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.

G. **KCTCS Online** is the umbrella name for presenting Learn on Demand (the Virtual Learning Initiative - VLI model) and Learn by Term (the Semester-based Courses).

H. **Learn on Demand Charter Colleges:** In April 2012 the KCTCS President appointed six college presidents to serve on the Learn on Demand Leadership Team. The Learn on Demand Leadership Team colleges are designated as the Learn on Demand Charter Colleges. The colleges include Big Sandy CTC, Elizabethtown CTC, Jefferson CTC, Somerset CC, Southeast Kentucky CTC, and West Kentucky CTC.

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 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 Learn by Term (distance learning, semester-based) homepage that includes links to each college’s distance learning website, the KCTCS Distance Learning Bookstore link, information on statewide library services, and a general student orientation. Plus the System Office maintains a comprehensive homepage for Learn on Demand.

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 in the KCTCS Enterprise Content Management System. The credentials will be captured as a true copy in accordance with KCTCS policies and procedures, and 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 for Learn by Term will be considered adjunct faculty to the Home Colleges for accreditation purposes; facilitators for Learn on Demand are hired by the Lead Delivering College as adjunct faculty.)

B. Delivering College will determine faculty compensation and faculty load for Learn by Term. Faculty compensation for Learn on Demand is determined through the tuition-based formula with any additional compensation approved by the Learn on Demand Leadership Team while faculty load is determined through collaboration between the Lead College and the faculty’s home college.

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 for both Learn by Term, and Learn on Demand, and colleges will enter the appropriate PeopleSoft Instruction Mode for both Learn by Term and Learn on Demand.

E. Delivering College offering a new online 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 in the KCTCS Enterprise Content Management System. The credentials will be captured as a true copy in accordance with KCTCS policies and procedures, and accessible only by appropriate HR personnel and Chief Academic Officers.

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 Learn by Term classes using appropriate instruction mode in PeopleSoft for publication at KYVC programs and courses, through PeopleSoft Self Serve, and at local colleges’ websites and the appropriate instruction mode for Learn on Demand for http://online.kctcs.edu.

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 Learn by Term courses through the KCTCS Distance Learning Bookstore.
E. Home College is responsible for the collection of all tuition and fees.
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 accepts Learn by Term (Semester-based Courses) postings for marketing at the KYVC website (www.kyvc.org).
B. KYVC will receive student inquiries.
C. KYVC will communicate student inquiries for online courses to KCTCS Home College designated by the student.
D. KYVC Call Center will support KCTCS online students and faculty with Helpdesk in coordination with KCTCS 24/7 Help Desk.

4.14.3.5 Learn on Demand

A. KCTCS Online is the approved umbrella name for Learn on Demand (VLI) and Learn by Term (Semester-based Courses).
B. Learn on Demand is a systemwide virtual learning initiative (VLI) whose oversight is vested in the KCTCS Learn on Demand Leadership Team. The delivery of complete programs offered through Learn on Demand (certificate, diploma, or degree) will be authorized through oversight by the KCTCS Learn on Demand Leadership Team.
C. Learn on Demand participating colleges will display courses designated with the “VL” instruction mode on the Learn on Demand website.
D. Learn on Demand will receive student applications.
E. Learn on Demand will communicate student requests for online courses to KCTCS Home Colleges.
F. Learn on Demand Call Center will support students and faculty with 24/7 Helpdesk.
G. *Learn on Demand* 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).

H. *Learn on Demand* will provide central services (including Learn on Demand success coaches) and will recharge the delivering colleges for the Learn on Demand Central Services in proportion to the assessed revenue for Learn on Demand courses.

*Learn on Demand* provides the following Central Services:

1. Faculty training and support
2. Training in quality assurance
3. Instructional design support
4. Review of best practices implementation to assist in quality assurance
5. Software contracts, e.g., Blackboard, Wimba, SoftChalk
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. Virtual Student Success Coaches for Learn on Demand students
11. IT design and support
12. Outsource services as appropriate, e.g., tutoring, advising, Web design
13. Marketing of programs and for faculty recruitment

I. *Learn on Demand* Charter Colleges’ Responsibilities:

1. Learn on Demand Charter Colleges are Big Sandy Community & Technical College, Elizabethtown Community & Technical College, Jefferson Community & Technical College, Somerset Community College, Southeast Kentucky Community & Technical College, and West Kentucky Community & Technical College.
2. The KCTCS President, the presidents of the Learn on Demand Charter Colleges, and the KCTCS President's cabinet will comprise the Learn on Demand Leadership Team and will direct the operations of Learn on Demand. The Learn on Demand Leadership Team will meet at least quarterly to review Learn on Demand implementation and make decisions as necessary.
3. Each Learn on Demand delivering college will contribute 10% of its Learn on Demand revenue to the Learn on Demand Distribution Pool. Delivering colleges will retain the other 90% of the tuition revenue.
4. The Learn on Demand Charter Colleges and the KCTCS System Office will receive equal shares of the annual Learn on Demand Distribution Pool.
5. Each of the Learn on Demand Charter Colleges will include in its headcount enrollment the number of Learn on Demand students who identify that college as the home college.
6. Each of the Learn on Demand Charter Colleges will commit to increasing the average number of credit hours enrolled by Learn on Demand students each term from the current level to 8 credit hours per term by the spring 2014 term and to the average number of credit hours per term for all KCTCS students by the spring 2016 term. The Learn on Demand Leadership Team will identify and review strategies that may be used by Learn on Demand colleges to fulfill these commitments.
7. Each of the Learn on Demand Charter Colleges may, at its discretion, leave the group of Learn on Demand Charter Colleges with six months prior notice.
8. Each of the Learn on Demand Charter Colleges acknowledges that failure to fulfill its
responsibilities as outlined in this charter may result in its removal from the group of Learn on Demand Charter Colleges, based on the consensus of the Learn on Demand Leadership Team.

9. The Learn on Demand Leadership Team may, at its discretion and based on the consensus of the Learn on Demand Leadership Team, add other KCTCS colleges to the Learn on Demand Charter Colleges upon demonstrated ability of another KCTCS college to fulfill the responsibilities of an Learn on Demand Charter College as outlined in this charter. If another KCTCS college is added to the Learn on Demand Charter Colleges, the Learn on Demand Leadership Team will determine the provisions (rights and responsibilities) under which the college will be added.

10. Each of the Learn on Demand Charter Colleges and the KCTCS System Office will promote Learn on Demand by including Learn on Demand in a prominent place in the college's web page and in the college's local marketing efforts.

11. Each of the Learn on Demand Charter Colleges and the KCTCS System Office will promote Learn on Demand by including Learn on Demand in a prominent place in the college's web page and in the college's local marketing efforts.

J. Other KCTCS Colleges (those not delivering Learn on Demand courses):
   1. Each other KCTCS college will include in its headcount enrollment the number of Learn on Demand students who identify that college as the home college but will not record tuition revenue for those students (tuition is recorded at the delivering college).

K. Learn on Demand Project Development and Delivery is determined through project proposal submissions to the Learn on Demand Leadership Team.
   1. A Learn on Demand project will have one college as the Lead College.
   2. For approved projects, the Lead College receives:
      a. a nonrecurring loan 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 Lead College will create a return on investment (ROI) plan as part of the project proposal submission that shows how the program will be self-sustaining and generate net revenue.
   4. The Lead College will ensure there is enough faculty for its program delivery so that enrollments in any course will not be capped (see # 7).
   5. The Lead College will recruit faculty for its program.
   6. The Lead College, in cooperation with System Office, will post files of credentials for faculty/instruction facilitators teaching via ITV and the Internet in the KCTCS Enterprise Content Management System. The credentials will be captured as a true copy in accordance with KCTCS policies and procedures, and accessible only by appropriate HR personnel and Chief Academic Officers.
   7. The Lead College will decide, based on resources, the number of students per instructional-facilitated section.
   8. The Lead College will be responsible for program/course reviews and revisions through regular college/system processes.
   9. The Lead College will implement best practice guidelines developed by the VLI.

L. Learn by Term – see 4.14.3 Responsibilities

M. The Learn on Demand Charter will be reviewed annually by the Learn on Demand Leadership Team.
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 any required proctored testing.
C. Student will secure all books, eResources, and other materials.
D. All students enrolling in an online or Internet-dependent class are responsible for activating their KCTCS.edu email account.