of information storage, retrieval and delivery, it is possible to expand access to a world of information beyond the library walls. The library has the capability of providing comprehensive searches of the literature and students can access electronic databases to which the library subscribes as well as those provided through Mississippi Alliance for Gaining New Opportunities through Library Information Access (MAGNOLIA) Mississippi's statewide consortium which is funded by the Mississippi Legislature and Mississippi Electronic Libraries On-Line (MELO) as well as the library's on-line catalog. The online catalog provides access to the collection and can be accessed at www.coahomacc.edu/library.

Online students may also choose to come to the campus to access learning resources. The library offers a wide variety of materials including over 45,000 bound volumes, nearly 400 periodicals in several formats including full-text CD-ROM databases, over 2,000 microfilms, as well as current issues of more than 125 magazines, journals and newspapers. Services provided include a microfilm reader/printer, photocopier, typewriters, typing rooms, a large group conference room which also serves as a viewing room, and a Media Center which houses a collection books, audio-visual materials and equipment.

Link to Online database passwords: http://www.coahomacc.edu/library/library-orientation-training/index

The library and resource center hours of operation are as follows:

DICKERSON-JOHNSON LEARNING & RESOURCES CENTER LIBRARY HOURS
Monday - Thursday: 8:00 a.m. - 9:00 p.m.
Friday: 8:00 a.m. - 4:00 p.m.

MASON HEALTH SCIENCE RESOURCE CENTER HOURS
Monday-Tuesday: 11:30 a.m. - 4:30 p.m.

SUMMER HOURS
Monday - Friday: 8:00 a.m. - 4:00 p.m.
Closed: Weekends and Holidays observed by the college

2.12 Bookstore

Textbooks for CCC students, enrolled in CCC provided online classes, can be purchased at the college's bookstore. Books can be paid with student ID card (grant), cash, credit card, or check. Students must show identification. Online students who have classes through host colleges may have to be set up at the business office to purchase books through ecampus.com.

eBooks
While Coahoma Community College is not completely digital, many of the online courses are using digital textbooks. The textbook fee is included in the cost for the course and the eBook will be available in the online course. Online student taking hosted classes must view their Student Profile which will indicate whether an eBook is being used or not.

2.13 Tutoring Services

Coahoma Community College offers free tutorial services in the Tutorial lab on the main campus during the hours of Monday – Thursday from 1:30 pm – 9:30 pm and Fridays from 8:00 am – 4:00 pm. For students who cannot visit the Tutorial Lab in person, several Learning Management Systems, such as Connect, Cengage, & MyMathLab, have built-in tutoring programs to assist students enrolled in that course. eLearning instructors may also offer tutorials via video conferencing, chat sessions, and face-to-face on the main campus.

2.14 Business Office

Students enrolled in online classes are reimbursed for dropping a course or withdrawing from a course the same as traditional students.

Reimbursement Policy:

If a class fails to develop or is terminated by order of the administration, all fees assessed and paid will be refunded. Otherwise, only a portion of matriculation fees will be refunded.

No refund of student fees will be made unless the student officially withdraws at the OFFICE OF ADMISSIONS. All refunds will be calculated on the following schedule.

Fall/Spring Term:
First Week of Classes - 90%
Second Week of Classes - 75%
Third Week of Classes - 50%

Summer Term:
First Week of Classes - 90%
Second Week of Classes - 0%

REFUNDS OF FEDERAL/STATE GRANTS
Refunds of Pell Grant/other Federal and State Grants and all other gift aid will begin at mid-point (usually the 9th week) of each semester.

ENROLLMENT LEVEL (FULL-TIME/HALF-TIME) and CLASS ATTENDANCE have a direct effect on grant and scholarship awards. In turn, the enrollment level and class attendance will have an effect on the refund amount. Class withdrawals affect enrollment level and refunds.

If a student withdraws from part of his/her schedule, a recalculation of all financial aid and refunds may be necessary. If a student withdraws from all classes, financial aid will be recalculated, refunds will be adjusted or canceled, and a repayment of Federal and State funds may be necessary. The immediate repayment of FEDERAL GRANT MONIES is a possibility when students withdraw completely or drop out.

For more information regarding fees, contact the Business Office at (662) 621-4104.

Section 3: General Information about Online Classes

3.1 Availability of Online Classes

Our goal is to make all courses available for student completion. However, in the event a course is not being offered, students can request an online course be added to the eLearning online course offering. Students can email their request to eLearning coordinator at elearning@coahomacc.edu. The eLearning coordinator will review the request and check the MSVCC course offering for availability. Once requested, the course approval process will take place. The student will be notified by email as to whether the course has been approved or denied.

Coahoma Community College reserves the right to change instructors, change class's schedules, and cancel classes due to insufficient enrollment or unforeseen circumstances.

3.2 Internet Access
Students will need to have their own Internet Service Provider to access their course site. The College is not responsible for technical problems that students may experience with their Internet Service provider or computer.

3.3 Online Class Start Date

Students will not be able to access their classes until the first day of online classes. All CCC online classes are taught using the Instructure Canvas learning management system.

3.4 Pre-requisites for Classes

All students must meet pre-requisite requirements as outline in the CCC college catalog.

3.5 Technology Requirements for Online Classes

Each student planning to take a CCC online class should have his or her own personal computer. Computers should be equipped with at least the following:
Screen Size: A minimum of 1024x600. That is the average size of a netbook.
Computer Speed and Processor: Use a computer 5 years old or newer when possible. 1 GB of RAM, 2 GHz processor.
Internet Speed: Minimum of 512kbps.
Operating System: Windows XP SP3 and newer, Mac OSX 10.6 and newer, Linux chromeOS, iOS 5 and newer, and/or Android 2.3 and newer. It is recommended that you install the Mobile Apps for iOS or Android devices.

Web Browser: Canvas supports the last two versions of every browser (Internet Explorer, Chrome, Safari, Firefox) and Flash release. It is recommended that you update to the newest version of whatever browser you are using, as well as the most up-to-date Flash plug-in. JavaScript must be enabled in your browser. To see which browsers Canvas supports, visit this link: http://guides.instructure.com/s/2204/m/4214/l/41056-which-browsers-does-canvas-support.

Section 4: eLearning Faculty

4.1 eLearning Faculty Requirements to Teach Online

In addition to the faculty being properly credentialed, the Office of eLearning considers the development of the online faculty to be a critical element to the success of the eLearning effort. Online faculty will exhibit the following characteristics:

1. Participate in Pre-school Conference for adjunct faculty. The state-provided Teaching Effectively Online courses serves as a training class for teaching online classes. New faculty members must also complete Canvas training (LMS used to teach online classes) offered by the Office of eLearning and the CCC eLearning Course Design orientation class in order to teach online at.
2. Possess or are capable of developing enhanced technology skills.
3. Meet the basic requirements for instruction within the discipline using the SACSCOC criteria as stated in the *Coahoma Community College Policy & Procedures Manual*.

4.2 Adjunct eLearning Faculty through CCC

eLearning instructors are paid in the same manner as adjuncts teaching day, night, or weekend classes- $1500 for a 3-hour course; $1,800 for a 4-hour course and $1,000 for a 1-hour course. Adjuncts are employed for one semester, and the college determines whether adjuncts are asked to teach each succeeding semester. Coahoma Community College adjuncts are required to follow the class syllabus provided to them by the college and must use class materials such as a textbook to teach the online class.

4.3 Adjunct Faculty through Hosted Classes

In the event that Coahoma Community College Community College students participate in a hosted class, instructors will be considered adjunct employees of Coahoma Community College Community College in terms of credential qualifications. In such cases, the provider will fulfill the full-time faculty requirements of the Southern Association of Colleges and Schools (ELEARNING).

Adjunct Faculty Credential Review of a hosted class is conducted prior to the decision to host a class.

1. A written request for a class is received by the eLearning Coordinator. The request may come from a student, an instructor, or an administrator.

2. The eLearning Coordinator determines which institution(s) offer the requested classes giving preference to institution using the same text and supplementary materials as CCC. After determining which Institution(s) teach the classes, the Coordinator prints the classes syllabus and the instructor's credentials (transcript and/or Certification Form), includes an approval form, and sends the information for approval to the:

4.4 Credentials/ Repository

In all academic areas, the master's degree with eighteen (18) graduate semester hours of specialization in the teaching field is considered the minimum requirement. In specialized, professional, career or technical fields, evidence of professional competency is acceptable in lieu of formal academic preparation.

Adjunct online faculties are held to the same standards as full-time Coahoma Community College Community College faculty members.

Coahoma Community College Community College must supply online faculty credential information to the MSVCC central repository for restricted viewing by the appropriate host college. A Faculty Credentials Certification form is posted on a secured site called the MSVCC Enrollment Tool that is maintained by the Mississippi Community College Board. (Appendix A)

4.5 Training and Support Services for eLearning Faculty

The eLearning Coordinator attends regular Mississippi Association meetings and annual eLearning Strategic Planning Retreat. The Educational Outreach Director may also attend. The Director of Educational Outreach and the eLearning Coordinator attend two professional development conferences annually such as Creating Futures through Technology and Quality Matters.

The Office of eLearning provides professional development opportunities and support services to online faculty. A list of training sessions is available on the eLearning training webpage at http://www.CCC.edu/elearning/training.

Coahoma Community College provides technology support to online faculty. Canvas, MyCCC and E-mail accounts are provided for all Coahoma Community College students and faculty. All eLearning faculty are required to attend four professional development training sessions per year: One in house and three through MSVCC Academy.

Section 5: Planning and Evaluation

5.1 Institutional Planning

Coahoma Community College's planning, evaluation, budgeting, and policy development processes reflect facilities, staffing and equipment and other resources essential to the viability of the eLearning program.

5.2 Online Instruction Effectiveness

The Office of eLearning provides reports to the Office of Research, Assessment & Strategic Planning that evaluates student success of students who participate any eLearning courses. These reports include: annual reports that assess retention rates, course completion rates and other student success matrix. A program review is conducted every four years to evaluate the overall effectiveness of the eLearning program.

5.3 Evaluation of E-Learning Office Staff

The E-Learning department and staff (eLearning Coordinator, Education Outreach Director, and eLearning testing coordinator) are evaluated annually using the 360 Feedback Survey. This survey evaluates supervisors, subordinates, peers and self.

In order to promote a quality program, the collection of data and generation of reports for analysis and evaluation is critical.

5.4 Evaluation of E-Learning Instruction

Coahoma Community College eLearning program conducts the following assessments to assist in the collection, analysis, and evaluation process:

eLearning Student Evaluation of Faculty and Course
In order to promote a quality program, the collection of data and generation of reports for analysis and evaluation is critical. Coahoma Community College eLearning program conducts the following assessments to assist in the collection, analysis, and evaluation process: Student Course and Services Evaluations are administered through the Canvas Learning Management System website toward the end of each semester for every course in which a student is enrolled. The survey evaluates the course content, materials, instructor, and services. These results are

extracted by the Office of Research, Assessment, and Strategic Planning and delivered to the eLearning office for analysis and dissemination.

Evaluation by students is emphasized because they are the only ones who routinely experience all facets of an instructor's contribution to the learning process. The major purpose of this evaluation is to provide feedback for the improvement of instruction. A secondary purpose may be, in some situations, the provision of information to be used as one factor in making personnel decisions. In addition, CCC administers a student survey of CCC hosted courses through the MSVCC.

The following guidelines are to be observed regarding student evaluations of instruction:
• The evaluation will be administered by CCC or MSVCC (hosted).
• Confidentiality of student responses is to be insured.
• The instructor is to be given a composite of the results after the end of the grading period.

Supervisor Evaluation of E-learning Faculty
Faculty Course Evaluation will be conducted by the Educational Outreach Director to ensure proper course design and instructional delivery. Each course will be evaluated based on Course Design rubric based on Quality Matters Standards. These results are extracted by the eLearning office and delivered to the Office of Research, Assessment, and Strategic Planning for analysis and dissemination. The MSVCC Hosted Course Evaluation Form **(APPENDIX 5)** will be used for the purpose of course selection of non- CCC courses. Conducted by the program director/supervisor, lead instructor, or division chair, this instrument will evaluate the appropriateness of learning objectives, validation of desired learning outcomes, the appropriateness of class policies, and faculty credentials. The items to be evaluated will include the course information items found on the MSVCC Enrollment Tool. **(APPENDIX 1)**

Upon completion of the evaluation process, a letter from the Dean of Academic Affairs will be issued to each chief academic officer of the MSVCC membership stating:

We have reviewed the evaluations of courses and instructors for (term) for both host and provider of all courses offered by Coahoma Community College as a member of the Mississippi Virtual Community College. We further certify that the instructors have adequate academic preparation for courses offered, instructor evaluations have been reviewed, and course criteria is as stated in The Uniform Course Numbering System in Mississippi Public Community and Junior Colleges.

Student Evaluations of Faculty and Services
The college utilizes the Student Evaluation of faculty and course student data to determine the effectiveness in areas of quality on online instruction and support services. The Campus Climate Survey and the Graduate Exit Survey are also used to evaluate the effectiveness of the eLearning program.

Section 6: Administration, Facilities/Equipment, & Finance

6.1 Administration
The College has designated qualified personnel for the purpose of the administration of the eLearning program at Coahoma Community College. The eLearning Coordinator reports to the Director of Educational Outreach, who is under the leadership and guidance of the Dean of Academics.

Dean of Academics: Dr. Rolonda Brown
Educational Outreach Director: Letha Richards
E-Learning Coordinator: Joseph McKee
E-Learning Proctor: Linda Robinson

6.2 Marketing/Recruitment
eLearning classes are advertised on Coahoma Community College's website. Coahoma Community College is also part of the MSVCC Consortium in which CCC is advertised on the MSVCC website. Coahoma Community College recruits students by advertising through the college website, in state and local media, social media, and the college's radio station. Additionally, college classes are promoted through individual campus tours, high school visits, industrial visits, and career fairs.

Coahoma Community College recruits students from our five-county service area: Quitman, Coahoma, Tallahatchie, Bolivar, Tunica and beyond.

6.3 Facilities/ Equipment
The college provides laboratories, facilities, and equipment necessary to meet program/classes requirements and train/support current and potential online faculty members.

6.4 Funding
Designated funds for the operation of eLearning programs are administered through the general educational program budget. In addition, MSVCC provides learning and innovation funding to colleges in the consortium.