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MISSION STATEMENT
The mission of online course delivery is to provide quality academic instruction to a geographically dispersed student population.

DISTANCE COURSE DEFINITIONS

Online Courses
- Require a high degree of technology and frequent peer and faculty interaction.
- Group work and live/real-time interactions with faculty and other students are possible.
- Require a computer, internet connection and 56 K modem (or better).
- May include multimedia components such as audio and video files (these files may require faster internet connection speeds to download).
- All class instruction takes place in an online environment.
- May include optional orientations and proctored exams.
- MTSU distance learning fee applies ($10 per ugrad. credit hour/$15 per grad.).
- Must be reviewed and approved through UC.
- Development fees apply based on number of credit hours developed.
- Redesign fee ($1,000) applies.
- A “D” section number is attached.

Accelerated Online Courses
- Courses offered online in an 8-week schedule each Fall and Spring semester.
- Courses developed for online delivery may be offered in accelerated format.
- Students may take only 9 hours in each part of term (A1 or A2).
- Students may mix accelerated courses with full-term courses not to exceed 18 hours total.
- Students must register for A2 courses during regular registration.
- Students are not permitted to add the A2 courses after late registration ends except by special permission.
- May include optional orientation and proctored exams (exams would be listed in RaiderNet as memo notes. Students must click on the CRN to view notes. Optional meetings will not create time conflicts.).
- Courses are restricted to students in the Bachelor of Science in Liberal Studies degree but may be open to students in other programs if they do not fill.
- A “D” section number is attached.

Hybrid Courses
- Online courses with required on-campus meetings of no more than fifteen (15) hours.
- A significant portion of instruction and activities take place online.
- May include up to 15 hours of required/mandatory campus or face-to-face meetings.
- MTSU distance learning fee applies ($10 per ugrad. credit hour/$15 per grad.).
- Must be reviewed and approved through UC.
- Development fees apply based on number of credit hours developed.
• Redesign fee ($1,000) applies.
• A “D” section number is attached.

Synchronous Online Courses
• All class instruction takes place in an online environment.
• Class meets online at specified days and times during the semester. These meetings may create time conflicts for students taking other courses that require meetings.
• May require proctored exams.
• MTSU distance learning fee applies ($10 per ugrad. credit hour/$15 per grad.).
• Course is not reviewed/approved through UC.
• Development and redesign fees do not apply.
• Recording of class sessions may occur.
• Lectures are not used beyond the current semester without agreement of the faculty.
• Viewing of the archived lectures is limited to the enrolled class or a person with a legitimate educational purpose for viewing (such as a department chair).
• MTSU must request written consent of any person whose image was captured, including a guest lecturer, if an archive is distributed beyond the class.
• A “D” section number is attached.

Web-assisted Courses
• A blend of classroom and online instruction to reduce seat time in the classroom.
• Students required to meet more than 15 hours per semester on campus or face-to-face.
• Distance learning fee does not apply.
• Courses are not approved through UC.
• Development and redesign fees do not apply.
• A “D” section number is not attached.

Web-enhanced Courses
• A blend of classroom and online instruction which does not reduce seat time in the classroom—classes meet as scheduled.
• Distance learning fee does not apply.
• Courses are not approved through UC.
• Development and redesign fees do not apply.
• A “D” section number is not attached.

INTRODUCTION
The first Middle Tennessee State University online courses were offered in the 1997 Fall Semester. New courses followed rapidly. Every year the technical sophistication of students has increased creating a demand for more online courses. Online courses can reach students located anywhere in the world. Students who work full time are afforded the opportunity to complete their degrees online.

Teaching online is not just a way of reaching distant or busy students; it is a new way of teaching. Online and hybrid courses offer new, creative ways of presenting
information and a higher level of interactivity between instructor and students. Instructors who previously stood and lectured now have a tool online that can send students around the world for information. Students who once hid in the back of a classroom must now be evaluated on their degree of participation online. Some studies have shown that students learn better online due to various learning styles, because resources are more readily available, and because more interaction occurs between the students and the instructors and among the students themselves.

Some students may choose to take online or hybrid courses because of outside obligations and responsibilities; some may be completing MTSU degrees started prior to relocating to another city or state; still others may opt to complete certifications or degrees entirely online. Every service currently available to our on-campus students must also be offered to our online and hybrid students.

**PLANNING FOR DEVELOPMENT AND DELIVERY OF MTSU ONLINE AND HYBRID COURSES**

In regards to distance learning, the Southern Association of Colleges and Schools Criteria for Accreditation 4.5 states:

“The Commission recognizes the legitimacy of distance learning, such as that conveyed through off-campus classroom programs, external degree programs, branch campuses, correspondence courses, and various programs using electronically-based instruction offered geographically distant from the main campus. An institution must formulate clear and explicit goals for its distance learning programs and demonstrate that they are consistent with the institution’s stated purpose. Further, an institution must demonstrate that it achieves these goals and that its distance learning programs are effective and comply with all applicable criteria. (p. 40 Criteria)”

Therefore, the MTSU Distance Learning Committee adopted Distance Learning Guidelines and the following definition of Distance Learning:

Distance learning occurs when there is a physical separation of the teacher and learner and when communications and instruction take place through, or are supported by, any technological means such as telephone, radio, television, computers, satellite delivery, interactive video, or any combination of present and future telecommunications technologies.” (TBR Policy #2:05:00:00 [http://www.tbr.edu/policies/default.aspx?id=1022](http://www.tbr.edu/policies/default.aspx?id=1022))

**Student Authentication**

In compliance with the [Higher Education Opportunity Act](http://www.tbr.edu/policies/default.aspx?id=1022), MTSU must “demonstrate that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework.” This verification is accomplished by requiring the MTSU student 1) to use a secure login and pass code into the MTSU Learning Management System, currently Desire 2 Learn (D2L), and/or 2) to sit for
proctored examinations. In addition, all correspondence courses require either the use of D2L for submission of graded assignments and/or the use of proctored mid-term/final exams.

Credit Hour

One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for fifteen weeks, or equivalent academic activities, are required to achieve the student learning outcomes for the credit hour.

Credit Hour Procedures

The responsibility of ensuring that the credit hour requirements for time and student learning outcomes are met lies with the faculty member instructing the class and with the academic department chair.

The student learning outcomes for a course must be the same regardless of whether the credit hour(s) is delivered in the traditional format or by equivalent academic activities. In situations where a credit hour(s) is offered in a non-traditional format and there is no class section offered in the traditional format, department chairs will consult with the instructor to ensure that credit hour(s) requirements are similar to the traditional format. This includes but is not limited to internships, independent studies, experiential learning activities, and online courses.

ADMINISTRATION

Registration Permission

Following acceptance to MTSU, and prior to registering for online or hybrid classes, students may be required to complete a Permission of Department Form (http://www.mtsu.edu/universitycollege/distance/pod.php). This request is automatically submitted to the professor of the course, or the designated departmental representative, who provides registration permission electronically. It is the student's responsibility to register for the course after receipt of the POD.

Completion of the Permission of Department (POD) Form (located on the Distance Education Student Services website) demonstrates that the student has access to the internet. The step also ensures that students become familiar with the location of online support services.

Dropping or Adding Courses

Deadlines for dropping and adding distance learning courses are the same as for courses taught on campus. The drop/add procedures and deadlines are provided online on the Registrar’s Office website (http://frank.mtsu.edu/~records/). A student who ceases participation in a class but does not officially drop the class will be assigned a grade of “F,” which will be recorded on the student’s permanent record (Middle Tennessee State University Undergraduate Catalog http://www.mtsu.edu/ucat/ or Graduate Catalog http://www.mtsu.edu/gcat/).

Incompletes

The grade "I" indicates that a student has not completed all course requirements because of illness or other extenuating circumstance, especially those which may occur toward the end of the semester. Mere failure to make up work or turn in required work on time does not
provide a basis for the grade of "I" unless the extenuating circumstances noted above are present for reasons acceptable to the instructor. When a student fails to take the final examination without known cause, the grade to be reported should be determined as follows: if the student has not done satisfactory work to that point, the grade "F" should be reported.

The incomplete must be removed during the succeeding semester, excluding summer. Otherwise, the grade of "F" is entered. A student should not make up the incomplete by registering and paying again for the same course. The "I" grade carries no value until converted to a final grade (Middle Tennessee State University Undergraduate Catalog http://www.mtsu.edu/ucat/ or Graduate Catalog http://www.mtsu.edu/gcat/).

Withdrawal From The University (http://www.mtsu.edu/withdraw/)

The University College Advising Center, located in the McFarland Building, provides assistance to students withdrawing from Middle Tennessee State University.

Total withdrawal from the University means to drop all courses for that semester. Please refer to the registration guide (http://www.mtsu.edu/records/sbooks.php) for all deadlines associated with withdrawing and the Bursar's Office (http://www.mtsu.edu/bursar/feeadjustment.php) for calculating refunds or fee adjustments. A student who preregisters for classes and decides not to attend MTSU for the term should access RaiderNet to withdraw from all classes selected during preregistration.

Refer to the Registrar’s Office website (http://www.mtsu.edu/records/) for important dates and deadlines for each term. Once classes begin, course withdrawals may be processed on RaiderNet and are subject to the refund deadlines listed in the registration guide. Withdrawals should be processed prior to the first day of class to receive a 100% refund.

Consult the Registration Guide (http://www.mtsu.edu/records/sbooks.php) for each term to determine whether the withdrawal should be accomplished by RaiderNet or through the University College Advising Center. Students may wish to consult with the University College Advising Center to determine if withdrawing is in their best interest. See Withdrawal Procedure (http://www.mtsu.edu/withdraw/) and the MTSU Withdrawal Policy (http://www.mtsu.edu/policies/pdfs/WithdrawalsFromtheUniversity.pdf) for more information.

Financial Aid

Students enrolled in online courses should verify their financial aid eligibility with the MTSU Financial Aid Office (http://www.mtsu.edu/financialaid/). Students taking online or hybrid courses must meet the same eligibility requirements for financial aid that they would have to meet if they were taking courses on campus. All students receiving financial aid must demonstrate satisfactory academic progress. Online or hybrid students who have not participated in class may be reported as nonparticipating by the instructor, and financial aid may be stopped. If the report is discovered later to be in error or if a student is allowed to finish the course, the student's record will be changed to good standing, and his or her receipt of financial aid
Student Engagement in MTSU Online Courses
Simply logging into a course no longer constitutes student participation in an online class. To be in compliance with new federal regulations regarding student engagement and participation in online courses, MTSU “must demonstrate that a student participated in class or was otherwise engaged in an academically-related activity, such as by contributing to an online discussion or initiating contact with a faculty member to ask a course-related question.” Additional information, including an Attendance Reporting tutorial, may be found at the Registrar’s Office website at http://www.mtsu.edu/records/docs/attendance.pdf.

THE ROLE OF THE UNIVERSITY COLLEGE
http://www.mtsu.edu/learn/index.php

The University College coordinates the development and delivery (http://www.mtsu.edu/universitycollege/distance/faculty.php) of MTSU distance learning courses. The UC website introduces students to online/hybrid services and resources, such as the Walker Library, and provides software and hardware requirements necessary for successful course completion. All online and hybrid courses are delivered via Desire2Learn (D2L) and are accessed through PipelineMT (http://lum4prod.mtsu.edu/cp/home/login) or directly at https://elearn.mtsu.edu/.

The College website includes a Faculty Services page (http://www.mtsu.edu/universitycollege/distance/faculty.php) that provides online and hybrid course development, review and approval guidelines.

Central coordination contributes to a uniformity of delivery ensuring ease of consistency of student access while maintaining instructional flexibility. UC plans, evaluates, and conducts institutional research as required. (Pages 21-22, Criteria for Accreditation)

UC tries to remove the burden of managing the details associated with distance learning course delivery from the professors and departments. The College markets courses, answers student questions, disseminates materials, works with Scheduling, proctors exams (via Distance Learning Test Center (http://www.mtsu.edu/universitycollege/distance/testing.php), recruits and assists online and hybrid course faculty, and provides technical assistance.

In its role as distance learning coordinator for MTSU, the University College is charged by SACS to conduct regular evaluations of the course delivery method: "...the institution must demonstrate planning and evaluation in its administrative and educational support services" (p. 21 Criteria). The Distance Education Student Services Office (http://www.mtsu.edu/universitycollege/distance/students.php) conducts online evaluations for distance learning courses using the university evaluation form. The evaluation
results are sent to ITD. Faculty may review evaluation analyses online at the Faculty Evaluation Feedback page: https://blueinfo.mtsu.edu/cgi-bin/DW-bin/faceval/faceval_signon.pl.

In addition, any visitor to the UC webpages (http://www.mtsu.edu/universitycollege/contact_form.php) may complete a Comments Form to describe their experience. Comments are directed to the appropriate office and answered promptly. Also, the College conducts distance learning student and faculty satisfaction surveys annually. The results of these surveys are summarized at the end of the semester in which they are given and are made available to MTSU’s departments and faculty.

THE ROLE OF THE INFORMATION TECHNOLOGY DIVISION
http://www.mtsu.edu/itd/

The Information Technology Division (ITD) supports information technology resources on campus. ITD manages the campus network and MTSU’s administrative and academic computer systems, provides telecommunications services for the campus, promotes and supports instructional technology, provides academic computing support, provides technical support and training for the use of microcomputer hardware and software, provides and supports selected software on the campus academic and administrative servers, supports MTSU's administrative applications (such as student information and human resources) and oversees the campus ID system. ITD also operates the Faculty Instructional Technology Center (http://www.mtsu.edu/itdacad/itc/) which conducts workshops (http://www.mtsu.edu/cgi-bin/users/webprod/HDWOrder/pgm/WS_Signup.cgi) for faculty and staff. More information may be found on its website.

As related to online and hybrid courses, ITD provides a variety of services to MTSU faculty and students. These services include:

- Providing students and faculty with accounts on appropriate academic systems.
- Support for student and faculty use of an online learning environment system, electronic communications, email, and the World Wide Web.
- Internet, list servers, and applications on academic systems.
- Providing support for the MTSU World Wide Web pages.
- Providing and supporting graphical access to the academic systems via the network to on-campus offices, classrooms, labs, and other facilities
- Operation of the ITD Faculty Instructional Technology Center and support in multimedia resource development, digital cameras and scanners, graphic and video production and editing, instructional design consultation and training on software applications.
- Supporting faculty use and development of instructional technologies, including Web-based learning environments, by providing one-on-one consultation, and providing annual instructional technology innovation grants.
- Offering a wide range of hands-on workshops for faculty, staff, and graduate
assistants on topics including use of productivity applications such as word processing, spreadsheet, presentation, and database applications, development of multimedia applications using authoring software, and the creation of Web pages and Web-based learning environments.

- Supporting the use of a variety of applications on the administrative system including student registration, class rolls, and grade reporting.
- Staffing a 24/7 Help Desk for students and faculty (898-5345).

THE ROLE OF THE CENTER FOR EDUCATIONAL MEDIA
http://cem.mtsu.edu

The Center for Educational Media (CEM) provides equipment, facilities, training, and support for the use of educational media by MTSU faculty, MTSU students, pre-service teachers, and in-service teachers. The CEM consists of several related units. The Media Library houses MTSU’s multimedia collection, including videos and books on CD, and provides on site viewing and listening stations.

Audio/Visual Services maintains and repairs campus audio/visual equipment and administers a professional television studio. Faculty who would like to enhance their course web pages with professionally produced video clips may seek assistance from Audio/Visual Services production staff. The CEM also houses a computer classroom, a graduate student multimedia development center, and a University computer lab. The center offers satellite up-linking and down-linking services to MTSU faculty and staff. CEM partners with public and private organizations to deliver educational programming and training via satellite, cable television, and webcasting to K-12 schools, social workers, and communities across the state. Additional information concerning these and other services may be found at the CEM website (http://cem.mtsu.edu).

THE ROLE OF THE COLLEGE OF GRADUATE STUDIES
http://www.mtsu.edu/graduate/

The College of Graduate Studies (http://www.mtsu.edu/graduate/) serves as a coordinator for admission and graduation of students enrolled in MTSU and RODP Graduate programs. Persons wishing to pursue an online/hybrid graduate degree at MTSU through the Regents Online Degree Program or any other online program must make application to and be granted admission by the College of Graduate Studies in addition to being accepted into a particular graduate program (i.e. MSN, MPS., etc.) The college provides a Graduate Program Liaison for each online/hybrid graduate program just as it does for traditional, on-ground graduate degrees. These individuals work with the student and graduate program coordinator to ensure that all requirements of the program, college and university are met.

The College of Graduate Studies is responsible for ensuring quality in graduate
education via the graduate program review process including the review of online/hybrid graduate programs and selectivity in making graduate faculty appointments. All online/hybrid graduate academic programs and courses are approved by the Graduate Council.

The College of Graduate studies works closely with the University College, the Information Technology Division, and the Instructional Technology Support Center to ensure that all students and faculty participating in online/hybrid graduate programs receive the support necessary for success in high quality graduate education environment.

FACULTY

FERPA

Per the Family Educational Rights and Privacy Act (FERPA), MTSU faculty must communicate with and provide course feedback (including grades) to their distance education students only within D2L. Faculty may respond to student emails received via the MTMail account, but educational data must never be sent to or from a non-institutional assigned email account.

Online and Hybrid Instructional Tools

MTSU currently supports learning environment system Desire2Learn (D2L) (http://www.mtsu.edu/d2lsupport/faculty/index.php). All online and hybrid course content is to be developed for and taught using this system. Online and hybrid courses are usually taught as part of a faculty member’s course load.

The following asynchronous communication tools are accessible to students 24/7:

- **Posting of course materials** (text, graphics, video and audio files) on a course web page allows a student to access reading materials, assignment criteria, and instructions to link to supplemental resources, etc.
- **File Exchange** allows a student to use e-mail attachments, digital drop boxes or file-transfer-protocols to exchange files among class participants.
- **Email** allows digital communication among class participants
- **Discussion Boards and/or Listservs** allow multiple-person discussions (either posted to a web site or via e-mail) to occur within the class.
- **Other** – i.e. newsgroups (large discussion boards outside of class participants)

Instructors may choose to use any or all of the following tools. These tools, as well as the tools noted above, permit faculty to include interactivity within their courses and to foster a learning community with their students.

- PipelineMT Basics and Login Information http://lum4prod.mtsu.edu/cp/home/loginf
- Desire2Learn (D2L) Faculty Support http://www.mtsu.edu/d2lsupport/faculty/index.php
- MERLOT: http://www.merlot.org/
Faculty Instructional Technology Center (FITC) Staff

ITD Hardware and Software Support Information;

Blackboard Collaborate – software providing interactive, collaborative learning experience

Student Lingo – plagiarism prevention tutorial;

Turnitin (http://www.mtsu.edu/itdacad/itc/turnitin.php) - assists faculty in evaluating student written works. The suite includes the "Originality Checker", "GradeMark" and "PeerMark" products accessed through the D2L dropbox tool.

Mobile Apps – MTSU will reimburse faculty purchases of educational mobile apps only. See MTSU Policy I:03:08 for additional information.

COURSE ENROLLMENT MINIMUMS/MAXIMUMS Guidelines

The University College makes the recommendations below for course minimum and maximum enrollments. These numbers are only a guide and can be exceeded based on the course. However, it is recommended that first-time online instructors limit their enrollment to 15 students. Department chairs may increase enrollments, as needed and as first-time professors become more familiar and comfortable with online instruction.

The maximum enrollments suggested below are based on ‘section E’ of the Faculty Overload Guidelines (http://www.mtsu.edu/provost/recruit.shtml) which limits enrollments to a maximum of 48 unless special considerations are made.

The Tennessee Board of Regents (TBR) recommends enrollment limits in Regents Online (RODP) courses to 25 (undergraduate courses) and 15 (graduate courses) due to the highly interactive nature of online courses. (approved by Dean’s Council 11/20/04)

Recommended Maximum Enrollments

MTSU Online/Hybrid
25 Undergraduate/15 Graduate

Correspondence and Videoconferencing
48 Undergraduate

RODP
25 Undergraduate/15 Graduate

MTSU Minimum Enrollments

(Faculty Workload G and Summer School Guidelines VI, 1)
6 students - 7000 level courses
8 students - 6000 level courses
10 students – 3000/4000/5000 level courses
15 students – 1000/2000 level courses
It is the department’s decision to cancel any class due to lack of enrollment.

**COURSE DEVELOPMENT, REVIEW, APPROVAL**
(http://www.mtsu.edu/universitycollege/distance/faculty.php)

Course development for distance learning and technology-intensive courses is addressed in MTSU's "Guidelines for Determining Faculty Workload"
(http://www.mtsu.edu/provost/forms/wkguide.pdf) (K. Instructional Improvement Implementation)

Only existing traditional/on-ground courses (approved by the University Curriculum Committee or the Graduate Council) are eligible for online or hybrid development. Online/hybrid development is a change in delivery method, not a change in curriculum. Courses that are new to MTSU (those which have not yet been taught in the classroom) must receive approval from the MTSU Curriculum Committee or the MTSU Graduate Council prior to development.

MTSU faculty are paid a fee by the University College for online and hybrid course development if the course is developed per UC criteria. Department chairs determine which faculty member in their department will design a course and receive the development fee. Fees are only paid for those courses not previously developed in the online/hybrid format. Approved courses are to be used as masters from which to clone additional sections for instruction. Minor revisions are permitted within the cloned sections.

All online and hybrid courses must be developed in accordance with criteria stipulated by the Distance Education Faculty Services Office within the Distance Education and Non-traditional Programs Department and the Online/Hybrid Course Guidelines. The Guidelines specify the use of, and training on, the learning environment system supported by the university; a course review conducted by a faculty peer; and a review and final approval by the department chair. The reviews are conducted using the Peer Review Form
(http://www.mtsu.edu/universitycollege/distance/pdf/faculty_peer_review_form.pdf)

Department chairs are responsible for approval of a course development proposal, contract, final review, and delivery approval. In some cases, and if funding is available, UC will also provide the instructor with release time. Course development information may be found at the Distance Education Faculty Services
(http://www.mtsu.edu/universitycollege/distance/faculty.php) website.

Efforts to improve an individual faculty member's courses and/or teaching methodology are considered to be a part of one's normal teaching assignment. A faculty member assigned the task of developing a new academic program, or experimenting with new pedagogies or technologies to be officially adopted by the department may be given a workload assignment of one to three credit hour equivalency during the first semester of piloting the newly developed pedagogy or technology as stated in the
Guidelines for Determining Faculty Workload
(http://www.mtsu.edu/provost/forms/wkguide.pdf) (K. Instructional Improvement Implementation and E, 1. Other Professional Activities)

In addition to required learning management system training, faculty new to online course development are also required to meet with the Instructional Design Specialist in the LT&ITC to plan the design of their new courses. Courses should be designed that:

- provide ease of uploading and downloading files and documents when accessed through dial-up and broadband;
- do not infringe on existing copyrights (http://www.tbr.edu/offices/generalcounsel.aspx?id=302&terms=copyright)
- meet ADA accessibility standards (http://www.ada.gov/); and
- are designed for ease of instruction by other faculty members.

More information may be found at the Distance Education Faculty Services website (http://www.mtsu.edu/universitycollege/distance/faculty.php).

Course Scheduling

Faculty are responsible for working with their academic departments and the Scheduling Center to schedule new online and hybrid courses for the target semester of delivery noted in the Online and Hybrid Course Development Agreement. Faculty are required to contact the Distance Education Faculty Services Office (More information may be found at the Distance Education Faculty Services website (http://www.mtsu.edu/universitycollege/distance/faculty.php) if there is a delay in initial delivery. Also, please note:

- New online and hybrid courses may be added to the semester schedule no later than four weeks prior to the start of the semester if the review/approval process has been completed. Exceptions must be approved by the Provost's office.
- New online and hybrid courses will not be added to the semester schedule until they have been peer reviewed and reviewed and approved by the department chair and the Course Approval Form returned to the Distance Education Faculty Services Office.
- The course delivery method cannot be changed after registration begins.
- Holidays and breaks posted in the semester schedule must be taken into consideration when scheduling exams, meetings and assignment due dates.

Web-assisted Courses

Faculty are responsible for informing their academic departments if an on-ground course includes an online component which will not require it to meet for all of its regularly scheduled on-campus meetings. This will provide:

- available classroom space for those teaching strictly face-to face;
- students with accurate course information.
SERVICES FOR ONLINE AND HYBRID COURSE STUDENTS

Distance Education Student Services
(http://www.mtsu.edu/universitycollege/distance/students.php) is a central office dedicated to assisting prospective and current distance learners. Services include:

- online tutoring with SMARTTHINKING.com;
- access to a Distance Learning Student Evaluation Form at the conclusion of the semester;
- direction to student resources;
- coordinate the Distance Education Test Center;
- provide course access instructions to students and faculty, as appropriate.

JAMES E. WALKER LIBRARY

The Walker Library (http://library.mtsu.edu/) provides the following services in support of online and hybrid courses:

- The library's catalog;
- Electronic course reserves in which instructors' materials can be accessed through the library catalog;
- Online databases, including many with full-text journal articles, which can be viewed, printed, and emailed from any location;
- Online Research Guides created by librarians which provide links to subject specific library resources. http://libraryguides.mtsu.edu/
- Online request form for delivery of requested library materials by mail or electronically to students who are without access to needed materials;
- Ask a Librarian (http://library.mtsu.edu/help/questions.php) page on the library's web site which provides access to online chat service for immediate assistance during library hours.
- Distance Learning Library Services (http://library.mtsu.edu/distance/) web page which contains information and links to these services;
- Embedded Librarian (http://library.mtsu.edu/distance/embedded.php);
- Online Library tutorials (http://library.mtsu.edu/help/guides/).

Additional information regarding conducting library research at a distance, requesting materials on interlibrary loan, securing borrowing privileges, etc. may be obtained by contacting the librarian responsible for Distance Learning Library Services and Resources, (615) 898-2549, sharon.parente@mtsu.edu.

RESPONSIBILITIES

University Responsibilities

The university must provide support to the administration, departments and faculty to enable them to offer online and hybrid courses.
**College Responsibilities**

- Authorize the offering of each online and hybrid course.
- Provide advising to online and hybrid students in their majors.

**Department Responsibilities**

- Approve development and delivery of each new online and hybrid course.
- Submit online and hybrid course information to the Registrar’s Office ([http://www.mtsu.edu/records/](http://www.mtsu.edu/records/)) in time for inclusion in the target semester’s online schedule. The listing should indicate the delivery method.
- Submit requests to the Scheduling Center to reserve on-campus facilities for distance course mandatory and optional meetings.
- Pay online and hybrid instructors as part of their course load unless the course is offered during summer school or make other pay arrangements through the department and college.
- Refer students to the Permission of Department (POD) Form ([http://www.mtsu.edu/universitycollege/distance/pod_form.php](http://www.mtsu.edu/universitycollege/distance/pod_form.php)) for permission to register for distance courses, if necessary.
- Authorize PODs to qualified students requesting them.
- Familiarize office staff with the permission and registration procedures.
- Certify that all adjuncts teaching online/hybrid courses have received training or have prior online/hybrid teaching experience using the university’s learning environment system.
- Offer and staff additional sections of online courses when possible.
- Appoint new lead designers when original course designers leave MTSU or no longer teach online.

**University College Responsibilities**

- Maintain, and regularly update, the UC ([http://www.mtsu.edu/learn/](http://www.mtsu.edu/learn/)) website that serves as a "front door" for students to locate information related to online learning.
- Provide an individual who can assist teachers and students with hardware and software questions or who can refer the questions to the appropriate source of help.
- Coordinate the administration of online and hybrid courses by providing assistance to instructors with tasks that are not a part of their usual duties and are unique to online and hybrid course instruction.
- Distribute course access instructions to students and instructors, as appropriate.
- Assist with testing and/or provide schedules for proctored testing.
- Maintain the Faculty Services website which provides current best practices and other resources for faculty who wish to develop and teach online and hybrid courses. ([http://www.mtsu.edu/universitycollege/distance/faculty.php](http://www.mtsu.edu/universitycollege/distance/faculty.php))
- Market online and hybrid courses to maximize enrollments in each class.
- Advise students in the Regents Online Degree Program (RODP).
- Work with the Tennessee Board of Regents to coordinate the Regents Online Degree Program at MTSU.
• Coordinate the Online Faculty Mentor (OFM) Program and assign an OFM to all faculty who design and redesign online and hybrid courses.
• Pay development fees for approved new and revised online and hybrid courses.
• Update the online Permission of Department (POD) Form prior to each semester. ([http://www.mtsu.edu/universitycollege/distance/pod_form.php](http://www.mtsu.edu/universitycollege/distance/pod_form.php))
• Coordinate distance course evaluation process each semester.
• Assist faculty with scheduling on-campus orientation and testing facilities when requested.
• Contact students who appear to be having difficulty accessing their online courses.
• Provide professional development opportunities for faculty who design and teach online and hybrid courses, when funding is available.

**ITD Responsibilities**

• Provide disk space for faculty and students on academic servers.
• Provide accounts to faculty and students on appropriate academic servers.
• Manage and support the campus network.
• Support faculty and student electronic communications via email, list server and discussion groups.
• Support MTSU World Wide Web pages.
• Support faculty and student use of applications on selected academic servers.
• Provide training opportunities for faculty on the use and development of instructional technologies.
• Support faculty and student use of applications on selected administrative systems

**Instructor Responsibilities**

• Faculty are responsible for informing their academic departments if an on-ground course includes an online component which will not require it to meet for all of its regularly scheduled on-campus meetings. This will permit the appropriate course listing under “Web-assisted” in the semester schedule and will make classroom space available to those teaching strictly face-to-face.
• Per SACS Principles of Accreditation Guidelines: *Faculty who teach in distance and correspondence education programs and courses receive appropriate training.* MTSU requires full-time and adjunct faculty to receive training on the learning management system licensed and supported by the university or for certifying that they have prior online teaching experience with this system prior to instructing an online and hybrid course.
• Successfully complete Sexual Harassment training ([http://training.newmedialearning.com/psh/mtsu/](http://training.newmedialearning.com/psh/mtsu/)) offered by the university before (or shortly after) the beginning of online course instruction.
• Ensure that online and hybrid courses meet the same standards and criteria set by departments for classroom courses.
• Order textbooks.
• Holidays and breaks posted in the semester schedule must be taken into consideration when scheduling exams, meetings and assignment due dates.

• The course delivery method cannot be changed after registration begins.

• Complete and submit to the Scheduling Center the Scheduling Request Form if on-campus meeting rooms are required for their distance courses.

• Follow these instructional recommendations each semester:
  o Log into class at least three times per week
  o Respond to student e-mails and discussion postings within 48 hours
  o Grade assignments, discussions, quizzes, etc., and post the grades within two weeks of the assignment’s posted due date
  o Follow the University Holiday schedule during all terms.

• Adhere to and support MTSU’s "Information Technology Resources" policy (http://www.mtsu.edu/policies/pdfs/InformationTechnologyResources.pdf) and encourage students to do the same.

• Follow copyright (http://www.mtsu.edu/itd/policies_copy_itd.php) laws as they pertain to the Internet and the World Wide Web.

• Maintain up-to-date virus detection software and operating system updates.

• Encourage students to complete and submit the Distance Education Student Evaluation Form at the conclusion of the semester.

• Per the Family Educational Rights and Privacy Act (FERPA), MTSU faculty must communicate with and provide course feedback (including grades) to their distance education students only within D2L. Faculty may respond to student emails received via the MTMail account, but educational data must never be sent to or from a non-institutional assigned email account.

• In compliance with the Higher Education Opportunity Act and SACS Principles of Accreditation, MTSU must "demonstrate that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework."

This verification is accomplished by requiring the MTSU online student to:

1) use a secure login and pass code into the MTSU-supported Learning Management System, currently Desire2Learn (D2L) and/or;

2) sit for proctored examinations.

Course Designer Responsibilities

• Receive training on the learning management system licensed and supported by the university or certify that they have prior experience with this system prior to online and hybrid course development.

• Meet with Instructional Design Specialist to plan course design.

• Work with an assigned Online Faculty Mentor (OFM) (http://www.mtsu.edu/universitycollege/distance/faculty_course_approval.php) during online or hybrid course development and during the peer review/approval process prior to delivery.
• Conduct a self-evaluation of completed course.
• Design the course so that other instructors can teach it.
• Ensure that online and hybrid courses meet the same standards and criteria set by departments for classroom courses.
• Build interactivity within the course content and provide students with detailed information on all assignments and course requirements.
• Order textbooks.
• Complete and submit for approval all course development documents (proposal, syllabus, Online Course Development Agreement)
• Request a D2L development shell from ITD.
• Design course materials within the university-supported learning environment system (D2L) (http://www.mtsu.edu/d2lsupport/faculty/index.php) according to these guidelines and the criteria and procedures described on the Distance Education Faculty Services (http://www.mtsu.edu/universitycollege/distance/faculty.php) website.
• Development of original content is required in online courses. Publisher content, or other pre-produced content, may be utilized but should be thoughtfully integrated into the original course content produced by the developer.
• The courses must be designed so they can continue to successfully run if a publisher’s, or other external, site is down. MTSU’s ITD does not support nor provide archival capabilities for content posted to external sites.
• If external websites are used in the design of online and hybrid courses, provide detailed description of how the site will be used in conjunction with required D2L activities and assignments
• Review the Peer Review and Self-evaluation forms for use as guides during course design.
• Share approved course content with sectional instructors.
• Serve as lead designer for the approved course, which includes:
  o updates to the master shell each semester as necessary;
  o familiarize other professors with instruction of the course and serve as instructional mentor throughout the semester;
  o assist new instructors with revisions of the Welcome page, Contact Information, and course calendar.
  o work with department to obtain textbooks and other course materials.
  o provide these services even if lead designer not instructing the course.
• Conduct a self-evaluation (using the Self-evaluation Form) when the course is complete, and work with the OFM to make necessary changes
• Submit the online and hybrid course information to the department in time for inclusion in the target semester's schedule. New online and hybrid courses may be added to the semester schedule no later than four weeks prior to the start of the semester if the review/approval process has been completed. Exceptions must be approved by the University Provost's office.
• Posted university holidays and breaks must be considered when scheduling exams, class meetings and assignment due dates.
• The course delivery method cannot be changed after registration begins.
• Adhere to and support MTSU’s "Information Technology Resources" policy (http://www.mtsu.edu/policies/pdfs/InformationTechnologyResources.pdf) and encourage students to do the same.
• Follow copyright (http://www.mtsu.edu/itd/policies_copy_itd.php) laws as they pertain to the Internet and the World Wide Web.
• Maintain up-to-date virus detection software and operating system updates.

Student Responsibilities
• Access course on the first day of class.
• Review MTSU student regulations and policies, obtain required course materials and textbooks, review meeting information (if applicable), etc. (http://www.mtsu.edu/universitycollege/distance/students.php).
• Complete the Distance Learning Student Evaluation at the conclusion of the semester.
• Have access to a reliable computer with a DVD/CD-ROM drive and Internet connection. Students who do not have a computer may access their courses at the MTSU Walker Library (http://library.mtsu.edu/distance/).
• Review the MTSU open computer labs website for hours of operation. (http://www.mtsu.edu/itd/students_complab_itd.php).
• Students may also access their courses from a local public library. (Note: Some public libraries block certain web addresses. Students should verify with the library’s IT support if unable to access.)

SYSTEMS REQUIREMENTS
Computer Software, Hardware, and Browsers
For Distance Learners
http://www.mtsu.edu/d2lsupport/students/index.php

A reliable computer with a DVD/CD-ROM drive and Internet connection are necessary to successfully take an online course. Students who do not have a computer may access their courses at the MTSU Walker Library (with an MTSU ID), MTSU computer labs or at a local public library. (Note: Some public libraries block certain web addresses; students should verify with the library’s IT support if unable to access. Also, some libraries may charge usage fees.)

Perform a systems check at https://elearn.mtsu.edu.

The D2L Learning Environment is web-based, meaning users log in to D2L through the internet using a web browser. The following table outlines the recommended components necessary for successful course access.

These specifications are minimal. More sophisticated systems are better.
Platform Requirements

Apply to:
- Learning Environment 9
- Learning Repository 5
- LiveRoom 4

These platform requirements apply to all versions in the listed series of products.

<table>
<thead>
<tr>
<th>Component</th>
<th>Required</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows 7, XP, or Vista</td>
<td>• Windows 7, XP Service Pack 2; • Windows XP or better; • OS X, version 10.4 or later</td>
</tr>
<tr>
<td></td>
<td>MAC OS X</td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>SVGA Monitor</td>
<td>Resolution of 1024 x 768 or greater</td>
</tr>
<tr>
<td></td>
<td>Minimum resolution of 800 x 600</td>
<td></td>
</tr>
<tr>
<td>Internet Speed</td>
<td>56K modem</td>
<td>56K cable modem or DSL</td>
</tr>
<tr>
<td>Sun Java Runtime Environment (JRE)</td>
<td>JRE v1.4.2.x, 1.5.x, 1.6.x</td>
<td>JRE 1.6 update 13 or higher</td>
</tr>
<tr>
<td>Java Script</td>
<td>• Enabled</td>
<td>• Enabled</td>
</tr>
<tr>
<td>Cookies</td>
<td>• Enabled</td>
<td>• Enabled</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component</th>
<th>PC</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsers (PipelineMT works in these browsers)</td>
<td>• Internet Explorer Windows: 7.x or 9</td>
<td>• Safari: 4.0 or greater</td>
</tr>
<tr>
<td></td>
<td>• Mozilla Firefox, latest version</td>
<td>• Mozilla Firefox, latest version</td>
</tr>
<tr>
<td></td>
<td>• Google Chrome, latest version</td>
<td>• Google Chrome, latest version</td>
</tr>
<tr>
<td>Audio/Visual</td>
<td>• Sound card, speakers, headphones</td>
<td>• Sound card, speakers, headphones</td>
</tr>
<tr>
<td></td>
<td>• Web cam may be required depending on the type of class</td>
<td>• Web cam may be required depending on the type of class</td>
</tr>
<tr>
<td>Internet Service Provider (ISP)</td>
<td>• To provide email account, access to World Wide Web, ease of making/maintaining a connection.</td>
<td>• To provide email account, access to World Wide Web, ease of making/maintaining a connection.</td>
</tr>
</tbody>
</table>
**Browsers**

A *browser* is a program that helps users work with the web by displaying documents and making links between computing sites. A graphical web browser, such as Internet Explorer or Mozilla, can display web documents in hypermedia format; that is, it can be used to view text, images, and video and to listen to audio.

To enable Java and JavaScript, checking a box or choosing this capacity in an options box under the tools or properties menu is usually required.

*It is recommended that the “browser check” utility be completed prior to accessing D2L for the first time. The D2L browser check and upgrade links are accessed from the D2L login page. Note: If accessing D2L via Pipeline, click on the logout link in the upper right corner of the D2L MyHome page to go back to the D2L login page.*

**Browser Support**

Support Statuses may be viewed in Browser Support Lifecycle.

**Windows**

<table>
<thead>
<tr>
<th>Browser</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 9</td>
<td>Supported (Recommended)</td>
</tr>
<tr>
<td>Internet Explorer 8</td>
<td>Supported</td>
</tr>
<tr>
<td>Internet Explorer 7</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.6 or higher</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.5</td>
<td>Supported</td>
</tr>
<tr>
<td>Chrome 3 or higher</td>
<td>Supported</td>
</tr>
</tbody>
</table>

**MAC OS X**

<table>
<thead>
<tr>
<th>Browser</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox 3.6 or higher</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.5</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 3.0</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 4.0 or higher</td>
<td>Supported</td>
</tr>
<tr>
<td>Safari 3.1</td>
<td>Supported</td>
</tr>
</tbody>
</table>

**Mobile Web**

<table>
<thead>
<tr>
<th>Operating System/Browser Version</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS 3 (Safari)</td>
<td>Supported</td>
</tr>
<tr>
<td>iOS 4 (Safari)</td>
<td>Supported</td>
</tr>
<tr>
<td>Android 1.5</td>
<td>Supported</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Android 2.1</td>
<td>Supported</td>
</tr>
<tr>
<td>Android 2.2</td>
<td>Supported</td>
</tr>
<tr>
<td>Blackberry 6</td>
<td>Supported</td>
</tr>
</tbody>
</table>

*The above-mentioned products and/or services retain their trademarks and copyrights where applicable.*

**Memory**

** Assistance in adjusting memory may be found at Apple Help file under “Memory - Adjusting your memory usage”. Multiple applications should not be open while working in your browser within your online class. This requires more RAM and will cause the browser to run very slowly.

**Internet Speed**

***If a modem is used, communications software is needed to allow communication between your computer and the modem.

**REFERENCES**

Americans with Disabilities Act
http://www.usdoj.gov/crt/ada/adahom1.htm

The Digital Millennium Copyright Act of 1998
http://www.mtsu.edu/itd/policies_copy_itd.php

MTSU "Guidelines for Determining Faculty Workloads," Fall 2009
http://www.mtsu.edu/provost/forms/wkguide.pdf

MTSU Financial Aid Office
http://www.mtsu.edu/financialaid/

MTSU James E. Walker Library Distance Learning Library Services and Resources
http://www.mtsu.edu/~library/tour/extenew.html

MTSU Information Technology Division
http://www.mtsu.edu/itd/fac_staff/

MTSU Faculty Instructional Technology Center
http://www.mtsu.edu/itdacad/itc/

MTSU Center for Educational Media
http://cem.mtsu.edu/
MTSU College of Graduate Studies
http://www.mtsu.edu/graduate/

MTSU Undergraduate Catalog
http://www.mtsu.edu/ucat/

MTSU Graduate Catalog
http://www.mtsu.edu/gcat/

MTSU Faculty Handbook
http://www.mtsu.edu/provost/fac_handbook/

MTSU Distance Education Faculty Services
http://www.mtsu.edu/universitycollege/distance/faculty.php

MTSU Distance Education Student Services
http://www.mtsu.edu/universitycollege/distance/students.php

MTSU Records and Scheduling Office http://www.mtsu.edu/records/

MTSU Withdrawal Office http://www.mtsu.edu/withdraw/

Sexual Harassment Prevention Training Online (New Media Learning)
http://training.newmedialearning.com/psh/mtsu/

Regents Online Degree Program (RODP) www.rodp.org

Southern Association of Colleges and Schools, Commission on Colleges, Criteria for Accreditation, 1996. (http://www.sacs.org/)

Tennessee Board of Regents - Distance Education Policy 2:05:00:00
http://www.tbr.edu/policies/default.aspx?id=1022

Tennessee Board of Regents - Copyright Issues in Digital Distance Education
http://www.tbr.edu/offices/generalcounsel.aspx?id=302&terms=copyright

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(Edited 12.20.2009)
(Edited 4.21.2010)
(Edited 11.18.2010)