

4.14 Policies and Procedures Relating to Implementation of Distance Learning Instructional Support in Academic Affairs, Student Affairs, and Business Affairs

In order to support the successful implementation of distance learning instruction by Internet and interactive television (ITV)/video conference network, the following definitions, policies, responsibilities, and procedures pertaining to Academic Affairs, Student Affairs, and Business Affairs are hereby established.

4.14.1 Definitions

- A. **Home College** is defined as the college to which the student is admitted and from which the student will receive a credential upon successful completion of a program of study. The Home College must have program approval in order to serve as the Home College for a given degree.
- B. **Delivering College** for the purposes of Internet courses is defined as the college at which the faculty member teaching the class is employed (faculty member may be employed by more than one college as an adjunct). For ITV, the Delivering College is the college from which the class originates.
- C. **Online Learning** refers to courses delivered by the Internet (World Wide Web). Online learning may be a combination of synchronous and asynchronous or only asynchronous. The teacher and student are separated by time or place or both time and place.
- D. **Interactive Television (video conference, ITV, or closed circuit)** refers to courses delivered point to point or point to multi-point through two-way, compressed video. Video conference/ITV is synchronous where the student and teacher are separated only by space.
- E. **Distance Learning Coordinators Peer Team** includes one representative from each college recommended by local presidents/CEOs for appointment by the KCTCS President.
- F. **Video Conference/ITV facilitators** manage ITV facilities and procedures at each college.

4.14.2 Policies

- A. All distance learning modalities will reflect the Principles of Good Practices and Kentucky Virtual Campus (KYVC) Course Development Resource established by the Kentucky Council on Postsecondary Education and the Kentucky Virtual Campus (KYVC).
- B. The Distance Learning Coordinators Peer Team consisting of one representative from each college and appointed by the KCTCS President will identify and recommend policies and procedures in distance learning.
- C. Courses and programs to be delivered via technology will be based upon appropriate needs assessments and demand as determined at the local level and implemented in coordination with the KCTCS System Distance Learning Office.

- D. Program curriculum committees with representatives from each KCTCS College offering the program will review curriculum and monitor each online program for quality consistent with programs delivered in a traditional format.
- E. KCTCS policies and procedures shall be applied to all degree-seeking students.
- F. Distance learning activities will be in compliance with all accreditation requirements.
- G. Internet programs and classes offered statewide may be posted by the Kentucky Virtual Campus.

4.14.3 Responsibilities:

4.14.3.1 KCTCS Distance Learning System Office

- A. System Office will assist in the tracking of student success, course history, and effectiveness of support.
- B. System Office will manage assessment of services and will utilize common, online assessment tools.
- C. System Office will maintain system-wide KCTCS distance learning homepage at www.kctcs.edu that includes links to each colleges' distance learning website, the KCTCS Distance Learning Bookstore link, information on statewide library services, and a general student orientation.
- D. System Office will guide faculty in securing permission of U.S. copyrighted material consistent with intellectual property policies.
- E. The System Director of Distance Learning Technologies or designee will serve as KCTCS representative to KET meetings.
- F. System Office will support the need to provide faculty and students 24/7-server support and help desk accessible by a single, published toll- free telephone number.
- G. System Office will support training in the use of online tools and instructional design support.
- H. System Office in cooperation with Chief Academic Officers will post files of credentials for faculty teaching via video conference/ITV and the Internet into a secure database accessible only by appropriate HR personnel and Chief Academic Officers.
- I. System Office will ensure faculty and staff have access to appropriate training in distance learning policies and procedures.
- J. System Office will provide system-wide coordination and support for colleges participating in distance learning activities including the publishing of a guide for implementing distance learning.
- K. System Office will serve as liaison to Kentucky Virtual Campus (KYVC).

4.14.3.2 Delivering College

- A. Delivering College will provide teaching faculty for programs and classes delivered via technology. (Internet faculty from a Delivering College will be considered adjunct faculty to the Home Colleges for accreditation purposes.)
- B. Delivering College will determine faculty compensation and faculty load.
- C. Delivering College will complete the Kentucky Virtual Campus (KYVC) course submission form for each course offered via KYVC and posted at www.kyvc.org.
- D. Delivering College will assign unique section numbers and will enter the appropriate PeopleSoft Instruction Mode for Internet classes.
- E. Delivering College offering a new Internet course will follow quality assurance standards and guidelines for Internet course continuous improvement prior to delivery and again during first semester delivery of course and thereafter.
- F. Delivering College will execute Student Evaluation of Instruction instrument.
- G. Delivering College will provide students' final grades to Home College.
- H. Delivering College will communicate ISBN for identified textbook through local college Bookstore Managers or directly submit course and book information to the bookstore 24/7 at KCTCS Distance Learning Bookstore.
- I. Delivering College, in cooperation with System Office, will post files of credentials for faculty teaching via ITV and the Internet into a secure database accessible only by appropriate HR personnel and Chief Academic Officers. A summary note will be added to the file folder verifying that the faculty original documents are on file.
- J. Delivering College will communicate test requirements to Home College testing site at the beginning of each semester.
- K. Delivering College will communicate testing site location and contact to student and informs the student of his/her responsibility for scheduling proctored test.
- L. Delivering College will cancel classes and will notify Home College and students that the class is cancelled.
- M. Delivering College will schedule distance learning classes using appropriate instruction mode in PeopleSoft for publication at KYVC programs and courses, through PeopleSoft Self Serve, and at local colleges' websites.
- N. Delivering College will identify video conference/ITV facilitator.
- O. For the purpose of distributing FTE and tuition, Delivering Colleges using video conference/ITV will execute an agreement to deliver and receive video conference/ITV classes using the video conference/ITV Cost Sharing form.
- P. Delivering College Chief Academic Officer will, upon request, provide access to evaluation of instruction of faculty to Home College Chief Academic Officer.
- Q. The formal College Board Appeal process follows the Student Code of Conduct and will be managed at the Delivering College.

4.14.3.3 Home College

- A. Home College will provide student affairs including advising, admission, enrollment, drop/add, withdrawals, library, bookstore, tutoring, assessment and placement, and testing.

- B. Home College will assist the student in the complaint and appeal process by referring him/her to the Chief Academic Officer at the Delivering College. The formal College Board Appeal process follows the Student Code of Conduct and will be managed at the Delivering College.
- C. Home College will distribute funds to students receiving financial aid.
- D. Home College bookstores may provide online ordering and purchasing for identified distance learning courses through the KCTCS Distance Learning Bookstore.
- E. Home College will collect all tuition, fees, and FTE for Internet courses to be pooled and redistributed to the participating colleges (Home College and Delivering College).
- F. Home College will recommend that the student be awarded a credential.
- G. Home College will maintain a testing site to accommodate students participating in distance learning activities including proctored testing and appropriate facilities to accommodate programs offered by the Home College.
- H. Home College will provide networked computer facilities to accommodate students taking Internet classes.

4.14.3.4 Kentucky Virtual Campus (KYVC)

- A. KYVC will receive student inquiries.
- B. KYVC will communicate student inquiries for online courses to KCTCS Home College designated by the student.
- C. KYVC Call Center will support KCTCS online students and faculty with Helpdesk in coordination with KCTCS 24/7 Help Desk.

4.14.3.5 KCTCS Online

- A. *KCTCS Online* is a systemwide virtual learning initiative (VLI) whose oversight is vested in the KCTCS President's Leadership Team. The delivery of complete programs offered on *KCTCS Online* (certificate, diploma, or degree) will be authorized through oversight by the KCTCS President's Leadership Team.
- B. *KCTCS Online* participating colleges will display courses designated with the "VLI" instruction mode on the *KCTCS Online* website.
- C. *KCTCS Online* will receive student applications.
- D. *KCTCS Online* will communicate student requests for online courses to KCTCS Home Colleges.
- E. *KCTCS Online* Call Center will support KCTCS online students and faculty with 24/7 Helpdesk.
- F. *KCTCS Online* modularized courses will not be available for a credit by special examination (as each module will include a built in pre-test and post-test).
- G. *KCTCS Online* provides the following Central Services:
 - 1. Faculty training and support
 - 2. Training in quality assurance
 - 3. Instructional designers
 - 4. Review of best practices implementation to assist in quality assurance
 - 5. Software contracts, e.g., Blackboard, Customer Resource Management

6. Website construction and maintenance, and integration with PeopleSoft
 7. “Front door” website with electronic student services, i.e., admission, registration, enrollment, schedules, cost calculators, help desk, advising, etc.
 8. Grant-making for program development and delivery
 9. Call center and help desk
 10. IT design and support
 11. Outsource services as appropriate, e.g., tutoring, advising, Web design
 12. Marketing of programs and for faculty recruitment
- H. *KCTCS Online* Program Consortium Responsibilities:
1. The project consortium will have one college as lead college for the consortium.
 2. The project consortium receives:
 - a. a nonrecurring grant for development of the program,
 - b. an instructional budget for the delivery of the program, and
 - c. an additional allocation for the program(s) which they develop and deliver.
 3. The project consortium will create a return on investment (ROI) plan as part of its response to an RFP that shows how the program will be self-sustaining and generate net revenue.
 4. The project consortium will participate in revenue sharing of net tuition revenue as do other colleges.
 5. The project consortium will ensure there is enough faculty for its program delivery so that enrollments in any course will not be capped (see # 7).
 6. The project consortium will recruit faculty for its program.
 7. The project consortium, in cooperation with System Office, will post files of credentials for faculty/instruction facilitators teaching via *KCTCS Online* into a secure database accessible only by appropriate HR personnel and chief academic officers. A summary note will be added to the file folder verifying that the faculty/instructor original documents are on file at the faculty’s home college.
 8. The project consortium will decide, based on resources, the number of students per instructionally-facilitated section.
 9. The project consortium will be responsible for program/course reviews and revisions through regular college/system processes.
 10. The project consortium will implement best practice guidelines developed by the VLI.
- I. *KCTCS Online* will be a collective revenue sharing model:
- Headcount will reside with the home college.
 - Tuition for all *KCTCS Online* courses will be pooled and *net income* allocated to the 16 KCTCS colleges via the funding model.

4.14.3.6 Distance Learning Student

- A. Student will identify a Home College. The degree-seeking student applies for admission at the Home College.
- B. Student will schedule testing site for proctored testing.

KCTCS ADMINISTRATIVE POLICIES AND PROCEDURES

- C. Student will secure all books and other materials.
- D. All students enrolling in an online or Internet-dependent class are responsible for activating their KCTCS.edu email account.

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