North’s e-Learning Support Center (NeLSC)
Procedural outline for e-learning curriculum development, instructional preparation and peer-assisted quality maintenance
“Steps to Success”

CASE #1: NEW ONLINE INSTRUCTOR DEVELOPING NEW ONLINE COURSE

1. Introduction to e-Learning Pedagogy (Instructor & e-L Director/Coordinator)
   a. NeLSC provides endorsed standards and guidelines document
   b. Discussion of fair use, copyright, intellectual property rights, ownership
   c. NeLSC provides resources – website, books, peer mentoring options
   d. NeLSC illustrates with e-L course examples of design and methodology
   e. NeLSC introduces technology options as tied to potential course needs

   Projected Time Commitment: 2 one-hour sessions in NeLSC

2. Creation of Preliminary Plan (Instructor, Dean & e-L Director/Coordinator)
   a. Instructor completes preliminary plan for development & preparation
      (DAPP 1 = “NeLSC Development & Preparation Plan” Part 1)
   b. If stipend is received, NeLSC initiates contract and/or ENSRC
   c. Dean approves preliminary plan & instructor commitment to timeline
   d. Instructor completes preliminary review form (CAS DL Form 1 = CAS1) and submits it to the
      CAS DL Subcommittee with dean signature
   e. CAS Distance Learning Subcommittee approves CAS1
   f. Copy of DAPP1 & CAS1 documents are filed in NeLSC

   Projected Time Commitment: 2 one-hour sessions in NeLSC preceded by instructor’s solo prep work

3. Training in Appropriate Educational Technologies (Instructor & Workshop Facilitators)
   a. Instructor attends workshop series (2 sessions) in TLC on website creation (Dreamweaver or FrontPage)
   b. Instructor attends workshop series (2 sessions) in courseware tools to provide options for online discussion, testing, chat, grade review, etc. (WebCT or FirstClass)
   c. Instructor attends workshops in multimedia technologies if needed (Photoshop Elements, Camtasia, PowerPoint, podcasting, movie maker)
   d. Instructor attends workshops in Web 2.0 tools if needed (blogs, wikis)

   Projected Time Commitment: 2 – 8 two-hour TLC workshop sessions with solo work by instructor between sessions

4. Personal Assistance in e-L course development & e-teaching prep (Instructor & TLC Manager/ e-L Coordinator / e-L Director)
   a. Instructor works one-on-one with e-L team and solo to develop basic online content (e.g. website structure, navigation, presentations, lessons) in Dreamweaver (TLC) or FrontPage (NeLSC)
b. Instructor seeks permission for use of any copyrighted materials
c. Instructor works one-on-one with e-L team member and solo to develop multimedia content as needed (podcasts, video clips, screen action captures, flash animations, etc.) in TLC and/or Ne.LSC.
d. Instructor works one-on-one and solo to develop and pedagogically prepare to use online communication / assessment / interactivity features
e. Instructor works one-on-one and solo to incorporate additional Web 2.0 tools into the online course as needed (blog, wiki, flickr, de.licio.us, etc.)

Projected Time Commitment: 4 – 10 weekly one-hour sessions with e-L Coordinator or Director reinforced with solo work by instructor between sessions

5. Review of Course Development progress eight weeks prior to the start of the quarter when course delivery is scheduled (Instructor, Dean, CAS DL Subcommittee, CAS, & e-L Director/Coordinator)
   a. Instructor completes NeLSC Development & Preparation Plan Part 2 (DAPP2) to report on the course design & components and instructor’s acquired skill set in pedagogy and technology
   b. Instructor, Dean & e-L Director review course structure & first 3 weeks of content
   c. Dean approves progress
d. Instructor completes CAS DL final review form 2 (CAS2) which provides a development report & a website address for the CAS DL Subcommittee and all CAS committee members to review (if this is a new online course)
e. Instructor or division acquires needed support service signatures on CAS2.
f. Instructor submits CAS2 to e-L Director and CAS DL Subcommittee
g. CAS DL Subcommittee endorses course
h. e-L Director presents course to CAS for final approval

Projected Time Commitment: 2 one-hour sessions

6. Course Launch at the start of the quarter (Instructor & NeLSC Team)
   a. NeLSC sends postcards to all registered students with instructions on how to start their online classes during week preceding start of quarter
   b. NeLSC creates the student access accounts for all online courses
   c. Instructor notifies NeLSC of any last minute needs (e.g., class website revisions or requested changes in on-campus rooms/dates/times)
d. Instructor optionally consults with e-L Director / Coordinator on pedagogical strategies or additional technology decisions
e. Instructor contacts students (via email) to welcome them and notify them of any changes to the printed description of the class
f. NeLSC updates course information on the Virtual College website as directed by the Instructor and Division
g. NeLSC provides logistical, pedagogical and technological assistance to students to establish good communication and a good start in their class
h. NeLSC helps students to attend optional or required orientation sessions
i. Instructor (optionally) provides an orientation session for her/his students one evening during the first week of the quarter

Projected Time Commitment: As needed

7. Support during delivery of course (Instructor & NeLSC Team)
   a. NeLSC provides logistical, pedagogical and technological assistance to students throughout the quarter in-person, by phone, via email and online
   b. Instructor and NeLSC work together to adjust / fix / incorporate online course features as needed throughout the quarter
   c. Instructor, NeLSC and Student find potential off-site proctor if needed and complete official forms to initiate proctor approval process
   d. Instructor and NeLSC facilitate exam proctoring on-campus if needed

Projected Time Commitment: As needed

8. Post Delivery Analysis (Instructor, Dean, e-L Director / Coordinator)
   a. Instructor completes post-delivery feedback form on issues and recommendations regarding NeLSC support (DAPP3)
   b. Forward-thinking responses are added by e-L Director or Coordinator
   c. Copy of form is provided to the Dean & filed at NeLSC

Projected Time Commitment: 1 one-hour session

9. Maintenance (Instructor, NeLSC Team)
   a. Instructor archives coursework (discussion, email, grades)
   b. Instructor revises course when and if necessary

    a. Every three years NeLSC requests that the Instructor choose two colleagues to review her/his online course
    b. Colleagues utilize nationally-recognized “Quality Matters” rubric to assess course functionality and effectiveness and provide feedback directly to the Instructor
    c. Instructor updates the course as appropriate
    d. Review Process is reported to CAS

Projected Time Commitment: 2 one-hour sessions by instructor

Timeline: See back page
Case #1: NEW ONLINE INSTRUCTOR DEVELOPING NEW ONLINE COURSE

EXAMPLE: COURSE ON THE FALL 2007 SCHEDULE

Ideal timeline for development, quality-assurance and delivery of a new online course accompanied by the necessary pedagogical and technological preparation of a new online instructor.