Title:	Online Learning Policy
Effective Date:	06/01/2015
Last Revision Date:	06/08/2022
Office:	Academic Affairs

Online Learning Policy

Purpose

New technologies in teaching provide for expanded distanced education opportunities for Northshore Technical Community College faculty and students. Online learning is defined as the formal education process in which the majority of instruction occurs when the instructor and student are separated by physical space and/or time and involves electronic communication between the faculty and students. The College makes every effort to preserve, enhance and facilitate the transmission of knowledge and promote student learning in its online learning courses. Specific guidelines concerning the implementation of online courses are outlined in this memorandum.

Scope and Applicability

This policy and procedures memorandum applies to all online courses developed and/or taught by Northshore Technical Community College faculty.

Types of Online Learning

A. **Traditional Courses**: is a course that requires both instructor and student to be present at the same time and place.

B. **Online Courses**: is any credit-bearing course in which the majority of instruction is delivered via the Internet.
   a. **Hybrid Course** is defined by 50% or more but less than 100% of the course is delivered online.
   b. **Online Courses** is defined by 100% of the course is delivered online.
   c. **Teleconference Courses** is defined by students enrolled in a course implementing teleconferencing software that occurs synchronously with an actual face-to-face class.

Procedures for Offering Online Courses

A. Online courses offered for credit or audit will originate from and reside within the appropriate division that has responsibility for traditional sections of courses with similar content (for

example, an online biology class will originate from and be supervised by the Division of Academics).

B. The appropriate Associate Provost will ensure that the content of an online course corresponds to the content described in the master syllabus for the course. The academic quality and content of online courses will be equivalent to the quality of existing academic offerings. The appropriate division will also ensure that the class conforms to Council on Occupational Education standards and all other applicable credentialing and licensing guidelines.

C. The Academic Affairs Committee and the Vice Chancellor of Academic Affairs and Provost will grant permission to offer online sections of a traditional course. In authorizing such offerings, the Associate Provost must consider the academic propriety of an online course (both in terms of prospective enrollment and creditable student needs) and the instructor's preparedness for teaching online courses.

D. The Associate Provost will evaluate original material developed by faculty for online courses to ensure that such material is consistent with the master syllabus's goals, outcomes and assessments.

E. A proposed online section of a course that does not correspond to the content of the master syllabus will be considered a new course and must follow the new course procedures outlined in the Curriculum Review and Development Policy.

F. Faculty teaching online courses are required to respond to students' inquiries no more than 24 hours within the institution's published operational schedule of the program/course.

Secure Login and Pass Code

A Student enrolled in Northshore Technical Community College distance education courses uses a secure login and pass code. To initially access our Learning Management System (LMS), a student is assigned a unique username and a temporary password. This unique set of login credentials consists of data that the student is likely to know, and which others are unlikely to know. The student is forced to use these credentials to access our LMS and reset his/her password to one that is entirely confidential. Data transmission of login information is secured using standard encryption with Secure Socket Layer (SSL) technology. The usernames and temporary passwords are derived from six unique identifiers: first name, last name, last two digits of the student ID number (SID), the month of birth, the date of birth, and the year of birth.

- The format for the username is "**firstnamelastname**" plus the last two digits of the SID unless there is already an account with another student having the same name, which results in a numerical digit added after the "**firstnamelastname**" username.
- The password is created by the student after he or she verifies their social security number and date of birth. The password must meet the following high security requirements:
  o Must not contain your first or last name.
  o Must not contain your username.

- o Must be between 12 and 20 characters in length.
- o Must contain at least one uppercase letter.
- o Must contain at least one number.
- o Must contain at least one of the following characters: @*=+
- o Must not be a password that you've already used
- o The student can reset their password by clicking on the "Forgot your password?" link on the LMS page and Log On Louisiana (LoLA: students' access to the college's enrollment system) page. They will be asked to provide their social security number and date of birth and verify their name before they will be able to change their password.
- o The student will have to change their password every 104 days.
- Personally identifiable information collected by the College may be used, at the discretion of the institution, as the basis for identity verification. For instance, a student requesting that his/her LMS password be reset may be asked to provide a picture ID and student ID number for comparison with data in our records.

Online Proctoring

NTCC requires that all online testing environments utilize a custom browser that locks down the testing environment for each student. NTCC makes the appropriate browser available for online proctoring.

When students use the custom lockdown browser to take an online test via the LMS, they are unable to print, copy, go to other websites, access other applications, or close a test until it is submitted for grading. This feature is used within a proctored classroom environment. Additional features include:

- Assessments are displayed full-screen and cannot be minimized
- Prevents access to other applications including messaging, screen-sharing, virtual machines, and network monitoring applications
- Print, print screen and screen capture functions are disabled
- Copying and pasting anything to or from an assessment is prevented
- Right-click menu options, function keys, keyboard shortcuts and task switching are disabled
- An assessment cannot be exited until the student submits it for grading
- Browser menu and toolbar options are removed, except for back, forward, refresh and stop
- Assessments that are set up for use with the custom browser lockdown cannot be accessed with other browsers
- Supports screen readers and accessibility programs

NTCC requires that all online testing environments utilize a webcam and companion software that monitors the testing environment for each student. NTCC makes the appropriate monitoring software companion available, and students are responsible for their own webcam for online proctoring.

The webcam and companion software offer online students the ability to take an online exam at a location of their choosing with the test environment being recorded for later review by the instructor. This combination of technology serves as an alternative to live proctoring, while still helping to protect the integrity of online testing at NTCC. Additional features include:

- Webcams and companion software are a fully automated solution that eliminates the need for live proctors. Students can take the exam at any time of the day or night, and instructors can review flagging and assessment data on their own schedule.
- Students use a webcam to record themselves during an exam. A "startup sequence" includes a webcam check and other requirements set by the instructor, such as showing identification or making a short video of the exam environment. Only the instructor can review video recordings or data from the exam session.
- The webcam and companion software automatically flags students for suspicious behavior, such as leaving the computer during the exam, or a different person entering the video frame. This, along with other data, provides useful information to the instructor about the online testing session.

Online Teaching

NTCC requires that all faculty teaching online or hybrid courses receive NTCC online certification or an acceptable equivalent. In order to ensure that faculty are familiar with updates to the learning management system and current strategies with online learning, all faculty must complete NTCC online certification every five years.

Review Process:

X	Reviewing Entity	Review Date	Effective Date
X	Chancellor	06/08/2022	06/01/2015
X	College Leadership Committee	06/08/2022	06/01/2015
X	Academic Affairs Committee	06/06/2022	06/01/2015

Distribution:
Distributed Electronically via College's Internet 06/09/2022
All Employee Email Dated 06/09/2022