



# HANDBOOK FOR ONLINE TEACHING AND LEARNING

Neumann University

## Abstract

The handbook was developed by the E-Learning Committee of Neumann University as guidance for all computer-assisted instruction.

Approved 4/7/2016 by ADC

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## Online Learning at Neumann University – NU Online

Online Learning at Neumann University (NU Online) is the infrastructure used by Neumann University faculty and students for supporting instruction and learning through the Internet. This infrastructure allows for different modalities of instruction and learning such as web-assisted, blended, hybrid, or fully online courses. These modalities are described further later in this document.

A core component of the NU Online system is the NU Learn learning management system (LMS) or online course platform, which is an Internet application that provides faculty and students virtual spaces for communication, hosting course materials and exchanging work. For Neumann University, as of Fall, 2012, this system is provided by the Blackboard Learn 9 © platform (available at [neumann.dcollege.net](http://neumann.dcollege.net)) hosted by Drexel University. All classes at the University are automatically provided with course shells each semester within NU Learn.

## NU Policies for Online Teaching and Learning

### Policy for Online Student Verification

#### Policy#: CE 1.08

Classification: Academic Administration

Category: Topic: Student Identity Verification in Distance and Correspondence Education

Student Identity Verification in Distance and Correspondence Education

This policy serves to ensure compliance with 34 CFR 602.17(g), whereby the Middle States Commission On Higher Education (MSCHE) must verify that institutions have effective procedures in place to ensure that the students who register in a distance or correspondence education course are the same students who participate in and complete the course, and receive the academic credit.

Neumann University hereby provides the following documentation:

*Written description of the method(s) used to ensure student identity verification in distance or correspondence education courses. Include information related to the Learning Management System (LMS) and integration with college-wide systems.*

- Upon acceptance into Neumann University as a matriculating (or non-matriculating) student, the student is issued a secure login username and passcode. The student is required to change the initial passcode and supply additional personal identifiers for future passcode changes. This username and password is valid for the University's Learning Management System (LMS), the WebAdvisor program of Colleague Datatel, and the University's SharePoint site. The student can update the passcode using a self-service system that uses the student's personal identifiers.

- Once enrolled in a course, the student is uploaded into the University's LMS Blackboard course shell by the university using the student information in the Student Information Database (Ellucian Colleague). Access to the course site is via University's secure login and passcode. Login can currently be found at:
- Course enrollment in online courses is capped at 30 students. Neumann University follows the Quality Matters protocols for student and faculty engagement within the course site. This allows the instructor to engage with the student to identify the student "voice" as they respond to assignment prompts. The LMS includes a module for checking student papers for plagiarism (Turnitin), and faculty are instructed in its use. Ordinarily, these courses do not include exams, but require the student to produce research papers and/or or applied learning. These students are held to the Academic Honesty policy of the University. Violations are reported to the Vice-President for Academic Affairs.

*Written procedure(s) regarding the protection of student privacy in the implementation of such methods. Include information related to the Family Education Rights and Privacy Act (FERPA), student record access, and process for resetting student passwords.*

- This information is found in the Student Affairs Handbook, which is online and accessible to students and the community at large at:  
<http://www.neumann.edu/life/handbook/index.asp>

*Written procedure(s) for notifying students about any projected additional charges associated with student identity verification such as proctoring fees*

- Neumann University does not charge additional fees to verify student identity.

*Written procedure(s) indicating the office(s) responsible for the consistent application of student identity verification procedures.*

- Student identity verification procedures are managed by the office of Information, Technology and Resources (ITR). ITR ensures that authentication processes are consistent across all student users, always requesting User ID, password, and verification of personal identity through information provided at the time of registration.

## **Policy for Online Teaching and Instruction**

### **Policy CU 1.14**

Classification: Academic Administration

Category: Topic: Preparation for Online Teaching

Before teaching an online or hybrid course, the faculty member must be certified in online course instruction. This certification is determined by the Office of Academic Affairs.

The following summary of current practice and definitions are provided as explanation:

Certification includes at least one of the following:

1. Completion of a Neumann University online course in teaching online

2. Quality Matters (QM) certification in applying and using the QM rubric
3. Graduate coursework in online learning and or graduate coursework in online course construction
4. Evidence of training in online learning, approved by the Dean of the faculty's Division, from Neumann University or another institution

#### Definitions:

- Traditional Instruction: face-to-face or "web-enhanced" courses in which the bulk of teaching occurs through scheduled meetings. The web component is used for creating a "basic presence" online and some activities can be supplemented with the tools offered by the learning management system. A traditional instruction course may contain up to 33% or in-seat instruction time offered through the Alternate Instructional Equivalencies by Hour. Hybrid course: includes courses in which 33% or more of the instruction and learning activities are carried out online, while the remainder occurs through scheduled meetings. A criterion for these courses is that the on-ground class time of the student is reduced and replaced with accepted equivalent online activities. See Neumann University Catalog for Alternative Instructional Equivalencies by Hour.
- Online course: courses designed to be offered entirely online, in which the online activities must supply equivalent forms of engaging students in learning as that of their traditional counterparts. See Neumann University Catalog for Alternative Instructional Equivalencies by Hour. Verification of faculty eligibility to teach online is the responsibility of the Dean of the faculty member's Division.

### **Who Runs NU Online?**

The technical aspects of NU Online are managed by the office of Information Technology and Resources (ITR), the unit tasked with maintaining all administrative and academic computing services, networks and infrastructure at the university. Teaching and scholarly activities are conducted on NU Online, as they are on-ground, under the oversight of the Vice-President for Academic Affairs (VPAA), academic deans and program directors. The VPAA must authorize all administrative access to NU Learn and student data within the system.

The E-Learning Committee, a standing committee of the University reporting to the VPAA, has as its purpose to identify and recommend areas for E-Learning development, growth and collaboration across the Institution and to ensure our quality of teaching and learning in an online environment. Membership of the E-Learning Committee includes Director, Academic Computing (**Chair**), the Associate Vice President for Academic Affairs, at least one faculty member from each Division, the Executive Director, ITR, a Continuing Adult and Professional Studies (CAPS) representative, and the Director, Academic Programs.

### **Who Gets Access to NU Online?**

All active Neumann University (NU) students, staff, and faculty have user accounts on the NU Learn platform. NU Learn user names and passwords correspond to the individual's Neumann University login.

Student and instructor access to courses is based on information maintained in the Ellucian Colleague (Datatel) database by the Offices of the Registrar and Human Resources (for staff training). Instructor access is also contingent on a valid contract.

NU Learn user accounts will remain active for the duration of the person's affiliation with the University, including a contractual period such as a semester or academic year. Users whose affiliation with NU has ceased will have their access to the NU Learn system removed. (See Policy IT 1.01 for information on accounts' life spans.) Neumann University policies for acceptable use apply to all users of the NU Learn system.

## Courses

### What Types of Teaching and Learning are supported by NU Learn?

The provision of services of NU Learn to Neumann University programs and courses is essentially determined by the course modality and types of instruction and learning activities planned for the courses.

- *Traditional Instruction:* Face-to-face or “web-enhanced” courses in which the bulk of teaching occurs through scheduled face-to-face meetings. The web component is used for creating a “basic presence” online and some activities which can be supplemented with the tools offered by the learning management system. These tools enhance the student's learning experience and can be used to account for the out of classroom activities requirements of the Federal credit hour. Up to 33% of the course instructional time may also be replaced by the prescribed activities included in the University's listing of alternative instructional hour equivalencies, using the features of NU Learn to provide the alternative instruction.
- *Blended or Hybrid:* includes courses in which 33% or more of the instruction and learning activities are carried out online, while the remainder occurs through scheduled meetings. A criterion for these courses is that the on-ground (in-seat) class time of the student is reduced and replaced with accepted equivalent instructional hour activities. See NU Catalog for Instructional Hour Equivalencies ([http://catalog.neumann.edu/content.php?catoid=11&navoid=321&hl=alternate+instructional+hour&returnto=search#Academic\\_Credit\\_Schedule](http://catalog.neumann.edu/content.php?catoid=11&navoid=321&hl=alternate+instructional+hour&returnto=search#Academic_Credit_Schedule) ). These courses also utilize the features of NU Learn to account for out of classroom activities required by the Federal definition of credit hour.
- *Online:* courses designed to be offered entirely online, in which the online activities must supply equivalent forms of engaging students in learning as that of their traditional counterparts. See NU Catalog for *Instructional Hour Equivalencies*.
- *Non-Credit* courses are offered through NU Learn for the purposes of sharing information to Neumann University employees within a password-protected environment. These courses include, but are not limited to, University Policies, Faculty Senate Committee work, Faculty Development, Faculty training in ITR.

## How are Courses Initialized in NU Learn?

Course shells for an academic semester are created in Learn through a semi-automated process within 24 hours of creation by the Registrar in Colleague. An “empty” template, containing a minimum set of tools and information is copied to course shells in the creation process. The Empty template is intended to provide basic startup information for instructors without being a hindrance to course development.

- Departments must identify a course’s Mode of Instruction as “Lecture”, “Online” or “Hybrid” for when submitting course schedules to the Registrar. Departments should also identify the instructors for these sections as far in advance as possible.
- Departments should identify any specific course requirements for online and hybrid courses, such as descriptions of dates when students and instructors will meet for orientation, in the NOTES section of the WebAdvisor.

Instructors will normally initialize their courses by either

1. Copying from a previous course or
2. Copying from an academic program template course or
3. Building a new course (Division authorization needed)

The template items form the structure and organization of the course using the University’s course management system. The course template is designed by the appropriate faculty or department representative assigned to this task by the Division Dean. The instructor may add, edit and delete components upon consultation with the course coordinator or department head.

- NOTE: NU Learn is not the archival record of a course. Other University systems serve as the archival record of course enrollments, grades, etc.

## Cross-listing

Instructors teaching multiple sections of a course or very similar courses may request that the courses be cross-listed in NU Learn, that is, combined into a single “parent” course. Once cross-listed, the “child” courses are no longer used, and all content is copied to or created in the new parent section. Students see their original courses in their My Courses list, but clicking on the course links takes them to the parent course. Cross-listing should be done before the start of term, since student work cannot be copied from a child course to the parent.

The instructor can group students in the parent course based on their original course membership, which is listed in a Grade Center column. The groups can then be privileged to see different course materials, assignments and assessments, if necessary. For instance, graduate students in a graduate course cross-listed with an undergraduate course could receive different assignments.

**Note:** Cross-listing in NU Learn does not happen automatically. Requests for cross-listing may be submitted by email to [NULearn@neumann.edu](mailto:NULearn@neumann.edu). Cross-listing in Learn is also completely separate from the process of cross-listing courses in the Neumann catalog that are offered in multiple departments.

## **What is involved with Planning and Development of My Online Course?**

Planning and development of course materials, training, and marketing are processes that instructors must take into account when they are involved in offering online courses. NU recommends at least one full semester for planning and development.

- Development course shells (“sandbox” courses) may be requested. Please note that at no time will any student be enrolled into a development course shell. Instructors can request other departmental faculty and staff be enrolled into the course. Faculty who wish to copy materials or courses developed by another instructor need to forward written permission from the developer or academic dean to Academic Technology, Faculty leaders of courses with multiple sections will give permission to copy the standardized course shell to all section instructors.
- Creation of course content is the responsibility of the instructor. If a sample instructional module is required as a condition of approval as an online course, NU Office of Academic Technology will assist the department and instructor in developing that content.
- If not already completed, the faculty member should attain certification in the Neumann University Online Course Facilitation and Design class, offered through the CAPS Division, or a similar course in the QM course evaluation rubrics by the close of the semester prior to the new course’s implementation.
- NU recommends that the instructor utilize the support of the Office of Academic Technology for the development of instructional content and assessments for the online, hybrid and web-supported format.
  - Instructional content is defined as lectures, notes, presentations, guides, multimedia and other digital content.
  - Assessment is defined as exams, quizzes, exercises, essays, case studies, presentations and other appropriate instruments intended to gauge student learning.
- The office of Information Technology and Resources is not responsible for the accuracy, integrity, and/or legality of the content uploaded to LMS courses by its students, staff, or faculty. Users who upload material to the LMS are responsible legally and otherwise for their own content.
  - ITR will remove offensive or illegal content from a course if asked to by the instructor of record, by the academic dean, VPAA, AVPAA, or through a "take-down" notice from a publisher or copyright holder.
  - Students wanting offensive or illegal content removed from a course should make that request to the course instructor before any appeal to academic administration.



## How Do I know if My Course is ready to Go Online?

Any course converted to online or hybrid format must follow the guidelines established as best practices for online or hybrid courses according to the Quality Matters®(QM) Course Evaluation System. NU recommends that online courses undergo an initial review to meet designated online standards established to ensure quality and consistency in design, organization, presentation and pedagogy, using the Quality Matters® rubric . The purpose of the review is to determine the quality and effectiveness of the online course design in the pre-delivery phase. The reviewing team should consist of the instructor, peer faculty, and a staff member from Academic Technology.

Final approval for the course will be based on an initial satisfactory evaluation of the course according to the guidelines set forth by the QM Course Evaluation Rubric, and approval by the division and program administrators.

## Enrollments

### How are Students Enrolled in NU Learn?

Student enrollment in each NU Learn course corresponds with the official enrollment maintained by the University and is updated daily until the end of the add/drop period and weekly or on request after the drop/add period. Students who find that they are in the wrong section in NU Learn and in WebAdvisor should contact their advisors or the Registrar's Office to correct their schedules. After dropping a course, the student account will be disabled in the NU Learn course section and the student will not be able to see or participate in the course.

### Other Course Roles

The student and instructor roles have academic significance and, in catalog courses, should conform to the official record in Colleague, unless specifically approved by the Registrar. Periodic audits of the instructor role disable instructor enrollments that no longer match assignments in Colleague. Additional roles, shown below, are available to meet course development, coaching and assessment needs. Instructors can add users to their courses via Course Tools / Manage Users in most of these roles.

- Teaching Assistant – The TA role has all of the privileges as the Instructor role except for the ability to add users to a course. Co-teachers of any kind who are not instructors of record should be given this role, so that will not be removed by an enrollment audit.
- Grader – Use this role for assistants who do not need the ability to add or edit course content but do need access to student work.
- Course Builder – Use this role for assistants who need to add or edit content but who should not be able to access student work (e.g., students helping with course design).
- Coach – This role has access similar to the student role and cannot access courses that are unavailable to students. The coach cannot submit assignments or take tests but can post in the Discussion Board.

- Viewer – This role is like Course Builder but without the ability to edit course content. The Viewer role can see courses and course materials that are unavailable to students.

## Teaching and Learning Online

### **How is Teaching and Learning Different in an Online, Hybrid or Web-Supported Course?**

Pedagogy in an online environment is different from classroom pedagogy and requires very proactive and responsive communication from the instructor. The success of any course or program offered online is also dependent on the quality of its instructional materials and assessment. In addition, online and hybrid courses must adhere to the Instructional Hour Equivalencies as stated in Neumann University's Catalog.

Faculty who teach in an online or hybrid course are expected to interact with students with at least as much time as they would spend in a face-to-face class modality. Faculty are expected to log into NU Learn to interact with students and student work a for the minimum weekly seat time replaced by the online or hybrid modality. Faculty correspondence with students should be facilitated within the NU Learn environment, i.e. student email should be generated from the NU Learn email system within the course. This will allow documentation of faculty-student interaction. Faculty presence in the collaborative features of NU Learn also serves to document faculty interaction. The faculty's supervisor(s) will be given access to the course shell in NU Learn and to the course statistics as part of overall faculty evaluation.

### **How Do Instructors Interact with Students?**

The University's LMS provides for real-time (synchronous) or delayed (asynchronous) interaction between faculty and students. Asynchronous tools include discussion forums, blogs, journals, wikis and email. Synchronous interaction via web conferencing is especially useful for office hours and student presentations and can provide added depth to the online relationships.

Neumann Academic Technology further recommends that instructors:

- Respond to student inquiry in a timely manner (e.g., within 48 hours);
- Contact students who are not participating to remind them of their course obligations;
- Provide thorough and timely feedback on all assignments, especially the first major one, to suggest areas of improvement and growth;
- Grade assessments/assignments in a timely manner (at maximum, 7 days).
- Use the Retention Alert system of NU to report students who exhibit academic difficulty, regardless of circumstances.

### **How Do Students Access Grades in an Online Course?**

To ensure that students have access to their progress in an online course, faculty should maintain an electronic grade book using the LMS tool (the NU Learn Grade Center). Midterm and final

grades are not automatically transferred from the LMS, and must be also entered by the instructor into Ellucian Colleague via WebAdvisor.

- Student work that has been deleted by the instructor cannot be recovered by ITR staff. Backup of the electronic grade book and electronic student work are the sole responsibility of the instructor. Instructors may make copies of the Grade book or download student work prior to removal of material from the course or archiving the course.
- The maintenance and security of student grades, information and content shall conform to Neumann University policies and the Family Educational Rights and Privacy Act (FERPA).

### **How Do We Ensure Academic Honesty in an Online Course?**

ITR provides software for plagiarism detection through the LMS; however, it is the responsibility of the faculty to ensure that reasonable safeguards are in place to prevent academic dishonesty. High stakes exams should either be administered in a proctored environment or with the aid of an electronic proctoring system. If a course requires a proctored exam, the student should be made aware of this requirement upon registering for the course.

### **How are Students with Disabilities Accommodated in an Online Course?**

Although the NU Learn LMS itself is compliant with Section 508 standards, content uploaded to a course may not be. Instructors and students are urged to consider ways to make their files and other materials accessible to users with disabilities. Multiple versions of course content (e.g., transcript for multimedia) must be provided to accommodate students with disabilities. Course design, including images and multimedia, must maintain compliance with web accessibility standards. The offices of Academic Technology and Disability Assistance can help instructors with these tasks.

### **What is Quality Matters®?**

Neumann University subscribes to Quality Matters® (QM). The QM Mission is as follows.

To promote and improve the quality of online education and student learning through:

1. Development of research-supported, best practice-based quality standards and appropriate evaluation tools and procedures.
2. Recognition as experts in online education quality assurance and evaluation.
3. Fostering institutional acceptance and integration of QM standards and processes into organizational improvement efforts focused on improving the quality of online education.
4. Provision of faculty development training in the use of QM Rubric(s) and other quality practices to improve the quality of online/blended courses.
5. Provision of quality assurance through the recognition of quality in online education.

Neumann utilizes the services of QM for faculty training in the QM Standards, submits online courses for certification review, and uses the QM Standards for internal review and development of online and hybrid courses.

## Faculty who Teach Online

### **How Are the Instructors of Online Courses Evaluated?**

The Evaluation phase addresses formative and summative evaluation of courses supported or offered online, with the purpose of continuous improvement and innovation.

- All university courses are evaluated using the IDEA Student Ratings of Instruction. This instrument is available to students in an online format.
- Per the Faculty Handbook, peer review of faculty instruction must occur annually. However, observing an online course requires a different process due to the nature of the delivery format. As a result, ITR will collaborate with the VPAA's office to provide an electronic instrument that is 1) appropriate for the online environment and 2) consistent with the approved document for faculty review.
- Each Division may set specific guidelines for faculty who teach online or hybrid courses related to in-course presence, email response time, office hours, and number of online or hybrid courses taught per semester.

### **How Are Faculty Compensated for Developing and/or Teaching Online Courses?**

Individual departments, colleges and the Office of the VPAA will determine compensation or release time for the development and/or instruction of an online course.

- NOTE: Compensation may be offered by academic departments or by ITR through various grants or special funds geared to technology improvement.

### **Who Owns Course Content?**

Unless otherwise expressly stated in this document, Intellectual Property & Copyright issues fall under the Neumann University policy on Copyright Infringement IT 1.02 and Faculty Working Conditions FE 1.09 Section e. "Copyright" (Ref #) respectively.

- Unless created as a "Special Project" (see FE 1.09), copyright of the instructional content in an online-supported course belongs to the author(s) that created the materials.
  - This includes instructional content such as lectures, notes, presentations, guides, multimedia and other digital content. The syllabus and department specific documents such as common exams (among others) belong to the University.
  - Students own the copyright to their own original submissions, including discussion posts and assignments.
- The University owns all rights in copyright for work produced under Sponsored Research Agreements as well as work produced by non-Faculty staff.
- Faculty, staff, students and departments are responsible for complying with System and University guidelines on the fair use of copyrighted material and for complying with the requirements of copyright law, including obtaining required permissions to use

copyrighted materials, educational fair use as well as fair use exceptions for research and scholarly work.

## Training and Support

### **What Support Is Provided for NU Learn?**

ITR will provide technical and administrative support for all courses that have been designed for online or blended delivery modes. This support may be in person or online via self-instructional guides. The NU Learn section of the University website also includes information about online and blended learning at NU, including, but not limited to, definitions of both, recommended technology skills and required plugins.

ITR will support the university approved LMS, keeping it in optimum conditions of operation and maintaining various tools that facilitate academic activities, such as synchronous communication, plagiarism detection and learning objects. ITR will not support LMS platforms not licensed by the University, especially those offered by textbook publishers.

Users may request support from the Help Desk at Neumann University by calling (610) 558-5620 or via [helpdesk@neumann.edu](mailto:helpdesk@neumann.edu). Please include the Course Name, Course ID, Instructor and Username. Do not submit any passwords! Be very descriptive, including any error messages received or screen captures. Email to [NULearn@neumann.edu](mailto:NULearn@neumann.edu) will automatically create a service request assigned to LMS support and should be used for routine requests for cross-lists, course copies and templates. Faculty may also contact the Instructional Technology Group at Drexel University at (215) 895-1224 during working hours, and students and faculty may email [itg@drexel.edu](mailto:itg@drexel.edu).

### **How Do Faculty Get Training?**

Faculty may obtain online pedagogy and technical training from ITR Academic Technology staff via workshops or online sessions. ITR will post training opportunities on the university website, and will send email notices to all faculty of upcoming courses and training. Neumann faculty are always welcome to work in the Budike Faculty Resource Center (Bachmann Ground Floor) and consult with ITR staff whose offices are located in the rear of the Center.

Policy CU 1.14 addresses the required training to teach an online or hybrid course. (See above.)

Technical support offered by the ITR staff should not be used as a substitute for professional development.

Neumann also offers faculty training through Quality Matters<sup>®</sup> workshops.

## How is NU Learn Maintained?

NU Learn and its LMS provider (currently Drexel University IRT) try to limit maintenance outages to Sunday mornings before 9:00 AM, but reserve the right to schedule outages until Noon on Sundays when necessary. Every effort is made to schedule outages so that they will not conflict with important academic uses of NU Learn. Academic programs scheduling online activities for Sunday mornings should proactively communicate schedule information to ITR.

## Unscheduled Outages

*Web-based information systems are inherently fragile and can fail unexpectedly.* NU Learn has an excellent uptime record, but outages can occur due to problems at the user level, local, campus and regional network level, and at the server level. Students and instructors should prepare for unexpected outages by:

- Making alternative plans for communication and course delivery. Instructors should collect contact information from students and share their own contact information.
- Backing up current and important previous work in multiple locations. ITR recommends using a combination of online and physical media.
- Completing and submitting assignments or lessons before the last minute. Technical problems should not be an excuse for failure to complete an assignment, unless the technical problem is outside of the control of the user.

If an unscheduled outage occurs, users should immediately call or email the ITR Help Desk at [helpdesk@neumann.edu](mailto:helpdesk@neumann.edu) or (610) 558-5620.

## When are courses removed from NU Learn?

Courses are generally removed at the end of 5 terms after the course has been offered initially. These courses are archived with Drexel University, and may be hard to retrieve. **It is recommended that that the end of each term, the instructor download the gradebook for each course and any content that is term specific.** Course content that is to be re-used should be uploaded to the course shell. The course shell will be copied each term that the course is offered on the NU schedule.

## Non-Course Use

### How Can I Use NU Learn to Support My Organization or Department?

Faculty and staff are encouraged to request course sites for legitimate and justifiable purposes that will benefit the community. Examples of some current non-course related sites: Institute for Student Leadership Formation (ISLF), Task Force and Committees, MSCHE reporting, Faculty Development, etc.

Student groups or organizations are encouraged to use a NU Learn community site. A University sponsor is required for all non-instructional sites. Committees and organizations at

NU may request a NU Learn Community by submitting a request in the form of a ticket through the ITR Help Desk or by contacting the Director of Academic Technology.

Abuse of NU policies for acceptable use by any member of the Organization may result in the loss of access to the Organization for all members.

### **What Other Administrative Provisions Are Provided by these Guidelines?**

ITR and the VPAA will utilize NU Learn system data, including, but not limited to software usage and course enrollments, to complete reports for accrediting bodies, state agencies, and any other organizations as required by state and federal laws. Information regarding NU Learn system performance or usage is considered the property of Neumann University.

Information regarding specific course sites or individual accounts will be held in confidence, although data may be gathered and presented in aggregated form by university staff members (e.g., IR, ITR, VPAA, etc.) for professional development activities, such as conference presentations and/or scholarly/industry publication, as well as for reporting on system performance or use.

NU Learn system administrators may access course sites to solve technical support tickets or in response to help queries from faculty, and may add a test account (student or other role) to help troubleshoot. NU Learn system administrators may access sites as part of system testing and maintenance with no advance permission from instructors. NU Learn system administrators will protect student information and identifiable use-generated statistics from access by non-authorized individuals except for academic purposes and system maintenance allowed by FERPA. Any information or data discovered about a course site or user during the course of system testing or investigations will not be shared with any other faculty or user.

ITR may distribute a technical assessment to students to address issues relevant to distance-education courses and may facilitate the collection of course feedback information through the placement of web links in courses, direct email and other methods. NU Learn system administrators and hosting services may enforce quotas on file storage space for course, instructor and student files. The NU Learn administrator provides technical assistance to instructors concerning efficient file format delivery.

It is the responsibility of the faculty to maintain a backup archive of all of their course site materials on their hard drive or network space. Assistance is available from the Support Services Help Desk.

## Selected Resources

Blackboard, Inc. <http://www.blackboard.com/>

We build education technologies and engaging interfaces focused on the learner, and offer services, analytics, and communication tools to support learning for all.

Educator and Administrative Support:

<http://www.pearsonmylabandmastering.com/northamerica/educators/features/index.html>

Educator Resources: <http://www.blackboard.com/educator-resources.aspx>

eLearning Industry <http://elearningindustry.com/subjects/elearning-articles/elearning-best-practices>

eLearning Industry is the largest online community of professionals involved in the eLearning industry. At eLearning Industry you will find the best collection of eLearning articles, eLearning concepts, eLearning software, and eLearning resources based on the [Top eLearning Authors](#). You are more than welcome to [Post your eLearning article](#).

Online Learning Consortium (OLC) <http://onlinelearningconsortium.org/>

Since our founding in 1992, we've become the go-to source for everything related to online learning. Thousands of educators rely on The Online Learning Consortium for expert guidance, professional development and resources to help them excel in online learning. (Journal: Online Learning)

Pearson My Labs Plus <http://www.pearsonhighered.com/mylabsplus/>

MyLabsPlus gives you the framework to facilitate successful learning outcomes, methodically and efficiently. Through a connection to your campus's student information system, MyLabsPlus lets you manage courses and enrollment across your department with more control in less time. And single sign-on via your campus portal or LMS makes MyLab & Mastering from Pearson more accessible across the board, boosting efficacy and further fostering student success.

Quality Matters® (QM) <https://www.qualitymatters.org/>

Quality Matters is an international, inter-institutional program. QM's quality assurance processes are designed to certify the design of online and blended courses.

THE Journal <https://thejournal.com/Home.aspx>

*THE Journal* is dedicated to informing and educating K-12 senior-level district and school administrators, technologists, and tech-savvy educators within districts, schools, and classrooms to improve and advance the learning process through the use of technology. Launched in 1972, *THE Journal* was the first magazine to cover education technology.



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