POLICY ON ONLINE INSTRUCTION

I. Preamble

The purpose of this policy is to provide continuity in the quality and climate of the educational environment as we move to incorporate online learning and other forms of academic technology into the mainstream of instruction at California State University, East Bay. This policy shall apply to all credit-bearing courses, course sections, and programs offered through online learning by California State University, East Bay.

II. Definition of Online Instruction

Online learning in this document means any mode of electronically mediated instruction where either (a) some (or all) class section members are not, nor are expected to be, in the same physical location as the instructor during the regularly scheduled class time, and/or (b) some (or all) class section members do not meet at the same time as other members of the class.

III. Principles for Online Instruction

A. Student Support and Information

1. Online instruction courses and programs shall provide an opportunity for interaction between students and the faculty member responsible for the course section, so that students can receive prompt responses to their questions. Faculty should respond to student queries and requests in a timely manner, in most cases within two instructional days.

2. The Class Schedule shall clearly and in a uniform manner identify course sections with a significant online component through the use of footnotes and symbols or in other appropriate ways so that students have access to this information before enrolling in a course or program.

3. Criteria for student success in online instruction courses and programs shall be as rigorous and comprehensive as those used in classroom-based courses and these criteria shall be clearly communicated to students.

4. Students enrolled in online course sections are subject to the same university policies and procedures applicable to students attending courses on campus. Academic standards regarding cheating, plagiarism, and appropriate behavior shall be clearly communicated to students in online instruction courses and programs. [See Policy on Academic Dishonesty]
5. Each student enrolled in an online instruction course section or program shall be informed of available instructional support, student services, library resources, and support services for students with disabilities. Faculty should work closely with the library and student services staff to ensure adequate access and training for online instruction students.

6. Technical support consistent with that available to on-campus students shall be made available to students in online course sections and programs.

B. Faculty Support Rights and Responsibilities

1. Faculty shall have the same control and ownership of the substantive and intellectual content of their online instruction course-related materials that faculty have with respect to classes offered in classroom format, at the time of production, at any time during their use, and thereafter, in accordance with the provisions of the CSU/CFA Collective Bargaining Agreement and CSU and CSUEB policies.

2. Faculty are to avail themselves of University Library resources for copyright clearance and provision of online articles and books.

3. In courses where classes are offered in online and in classroom sections, online sections shall meet all course objectives normally covered in the classroom-based sections.

4. In online course sections, the department chair is responsible for ensuring that the student evaluation of instruction forms are administered. Because of the online nature of the course, the procedures for evaluating the faculty may be different from those used by the institution for the evaluation of faculty teaching classroom-based courses, but the overall standards shall be equivalent.

5. The University shall offer appropriate training and support services to faculty to prepare and support them in developing and teaching online instruction courses. The faculty should avail themselves of these services and training. The University shall similarly offer appropriate support, and training as required, for department chairs with respect to online courses, including ways and means of administering student evaluation of instruction forms for online students.

6. The University shall offer appropriate training and support services to faculty to prepare and support them in ensuring that all online materials conform to the requirements of the CSU Accessible Technology Initiative. In accordance with this initiative, accessible design will be incorporated into the creation of all new online course sections as of July 1, 2007 offered beginning Fall, 2008. Existing online course content will be made accessible as online materials are redesigned or modified or when a student with a disability enrolls in the course.
7. All online courses listed in the Class Schedule shall normally be hosted on California State University servers or other servers approved by the Dean and the Chief Information Officer.

8. Any course that uses online instruction shall indicate so in the course syllabus/outline. In addition to information specified in the Policy on Course Requirement Information, the following information shall be included in course outlines for online instruction courses:

   a) How participation in online activities will be assessed and graded (e.g., participation in chat sessions, frequency of web access, postings, etc.);
   
   b) Whether and how the instructor will track student online activities, for example, by maintaining a copy/log of online discussions and chat session, etc.;
   
   c) Weekly deadlines for posting and due dates need to be stated (dates and times);
   
   d) How students may contact the instructor;
   
   e) Technical competencies expected or required of the students;
   
   f) Minimum computer hardware and software specifications, and course website access requirements;
   
   g) Who to contact in case of technical problems; and
   
   h) On-campus meeting requirements, if applicable.

IV. Approval of Online Instruction Courses and Programs (*Revised by 08-09 CIC 19revised*)

A. New Online Programs
New online degree programs in which half or more of the units required for the degree will be offered online shall be reviewed in accordance with procedures outlined in Chapters 3, 4 and 5 of the Curricular Procedures Manual and the provisions of this document. In addition, the degree program should prepare the WASC Substantive Change Proposal for Degree Modality. The Office of Academic Programs and Graduate Studies will provide this proposal to the department. New online degree programs shall be required to meet California State University (CSU) and Western Association of Schools and Colleges (WASC) requirements. [See http://www.wascweb.org] The new degree proposal and the WASC Substantive Change Proposal shall be submitted through the regular process for new degrees (College Curricular Committee, CIC, Senate).
B. Converting Existing Majors, Certificates, and Subject Matter Preparation Programs

Program modifications (including majors, certificates, and subject matter preparation programs) in which half or more of the units required for the major, certificate, or subject matter preparation program will be offered online should prepare the WASC Substantive Change Proposal for Degree Modality. The Office of Academic Programs and Graduate Studies will provide this proposal to the department. The WASC proposal shall be submitted through the regular process for new degrees (College Curricular Committee, CIC, Senate).

C. New Online Courses

1. New online courses proposed for degree credit shall be reviewed in accordance with procedures outlined in Chapter 2 of the Curricular Procedures Manual and the provisions of this document. Programs submitting such proposals shall indicate how these courses adhere to the principles of this policy.

2. New online courses proposed for general education credit shall be reviewed and approved, in accordance with the policies and procedures outlined in Chapter 6 of the Curricular Procedures Manual, by the General Education Subcommittee of the Committee on Instruction and Curriculum (CIC) (the Critical Thinking and Cultural Groups/Women G.E requirements have their own subcommittees which must first approve), CIC itself, the Academic Senate, and the President. Programs submitting such proposals shall indicate how these courses meet the relevant general education criteria for approval and how these courses adhere to the principles of this policy.

3. Additional questions for the New Course Proposal (08-09 BEC 10):

ExCom requested that the New Course Proposal form be modified so that those with online format indicated would be required to answer questions 3-6 on the form attached to 08-09 CIC 29, with wording modifications appropriate to new courses.

- **DESCRIBE THE STRATEGIES FOR providing THE COURSE(S) in AN ONLINE OR HYBRID FORMAT.** (Discuss the instructional methods for offering the course(s) content in an online or hybrid format)
- **DESCRIBE THE EXPERIENCE, SUPPORT AND/OR TRAINING AVAILABLE FOR THE FACULTY MEMBERS WHO WILL TEACH THIS ONLINE OR HYBRID COURSE(S).** (Discuss how you will ensure that faculty will know how to teach online or in a hybrid format.)
- **ASSESSMENT OF ONLINE AND HYBRID COURSES.** (Discuss how your department will assess the quality of the online and/or hybrid instruction to ensure it is equal or superior to your on-ground instruction).
- **DO ANY OF THE LISTED COURSE(S) MEET GENERAL EDUCATION-BREADTH REQUIREMENT(S), U.S. HISTORY-INSTITUTIONS REQUIREMENT, OR THE UNIVERSITY WRITING SKILLS REQUIREMENT? IF SO, THEY MUST BE SUBMITTED TO THE GE SUBCOMMITTEE FOR APPROVAL TO BE OFFERED ONLINE OR IN A HYBRID FORMAT.** (List course(s) approved for an area of GE (state which category), the Code Requirement, or the University Writing Skills Requirement.
- **RESOURCE IMPLICATIONS.** [Is there a need for additional student fees or other resources such as faculty, facilities, equipment, and/or library resources that will not be covered by the department budget.]
- **CONSULTATION** with other affected departments and program committee:
  a) The following **department(s)** has (have) been consulted and raise no objections: [If no out-of-college departments or programs needed to be consulted and there were no objections by the departments and/or programs in your college, type in the following: “All
Departments in the College of ____ were consulted and there were no objections.

b) The following department(s) has (have) been consulted and raise concerns:

Department:
Concern:

- Certification of DEPARTMENT APPROVAL by the chair and faculty.
  Chair: ___________________________ Date: __________

D. Converting Existing Courses or Sections to an Online Format

1. When a course has been approved in accordance with the appropriate provisions of the Curricular Procedures Manual and one or more sections of the course are redesigned using an online format, the department proposing to offer the course through online learning shall provide evidence to the college curriculum committee, including a Course Modification Request and a revised course syllabus, that the objectives and content of the course are comparable to the classroom-based course and adhere to the principles of this policy. The college curriculum committee shall review the documentation and forward a recommendation to the dean. Existing courses that were approved as classroom-based courses shall not be offered as online courses without appropriate curriculum review and approval.

2. When a course has been approved for General Education credit and one or more sections of the course are redesigned by replacing at least one class session/lab with an online component, the department shall submit a new request for general education approval, in accordance with the policy and procedures outlined in Chapter 6 of the curricular Procedures Manual, by the General Education Subcommittee of the Committee on Instruction and Curriculum (CIC) (the Critical Thinking, and Cultural Groups/Women G.E requirements have their own subcommittees which must first approve), and then to CIC for approval, as equivalent to the college curriculum committee approval for non-GE courses.

3. Online and Hybrid Course Modification Form for Existing Courses (approved by the Senate on 08-09 CIC 29 and revised by 08-09 BEC 10)
   This form [provided in the Curricular Procedures manual] is for existing courses that have not specifically been approved to be offered in an online or hybrid format even though they previously may have been taught as an online or hybrid course. Once a course has been approved by a College Curricular Committee to be offered in an online or hybrid format, the approval becomes effective upon the signature of the Curriculum Committee/Dean.

E. Compliance of Existing Courses and Sections

Extant courses or sections that fit the definition of an online course as delineated in Section II shall not be offered after Fall Quarter 2008 if they do not comply with this policy and have not received the appropriate approvals required by this policy, including approval for General Education credit where applicable. Each college curriculum committee shall be responsible for ensuring compliance.
V. Online Evaluation of Online Courses (latest revision 08-09 cFAC 4 revised)

A. Use of Scantron online evaluation tool in online courses approved to begin in Fall 2008-09 (effective Fall 08) 07-08 BEC 14: Scantron’s “Class Climate” was accepted for use by both online and onground courses through Spring 2013

1) That question #6 on the current student evaluation be revised as follows, to become applicable to both online and traditional courses: “Classes met as scheduled; or if this was an online course, the instructor made the course material available as scheduled.”

2) That Scantron’s “Class Climate”, which is available as an online evaluation tool as well as a hard copy document, be approved for student evaluation of courses for three years, ending at the close of the 2012-2013 academic year. The FAC recommends that FAC re-evaluate the effectiveness of Scantron’s “Class Climate” for student evaluations in Spring 2013.

3) FAC recommends that the policy of voluntary use of the Scantron’s “Class Climate” online evaluation tool by traditional courses, as noted in 07-08 BEC 14, be continued.

Policy established by 06-07 BEC 5 amended
Revised by 07-08 BEC 14
Revised by 08-09 CIC 19 revised, 08-09 CIC 29 revised, 08-09 BEC 10, and 08-09 cFAC 4 revised
This form is for existing courses that have not specifically been approved to be offered in an online or hybrid format even though they previously may have been taught as an online or hybrid course. Once a course has been approved by a College Curricular Committee to be offered in an online or hybrid format, the approval becomes effective upon the signature of the Curriculum Committee/Dean.

[Remember to Delete the Bracketed Text as you Respond to Each Item Below.]

First Quarter/Year of Modification:

Quarter: ____________________ Year: ____________________

ONLINE AND HYBRID COURSE MODIFICATION REQUEST FOR EXISTING COURSES

1. DEPARTMENT. [Name of department or program which will offer the course or courses.]

2. COURSE OR COURSES TO BE OFFERED IN ONLINE OR HYBRID FORMAT. (List Prefix, Number, Full Title, Units, and specify for each if request is for course to be offered in online, hybrid or both format(s))

3. DESCRIBE THE STRATEGIES FOR MOVING THE COURSE(S) TO AN ONLINE OR HYBRID FORMAT. (Discuss the instructional methods for offering the course(s) content in an online or hybrid format)

4. DESCRIBE THE EXPERIENCE, SUPPORT AND/OR TRAINING AVAILABLE FOR THE FACULTY MEMBERS WHO WILL TEACH THIS ONLINE OR HYBRID COURSE(S). (Discuss how you will ensure that faculty will know how to teach online or in a hybrid format.)

5. ASSESSMENT OF ONLINE AND HYBRID COURSES. (Discuss how your department will assess the quality of the online and/or hybrid instruction to ensure it is equal or superior to your on-ground instruction).

6. DO ANY OF THE LISTED COURSE(S) MEET GENERAL EDUCATION-BREADTH REQUIREMENT(S), U.S. HISTORY-INSTITUTIONS REQUIREMENT, OR THE UNIVERSITY WRITING SKILLS REQUIREMENT? IF SO, THEY MUST BE SUBMITTED TO THE GE SUBCOMMITTEE FOR APPROVAL TO BE OFFERED ONLINE OR IN A HYBRID FORMAT. (List course(s) approved for an area of GE (state which category), the Code Requirement, or the University Writing Skills Requirement.

7. RESOURCE IMPLICATIONS. [With the modification of this course(s), is there a need for additional student fees or other resources such as faculty, facilities, equipment, and/or library resources that will not be covered by the department budget.]

8. CONSULTATION with other affected departments and program committee:
   a) The following department(s) has (have) been consulted and raise no objections:
      [If no out-of-college departments or programs needed to be consulted and there were no objections by the departments and/or programs in your college, type in the following: “All Departments in the College of _____ were consulted and there were no objections.”]

   b) The following department(s) has (have) been consulted and raise concerns:
      Department: ____________________ Concern: ____________________

9. Certification of DEPARTMENT APPROVAL by the chair and faculty.
   Chair: ____________________ Date: ______________
   [Have the Department Chair sign a hard copy for the College Office files and type in the person’s name here.]

10. Certification of COLLEGE APPROVAL by the dean and college curriculum committee.
    Dean/Associate Dean: ____________________ Date: ______________
    [Have the Dean or Associate Dean sign a hard copy for the College Office files and type in the person’s name here.]