

MUW Online Faculty Procedural Manual

2018 Edition

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## Technology Resources

### Accessing MUW and Net IDs

New employees who have completed their Human Resources paperwork can access their MUW and Net IDs here: [https://ssb.muw.edu/pls/prod/bwwkmcid.P\\_GetSSN](https://ssb.muw.edu/pls/prod/bwwkmcid.P_GetSSN) The 9-digit MUW ID (950...) is your employee ID number and the Net ID (e.g. jmsmith) is combined with @muw.edu to form your Outlook email address (e.g. jmsmith@muw.edu). You will need both IDs to access different university services.

### Learning Management System

Mississippi University for Women (MUW) currently utilizes Canvas for its learning management system. Canvas is the only university supported delivery mechanism for online learning. Faculty members are expected to be knowledgeable on how to utilize the university's learning management system in order to facilitate online instruction.

MUW's Canvas system can be accessed through the university portal, which can be accessed at the top of any page of the university's website. Faculty members must have their university Net ID (email prefix, e.g. jmsmith) in order to access Canvas. See above in Accessing MUW and Net IDs for instructions on how to look up your Net ID and MUW ID number. First time users should follow the first time user link below the login boxes to complete the initial portal set up process. Once inside the portal, you can access Canvas through the circular orange icon in the upper left-hand corner of the portal home page.

Each term, all MUW courses have a Canvas course shell created automatically. All registered students are loaded into the course shells by the conclusion of Registration Day and will be updated regularly during the drop/add period. Students will NOT be able to access a Canvas course shell until the instructor chooses to publish the course. Each course must be published individually each semester by the first day of the start of the semester.

The university provides faculty development opportunities on how to use Canvas both in a classroom setting and online. For more information on faculty development opportunities and resources, contact MUW's Kossen Center for Teaching & Learning (CTL) at [www.muw.edu/ctl](http://www.muw.edu/ctl) or 662-241-6127. Canvas user guides and initial login procedures are available here: <http://www.muw.edu/ctl/technologies/canvas> Faculty may access additional Canvas training materials by requesting access to the CTL's Canvas course on using Canvas by contacting the CTL. Faculty can also access 24/7 support from Canvas by calling 833-204-0565 or by accessing the live chat function in the Help menu inside Canvas.

Student support for Canvas is available 24/7 directly from Canvas by calling 844-747-4606 or by accessing the live chat function in the Help menu inside Canvas. Students can also get assistance via the ITS Help Desk 662-329-7282 or online: <http://www.muw.edu/online>

## Banner Web

MUW utilizes Banner as the university's student information system. Faculty members are required to report both midterm and final grades by the posted deadlines for all classes in Banner. Course rosters and student contact information can also be found through Banner, and faculty should submit their monthly time sheets through Banner. MUW's Banner system is accessed via the campus portal, which can be accessed from the top of any page on the university's website. Click on the blue banner with the W logo in the upper left corner on the portal home page to access your Banner account.

For help with Banner contact the ITS Help Desk at 662-329-7282. The ITS Help Desk is available Monday through Friday from 8 am – 5 pm.

## Online Classroom Management Procedures

### Syllabi

All syllabi are required to be in accordance to PS # 1309 Course Syllabi. Faculty members are expected to have their course syllabi posted on the first day of class. In addition to the requirements of PS # 1309, syllabi for online courses should contain the following:

All syllabi for online classes must contain clear indication of how attendance will be measured in class. Attendance measures may be but are not limited to periodic participation in class discussion boards, periodic assignments, or periodic quizzes. According to the MUW Bulletin, students must be in attendance in at least 50% of the course in order to receive credit. Colleges, Departments, and individual faculty members may place more stringent requirements on attendance as long as they are clearly stated on the course syllabus.

All syllabi for online classes must contain clear information of all software and hardware that will be necessary for successful completion of the course. For example, if a course will require videotaped presentations for secondary student authentication, then the syllabus will state that a photo ID, recording equipment, and ability to upload video are required for the course.

All syllabi for online courses must include how the secondary method of authentication required in PS # 1201 will be satisfied for the course. For example, if a proctored exam will be utilized as the secondary method of student authentication, the syllabus needs to include information that a fee may be required by some proctoring centers.

Further assistance for crafting your syllabus, including details about required and recommended policy inclusions, can be found on the Kossen Center for Teaching & Learning's website: <http://www.muw.edu/ctl/resources#syllabus>

## Credit Hour Policy

It is expected that all online courses be equivalent to their face-to-face counterparts. MUW measures course and program credits in semester credit hours. In accordance to MUW Policy Statement # 1203, MUW follows the policy of its governing board, the Board of Trustees of State Institutions of Higher Learning (IHL Board), which specifies a minimum course meeting time of “2,250 minutes per three semester hour course, which may include final exam time,” and “the number of weeks must meet Federal financial aid requirements” (IHL Board Policy, Section 506). For purposes of implementing this policy, MUW defines “credit hour” as follows:

**Lecture and Seminar Courses:** For most classroom lecture/discussion courses, one credit hour equals one hour of classroom instruction and at least two hours of work outside of class for a minimum fifteen weeks.

**Online, Blended, and Individual Courses:** For online, blended, and independent study classes that do not have regular meeting times, students are expected to achieve learning outcomes comparable to a traditional classroom course and to exert the equivalent student effort of three hours of work per credit hour.

**Abbreviated Courses:** For courses that meet in abbreviated time periods (accelerated, summer, or intersession courses, for example) students must attend the same number of class hours and spend the same amount of time in preparation as in the regular academic term, as well as achieve comparable learning outcomes.

**Internships:** A minimum of 40 hours of supervised internship experience is required for each credit hour awarded.

**Credit by Examination:** Credit may be awarded for attaining a certain level of performance on national and international standardized examinations, such as CLEP, AP, and IB in accordance with generally accepted standards and practices.

## Two Step Authentication

MUW Policy Statement #1201 – requires that all MUW Online classes have two different methods to ensure that a student attending the class is the student that is completing the course work. The first authentication is achieved by the use of a unique Student ID and password in the MUW Learning Management System, which is currently Canvas. Secondary methods, described below, all require that the student present a valid government or MUW photo ID. If authentication takes place online, students should be encouraged to mask their personal identity information such as driver’s license number, university identification number, address, or birthdate with masking tape, paper, or a well-placed finger when presenting their ID for verification to prevent identity theft. Showing the name of the student, his/her photo, and the grantor of the ID used for verification (such as university or state of issue for driver’s license) is sufficient to satisfy verification.

If a student fails to complete the required additional method of student authentication by the date of the final exam, then the student will fail the course regardless of his or her academic performance in the class. **It is strongly recommended that instructors ensure that the assignment tied to the second authentication method is due in the first half of the semester.** That allows faculty to remind students of the importance of completing the Two-Step Authentication process by submitting a failing midterm grade report while also allowing plenty of time for the student to complete the process, with a grade penalty on the authentication assignment if the instructor so desires, before the end of the semester.

Whatever method is used for second authentication requirement, faculty must keep a written record of students who have completed the process. This can be included in the gradebook as a graded assignment or separate entry column or kept as a separate log which is kept after the semester is over along with the gradebook and other required information. The additional method of student identification against an approved photo ID must be clearly stated on the course syllabus and may include, but are not limited to, one of the following:

- 1) **Proctored exams** – If an instructor utilizes proctored exams as their secondary method of student authentication, the instructor must require at least one proctored exam during the course. Faculty must set up the exam in the university's Smarter Proctoring system inside Canvas. Faculty may choose which proctors and/or proctor centers, both physical and virtual, to make available to students according to their departmental requirements. The MUW proctoring center in Reneau Hall will automatically be made available as an option and you may wish to recommend it to your students since their proctoring services are free of charge to currently enrolled MUW students. Other proctoring centers and our online exam proctoring partner may charge fees, which are the responsibility of the student. Students will need to present a valid photo ID to their proctor at the time of the exam. For further information about proctoring services available through Smarter Proctoring, see <http://www.muw.edu/ctl/technologies/smarterproctoring> or contact the Kossen Center for Teaching & Learning for assistance.
- 2) **Live/recorded performance activity** – If an instructor utilizes either live or recorded performance activity as their secondary method of student authentication, the instructor must require at least one video activity during the course and the student must produce a valid photo ID during the activity. For example, a video recorded presentation submitted via YouTube to the professor would satisfy this method of secondary authentication. Students should be encouraged to mask their personal identity information such as driver's license number, university identification number, address, or birthdate with masking tape, paper, or a well-placed finger when presenting their ID for verification via video to prevent identity theft. Showing the name of the student, his/her photo, and the grantor of the ID used for verification (such as university or state of issue for driver's license) is sufficient to satisfy verification.
- 3) **Field/Clinical experiences** – If an instructor utilizes field/clinical experiences as their secondary method of student authentication, the instructor must require at least one field/clinical experience facilitated by either the instructor or the field/clinical director during the course and the student must produce a photo ID during the session. Field/clinical requirements will be determined by the departments.

- 4) **Video conversation with the faculty member** – If an instructor utilizes a video conversation with students as their secondary method of student authentication, the instructor must require students to schedule and complete an individual or small group video chat session with the instructor to take place via Canvas or another online video chat service. The conversation may be on any topic, such as clarifying questions about the syllabus, a discussion about course content, or part of a course assignment. During the conversation the student must present a valid photo ID. Students should be encouraged to mask their personal identity information such as driver's license number, university identification number, address, or birthday birthdate with masking tape, paper, or a well-placed finger when presenting their ID for verification via video to prevent identity theft. Showing the name of the student, his/her photo, and the grantor of the ID used for verification (such as university or state of issue for driver's license) is sufficient to satisfy verification.
- 5) **Criminal background check** – If a program requires criminal background checks for students participating in their programs, then the criminal background check is sufficient for establishing secondary student authentication.

## Course Structure

Though the structure of each course will differ depending on the course content, it is important to have a clear course structure and communicate that to students. Make use of Modules, the course calendar, and/or weekly email or announcement alerts to help your students stay on top of their assignments. Using at two or more means of communication is the best way to help your students remember to keep up with your course. For more details about how to effectively structure your course and communicate with your students, consider attending a workshop on online teaching or contact the Kossen Center for Teaching & Learning for individual assistance.

### Organization by Week

Some courses are designed so students all do the same activities each week of the semester. In this case, each week may be assigned its own Module with links to all files, assignments, and other materials for that week put in the Module. Include clear instructions for each week. To keep the Module menu from getting too long, you might break the course up into sections or parts, perhaps based on course units or on major assignments like exams or essays that happen at the end of each section. Consider including a Module with links to all of your exams, quizzes, or other major assignments at the top of your Module menu for ease of access. You can use the automatic unlocking feature to lock or unlock modules for students at preset times, or manually unlock your content each week if you so choose.

### Organization by Unit

Some courses are designed so students can progress at their own pace. In this case, rather than organizing by the date, you may want to organize by chapters in the textbook or by units. Include clear instructions for each unit in its Module. Use the prerequisite function to show students what to do next by tying the visibility of the next Module to the completion of an assignment in the previous Module or assignment, for example. You may want to have

a course map that shows students how many units they need to complete before the end of the semester or give them some indication when they should complete certain units to stay on track.

### **Assignment Due Dates**

Another way to communicate what students should be doing in the course is by setting assignment due dates for each assignment. This will cause the assignment to show up in the student's main calendar item "Due This Week" and it will show up on the course home page under "To Do."

### **Use Announcements and/or the Calendar**

Consider also sending an announcement or putting a major assignment on the course calendar to remind students to complete the assignment.

## **Accessing Library Resources**

MUW online faculty and students have full access to MUW's Fant Memorial Library resources. The university library website is located via the following link: [www.muw.edu/library](http://www.muw.edu/library) Online students may wish to take advantage of the online reference chat service, which can be accessed from the library's home page.

The library provides individualized Information Literacy classes which can be offered virtually or in person and can be scheduled by contacting the Information Literacy librarian at 662-329-7334.

A customized library resource page, or Lib Guide, can be created for any class with a few weeks of planning. To request a Lib Guide for your department or class, contact the Information Literacy librarian.

For information on Interlibrary Loan Resources, visit <http://www.muw.edu/library/ill>

University Databases may be accessed via library's website. Faculty members and students use their MUW ID numbers for the username and the last 4 digits of their MUW ID number to access the university databases via off-campus computers. On campus computers do not require authentication into the university library database system.

Any online course that requires students to use library resources should present students with adequate information on how to use the library. A link to the library tutorial may be sufficient or links to the database or databases that the students will be required to use may be provided.

## **Online Student Management Procedures**

### **Student Support Services**

MUW provides student support services for students who need assistance.



**Disability Services** – students with documented disabilities may contact the Student Success Center to request accommodation. Faculty members may not allow for disability accommodations without proper authorization from the Student Success Center. The MUW Disability Request for Accommodation Form may be found via the following link: <http://www.muw.edu/ssc/disability>

**Tutoring Services** – the Student Success Center provides tutoring services for students in a variety of subject areas. Students may request a tutor from the Student Success Center by completing the request form found here: <http://www.muw.edu/ssc/tutoring>

**Writing Center** – the MUW Writing Center offers writing support to all MUW students. Online students may submit papers via email or talk via Skype with a writing tutor. Information about the MUW Writing Center may be found via the following link: <http://www.muw.edu/centers/writing>

## Early Alert Reporting

MUW has a system for reporting academic/classroom issues. This system is primarily utilized for students who may have missed assignments, have performed poorly on tests, or not attended class. The reports are forwarded to the MUW Early Alert Coordinator for follow up with the student. Early Alert Reports may be filed via the following link: <http://www.muw.edu/reporting>

## Behavioral Intervention Team

MUW has a system for reporting student issues involving behavior, improper conduct, or threatening behavior. If a faculty member has a behavioral issue with a student in an online class (such as inappropriate or threatening comments in discussion or inappropriate email contact), the faculty member may report the student to the MUW Behavioral Intervention Team via the following link: <http://www.muw.edu/reporting>

## Student Complaint Procedures

MUW's procedure for student is outlined in the bulletin in section 2.3 via the following link: <http://catalog.muw.edu/content.php?catoid=16&navoid=567&print#Complaint>

Students may make an informal complaint to their instructor, department chair, or dean by email, phone, or in person, or they may file a formal complaint by sending a signed and dated letter by mail, fax, or email to one of three offices: Student Affairs, Academic Affairs, or Finance and Administration, depending on the nature of the complaint.

## Advising

At MUW, advising is an important aspect of being a faculty member. Advising is more than just class scheduling. Advising should take the form of mentoring and career counseling to ensure that the student is on track to achieve their career goals. Each term, MUW students are required to meet

with their advisors prior to obtaining their Registration number (RAP). An MUW faculty member should never issue a student's RAP unless they have communicated with the student and have mutually agreed to a class schedule in writing. Online student advising may be conducted via email, Canvas, digital video chat, or telephone. However, once a schedule is agreed upon, the student and faculty member is advised to do one of the following:

Current Audit Sheets for the General Education requirements and each major or minor can be found at <http://www.muw.edu/registrar/students/degrees/degreeaudit>

Canvas shells for advising can be requested from ITS. For further assistance with advising, please contact the Kossen Center for Teaching & Learning.

### Adding/Dropping Classes

If an online student wishes to drop a class, the student should first talk with their advisor. Students may submit an add/drop form within the first few days of a term with no penalty using the electronic form available in their Banner web account. Students should check the Academic Calendar for all important deadlines concerning dropping a course, adding a course, or changing their grade status in a course. If students wish to drop a course after the official drop period has ended, then will need to consult with their academic advisors for the proper drop procedure. Once all information for the drop has been received, the form will be processed by the departmental office on the date that it is received. The student is responsible for validating that the departmental office has received all information necessary to process the drop request.

### Withdrawing from the University

Students who wish to withdraw from the University must do so through the Dean of the college of their major or through the Student Success Center if they are undeclared. The last day to withdraw from the University is listed on the Academic Calendar. Once the withdrawal request form is processed, this is an irreversible action. Students who wish to begin this process should speak with their department chair or Dean.

Withdrawal from Mississippi University for Women does not necessarily indicate a clearance of financial or other obligations. All obligations to the University must be met regardless of withdrawal status. Refunds, if any, are made according to the MUW refund schedule listed in the University Accounting Office's Tuition and Fees webpage, based on the date of withdrawal. Leaving the University without filing a formal withdrawal notice will result in failing grades in all courses for which the student is registered. Withdrawing from a residence hall is not the same as withdrawing from university course work. The student is responsible for validating that the departmental office has received all information necessary to process the withdrawal request.

## Best Practices

### Attendance

It is required that a faculty member's method of taking attendance in all online classes be clearly stated in the course syllabus. According to the MUW Bulletin, students must be in attendance in at least 50% of the course in order to receive credit. See the following link:

[http://catalog.muw.edu/content.php?catoid=16&navoid=598&hl=%22attendance%22&returnto=search#Class\\_Attendance](http://catalog.muw.edu/content.php?catoid=16&navoid=598&hl=%22attendance%22&returnto=search#Class_Attendance)

Colleges, Departments, and individual faculty members may place more stringent requirements on attendance as long as they are clearly stated on the course syllabus. Some recommended methods for recording attendance in online classes include: required periodic posting in class discussion boards, required periodic quizzes, or required periodic class assignments. Whichever method is utilized to account for attendance in class, it must be clearly stated on the course syllabus.

### Classroom Communication

Facilitation of classroom interaction between both instructors and students and between the students themselves is an important aspect of quality online instruction. It is recommended that periodic discussion is required in online courses to facilitate a rich instructional environment. Discussion methods include participation in class discussion boards, chat rooms, email communication, or utilization of technology collaboration methods such as Skype or Google Hangouts.

All faculty members should respond in a prompt manner to online student questions. It is recommended when possible, that a faculty member respond to student questions within 24 hours during the normal working week.

It is recommended that faculty members utilize the course announcement feature in Canvas for posting of new assignments, new material, course updates, and due dates.

If the faculty member chooses to utilize the email feature instead of the Canvas messages feature for communication with their students, it is advised that they remind students to make sure that they are either checking their MUW MyApps email daily or having their MUW MyApps email account forwarded to an email that they do check daily.

It is recommended that during the first week of class, the faculty member establishes communication with the class. We encourage the use of a required ice breaker discussion post during the first week of class. This ice breaker discussion is a good way to establish communication with the students and encourage their engagement with the class.

Whenever possible, utilize the course link feature in the announcement to show students where to find the assignment or other course content that is being announced.

For more assistance on communicating effectively with students, please contact the Kossen Center for Teaching & Learning.

## Assignments/Assessments

All assignment and assessment information should be clearly stated in the link for the assignment or assessment. Important due dates should also be listed in the course syllabus. Finally, if an assessment method is going to require the utilization of proctoring, it should be clearly noted on the syllabus and on the assessment so that proper arrangements can be made by the student prior to the assessment. It is recommended that faculty members provide feedback to students on assignments and assessments in a timely manner.

It is recommended that during the first week of class, the faculty member ensures that the student is aware of how the class will be structured. For example, requiring the students to take a syllabus quiz during the first week of class is an excellent way of ensuring that the students are aware of how the class will be structured and the expectations of the class.

For further assistance with assignment and assessment design, please contact the Kossen Center for Teaching & Learning.

## Additional Helpful Resources

### Key Office Contact Information

Kossen Center for Teaching & Learning	(662) 241-6127	<a href="http://www.muw.edu/ctl">www.muw.edu/ctl</a>
ITS	(662) 329-7282	<a href="http://www.muw.edu/its">http://www.muw.edu/its</a>
Student Success Center	(662) 329-7138	<a href="http://www.muw.edu/ssc">http://www.muw.edu/ssc</a>
Registrar	(662) 329-7135	<a href="http://www.muw.edu/registrar">http://www.muw.edu/registrar</a>
Financial Aid	(662) 329-7114	<a href="http://www.muw.edu/finaid">http://www.muw.edu/finaid</a>
Fant Memorial Library	(662) 329-7332	<a href="http://www.muw.edu/library">http://www.muw.edu/library</a>
Counseling Center	(662) 329-7748	<a href="http://www.muw.edu/centers/counseling">http://www.muw.edu/centers/counseling</a>

### Sign Up for Important Notifications

#### W-Alerts

The W-Alert system will send you text and/or email notifications for closures and campus emergencies. Be sure to sign up for this important service through Banner Web under the Personal Information section.

#### School Dude Crisis Manager App

The campus emergency plan and procedure manual is available for you to download for free on your smartphone. This can be very helpful in the case of an emergency. To install the manual,

1. Go to your smartphone's App Store.
2. Download "Schooldude CrisisManager" app to your smartphone.
2. Open app and follow instructions to create an account.
3. Once you have entered the app, click on the blue + at the top of the right of the page.
4. Wait for the list of crisis plans, then click to open the client plans.
5. Scroll to find Mississippi University for Women click the + to open it, then download the emergency guidelines.
6. Open the guidelines.

#### Campus Electronic Mailing Lists

You will automatically be added to the faculty and official announcements mailing lists, but you might find other campus lists to be worth seeing in your inbox. Many departments and student groups have their own mailing lists, and there are also options for classifieds and other topics of general interest. To alter your listserv preferences visit the ITS Mailing List page at <http://www.muw.edu/its/campus-mailing-lists>