

## Midway College *Online* Faculty Procedures



1. **Faculty Training:** The Learning House provides specialized training to program managers, faculty and staff on the best practices of teaching online as well as the functionality of the learning management system, LMS. Instructors learn about the class from the students view as well as how to manage their online classroom features. Staff members also learn about the functionality of the system. The admissions and registrar officers learn how to enroll students, manage student reports and download reports from the system. Registrar officers learn how to batch upload class rosters with an easy utility tool.

This training is required prior to delivering online courses for Midway College.

- **Regular Online Class Training (meets twice in a live chat)** - gives information and resources on best practices of teaching online as well as instruction in how to manage the course content, announcements, calendar, discussion board, chat (class) meetings, assignments, exams, grade book and teams function
- **On Demand Specialized Tutorials** - on mastering functions like grade book, exam attributes, setting and utilizing teams, LAS training and more.

Click on the link below to register for either one or both of The Learning House training sessions.

[http://www.learninghouse.com/solution/faculty\\_staff\\_training\\_schedule.cfm#form](http://www.learninghouse.com/solution/faculty_staff_training_schedule.cfm#form)

Self-directed training is available for faculty members who have completed the regular online class training and need a refresher at the convenience of their schedules. This tutorial can be found on The Learning House website at: [www.learninghouse.com](http://www.learninghouse.com) under RESOURCE CENTER. There are also opportunities to schedule specific times for one-on-one training with The Learning House staff. Faculty members need to email the Dean of Midway College *Online* with their request.

2. **Faculty Delivery Contract:** The Dean of Midway College *Online* initiates a contract to faculty members for course delivery.
3. **Faculty Formatting Contract:** The Dean of Midway College *Online* initiates a contract to faculty members for course formatting and connects them with a Content Design Specialist at The Learning House. The Learning House staff members assist faculty who are writing courses by providing a writer's guide, course templates and information on available technology for inclusion in the course.

- Midway College online course content and associated materials must exclude all textbook page references. This type of information is appropriate for placement in the syllabus.
- The timeline for completion of course formatting is outlined in the faculty contract and typically allows 45 days for peer review and portal placement after the content is submitted to the Dean of Midway College *Online*.

**4. Review of Online Course:** The Dean of Midway College *Online* makes arrangements for course access and requests faculty review of it and student access restriction as the faculty member deems appropriate. This typically occurs one week prior to the official launch date of the course.

- The URL for the Instructor's Side is: <http://mdwc.elearnportal.com/administrator>

Once there, choose "Instructor" from the list on the left.

Your username is: first name initial and last name spelled out followed by "mc"  
Your password is: Welcome

- If you wish to review the content from the student's side, you may use the same username and password but go to <http://mdwc.elearnportal.com> instead.

- While it is not required, the preference is to launch courses the Friday prior to the official Monday launch date. The students appreciate having the extra time on the weekend to explore the open areas of the course. Students who are new to the online environment especially appreciate this service. If courses are held for launch until the official launch date, the student ombudsman sends an email message to communicate the timeline to them.

**5. Communicating with Students:**

- Use the email web distribution list that is sent to the instructor when the course launches to communicate with the students. Faculty members should have their email message ready to transmit when the course launches. This should be a warm letter of introduction and include basic information such as the following:
  - **Short bio:** give the students career information and why education is important. Let them know education opens doors.
  - **Instructor expectations of students:** give them your expectations in a clear manner. **Your syllabus must reflect your expectations with regard to assignments, grading scale, points possible and timeline for completion.** For example, dates papers are accepted, dates when papers are considered late and penalties for late work. Give the students the timeline for the course (launch and end dates) and spell out the expectations within the weekly timelines. Remember that courses launch on Mondays and end on Sundays at midnight.
  - **Synchronous chats are NOT required of students.** This procedure is in response to student evaluations requesting that Midway College discontinue synchronous requirements because of the diversity of schedules and their inability to log on at an instructor-designated time. Many instructors choose to use the chat option for office hours in the event that students wish to communicate with them during this time.
  - **Student expectations of instructors:** (Students must know when to expect responses from instructors.) Be specific. Let them know how

often email will be checked and when to expect responses. Timely feedback is critical. Instructors should respond to students within 48 hours if not sooner. **When students submit assignments, they expect a response from the instructor to assure them their work was received.** Let the student know you care by the way you treat them. Treat them with the respect you expect and appreciate. Remember to be courteous by using words like please and thank you. Always encourage the students, and let them know when they express themselves well.

- **Instructor contact information:** students like to know instructors welcome communication. Only give them contact information that will be checked frequently such as phone numbers and Midway College email addresses. **Do not use personal email addresses unless the Midway College account is temporarily unavailable. Use the Midway College web distribution list that is provided prior to the course launch.**
  - **Help Center:** The courses come with a 24/7/365 Help Center. Students should navigate through the eCourse and learn how it works, before the first class. And, then if they have a problem, they should talk with the Help Desk personnel before the first class.
  - **The Midway College Online Database Administrator/Student Ombudsman:** assists online students with questions regarding textbooks, student online course orientation, technical issues with courses, course accessibility, etc.
6. **Communicating with the Dean of Midway College *Online*:** The Dean is the Liaison between The Learning House (TLH) and the online faculty and students of Midway College. The appropriate mode of communication with the Dean is via the Midway College email account. If the situation is an emergency, faculty may use 859.846.5834 (o) or 859.321.4709 (c). **Using email will ensure that faculty members receive attention in the order in which their request was received and that an electronic trail is established to track concerns.**
7. **Expectations of the Dean of Midway College *Online*:** Faculty can expect the Dean to problem solve with regard to course functionality, to ensure that problems are solved in a timely manner, to provide student services such as direction for information requests, to appear on the course roster in order to access the course if an emergency arises, etc. Faculty can expect that the Dean will not intrude upon their academic freedom with regard to delivery of course content and associated materials.
8. **Communicating with The Learning House staff:** The Dean of Midway College *Online* will ensure that faculty members receive attention from TLH whenever you need training or have concerns about the course functionality, content and associated materials. Please contact the Dean of Midway College *Online*.
9. **Course evaluation link:** The link to the course evaluation is provided near the end of every online course. Students should complete the evaluation prior to the last course assignment/exam. Please encourage the students to complete the evaluation. Relate to the students that the course evaluation goes to a data analyst who compiles the information and the instructor is given a composite of data **after** the module or semester ends. Therefore, the evaluation is anonymous and

extremely important to the online college to receive their suggestions. Student suggestions in course evaluations continue to be incorporated into faculty procedures in order to provide the best student experience and improve the distance education process.

10. **Grade submission:** Grades for assignments, quizzes, exams will be provided to the students on a weekly basis. Students must have feedback from the instructor in a timely manner in order to make performance adjustments. Instructors will submit grades on the form provided by the Dean of Midway College *Online* within one (1) week of the course end date.

11. The general grading scale used for Midway College evening programs is below but is not obligatory.

A= 93 or above

B= 86 - 92

C= 76 - 85

D= 69 - 75

F= 68 or below

12. **Course content and associated material revisions:** If faculty members are delivering a Midway College-owned course and wish to make revisions as a result of a change in textbook edition, revisions must be made at the completion of the launch. This timeline will ensure that the course is ready for the next launch and The Learning House staff members have time to make the revisions and re-hang the course on the portal. If the timeline for the next launch of the course is too short to allow time for revision, arrangements must be made with the Dean of Midway College *Online*.

**Last edited:** January 17, 2007