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From: Sarah Phinney
Sent: Wednesday, December 19, 2018 8:35 AM
To: Sarah Phinney
Cc: Sam Aunai; James Thompson
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Attachments: Canvas_Student_Welcome_Template.doc; OnlineTeachingHandbook2018-19Final.pdf

Happy new year, and welcome to the spring 2019 term! ☺

If you've been reading these messages for a while, you'll notice that this one is a little longer than usual. I realized that there were some topics that not everyone seems to be aware of, and we also have new faculty joining us regularly. So I've decided to include things that everyone should be aware of, but I'm sure there are things I've left out. Whether or not you have received these emails from me in the past, please be sure and read through this information. Also, remember that the student orientation course-link changes every semester. The URL for this semester can be found in the section "Canvas Orientation for Students".

As always, if you have any questions, please don't hesitate to contact me. Also, when you have a chance check out the new [Center for Instructional Technology online home](#).

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START OF TERM STUDENT ACCESS TO YOUR CLASS (VERY IMPORTANT)

Your Canvas course starts out being unavailable (unpublished) to students. In order for students to be able to access the course site, YOU MUST publish your course site no later than the morning of the official course start date listed in Banner. Here are two scenarios with instructions on how to do this:

1. You want to allow students to have access to the course before the official course start date, but you do not want them to be able to submit assignments or post to discussions until the course begins. Here is what you do:
 - a. Before the course begins, login to the course (Login to InsidePC and click on Faculty Courses at the top, then click on your course.).
 - b. Once inside your course, click "Settings" in the course navigation.
 - c. Next to the "Starts" box, click the calendar icon and select the official start date of the class.
 - d. Check the box labeled "Users can only participate in the course between these dates."
 - e. Click the "Update Course Details" button at the bottom.
 - f. Click "Home" in the course navigation.
 - g. Click the "Publish" button on the right side of the page.
 - h. Effect – Students will have immediate access but only in a view-only capacity. Once the official start date occurs, students will have regular access to the course.
2. You do not want any student access to the course until the official start date of the course. Here is what you do:
 - a. Login to your course in the **very early** morning of the official course start date (Login to InsidePC and click on Faculty Courses at the top, then click on your course.).
 - b. Once you are at your course home page, click the "Publish" button on the right side of the page.
 - c. Effect – Students will have regular access to the course.

END OF COURSE STUDENT ACCESS

In order to allow students to check any pending grades in the course, please do not block student access to view their grades until at least one week following the end of the course.

FACULTY USING PUBLISHER SITES FOR PRIMARY CONTENT

Please be aware that even though you may be using a publisher's site for the bulk of your course, you **must** include the following within your Canvas course at a minimum:

- Course's Canvas site must be published by the official start date.
- Course's Canvas site must contain a copy of the course syllabus ([KCCD Board Policy Procedure 4B3](#)).
- All student-to-student interaction (discussion forums, chats, etc.) must be conducted within Canvas ([KCCD Board Policy Procedure 4B3](#)).

CHANGE DATES IN YOUR COURSE

Update any dates that are embedded in your course content, such as your syllabus.

USE IMPORT INSTEAD OF COPY/PASTE (NEW)

One of the most frequent issues that students report to the Canvas Help-Desk, is an error message they receive when they try to view or open something in their course. The usual culprit for this error message is from the use of copy/paste to duplicate something from one course to another. When you copy and then paste content that includes a link to a document or other internal resource, the copied link will point to the original course instead of the new course. Since students in the new course are not enrolled in the other course, they get an error message when they click on the link. The best way to avoid this problem is to use the Import feature of Canvas. For more information, refer to the [Canvas Course Import Tool documentation](#).

VERIFY URLS

Go to your Canvas class site. Click on "Settings." On the right click on "Validate Links in Content." Make corrections as necessary.

ACCESSIBILITY

Please make sure that all of your course content and contact methods are accessible. Also be sure that your syllabus includes a statement of accommodation. If you would like an example of an accommodation statement for your syllabus let me know. For more information on creating an accessible course, please refer to the [OEI Online Accessibility Resource Documents](#). If you have any specific questions regarding accessibility issues in your course, don't hesitate to contact me.

DROPPING STUDENTS & CENSUS-DATE ROSTERS

Many online instructors have a required activity (e.g. discussion posting, syllabus quiz, etc.) that is due within the first week of a regular length course, with those not completing the activity being dropped from the course. Instructors who do this also include an alternate participation activity for the waitlisted students, since they will not have access to the online class site. With these required activities in place, students who fail to meet the deadline for your required activity can be dropped from both the main roster and the waitlist, allowing waitlisted students who have completed the activity to roll into the class. When implementing this kind of procedure, it is very important to make sure you clearly explain this "opening-activity drop-policy" in your initial email to the students. State regulations mandate that you drop students who have not attended class by the first census date (in DE courses this means when they have not participated). See the next section, "Last Date of Attendance," for suggestions on how to determine who should be dropped at census.

LAST DATE OF ATTENDANCE

Regulations regarding the last date of attendance (LDA) in online classes stresses that the LDA is determined by the last date of academic participation by the student. Title IV regulations mandate us to establish the LDA and to use this date in determining the amount of Title IV refund for which we are responsible. In DE courses, it is not acceptable to use login statistics to determine LDA, but instead DE courses are expected to use the last date of student participation in an "academically related activity" of the course, and you must be able to document this date.

One recommended approach that fits with these guidelines is to drop students who fail to participate in two-week's worth of consecutive activities, and do not respond to your contact attempts. Please note that this would be regarded as the absolute minimum degree of participation in order to not be dropped, and is not intended to be considered the standard for student participation. Make sure that students are made aware that they will be dropped if they stop participating as per your guidelines, by clearly explaining your policy in your course syllabus. You should also specifically spell out what constitutes participation (e.g. forum posting, assignment submission, message sent to you, etc.).

INSTRUCTOR-STUDENT INTERACTION

This is just to remind you that your online course, and online portions of hybrid courses, must include "regular and substantive interaction" that is initiated by the instructor with the students. This is a regulatory requirement, in addition to just making good sense, and requires that teacher-student contact be documented. You can read the specific guidelines in the *Porterville College Online Teaching Handbook* which is attached. You may also want to review your course outline which details the expectations for regular and effective contact for your course. In addition, you should make it clear to your students as to how they should contact you if they have questions, and let them know how soon they can expect your reply.

ACADEMIC INTEGRITY

We strongly encourage you to utilize a variety of strategies to promote academic integrity in your online classes. One valuable resource for you to review is WCET's document on [promoting academic integrity](#). You may want to have an early discussion with your students about academic integrity. In that discussion, you want to be sure to not only cover plagiarism issues, but also go over the importance of students doing their own work in the course and never sharing their login information with anyone else. Students should also understand that their non-compliance could be cause for disciplinary action. You may want to direct students to the [Porterville College Student Code of Conduct](#) for further information. If you do not yet have a Turnitin account and wish to use Turnitin with your classes, please contact me for

access or for further information about Turnitin. If using Turnitin, you can seamlessly integrate your Turnitin assignments within Canvas for easier access. If you need assistance in setting this up, please let me know.

GETTING STUDENTS STARTED

Remember, it is your responsibility to notify your students on how to start the class. I recommend sending an email to all registered students **at least** a couple of days prior to the start of your class. You may also wish to include waitlisted students in your notification as well. This all depends on how you want to handle the waitlisted students. Normally waitlisted students do not have access to your class site. Therefore, you may choose to send preliminary course information to them via email.

I've attached a sample welcome email for you to use as a template if you want. If you are reusing an older message of your own, and you include the link to the orientation be sure and update that link with the latest one found in the template. Getting students off to a good and timely start is extremely important for their success and for your class retention. Don't forget that the telephone is another way to reach a student if email has failed.

TECHNICAL SUPPORT

We have two technical support resources. When you are inside of Canvas and have a technical issue you and your students can use the "Help" button located in the lower left area of the window. For 24/7 support for Canvas, call 844-602-6285. If you or your students have problems with InsidePC or problems logging in, please contact the KCCD Help Desk at 877-382-3508. Instructors may also contact me directly with questions or issues.

NETTUTOR ONLINE TUTORING

As many of you already know, we have been offering online tutoring through NetTutor for more than two years now and it is a great resource for students.

To enable NetTutor in your Canvas class site, click on Settings. Then click on the Navigation tab. Scroll to the bottom where you will see NetTutor listed in the disabled links section. Drag NetTutor up into the list of enabled links. Of course, you can move your links around so they are arranged in your preferred order. Be sure and click "Save" at the bottom when you're done.

If you would like to announce the availability of NetTutor to your students here is an example announcement:

Hello Class:

You may notice that there is a link on our menu labeled NetTutor.

This is an opportunity for you to receive online tutoring in case you cannot make it to the Tutoring Center on campus. Using NetTutor is free for you to use. To get started, see the instructions below.

1. Click on the NetTutor link in the course menu.
2. If you want a tutor to look over your paper and provide you feedback, click the Online Writing Lab. You will see a form to complete, with the ability to upload your paper. Be sure to save your file as a PDF; the system only accepts PDFs.
3. If you have a quick question, you can choose the option to communicate with a live tutor.

For more information, you may want to watch the [NetTutor Promo Video](#) or review the [NetTutor Tutoring Handbook](#).

TURNITIN THROUGH CANVAS (NEW)

Many of you are already using Turnitin through Canvas, but some of you may not be aware of this service available to you. Turnitin is a Web-based service that will check submitted papers for similarity with other papers in its database, as well as with content located on the Internet. Instructors (and students if enabled) will then see the similarity report for the submission. This gives instructors a more streamlined approach to checking papers for plagiarism, but there is still some manual checks by the instructor that must happen, since the program cannot differentiate between properly cited uses and improperly cited uses. If you wish to use Turnitin with any of your assignments in Canvas, please refer to the [Turnitin Guide for Canvas Instructors](#).

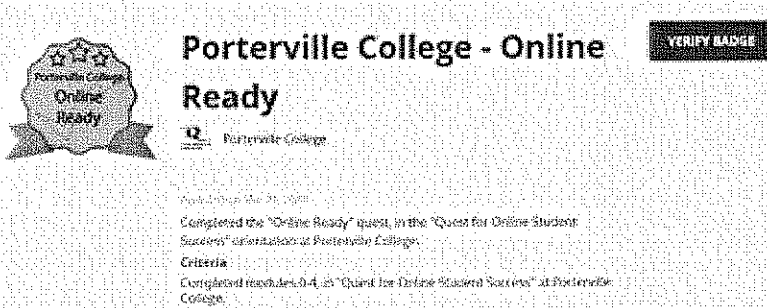
CANVAS ORIENTATION FOR STUDENTS (NEW URL)

I have made significant changes to the online student orientation, *Quest for Online Student Success*, that I hope will make it easier for you and for students to track completion. Students can still earn two different badges in this orientation:

- The *Online Ready* badge indicates they have completed all content related to learning Canvas, taken the SmarterMeasure assessment to see what their strengths and weaknesses are in terms of online learning, and learned about what is involved in being an online student.
- The *College Savvy* badge indicates that the student has completed all content related to being a successful college student, such as educational planning, career planning, financial planning, and personal and instructional support.

Here is what you should do, if you want to give students credit for completing one or both of these badges.

- Create an assignment in your Canvas course.
- Make the submission type "Online" and check the box, Website URL.
- Here is a sample for the instructions (modify for your needs): *Complete the requirements for the "Porterville College - Online Ready" badge in the course "Quest for Online Student Success" (provide the link here). After earning the badge copy the URL to the badge, and then paste it into the URL box on this assignment. Then submit this assignment.*
- When you review the submissions in SpeedGrader, they should look similar to this
<https://api.badgr.io/public/assertions/ewiacRcpSAieOrhVgoaauQ>
- You **should NOT** see this on the end of the URL
?action=download
If you do, just copy the URL and delete that last part and paste into a new browser window.
- If the student has given you a valid URL to a badge, you should see something similar to this:



- You can click on the "Verify Badge" button to verify that the badge was issued to the student who submitted it.

Here is the link to the Spring 2019 Quest for Online Student Success orientation:

<https://kccd.instructure.com/enroll/CYNWC8>

Important!: This link changes every semester. Always check this email message for the new link. Students will have to be logged in to Canvas in order to access the orientation.

PROCTORIO ONLINE PROCTORING (NEW)

Proctorio is an online proctoring tool and service that is available through the Quiz area of your Canvas course. Using Proctorio with your online quizzes or exams can provide another layer of integrity in test taking. The tool is highly customizable for various levels of exam integrity needs. At a basic level, all that is required is a specific browser and a free plugin. A webcam and microphone are only required for more secure exam settings. Please contact me if you have questions, or if you would like more information about next steps for implementing Proctorio and best practices for using Proctorio in your classes (sphinney@portervillecollege.edu).

CONFERZOOM (NEW)

For those who have used CCC Confer in the past, ConferZoom has taken its place. ConferZoom is a videoconferencing service available free to all faculty, staff, and students. Many instructors use ConferZoom to conduct live meetings with their students. With ConferZoom, you are able to share your computer screen, use a whiteboard, as well as talk, and stream video. You will see ConferZoom in your course's navigation, which of course you can hide if you won't be using it. With ConferZoom you can schedule regular meetings, or launch an unscheduled meeting at any time. New in January,

you will be able to offer designated time slots for online office hours or private meetings with a student. Students can reserve an available appointment, with only one reservation per time slot.

Confer provides live captioning for instructional uses of ConferZoom. To have your session live captioned, just send your captioning request at least five business days in advance to clientservices@cccconfer.org. It is expected that there will be an online form for requesting captioning soon. You will need to make a one-time change in your Zoom account settings to enable closed-captioning, and at the start of each Zoom session with captioning, you will need to assign the captioning role to the proper person in your meeting.

Auto-captions are generated for the recorded sessions, and can be edited. For more information on this and other topics, visit the [ConferZoom help articles](#).

NAMECOACH (NEW)

NameCoach is a new addition that you will see in your Canvas course navigation. With NameCoach, all class participants (students and the instructor) are able to tell their classmates how to pronounce their names as well as express their preferred gender pronouns. Once a user saves a recording of their name, it is attached to their Canvas user profile and will be visible in all of their Canvas courses. Users can record with their installed microphone directly from the NameCoach roster, or they can have NameCoach call them to record over the phone. Please contact me if you have any questions or concerns about NameCoach (sphinney@portervillecollege.edu).

PISCES WHITEBOARD (NEW)

The Pisces Whiteboard (formerly called WorldWideWhiteboard) is a collaborative online whiteboard tool that has been integrated into our Canvas instance. This tool can be used for faculty-student online meetings, or it can be used by groups of students who want to work collaboratively online. To enable Pisces Whiteboard in your Canvas course, just go to Settings>>Navigation and enable it from the group of disabled tools near the bottom of the page. Be sure and click "Save" to lock in your changes. For more information, please view the [Pisces \(WorldWideWhiteboard\) User Guide](#).

PUBLISHER CONTENT THROUGH CANVAS (NEW)

Some publisher access has been integrated into our Canvas site. You can see if your publisher is one of these, by going into "Settings" and then clicking on the "Navigation" tab. If you find your publisher listed in the "disabled" group at the bottom of the page, just drag it up into the enabled group and save your settings. You will then be able to access your publisher's resources from within Canvas. If you do not see your publisher listed, please contact me to find out how to request publisher integration in Canvas (sphinney@portervillecollege.edu).

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