

West Virginia Northern Community College

Administrative Procedure

Learning Management System and Online Course Procedure

I. Scope

This document addresses definitions and procedures related to the required use of WVNCC's Learning Management System and the development, teaching, and review of online courses. Online courses will be subject to the same procedures that apply to traditional courses unless specifically addressed in this Procedure.

II. Definitions

- **Distance Education Support Personnel:** Staff and faculty who offer support for distance education as part of the scope of their duties.
 - Division Chair
 - Program Director
 - Director of Assessment
 - Distance Education Coordinator
 - Instructional Designer
- **Learning Management System (LMS):** A platform the institution uses to create, manage, organize, and deliver online learning materials to learners. As of 2022, WVNCC uses Brightspace by D2L.
- **Master Course:** A course that is developed with the intent of being used across all sections of that course.
- **Modality:** the delivery method of a course (e.g., in-seat, online, hybrid, etc.).

III. Learning Management System

All new full and part-time faculty, regardless of modality, are required to complete training in the fundamentals of the Learning Management System. Distance Education Support Personnel are available for additional support during the onboarding process.

Faculty are required to post the syllabus and assessment grades (e.g., quizzes, discussions, papers, exams) in the Learning Management System for every course section they teach, regardless of modality (including In-Seat). Faculty are also required to ensure the current calculated grade is visible to students throughout the semester. The LMS course shell may be accessed as needed by Distance Education Support Personnel to provide student and faculty support.

IV. Online and Hybrid Teaching

Full and part-time faculty who will be teaching a WVNCC course online or hybrid for the first time are required to complete the following:

- Training in Learning Management System fundamentals
- Quality Matters Designing Your Online Course (DYOC) workshop

- The Improving Your Online Course (IYOC) workshop or the Applying the Quality Matters Rubric (APPQMR) workshop may be substituted for faculty who have completed these workshops at WVNCC or another institution.
- A Course Development Plan submitted to the Distance Education Coordinator or the Instructional Designer.

This training may occur before or concurrently with the faculty's first offering of the online or hybrid course. Distance Education Support Personnel is available for additional support during the semester. Online and hybrid courses may be accessed as needed by Distance Education Support Personnel to provide student and faculty support.

V. Online and Hybrid Course Improvement

Full and part-time faculty who wish to improve an online or hybrid course they have already taught at WVNCC may complete the following:

- WVNCC Modern Course Design, Quality Matters Improving Your Online Course (IYOC) Workshop, or Quality Matters Applying the Quality Matters Rubric (APPQMR) Workshop.
- Completion of a QM Self-Review in consultation with either the Distance Education Coordinator or the Instructional Designer.

This training may occur concurrently with or after the faculty's second offering of the online or hybrid course. The Distance Education Support Team is available for additional support during the semester.

It is recommended that the course be taught for at least one (1) semester before submitting a course for an internal QM Peer Review.

VI. Master Courses

The Chief Academic Officer, Division Chairs, Program Directors, and relevant Faculty members will work collaboratively to determine if the development of a Master Course is warranted in the curriculum.

Faculty or staff members (Course Representatives) charged with the development of a Master Course are required to complete the following before the development of a Master Course:

- WVNCC Modern Course Design or QM's Applying the QM Rubric Workshop
- Master Online Course Stipend Application
- Complete a self-review in consultation with the Distance Education Coordinator or Instructional Designer

Master Courses will be submitted for an official Quality Matters Peer Review. Master Courses must meet expectations on the completed official QM Peer Review to become an approved Master Course.

To ensure compliance with QM Rubric standards, Master Courses will undergo an official QM Peer Review every five years or following significant revisions made to the course during the five-year review cycle.

The initial creator of a Master Course will be the designated Course Representative charged with keeping the course updated, including adjusting for textbook changes and monitoring for broken links. If

the initial developer of the Master Course departs the institution, the Division Chair and Program Director will designate a new Course Representative to maintain the course.

The integrity of the Master Course will be upheld by all full-time and part-time faculty who teach from a Master Course. The design of the Master Course, which includes but is not limited to module organization, content, learning materials, learning activities, assessments, discussion boards, and assignments may not be changed without the review and consent of the designated Course Representative. Faculty teaching from a Master Course may add or adjust ancillary elements such as instructor bios, welcome videos, announcements, supplemental materials, supplemental activities, syllabus, syllabus quiz, and due dates under the discretion of the designated Course Representative.

The Master Course falls under standard work-for-hire practices and is subject to the institution's copyright, intellectual property, and fair use policy.

VII. Certified Peer Reviewers

WVNCC's QM Internal Review process requires QM-certified faculty and staff members to serve as Peer Reviewers. QM-Certified Internal Peer Reviewers will receive a stipend commensurate with Quality Matters' stipend for External Reviewers. Internal reviews follow the same timeline and process as external QM reviews, except in the event a Subject Matter Expert (SME) cannot be recruited. Peer Reviewers review proposed Master Courses using the latest Quality Matters Rubric standards and provide helpful recommendations so that the course representative can make the modifications necessary to meet unmet rubric standards.

Faculty and staff members wishing to serve as Peer Reviewers must complete the following before serving on an internal review:

- QM's Applying the QM Rubric Workshop
- QM's Peer Reviewer Course
- QM's Peer Reviewer Role Application

The Distance Education Support Team will work collaboratively to recruit Peer Reviewers for QM Training based on a needs assessment of scheduled Master Courses.

Certified Peer Reviewers may need to complete additional QM Rubric Update Training to stay current with their certification.

VIII. Certified Team Chairs (Master Reviewers)

WVNCC's QM Internal Review process requires QM-certified faculty and staff members to serve as Team Chairs on the review team. QM-Certified Team Chairs (Master Reviewers) will receive a stipend commensurate with Quality Matters' stipend for External Reviewers. In addition to completing a full course review, the Team Chair organizes the entire review and works one-on-one with the Course Representative during the amendment phase if the review does not meet standards on the first submission.

Faculty and staff members wishing to serve as Team Chair must complete the following before serving in this capacity:

- Two (2) External QM Reviews at QM's request

- QM's Master Reviewer Course
- QM's Master Reviewer Role Application

Distance Education Support Personnel will work collaboratively to recruit and train Team Chairs. An ongoing needs assessment of scheduled Master Courses will determine when and if new Team Chairs are needed.

IX. Assessment

All online and hybrid courses must adhere to the institutional course assessment and evaluation policies and procedures for in-seat courses. The current Institutional Assessment Guidebook can be found in WVNCC Document Center.

X. Exceptions

Any exception to this procedure, unless already specified, shall be discussed by the faculty and Division Chair, who will then confer with either the Distance Education Coordinator or Instructional Designer. If a resolution is not reached, the Chief Academic Officer will examine all the facts and make the final determination.

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