**General Distance Learning Standards** (page 1), **Faculty Support & Resources** (page 3), and
**GoToMeeting Hints** (page 4)

**General Distance Learning Standards**
**It is critical that all students be provided with effective support and instructions when in the online environment. The following are the minimum standards that all faculty must implement. Faculty shall be creative in engaging students, insuring that they are achieving the learning outcomes and are progressing at an appropriate rate.**

1.  **For synchronous teaching, SAC instructors will use GoToMeeting.**
    We recognize that there are other options available for video conferencing. However, we want to make sure that the transition to online instruction is as simple as possible for the students. Using GoToMeeting will help with simplicity.

    What if Canvas or GoToMeeting does not work?
    There will probably be instances when technology is not working as planned. The IT Helpdesk and Canvas Support are available to you (see page 2 of this document). Also, instructors should have some backup plans for class in the event that Canvas and/or GoToMeeting do not work. If you are unsure about alternatives, please reach out to your department chair, program director or coordinator.

2.  **It is highly recommended that instructors use a blended format (incorporating synchronous and asynchronous methods)**
    Teaching using a combination of synchronous (all students attend the class in real-time - such as with GoToMeeting) and Asynchronous (students can access course content when convenient, such as having content posted on Canvas) has been proven to yield high impact results.

3.  **Recording.**
    All lectures, instruction, or teaching from which students may benefit through review, must be recorded and made available to students on Canvas. All GoToMeeting sessions must be recorded and made available to students, except when the recording may be in violation of regulations and good ethical practice.

    Recording GoToMeeting sessions and posting them on Canvas allows students who are confused about course content to go back and re-watch a session. This can be a valuable resource for students. If you are unsure how to record a session, you can watch a quick tutorial here:
    https://support.goto.com/meeting/videos (scroll down to *Videos*, click on *Schedule and Start Meetings*, select *GoToMeeting – Organizer Training – Part 2 – Hosting*).

    It is understood that there may be parts of a session that would not be appropriate for recording. We leave this up to the instructor to determine when it is appropriate.

4.  **When possible, quizzes and exams should be administered via Canvas.**
    Administering quizzes and exams online brings up many questions about how to best ensure academic integrity. To address these, the following are recommended:
    -   quizzes/exams should be virtually proctored using GoToMeeting;
    -   an integrity statement/honor pledge should be integrated into quizzes/exams;
    -   quizzes/exams should be timed;
    -   question presentation order should be randomized;
    -   answer option presentation order should be randomized;
    -   questions should be presented one-at-a-time without backtracking;
    -   feedback should not be provided until after the quiz/exam has been completed

For further considerations about online testing, please review *Best Practices for Online Tests* here: https://community.pepperdine.edu/seaver/center-teaching-excellence/keep-on-teaching/online-tests.htm

5. **Weekly Student Attendance will be Taken on Canvas.**
   St. Augustine College is required by the Department of Education to take student's attendance every week. Taking attendance on Canvas was covered in the Canvas Basics training. If you are unsure how to take attendance, please reach out to Canvas Support (see page 2 of this document).

6. **Uploading of Course Materials**
   Course syllabi and other learning materials must be posted on canvas as soon as possible, but no later than one week before students are required to know it or the content will be discussed in class.

7. **Student Feedback**
   Research shows that providing feedback to students is a good method to help students learn. Faculty are required to provide feedback on all assignments and exams.

8. **Responding to Student Questions**
   It is critical to help students as quickly as possible. All correspondence or inquiries from students must be answered as quickly, but no more than 24 hours following the correspondence or inquiry.

9. **Community Building**
   Distance learning interrupts the interactions with students and, potentially, their engagement. It is important to maintain student engagement. This may be achieved by forming study groups or assigning group projects.

10. **Start and End of Class**
    **The Higher Learning Commission requires that courses be taught for specific periods. As such, all courses must start and end on the scheduled times and dates.**

11. **Update Course Materials**
    The syllabi and other course materials must be updated and modified for the online environment and the extension of the spring 2020 semester.

12. **Diverse Teaching**
    Use diverse teaching methods, e.g., case-base, role playing, flip the classroom, taking polls, collaborative problem solving and brainstorming.

13. **Communicate Regularly.**
    Every faculty must have a one-to-one communication with each student at least once per week to engage them and to asses if they are having any issues or have questions.

14. **Course Learning Objectives**
    Course learning objectives must stay the same, but assignments and weekly plans can be altered if students are informed beforehand.
    As we transition to online, student learning objectives for the class must stay the same. However, how you present the materials, your focus on during sessions, and how students will demonstrate that they have learned the course content will probably change. All changes to the course schedule and assignments must be submitted to students in writing before the changes occur. Updated syllabi should be uploaded to Canvas.

**Faculty Support and Resources**
We want to make sure you have the support you need.

> Your Department Chair, Program Director, and/or Coordinator are available to support you and to address your questions and concerns. Please reach out to them when you need assistance.

The following are additional resources available to you:

| Resource | Contact Information | Support Available |
|---|---|---|
| Advising | advising@staugustine.edu | Advisors are available by phone to provide support to students. If you identify a student who could benefit from additional support, please reach out to the student's advisor. The assigned advisor is shown on the attendance list (see *Registrar* below for an attendance list). |
| | Bachelor of Social Work Advising: mpantell@staugustine.edu | Social Work advising is available by appointment over the phone or virtually. Students can make appointments through email. |
| Library Support | Library Helpdesk: 773-878-7599 library@staugustine.edu<br><br>Website: http://library.staugustine.edu/home | Instructors and students can access all online library resources on the library website: http://library.staugustine.edu/home<br><br>Library support is available through the library helpdesk by phone or email. The physical library is closed. |
| Registrar (attendance lists) | 773-878-5824 773-878-7989 | Faculty can contact the Registrar for a list of currently enrolled students (including emails, phone numbers, and assigned advisors) |
| Students with Special Needs | Office of the Dean of Students: odos@staugustine.edu | If faculty have questions about specific student accommodations, they can contact the Dean of Students. |
| Technology Support | IT Helpdesk: 773-878-3855 helpdesk@staugustine.edu<br><br>Canvas Support: CanvasSupport@staugustine.edu | Technology support is available by phone or email through the IT Helpdesk.<br><br>Canvas Support is available for instructors with questions or concerns about Canvas. If instructors would like to re-take a GoToMeeting or Canvas training, please reach out to Canvas Support. |
| Tutoring | Tutoring Director: tutoringcenterdirector@staugustine.edu | Individualized tutoring and small group instruction will be available for all students via GoToMeeting and email. Instructors (and students) can contact the Tutoring Director or the program specific contact (below) if you have questions about tutoring access and availability.<br><br>Program Specific Tutoring Needs:<br>CIS, HOS, ADM, CUL, BUS: jnava@staugustine.edu Math: nlopez@staugustine.edu<br>Psychology: erlimonlopez@prof.staugustine.edu Social Work: dmderezotes@prof.staugustine.edu<br>LLH, Social Sciences + ECE: evoltchek@staugustine.edu |
| Coronavirus at SAC | www.staugustine.edu | Coronavirus updates will be posted on the college's website. |

**GoToMeeting Hints**

1. **Open the course 20-30 minutes before class.**
   This will allow some time for technology problem-solving if a student tries to join and is having problems.

2. **On the first day of class, acknowledge that there will be technical difficulties.**
   There will be technology issues that arise while you are teaching online. Acknowledge this to the students and ask for everyone's flexibility. Highlight the IT Helpdesk and Canvas Support contact information so everyone has it (see page 2 of this document). Also, if you have alternative plans for when there are technical difficulties, share those with students so they know what to expect.

3. **The camera should always be left on...unless you are having problems with the video or sound.**
   The camera allows you to know that students are attending the course. However, if your screen or a student's screen is freezing or sound is slow, try to cut the video from you and all your students. The students may have limited internet and 6-9 pm is peak time so you may need to limit the class to audio and screen sharing.

4. **Students should try to minimize the use of internet by other family members while they are attending class.**
   If they have family members who are streaming videos while they are attending class, this will slow down their internet.

5. **All student microphones should be muted unless they are speaking in the class.**
   This will keep background noise down to a minimum.

6. **Create a system for student participation**.
   Will they raise hands? Will they type their questions into the chat box? This will help the class to run smoothly.

7. **Practice**.
   Practice delivering a lecture at least once before your first session.