

Sacramento City College  
**Online Education Task Force**  
November 1, 2000

**Procedural Guidelines for Online Course/Program Development**

**1. Purpose of Document**

This document outlines guidelines and procedures for the development of SCC online courses and programs. Its intended focus is on establishing and maintaining a quality Internet-based learning and teaching environment.

This document is not intended to recommend content for online courses, but rather to assist faculty and staff in understanding the focus, intent, planning and delivery of online courses and programs.

**2. Definition of an Online Class**

An online class is a class for which the majority of instructional delivery is conducted using the Internet or the World Wide Web. Typically, content is presented through Web pages and class discussions occur through some combination of email, mailing lists, bulletin boards, or chat rooms. An online class involves the same curriculum components as a traditional class: course content, a course outline, course objectives, learning outcomes, and curriculum committee approval. The major difference between an online class and a traditional class is the mode of delivery. Online delivery does not require students and an instructor to be at the same place at the same time, but rather the majority of the class is conducted asynchronously through the Internet or the World Wide Web. The intent of offering online classes is to broaden and improve student access to education.

Also included in Web based education, but not defined as an online class by Sacramento City College, are (i) the Web Enhanced class and (ii) the traditional class with Web Presence. The Web Enhanced class does not deliver the majority of instruction through the Web, but is a class strengthened by the use of the Web. The traditional class containing a Web Presence includes a Web site with course information for current and potential students – such as a class description, syllabus, or instructor contact information – but does not use the Web to deliver instruction.

Since creating Web Enhanced and Web Presence classes may be the first step for an instructor in developing an online class, training and technical support will be available to faculty using the Web to enhance their courses. No curriculum approval is needed nor adherence to the procedures and timeline section of this document for those faculty who desire this training. (section 9).

It is recommended that the online courses or Web pages for classes taught through SCC be located on the SCC/Los Rios Online Server. Faculty concerned with intellectual property rights should reach an agreement of understanding with the Office of Instruction until ownership issues are settled in collective bargaining.

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The campus infrastructure for online classes should include a course management system, stable email and online education server, computer hardware for faculty, and hardware support.

### **3. Faculty Competencies**

Faculty wishing to teach an online class will need a number of computer/Internet skills not necessarily related to most teaching assignments, as well as an understanding of how online teaching and learning are different from traditional classroom teaching and learning. A faculty member will be considered ready to teach an online class if the following two criteria have been met:

- A. The faculty member has computer competency with an emphasis on Web development skills.
- B. One or more of the following have been completed:
  - 1. A program of study in online education such as Cerro Coso or UCLA programs.
  - 2. An individual program of study in online teaching.
  - 3. An online class, preferably in the instructor's discipline.
  - 4. Successful online teaching experience.

### **4. Training**

An ongoing and available training program is necessary for our growth in the online education arena. This program will train new and continuing online instructors and support staff in current technology and pedagogical practices. The Instructional Development Coordinator, in collaboration with staff development and his/her interdistrict counterparts, will plan, coordinate and implement this training. Training will focus on both discipline specific and general pedagogy issues.

All participating faculty and staff will need a general orientation. This orientation will serve to introduce the process required in establishing an online class, to review the SCC guidelines for online courses, and to answer general questions.

All faculty and staff participating in online courses will need training in the course management software. This training will be a part of the Instructional Development Coordinator's training responsibilities.

The online faculty mentoring program should be expanded for added one-on-one support for faculty developers. The mentor team will consist of experienced developers/instructors. Mentors should receive release time or a stipend.

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## **5. Technical Support**

Technical support is necessary to ensure smooth operation and functionality of online classes. It is recommended that the license for a course management system include a technical support service agreement for faculty and technical staff. In an effort to maintain an organized and efficient online program, a campus point person/office will be designated to provide resources and support for faculty, staff, and students. Faculty and staff with technical issues will be directed to this point person/office in a similar manner as staff are now directed to our current computer services. In support of this idea, there will be three components of technical support:

- A. **The Online Course Management Administrator**  
The Online Course Management Administrator is the contact person and main administrator for setting up class accounts for participating faculty. This may include assistance with setting up and maintaining the SCC online server (at the SCC or District level); setting up accounts for new classes, managing current accounts and archiving courses; ensuring the smooth functionality of existing classes on the server; and being the liaison between SCC and the vendor of course management software.
- B. **Technical Support for Faculty**  
Technical support for faculty includes support for the design and production of class pages, uploading the class pages, operating the management software, and troubleshooting technical problems with software and hardware. Ideally, backend support would be available 24 hours a day, seven days a week.
- C. **Technical Support for Students**  
Technical support for students is needed to aid students in accessing classes including login procedures and passwords, management software issues, class Web site issues, and general troubleshooting. Ideally this service would be available 24 hours a day, seven days a week.

## **6. Student Support Services**

A number of student support services need to be available over the Web at the launch of SCC Online, with the idea that all of the student services normally offered on campus will eventually be available in an online format. The virtual campus needs to match the services offered on campus. At a minimum, four student services must be functional at the launch of SCC Online, with a link to each from the SCC Online Homepage:

- A. A FAQ area and a direct link to a counselor's email.
- B. Online student registration process, including an application to the college and class registration.

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- C. Online bookstore accessibility, including an online purchasing system for students to order and pay for class textbooks.
- D. Library services, including remote access to the online catalog and full text online databases for course research needs.

In addition, a student orientation to online learning will be available and is highly recommended for online students. Just as SCC has an orientation for incoming students, the same option should exist for online students. The orientation may include a self-assessment survey of student preparedness for online learning, a course management tutorial, and information on how to become a successful online student.

### **7. Curriculum Committee Approval**

The Curriculum Committee is a key player in approving online courses and assisting faculty who are writing online course curriculum. An online classes subcommittee will be formed to assist participating faculty in getting their online class curriculum approved.

The Curriculum Committee will act as a checkpoint for accessibility and ADA compliance.

### **8. Recommended Development, Design, and Delivery of Online Courses**

- A. Class Orientation  
Faculty offering online classes are asked to hold an optional student orientation meeting on campus as the first class session, with an online version available to students. This orientation will serve three purposes:
  - 1. To explain the requirements, expectations, and procedures of the particular class.
  - 2. To check prerequisites and co-requisites.
  - 3. To familiarize students with the course management software and the class Web site.
- B. Pedagogy Issues  
Since students have a variety of learning styles, online instructors should incorporate a variety of teaching strategies in their presentation of course materials. Online classes need to be designed for active learning and to accommodate visual, auditory and kinesthetic learners.
- C. Americans with Disabilities Act (ADA) Requirements  
Online classes must meet current ADA accessibility requirements. The Curriculum Committee will consider ADA compliance in the curriculum approval process.

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D. Web Page Elements

The opening page to SCC Online will include the following elements:

1. SCC logo
2. Link to the SCC homepage
3. Link to the SCC Library homepage
4. Link to a Web page that explains the registration process for online classes
5. Link to Orientation information
6. Link to a Counselor's email
7. Link to the online bookstore

The home page of an individual class will include the following elements:

1. SCC logo and/or the words "Sacramento City College"
2. Link to the SCC homepage and SCC Online homepage
3. The name of the course
4. The name of the instructor and contact information (phone, email address)

E. Institutional Web Page Guidelines

Online courses will comply with Sacramento City College's Institutional Web Page Guidelines.

## 9. Procedures and Timeline

The recommended steps for establishing an online class are the following:

- A. Proposal for an online class is presented to the division dean and department spokesperson.
- B. Discussion and vote occurs at the department level.
- C. Curriculum is written (including the Distance Education Checklist, Transmittal form, and other curriculum paperwork) and presented to the Curriculum Committee. Curriculum Committee's calendar needs to be followed. If the course is already being taught and is only seeking approval for a distance education delivery, the course outline and supplemental forms would go directly to the Online Subcommittee for their review and recommendation.
- D. Online classes subcommittee of Curriculum Committee reviews proposal and makes recommendation to greater committee.
- E. After curriculum approval, instructor meets with Online Course Management Administrator (see section 5A) to set up online course account and discuss uploading and management of pages.

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- F. Instructor makes an appointment with division dean to schedule orientation room and time, if needed, (see section 8A) and to finalize the listing of the online class in the print and online class schedule. Dean forwards request to distance education office for cross listing in class schedule.
- G. Instructor finishes developing course content and course web pages and uploads pages.
- H. Instructor consults with Online Course Management Administrator (see section 5A) on archiving the class.

## **10. Program Assessment**

- A. Course Evaluation  
Informal Evaluation at the end of the online class will help instructors to evolve existing online classes into even more successful classes.
- B. Program Evaluation  
Evaluation will serve to track student satisfaction, retention, and success rates.

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## Resources

### **Los Rios Campus' Online Institutes:**

Sacramento City College, SCC Online  
<http://scc.losrios.cc.ca.us/~instrdev/>

American River College, Instructional Technology Center  
<http://ic.arc.losrios.cc.ca.us/~itc>

Cosumnes River College, Teaching Learning Center  
<http://crc.losrios.cc.ca.us/~tlc>

### **Online Certificate Programs** (not a complete list):

Cerro Coso Online Teaching Certificate Program  
<http://www.cc.cc.ca.us/cconline/faccert/Schedule.htm>

UCLA Extension Program  
[http://www.unex.ucla.edu/index\\_online.html](http://www.unex.ucla.edu/index_online.html)

CSU-Hayward  
<http://www.online.csuhayward.edu/Certificate/onclass1.htm>