ONLINE FACULTY HANDBOOK

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INTRODUCTION

With the growing popularity of online programs and the influx of military and veteran student populations, it has become extremely important for our full-time and adjunct faculty to have access to adequate resources in order to promote a successful teaching and learning experience for all students.

The Online Faculty Handbook is available for faculty teaching online and hybrid sections and provides access to useful resources. You can find additional information on the topics covered in this Online Faculty Handbook on the Virtual Teaching Assistance Center (VTAC) site. You will find help articles, contact information, and live support all in one place. You can view the Virtual Teaching Assistance Center by visiting VTAC.LoneStar.edu.

VIRTUAL TEACHING ASSISTANCE CENTER (VTAC)

https://vtac.lonestar.edu/
https://vtac.lonestar.edu/help/vtac-support

Using VTAC: https://vtac.lonestar.edu/help/a115

The Virtual Teaching Assistance Center (VTAC) is an instructional resource created for Lone Star College faculty. The VTAC site provides instructional guides and training to assist with the development and implementation of successful online courses.

Virtual Teaching Assistance Center resources also include:

1. One-on-one Support
2. Online Faculty Certifications
3. New Online Instructor Guides
4. VTAC Knowledge Base

ONLINE TEACHING CERTIFICATION
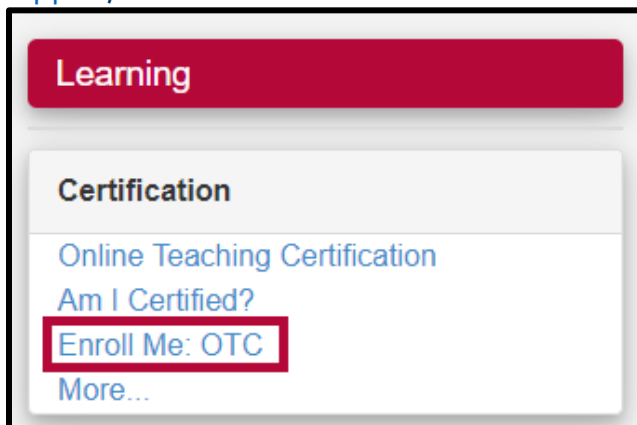
https://vtac.lonestar.edu/help/a106

LSC-Online provides an Online Teaching Certification course as a resource for faculty. The topics covered in the course include student engagement, student interaction, student contact, faculty contact, community building, common social media tools, learning management system (LMS) tools, online tutoring, online proctoring, design for accessibility, copyright, online resources, SoftChalk, Civitas Learning Illume and Inspire, Cisco Webex, and open educational resources. Completion of the certification course is supported system-wide and required before a faculty member teaches an online or hybrid class for Lone Star College.

The full Online Teaching Certification course contains two parts: 1) Quick Onboarding, which provides introductory information on the LMS, support options, and best practices, and, 2) Full Certification, where upon successful completion of the remaining modules, you will receive the online teaching certification. This certification allows you to teach online and hybrid courses at Lone Star College and is valid until there is a major LMS change.

This certification course is built using a competency-based education (CBE) model and is designed to be completed at your own pace. There are also accompanying activities so you can begin building an online course while taking the certification course.
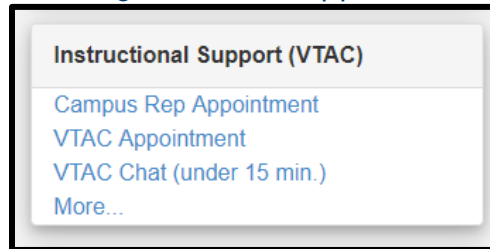
To get started, visit to the VTAC Support page (https://vtac.lonestar.edu/help/vtac-support) and click on Enroll Me: OTC.

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SEMESTER START - INSTRUCTOR CHECKLIST

https://vtac.lonestar.edu/help/a003

Training

☐ Become familiar with VTAC Services (https://vtac.lonestar.edu/help/vtac-assistance)

  o In D2L, go to VTAC Support > Assistance > Instructional Support (VTAC)

> **Instructional Support (VTAC)**
>
> Campus Rep Appointment
> VTAC Appointment
> VTAC Chat (under 15 min.)
> More...

☐ Complete the Online Teaching Certification (OTC)

  o In D2L, go to VTAC Support > Learning > Enroll Me: OTC to sign up for the OTC.

  o Verify completion by clicking the "Am I Certified?" on the VTAC Support page (https://vtac.lonestar.edu/help/vtac-support)

> **Certification**
>
> Online Teaching Certification
> Am I Certified?
> Enroll Me: OTC
> More...
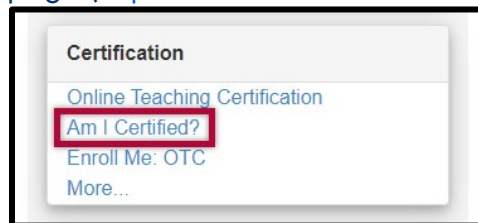
Course Shell Verification

☐ Verify your course shell is present in your D2L course list. (https://vimeo.com/218210599)

  o If it is not, check in iStar. Contact your chair or Department Manager if the course is missing in iStar. Contact the OTS Service Desk if it is only missing in D2L.

☐ Activate your D2L section early (https://vtac.lonestar.edu/help/a005)

  o Activation allows your students to:

    ▪ Access your course once the start date arrives.

    ▪ See the course link in their My Courses list if they are enrolled in the course.

    ▪ Verify that their course registration is accurate prior to the first day of class.

Confirm Roster

☐ Merge course rosters. (https://vtac.lonestar.edu/help/a147)
- o To merge multiple course rosters, go to VTAC Support > Self-Service > Course Design > Merge Course Rosters

> **Course Design**
> Merge Course Rosters
> Create a Sandbox
> Archived Course Restore
> More...
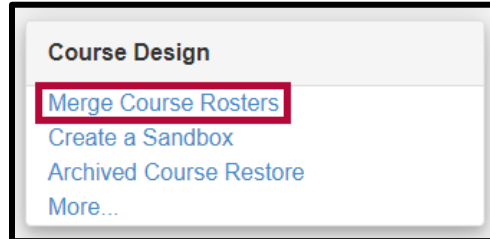
☐ Reconcile your D2L roster (https://vtac.lonestar.edu/help/a265)
- o In D2L, go to VTAC Support > Self-Service > User Access > Reconcile Your Rosters

> **User Access**
> Add a User to Your Section
> Reconcile Your Rosters
> Extend Student Access
> More...
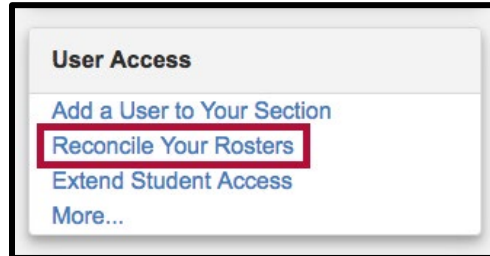
- o Click the [Enroll into D2L] or [Un-enroll from D2L] button to correct the roster.
- o Repeat regularly until registration is complete.
- o **NOTE**: Without this tool, it can take up to 36 hours for iStar updates to be reflected in D2L.

☐ Add other instructors, TAs, etc. (https://vtac.lonestar.edu/help/a052)
- o In D2L, go to VTAC Support > Self-Service > User Access > Add a User to Your Section.

> **User Access**
> Add a User to Your Section
> Reconcile Your Rosters
> Extend Student Access
> More...
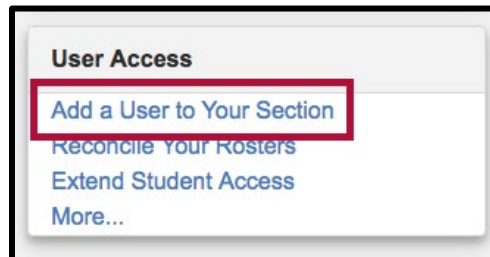
- o Submit the request form with the username or ID for all of the other instructors, TAs, etc. you want to have access to your course.
- o **NOTE:** You must have the username or ID of the user you are trying to add to your course; you cannot search with the user's name.

Build Course Content

- ☐ Build, import, or update course content.
  - o Build, copy, import, or update course components from sandbox or previous course as needed. (https://vtac.lonestar.edu/help/a093)
- ☐ Update all course dates (due dates, date restrictions, etc.).
  - o Add any other desired restrictions, conditional releases, or calendar dates. The Manage Dates tool is available from the Course Management > Course Admin link on the navbar.
- ☐ Update the Lockdown Browser Dashboard after you copy a course.
  - o If you use LockDown Browser and have copied quizzes from another course or previous semester, the Dashboard must be visited before the first quiz to avoid student errors. Click on Course Activities > Quizzes and click the LockDown Browser tab to accomplish this task.

COURSE DESIGN CHECKLIST & SYLLABUS TEMPLATE

https://vtac.lonestar.edu/help/checklistandsyllabus

To assist in developing your course, an Online Course Development Checklist and Syllabus Template are provided. (See link to download the Checklist and Syllabus Template)
The **Online Course Development Checklist** is to aid you in creating your syllabus and designing and developing your course within D2L.
The **Syllabus Template** is a pre-formatted Word file to allow you to easily add your own information.

APPROVED INSTRUCTIONAL TECHNOLOGIES

https://vtac.lonestar.edu/help/approved-technologies

The Approved Instructional Technologies (see link) lists available software and technologies with signed ADA and FERPA compliance agreements with Lone Star College. Please consider using an approved software and/or technology when planning and developing your course(s).

VTAC SUPPORTED TECHNOLOGIES

https://vtac.lonestar.edu/help/a114

The approved technologies listed below are supported by the LSC-Online team through VTAC Chat or your campus Instructional Designer. Be advised that other approved instructional technologies, such as publisher textbook sites, are supported by a publisher representative or someone on your campus.

D2L

The D2L Learning Environment provides a platform for online course content in face-to-face, hybrid and online courses. Supporting documentation is found in VTAC by browsing the menu to the left or using the search box in the upper right corner of the screen.

Respondus

- Respondus 4.0 is an exam authoring software that can be used to create exams and publish to D2L.
- StudyMate provides learning activities including flashcards, crosswords and self-assessment quizzes to help students master content.
- Respondus LockDown Browser helps increase exam security by preventing students from printing, using other applications or visiting other websites while an exam is open. Computers in assessment centers all have Respondus LockDown Browser installed.

SoftChalk

SoftChalk is content authoring software that can be used to create engaging, media-rich lessons for your online courses. SoftChalk allows instructors to incorporate images, audio, video and even quizzes into content modules. Lessons can be stored in SoftChalk Cloud for anytime access and portability. Lessons can be shared with the global Softchalk Community or just to specified individuals or groups.

TechSmith Knowmia

TechSmith Knowmia, the video platform supported by LSC-Online, offers several exciting features, including machine captioning, video quizzing, and an advanced editor through the TechSmith Camtasia video editor.

Turnitin

Turnitin.com is an online database that checks for plagiarism in papers. Faculty can use Turnitin.com by simply clicking a checkbox within any Assignment in D2L. Students can also use Turnitin.com to check their work before submitting. For account access information for students, contact your campus Professional Development centers.

Webex - Supported by the OTS Service Desk

Webex is videoconferencing software that allows instructors to set up synchronous meeting times with students via the web. Webex combines desktop sharing, video and phone conferencing. All employees have a general Webex account.

SUPPORT SERVICES: WHICH ONE DO I USE?

https://vtac.lonestar.edu/help/vtac-assistance

LSC-Online

LSC-Online provides instructional support and course design assistance through the Virtual Teaching Assistance Center (VTAC) site.

For complex D2L issues or course design assistance, we recommend you make an appointment with your campus representative. You can meet in person, use Webex, or discuss by phone. VTAC is also available for phone or Webex appointments.

For quick questions, VTAC Chat is a great place to start. Chat sessions are usually limited to 15 minutes and might have to continue further with a phone or Webex appointment.

Office of Technology Services (OTS)

OTS provides technical support for basic D2L questions and issues, campus computers, myLoneStar/iStar, email accounts, and licensed software, such as Office 365 and Adobe Creative Cloud. *Need help at 2am?* No problem. OTS offers a team of support personnel to assist faculty with technical issues - 24 hours a day, 7 days a week. They will also forward a ticket to LSC-Online if they cannot help you.

- Phone: 1-866-614-5014
- Website: http://www.lonestar.edu/ots.htm

INSTRUCTIONAL DESIGNERS: WHAT CAN THEY DO FOR YOU?

https://vtac.lonestar.edu/help/a001

Instructional Designers are available for each campus to assist faculty with course design and development using D2L and LSC-Online supported technology.

Ready to assist with:
- Online course development (*New course design and development may require Dean approval)
- Conversion of face-to-face courses to hybrid or fully online courses
- A variety of other specialized, one-on-one strategies

Training
- Using D2L
- LSC-Online supported technologies
- Online teaching recommended practices

Guidance
- Using D2L tools
- Redesigning a course
- Verifying the student roster within D2L
- Copying content within D2L
- Importing content from other sources
- Uploading exams from Publisher test banks or Respondus 4.0
- Downloading your gradebook or attendance roster

Design Consultations
- Content organization
- Gradebook creation
- Rubric construction
- Calendar usage and date restrictions
- Group creation
- Discussion forum/topic creation
- Assignments
- Quizzes/Exams
- Adding multimedia
- Recommendations for course improvement
  - Alignment of objectives with assessment measures
  - Illustration of effective online instructional strategies
  - Implementation of ADA compliance

NOTE: For assistance with your course, visit the Upcoming Events page on VTAC (https://vtac.lonestar.edu/help/events) to check for open labs on your campus or schedule an appointment to meet with your campus Instructional Designer. (https://vtac.lonestar.edu/help/a109)

If you need assistance with the following topics, please utilize these links:

- Accessing Publisher content and test banks – Contact your publisher representative.
- Securing Copyright permission – Visit http://www.lonestar.edu/library/copyright.htm
- Developing multimedia content – Contact your Professional Development Staff.
- Requesting Student technical support – Visit http://vlac.lonestar.edu
- Requesting Online student advising assistance – Email onlineadvisor@lonestar.edu
- Creating faculty blogs – Visit https://www.lonestar.edu/requestblog.htm
- Posting your final semester grades in iStar – Visit https://vtac.lonestar.edu/help/a016

STUDENT TECHNICAL SUPPORT:
VIRTUAL LEARNING ASSISTANCE CENTER (VLAC)

http://vlac.lonestar.edu/

The Virtual Learning Assistance Center (VLAC) site provides students with articles on how to do things in D2L, resources specific for online students, and contact information for technical support through the OTS Service Desk.

FACULTY DEVELOPMENT OPPORTUNITIES

http://www.lonestar.edu/OrgDev-Faculty.htm

Faculty Development exists to provide:

- Support and collaborative partnership with each of the colleges
- Relevant and meaningful teaching and learning opportunities for all faculty
- Continuous improvement of our faculty development programs

Adjunct Certification Program

http://www.lonestar.edu/acp

The purpose of the Adjunct Certification Program is to recognize and reward adjunct faculty members who make a commitment to Lone Star College and to improve their teaching skills by providing opportunities for adjunct faculty members to develop and enhance their teaching effectiveness.

- Facilitated by faculty for faculty
- Cohort and hybrid model
- $500 stipend available upon completion

Adjunct Excellence Institute

https://intranet.lonestar.edu/system/od/Faculty/SitePages/Adjunct%20Excellence%20Institute.aspx

The Adjunct Excellence Institute is a program to better position adjunct faculty who want to expand their role at Lone Star College. The program focuses on the leadership and career development aspects of the faculty role. Program Fellows experience a variety of topics that develop greater awareness of Lone Star College's culture and greater awareness of who they are as a leader, both inside the classroom and as a colleague.

New Faculty Institute

https://intranet.lonestar.edu/system/od/Faculty/SitePages/New%20Faculty%20Institute.aspx

New Faculty Institute provides faculty with innovative faculty development experiences and exceptional support to foster continuous improvement in the art and science of teaching and learning.

- Dynamic learning experience for all new full-time faculty
- Engaging, high-quality program to advance teaching and learning proficiency
- Structured sessions and offerings focused on the faculty-created Faculty Qualities of Excellence

Faculty Symposium

This is an annual conference held in the spring semester each year. Participants are invited to Connect, Engage, and Integrate during this collaborative system-wide professional development event. All LSC employees are invited to register and attend.

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