

Distance Learning Division



Be a University of Regina Student in your Community!

Centre for Continuing Education

INSTRUCTOR GUIDE TO ONLINE COURSE DELIVERY



UNIVERSITY OF
REGINA

TABLE OF CONTENTS

This guide contains important information that will help to make the delivery of an online course an enjoyable one. Please take the time to read the material. If you have questions, please contact us at the numbers and/or email listed below.

| | |
|---|----|
| Introduction | 3 |
| Contact Information | 3 |
| General Division of Responsibilities | 4 |
| Student Responsibilities | 5 |
| Timetabling & Scheduling | 5 |
| Auditing of Courses..... | 6 |
| A Word About Section Restrictions..... | 6 |
| Scheduling | 6 |
| Instructor Payment..... | 7 |
| Instructor Support..... | 7 |
| Web Mail..... | 8 |
| Online Student Profile..... | 8 |
| Web Mail..... | 8 |
| Academic Advising for Off-Campus Students | 9 |
| Course Packages | 9 |
| Student Support | 9 |
| Helpful Hints..... | 10 |
| Textbooks..... | 10 |
| Examinations | 11 |
| Deferred Examinations | 11 |
| Assignments | 11 |
| Web Conferencing | 12 |

This guide is also available online and can be accessed at: <http://www.uregina.ca/cce/offcampus>

Distance Learning Division
Centre for Continuing Education
Room 211, College Building
University of Regina
Regina, SK S4S 0A2

Phone: (306) 585-5803 Fax: (306) 585-5779

E-mail: offcamp@uregina.ca

Website: <http://www.uregina.ca/cce>

INTRODUCTION

WELCOME to the University of Regina's online courses. The purpose of online courses is to make university credit courses accessible to a wide range of people throughout Saskatchewan and the world. Online courses are delivered over the World Wide Web.

Online delivery is convenient and flexible for people who are unable to participate in courses on campus at the University of Regina because of distance, employment commitments, home responsibilities or other circumstances. The computer technology used helps "bridge the distance" between the university instructor and the student.

Online courses are usually first- and second-year university courses that can be applied to a number of degree programs at the University of Regina. Credits earned through online course instruction are recognized by other Canadian universities in the same way as traditionally taught courses.

The University of Regina Computing Services Help Desk, the WebCT Administrator, faculties and the Distance Learning Division provide support for students taking online courses.

*"I love being able to get up in the morning, go sit at the computer and get started ... but I found out really quickly that you have to discipline yo
wc "I had one problem getting on the chat line ... but I called the technical support and they helped me out and I'm able to connect now"
Online learner*

CONTACT INFORMATION

Coordinator, Student Support

Distance Learning Division
Centre for Continuing Education
Room 208.1, College Building
University of Regina, Regina, SK S4S 0A2
Phone: (306) 585-5782 Fax: (306) 585-5779
E-mail: offcamp@uregina.ca

The Distance Education Coordinator coordinates online course offerings, liaises with regional colleges and provides student support.

Online Program Secretary

Distance Learning Division
Phone: (306) 585-5851 Fax: (306) 585-5779
E-mail: offcamp@uregina.ca

The Online Program Secretary provides clerical support for the online program area and answers general program questions.

Distance Learning Registration Clerk

University of Regina, Registrar's Office, AH 213.14
Regina, SK S4S 0A2
Phone: (306)-585-4114 Fax: (306)-585-5203
E-Mail: Distance.Registration@uregina.ca

The Distance Learning Registration Clerk registers students in distance education courses and provides information about all Distance Learning Division courses.

WebCT Administrator

University of Regina, Information Services, ED 547.18
Regina, SK S4R 0A2
Phone: (306) 585-5523 E-Mail: webct@uregina.ca

The WebCT Administrator, maintains online courses, provides access online courses and provides technical support.

U-READ Librarian: 1-800-667-6014 (Toll-Free in SK)

U-READ provides library materials and services for U of R distance learning students, faculty, and staff. For more information, please contact U-READ at the toll-free number above, by email uread@uregina.ca, by Fax (306) 585-4493, or check the website at www.uregina.ca/library/services/uread.html

GENERAL DIVISION OF RESPONSIBILITIES

There are many people and different units involved in online course delivery, both at the University of Regina and regional college or SIAST campuses. Each has a specific role.

Academic concerns are the responsibility of the course instructor and his/her Faculty. The instructor is responsible for the content of the course, the class presentation, assignments and exams, and all the marks. The instructor is available to students via e-mail and at specified times to receive telephone calls.

The U-READ Library handles library materials for course assignments and readings. Please check the website at www.uregina.ca/library/services/uread.html for more information and procedures.

The University of Regina Registrar's office handles issues concerning the admission and registration of students, course transfers and cancellations.

The Regional Colleges or SIAST campuses handle administrative matters related to local facilities and equipment.

The Distance Learning Division, Centre for Continuing Education at the University of Regina is responsible for the overall program planning, coordination and all other administrative matters of the online courses. Key contacts for mailing course information, paper assignments, exams and providing other student/instructor support are:

Darrel Lawlor (Mon-Fri, 8:15 am-4:30 pm); (306) 585-5782, fax (306) 585-5779, email: Darrel.Lawlor@uregina.ca *OR*

Lisa Sisson (Tue-Thu, 9:00 am-3:00 pm), (306) 585-5851, fax (306) 585-5779, email: Lisa.Sisson@uregina.ca

“... the prof really put a lot of work into making this a learning community ... so that we didn't feel isolated”

Online learner

STUDENT RESPONSIBILITIES

Students in an online course require a great deal of persistence and self-discipline. Students are expected to prepare for the class presentations, discussions, assignments and examinations as well as participate in chat rooms and posting on bulletin boards. Students will save themselves from much of the stress associated with exams, assignments and course deadlines by keeping “on top” of course work. The best method of fighting frustration and anxiety is to avoid it if at all possible. Students are advised to solve course content problems by seeking help from the instructor. This can be done by telephone, fax, mail or email.

TIMETABLING & SCHEDULING

Once course offerings are decided, approval letters are sent to an instructor's department. Instructor payment is determined as either sessional, regular load or overload (details about payment are included in this document). Once deans or department heads sign approval letters, a course is timetabled and scheduled. The

necessary information for timetabling includes: course title and section numbers, restrictions (if any), enrolment limits (we request 30 students for cost recovery purposes), a course description and details pertaining to textbooks, course packages and lab kits, exams, chat/conference sessions, and technical requirements

AUDITING OF COURSES

All audits are subject to approval by the instructor of the course. Effective Auditors may attend lectures, but may otherwise participate in classes only to the extent permitted by the instructor. Audit registrations are recorded on an official transcript with a grade of AU; students who formally withdraw and students who cease attending will have the grade changed to AW (audit withdrawal). The cost of auditing a course is 50% of normal course tuition. For complete information on University of Regina policies and procedures, please refer to the Undergraduate Calendar, or check the website at <http://www.uregina.ca/gencal>

PLEASE NOTE: Senior citizens (65 years of age or older) who wish to register, either on a credit or audit basis, will have their tuition fees waived. Lab and other applicable fees will be assessed. You must indicate that you wish to have your tuition fees waived for this reason when you register.

A WORD ABOUT SECTION RESTRICTIONS

In order to reserve space for off-campus students two sections are normally timetabled. Section 398 is reserved for Regina students. The Faculty registers and counsels students. Section 399 is reserved for out-of-Regina students. The Off-campus Registration clerk registers and students are counselled by a their regional college advisor and faculty advisor. After waitlists are deleted, students may register in either section.

SCHEDULING

Information about online courses is provided for the University of Regina Course Schedule, the Distance Learning Division Calendar (newsletters and posters too) , College & SIAST Coordinators, and the Campus Saskatchewan web site.

INSTRUCTOR PAYMENT

Instructors are paid a 'Stipend' + '1/2 Stipend as follows (effective July 1, 2004):

| | |
|----------------------|-----------------------------------|
| Sessional I | \$4751.00 + \$2375.50 = \$7126.50 |
| Sessional II | \$4963.00 + \$2481.50 = \$7444.50 |
| Sessional III | \$5385.00 + \$2692.50 = \$8077.50 |
| Faculty overload | \$3566.32 + \$1783.16 = \$5349.48 |
| Faculty regular load | *\$4963.00 **\$1783.16 |

*payment to department
**payment to instructor

INSTRUCTOR SUPPORT

The Distance Learning Division (DLD) distributes information to students and provides administrative support for online instructors in the following ways:

- Work with instructional designers on behalf of students
- Grant tutor & facilitator access
- Prepare students with an orientation
- Send out course materials, welcome letters and provide technical information to students
- Contact students as requested by the instructor
- Make exam arrangements
- Promote and market online courses

Student Assistants are provided for an online course based on faculty policy and need.

Instructors are asked the following:

- Notify DLD of when an online course is to be delivered.
- Provide a course outline for posting on the DLD web site
- Identify students who do not login & inform Learner Support (critical in first two weeks). Students will be contacted to see if there is a problem & to provide motivation.
- Marketing assistance by suggesting marketing avenues such as professional publications, web-lists, and other university contacts.

A WORD ABOUT ENROLLMENT LIMITS

For cost recovery purposes, DLD requests that a minimum enrollment of 30 students be set. In general 10-15% of online students will drop a course for various reasons. A larger enrollment limit helps to address attrition of students. A maximum enrollment number can be determined by the instructor, instructional designer and DLD Coordinator.

ONLINE STUDENT PROFILE

In general, the typical off-campus distance student follows a number of attributes that differ from the typical on-campus student. These attributes may include:

- Diverse educational background
- Less computer savvy
- Using older 'dated' computer equipment and slower browser connections
- Female and slightly older than on-campus student
- Self motivated and working towards a degree
- Recent high school graduate or adult learner with a job or family responsibilities

The attributes of the Regina student may differ from the out-of-Regina As well as the on-campus student looking for increased course options there is the alternative learner living in Regina who may be older, working fulltime with children and family responsibilities. The online student living in Regina tends to be more computer savvy, using newer computers with high speed connections

- Familiar with U of R procedures usernames & password

WEB MAIL

All University of Regina students, both on and off campus, have a University of Regina web mail address. This web mail address is used for communication between the student and the University of Regina, for course information (notices of exam dates and locations, etc.) and general information. Students are asked to check their web mail on a regular basis for updated information.

Your web mail address is made up of your username and PIN (as stated in above point) and can be found under the "QuickLinks" on the University of Regina homepage (www.uregina.ca).

ACADEMIC ADVISING FOR OFF-CAMPUS STUDENTS

Off-Campus students can contact their faculty to make an appointment for telephone advising and/or email faculties with any questions. Students should see the Student Guide for Online courses available on the Distance Learning Division web site under Student Support:

COURSE PACKAGES

All course information will be distributed to registered students via their University of Regina web mail account and home mailing address. **Course information will only be distributed to those students that appear on the official class list.**

STUDENT SUPPORT

Please have a look at the "Student Support" section that has been added to our web site www.uregina.ca/cce/offcampus. It provides a lot of helpful information such as:

- ❖ WebCT Login Orientation/Tutorials
- ❖ How to Login (RealPlayer & .pdf)
- ❖ Find Username & Password & Password Change Form
- ❖ Technical Requirements, Software Downloads
- ❖ Login to WebCT
- ❖ Tips for Taking an Online Course
- ❖ Student Guide (.pdf) and Resource Centre Links
- ❖ What's Online All About?
- ❖ Online Support for Post-Secondary Aboriginal Students

HELPFUL HINTS

Here are some general tips to help instructors to help their students with the online learning experience.

- ❖ Clearly articulated expectations for posting on "Discussions", participating in "Chat" (if warranted), forwarding assignments and completing assignments.
- ❖ Help students to access supports for improving their writing skills through First Year Services (accessible on the Student Support web site of DLD).
- ❖ Direct students to UREAD for library research.
- ❖ Log in to your course regularly and keep up-to-date with student e-mail and discussion board postings. Prompt responses from the instructor go a long way to motivate the distance student who may feel isolated. If possible, personalize responses so that the student feels that you care about them. A little goes a long way!
- ❖ Consider participating in class discussions (via chat, discussion board, WebTrain, etc.) because these discussions take the place of traditional classroom discussions
- ❖ Build a safe environment where student's feel comfortable to ask questions and actively engage in your course.

TEXTBOOKS

University of Regina online students receive a **Textbook Order Form** with their confirmation of registration. Students are asked to submit their order forms as soon as possible, to ensure that book(s) arrive on time; however, on occasion students register late and do not have their textbooks in time. In the first week of the course it is advisable to let students become oriented to the web tools and introductory modules online.

Students have the option of accessing their textbook list and/or ordering textbooks online through the Bookstore. Students receive book(s) by mail, bus or Purolator Courier. Shipping charges apply. Students may phone the University Bookstore directly at (306) 585-4755 or toll free 1-888-478-2665 for more information.

EXAMINATIONS

Registration in a course is seen as acceptance of the final examination date. Most online courses will have online exams. Details about online exams will be included in the online course. Some courses will require a written paper exam to be completed. Arrangements will be made for students to write the exams at a location near them (usually at a local Regional College, SIAST Campus, high school or library). Exams will be sent to writing location, distributed by the invigilator and returned to the Distance Learning Division via courier.

DEFERRED EXAMINATIONS

If a student is unable to write an exam at the scheduled time, **it is the student's responsibility to contact the instructor as soon as possible in order to request a deferral.** Normally, only other exam conflicts, or circumstances beyond the student's control will be acceptable grounds for granting a deferred exam (i.e., illness, death in the family). A medical certificate from an attending physician must accompany the request if the reason is medical. For other reasons, such evidence as is appropriate should be provided. **Students who do not meet the above requirements may be required to pay for the invigilation of their exams, should a deferral be granted.**

If a deferral has been granted, students will be required to contact DLD in order to make arrangements to write a deferred exam(s).

ASSIGNMENTS

Most online students submit assignments electronically using email or the Assignment Tool; however, assignments may be mailed in but they must be postmarked by the due date in order to be considered "on time". In some cases paper assignments can be sent via e-mail or fax. This is decision is left to the instructor(s) preference(s).

WEB CONFERENCING

Some online courses will have a web conferencing component. Web conferencing uses the Internet to connect live audio/video with instructors and students. Students may be required to have access to a web camera and/or microphone. WebTrain is the service provider. To view access requirement, join a live demo or live support session more go to <http://www.webtrain.com>.

“Thank you for creating this, thank you for bring this to us ... I think it is great that this option is there for all of us, ...both on campus students and distance learners...”

Online learner

“I would recommend taking an online course ... the benefits of hearing from people from a wide range of backgrounds is something you don’t have in face-to-face”

Online learner

Student quotes are provided from the Action Research Technology Enhanced Learning (ARTEL) research project.