Friday, January 15, 2010  Distance Learning Program Meeting
2-4PM, Batmale 222

Distance Learning FAQ and Calendar for Spring 2010
for Online and Telecourse Faculty
http://www.ccsf.edu/Services/TMI/faq&calendar.pdf
http://www.ccsf.edu/NEW/content/dam/Organizational_Assets/Department/TMI/faq_calendar.pdf

FAQ contents:
- Calendar: Admission, Registration, and Instructional
- Application and Course Registration Procedures
- College Student Services Questions: askme@ccsf.edu
- General Information: Start Dates, Orientation, Add, Drop, Refunds, Class Lists, etc.
- Summer Courses: Add Codes, Reg Dates, and Early Summer Starts
- Outside-Campus Orientations: Textbooks
- Waitlists, Warning to students re: waitlists, W Numbers, and No Shows
- Census Calculations
- Short-Term Course Info
- Going Live in Insight
- Students in Foreign Countries
- Matriculation
- Employer Reimbursement for Work Related Training
- Course Emails (on hills) and Websites (on fog)
- External Email Being Filtered Out?
- Movies on Campus, Alternative Showings
- Deaf Students
- Procedures for Online Faculty Who Are Being Evaluated
- New Online Faculty: Substitutes for Insight Training Sessions
- Course Website Information, Including Accessibility Statement
- Student Support and Help Desk Procedures

Calendar: Admission, Registration, and Instructional

Registration Dates  https://ocean.ccsf.cc.ca.us/Registration.html
WebSTARS  11/16/09 – 1/16/10
In-Person  1/12/10 - 1/15/10
With add code, in person or Webstars – 1/19 - 2/5/10

New and readmit students must apply for admission before they can register.
Registration Dates:

Feb 2  Last day to get a full refund. Anyone adding after this date will not get a refund if they later drop. Be sure to inform your students.

Feb 11  Last day to drop a class with no notation on the student record. Non-resident students may receive a 50% refund.
Instructional Calendar, Exams and Grades for full-term courses
http://www.ccsf.edu/Schedule/Calendar/

Important Dates & Deadlines:
http://www.ccsf.edu/Services/Admissions_Records/Deadlines.html

*NOTE: APRIL 6TH        MIDTERM GRADE SHEET DUE FROM INSTRUCTORS

Midterm grades for distance learning courses can be handed in one week later than for regular courses.

Calendar Handout for Telecourse students
A general calendar (comprised of pertinent dates in the above calendars) is provided as a student handout in the Telecourse student packets. Students can also print the above pages on their local printer. Information on telecourses can be found at http://www.ccsf.edu/Departments/Telecourses/courses_s10.htm

APPLICATION AND COURSE REGISTRATION PROCEDURES

Applying Online
Students **must** fill out an application to the college before they can enroll in classes. If they submit the application online, it will take 24 hours to process. Then they can fill out the add forms and add the class. If a student has some problem with the add process AFTER FILING the application, then the office can help. For problems after the application process, call the Online/telecourse office  (415) 239-3885.

**AFTER** STUDENTS APPLY TO CCSF, THEY CAN REGISTER:

- WebSTARS linked from http://www.ccsf.edu/AR/admissions.html

WebSTARS is available 8:00am - 11:00pm, Monday to Saturday, including holidays but not Sundays. There is a small charge to register online.
During the add/drop period students will need an add code to use WebSTARS. They enter the code by linking to the “Authorization Code” box.

**For short-term courses:** Students can use WebSTARS to register for short-term courses as long as it is before the first day of class.

**Trouble Adding on WebSTARS?** Sometimes students report they had trouble adding on WebStars or that they were able to add without an add code. This is what happens: These students use their add code to enroll, but they get an error message, such as "Time Conflict" or "Exceeds Maximum Hours (17.0 units). When they correct whatever the problem is, they should go back to WebSTARS and finish the add process.
WebSTARS will have saved the authorization add code and will automatically accept the student.

On the authorization table which A&R sees, it shows the student used the add code to register. That student should show up on your class list.

**Short-term course registration:** Before the first day of class, the only way students can enroll in at-capacity short-term classes is if the CAP on the class is lifted. For short-term classes that reach capacity, students cannot enroll even with an add code sticker until the class begins.
For courses that begin later in the semester: If they are not at capacity, students can continue to enroll online until right before the course starts.

**Insight:** loading students for short-term courses. Students will be loaded into Insight the last business day before the first day of class.

**COLLEGE STUDENT SERVICES QUESTIONS:** askme@ccsf.edu

Student staff, under the supervision of Lidia Jenkins in cooperation with Laurie Scolari, will field the requests for basic information and refer complex cases to the appropriate offices and employees. AskMe does not take place of a counselor; however, your inquiry can be forwarded to a counselor for response.

**GENERAL INFORMATION:** START DATES, ORIENTATION, ADD, DROP, REFUNDS, CLASS LISTS, ETC.

**Start dates**
The published date of first orientation and the start date in Banner must match. The Office of Instruction will key the start date to the date of the first orientation. All subsequent dates (add, drop, refund, census) are determined by this start date.

**First Day of Course Dates/Orientations**
FOR FULL TERM COURSES, the first orientation should be within the first week of class. The State Department of Education determines funding according to different formulas for full-term courses and short-term courses (weekly census as opposed to daily census). A short-term course is any course that starts after the first week of classes.

Telecourse broadcasts have traditionally started later in order to take in late-enrolling students and students who can’t get into other courses. Having an early orientation in the first week and another just before the broadcast starts satisfies State requirements for full term courses and gives time to build enrollment.

During orientations, if possible, allow some time for students to add the class in WebStars. Also, have the students update their emails in Web4.

**Adds**
**Last day to add:** The day before census, unless census falls on Monday, in which case the last day to add will be the prior Friday.

**Registration Priorities:** From Darlene Alioto, Chair of Department Chairs Council:

“Priority registration is mandated by Title 5 for your students.

“Once the add process starts, faculty are supposed to honor Priority Registration dates in accepting adds -- but that's for people who join the instructor's waiting list on the first day --- unless they still have room ... on the 2nd day - when they would again use Priority reg date.

“I had a full history class this semester - and had 12 students trying to add the first day of class. I took their names and priority registration date. When I determined
my no shows, I added 7 students in priority order. If [a new] student were to come to me on Day #2, he/she would not have priority over those who were still on my list from Day 1. If I had nobody left on my waiting list from Day 1 - and still had room, then on day #2, I would again take students in Priority reg order.

“But your student coming on Day 2 (when I have no more room) does not bump someone I already gave a code to on Day 1.

“That’s the official policy of the College -- which A & R always used to publish in their registration materials - and that’s what we tell our faculty they should be doing.

“Hope that makes sense. The easiest thing to do - is for you to call the instructor yourself - and ask for a favor.”

**After the add/drop date**

These dates are all tied to the first date. Any late adds would need the signature of chair and dean and would only happen if the student had been in attendance by the end of the add period, had been doing the course work, but had mistakenly not registered.

**Drops with Refund**

The last day for a student to drop a course and obtain a 100% refund is determined by Title V, and is 10% of the length of the course.

Faculty need to indicate on the census sheet if a student is a “no show” so that the student will be eligible for a refund. As far as dropping, if there has been some contact, the teacher is not obligated to drop the student. You might inform the students that it’s their responsibility to drop and that if they don’t, you will have to give them their earned grade.

**A student who adds after the refund date will not get a refund.** This sometimes causes student complaints about not getting a refund. **PLEASE EXPLAIN THIS TO LATE-ENROLLING STUDENTS AND PUT THIS INFORMATION IN YOUR NOTICES TO STUDENTS OR IN YOUR SYLLABUS.**

**Class lists:** Students can register up until the first day of class. Faculty can print their lists directly from Web4. See [http://www.ccsf.edu/Info/Computer/classlist-web.htm](http://www.ccsf.edu/Info/Computer/classlist-web.htm)

This process allows you to have an updated copy even minutes before your class starts.

**SUMMER COURSES: ADD CODES, REG DATES, AND EARLY SUMMER STARTS**

**Summer Courses:** Add codes, reg dates, and early summer starts. You may start your summer course earlier than the regular summer session (e.g., if summer sessions runs 6/16 – 7/25, you could start the day after Memorial Day or on any Monday before the regular session.) But, many students may have a registration date after the first day of your course.

- You can give them an add code for your course. Tell them they cannot register until their reg date.
- Tell them they **must** register the day of their reg date or after but **before** the end of the add/drop period.
- Drop students who don’t register by the end of the add/drop period.
OUTSIDE-CAMPUS ORIENTATIONS: TEXTBOOKS

You may have orientations at any campus. The bookstore will stock the outside campus bookstore with textbooks for your students, or they can put some books at Ocean and at the outside campus. Notify Don Newton and Rose Twyman in the bookstore.

Don Newton, General Manager
CCSF Bookstores
phone 415-239-3690

WAITLISTS, WARNING TO STUDENTS RE: WAITLISTS, W NUMBERS, AND NO SHOWS

Waitlists (online courses only)
At faculty request we will waitlist students (see waitlist warning to students below).

Faculty can see the waitlist at the bottom of their class list (in your Web4) up to the day registration stops—then it goes away.

How Students Get Added from the Waitlist: This process is being revised. Clarify the new process with the ETO Dean.

You may want to warn your students of the following:
Waitlist warning: The following circumstances will cause you to be dropped from a waitlist
  • A hold on your records
  • You do not have the prerequisites
  • Registration in another section of the same course (e.g., enrolling in a lecture course while on the wait list for an online course).
  • The added course will put you over the unit limit.
    Fall/spring unit limit = 17. Summer limit = 7.
    The system will be unable to register you under these circumstances and will automatically drop you from the waitlist when it tries.

With Banner 9, the eligibility checks (including prereq check) will occur before the student is put on the waitlist.

Waitlists are taken down when the class starts. Then, students can only get in with an add code.

See Registration Priorities under “Adds” above.

W Numbers
Please don’t give students a W number to get them into your course. You need to use their actual W number and this same number will be used for all courses the student enrolls in. For students with numbers that begin with @, it will be changed to X for a WebCT account.

A student can find their W number by going to go to http://www.ccsf.edu/w4
Login to the Secure Area. Use their Social Security # for a login and if they haven’t changed their password, it’s their 6-digit birthday (e.g., 071568 for July 15, 1968) select the term. The screen will open and show their W# number.
No Shows
You can replace No Shows with people on your waitlist if you clearly state your policy:

*Example for Online courses:* “Registered students who do not email the instructor on or before [date] or who do not attend the first orientation may be replaced by a student on the waitlist.”

*For Telecourses,* usually there are no waitlists and students can come to either of the two orientations. Telecourse orientations are mandatory and students who don’t come or who don’t contact you to make other arrangements should be marked as “No Show” on the first census. If you don’t do this, students come back and demand a refund because they didn’t go to orientation; they argue that the orientations are required and therefore they assumed they had been removed from the class. Mark them as “No Show”.

Census Calculations

Census and Census Dates
Census is the day 20% of the class has been offered (.2 x # of days). The length of the class is determined by the start and end dates. State funding is determined according to enrollment on this day.

If you do not receive census sheets, you can contact Ana Soto 239-3534 in ITS.

**Census/drop/refund Calculations**
Census date is 20% of the course days (.2 x # of days).
Last day to drop is 30% (.3 x # of days).
Refund = 10% (.1 x # of days)

Types of Census:
- **Weekly:** For courses with orientation in the first week of classes (same as other full term regular courses)
- **Daily:** For courses with orientation after the first week. Start dates in Banner will be later than regular courses. The add, drop, refund, census dates will be later, computed as above.
- Dates can be suppressed in printed schedule, but they must match what the Office of Instruction has on Banner.

Short-term Course Info

Short-term courses, including Summer Courses
The deadline dates for short-term credit classes may be accessed from the following web link. Use ctrl f to search for your CRN number.
http://www.ccsf.edu/Schedule/

Start dates
Any course that starts after the first full week of the semester is considered a short-term course and is funded accordingly.

Short-term course registration, late start courses: If the course is not full, students can continue to enroll online until the day before the course starts. The only way students can enroll in at-capacity short-term classes before the start date is if the
CAP on the class is lifted. For short-term classes that reach capacity, students cannot enroll, even with an add code sticker, until the class begins.

**Grades for Short-term courses**
The deadline dates for short-term classes are published in the Class Schedule based on Title 5 Regulation. The due date for final grades is 10 days after the end of the short-term class. The due date should be printed on the Final Grade Sheet for the short-term class.

**Scheduling Short-Term Courses**
During scheduling for the following semester, make sure your department chair includes your short-term course in the short-term section of the schedule and specifies the dates of start and finish. This determines when Banner generates census forms and grade sheets.

1. There are no midterms for short courses and summer courses.
2. WEBSTARS: [http://www.ccsf.edu/Services/Matriculation_Office/webreg.htm](http://www.ccsf.edu/Services/Matriculation_Office/webreg.htm)

   Students can use WebStars to register for short-term classes as long as it is before the first day of class.

**Withdrawal of students in short-term courses:** Short-term students should be withdrawn just as full-semester students, on the instructor-initiated withdrawal form.

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**GOING LIVE IN INSIGHT**


Includes:
- Loading students (how we do it) for regular registration and late start courses
- Appendix A - What does Not restore semester to semester
- Appendix B - Sample Student Welcome Message
- Student Login Info
- Sample Welcome Message to Students
- Student Adds (how we do it)
- Student Drops (how it's done)
- Info for Instructors using Metacourses

For more information links to
- Student Quick Start Guide
- Login/Password/Profile tutorial
- How to "deny access to students"
- How to Drop Students
- How to "reinstate" dropped students
- Procedure for Student Login Support in Insight

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STUDENTS IN FOREIGN COUNTRIES

Out-of-state students and students in foreign countries
HTTP://WWW.CCSF.EDU/INTERNATIONAL/ACADEMIC/DATES_AND_FEES.HTML

1. Out-of-the-country students are NOT F-1 (foreign student visa), they simply need to apply for admissions online. They will be charged $179.00 + $26.00 per unit and $17.00 health Fee + $3.00 web fee.

2. Non-California resident: $179+26.00 per unit and $17 health Fee + $3.00 web fee.

3. It will take approximately 3 to 3-1/2 weeks for the student to receive a registration appointment by mail, considering the mail service in this country and in the student's country. They will not receive an appointment by email since we do not know who these students are when they apply. We treat all students who apply the same.

MATRICULATION

Students taking more than 9 units. If there are issues regarding the Matriculation process (students who have taken more than 9 units), talk with the Matriculation office (415 239-3853) to find out how the office will accommodate these students.

EMPLOYER REIMBURSEMENT FOR WORK RELATED TRAINING

Sometimes, a student may receive employer reimbursement for a course. They will want to know the equivalent classroom lecture hours for employer reimbursement for a distance education course:

Equivalent "total classroom lecture hours" for a full-term course is 17.5 times the weekly lecture (contact) hours as stated in the course catalogue. This is the same whether the course is on campus or distant learning.

Example:
The Acct 1 course is a 4-unit course, with 5 lecture hours (Lec-5). Students are charged for 4 units, but required contact (online lectures, quizzes, discussions, etc) is the equivalent of 5 hours/week for 17.5 weeks. Homework is extra.
So the total classroom lecture hours for this course is 5 x 17.5 = 87.5.

A course meeting 3 hours per week is 52.5 hours.

COURSE EMAILS (ON HILLS) AND WEBSITES (ON FOG)

You may have a separate course email account set up for your course. Forms are in L310 and L313.
All online courses should have a course website. This is optional for Telecourses.
See boxed information at the end of this FAQ as to what should go on the course website
EXTERNAL EMAIL BEING FILTERED OUT?

Our CCSF spam filter looks at mail content and may filter out student email to you based on links included in the body, etc. There is no way to set up the spam filter with looser filtering because people will complain that too much spam is getting through. You may receive one student’s email but another email may be filtered out for what it considers to be its content.

In any event, you should whitelist this person's email address in the Barracuda Spam filter:
- Open up one of your CCSF Spam Filter emails
- Click the link to view contents.
- Once you are in there, click PREFERENCES.
- You can white list the student here: key in the complete email address, then click ADD.

MOVIES ON CAMPUS, ALTERNATIVE SHOWINGS

When faculty assign movies for students to watch, they need to provide an alternate viewing so students don't have to have Netflix, for example. To accommodate those (few?) students, you can rent the video yourself and schedule a showing in the Audio/Visual multimedia rooms (three rooms on the 3rd floor of Rosenberg). Contact Jill Kersey to reserve one of the rooms (the sooner, the better): 452-5413

Or, you can place one or two copies (legally purchased) in the Media Center, 4th floor Rosenberg, and students can go there on their own to watch. They cannot be checked out. Contact Alexander Valentine, 452-5426. These tapes should be captioned.

Faculty in the Cinema department could also schedule a viewing in their Cloud Hall theater, C126, in VHS or DVD.

Library screening rooms have captions turned on by default. In the Media Center, a student can request a video carrel with a TV that has the captions turned on. The staff there can turn the captions on. Instructors can leave videos there for their students to watch.

DEAF STUDENTS (from Thomas Hetherington, Alternate Media Specialist)

If there is a deaf student in the class you will want to let him or her know at the start of the semester that you will be showing or assigning videos and that arrangements can be made from that point on if needed—ask in week one or even during the orientation if anyone is deaf or blind. Check your desired videos to see if they are captioned or not. Sometimes DSPS will purchase or caption videos as needed (depending on funding).

It's best to use videos that are already captioned. Then you won't have a problem at all—no complaints from deaf students and no complicated arrangements. ESL students (and others) benefit as well. Any video clips that are streamed from a CCSF web server that are a permanent part of your course should have captions, of course.

All CCSF telecourse productions are captioned.
PROCEDURES FOR ONLINE FACULTY WHO ARE BEING EVALUATED

Faculty Evaluations for Telecourses
Telecourse faculty use the same current instrument for faculty evaluations as lecture faculty. However, because this instrument is not entirely suitable for Telecourse evaluations, a revision of this evaluation for telecourses is in process.

Faculty Evaluations for online courses
The student evaluation of the instructor is done online. This evaluation is also used for hybrid courses. For online evaluations Jose Gil (TMI) sets it up as a separate course and puts your class list of students into it. When your students log on, they'll see "Online Instructor Evaluation" in their list of courses. We leave it available for the dates you tell us, and the results go back to the chair of your evaluation committee via the Dean responsible for Faculty Evaluation (Tom Boegel).

You need to let Jose Gil know when to open and close the evaluation: 452-5098

Regarding the faculty observation for the online course, you just need to give them a student account in your course.

Suggested note to students taking the student survey for faculty evaluation (From Nancy Webb):
This is the discussion board posting she made under "Instructor Announcements" topic. (Slightly edited for each course, of course):

Hi Everyone,
A new survey should have appeared on your WebCT page, with this title: Evaluation of CNIT100 Instructor (EVAL_CNIT100_831-832)

Every instructor is evaluated periodically at CCSF. This semester I am being evaluated, which will include another teacher "visiting" our class, and also a student evaluation. We really care what students think about their teachers, and this is your opportunity to share your thoughts about my teaching.

I'd really appreciate your taking the time to fill out this 19-question questionnaire, with space for your comments.

Whatever you say, and however you answer the questions, it cannot affect your grade because I won't ever know how you personally ranked my teaching skills. It is private and confidential. I will see some statistical results before the semester ends, and eventually I'll see your comments too (but without your name!)

Thank you.

NEW ONLINE FACULTY: SUBSTITUTES FOR INSIGHT TRAINING SESSIONS

We try to schedule training at times the faculty are not teaching, but occasionally they will need a sub. Let the TMI Coordinator know if this is your case. We submit the list of people needing subs to the Vice Chancellor's office.
The sub fills out the substitute pay form/time sheet. These are available from the CCSF website, Faculty Staff Resources: CCSF Commonly Used Forms. Search for “substitute” and choose the form you want according to the multiplier. The chair signs and forwards it to Virginia Jew in the VC’s office for payment, referencing that the faculty was in required TMI training for online course development.

Since the instructors are in training, they do not need to fill out an absentee report. Subs are provided only for the Course Management System (Insight) workshops, not for the monthly Onliners meetings or other supplemental workshops. To minimize the needed sub hours, TMI staff tries to schedule these workshops when new developers are not teaching.

**COURSE WEBSITE INFORMATION, INCLUDING ACCESSIBILITY STATEMENT** (developed with Contribute or Dreamweaver [e.g.] and residing outside of your online course)

By the time web registration starts, you should have a course details website available for students. This website is not password protected and is therefore available to the public. You can develop this site by taking one of the TLC’s workshops—you’ll apply for the URL as part of this process.

- Prospective students will use this information when deciding whether to register for your course
- Registered students will use it for answers to their common questions.
- The online section of the class schedule will point directly to this “course details” website, and the print schedule will list its URL.

You need to give TMI’s Jambi (Serah) Kahahu, skahahu@ccsf.edu) your URL about two months into the semester in time to get it into the following semester’s schedule. You’ll then have 2-3 more weeks to finish the site itself in time for student registration.

Course details include:

a. Instructor contact requirements
b. Specified on-campus sessions:
   - Mandatory orientation (where, when)
   - Optional orientation (where, when)
   - Midterm on-campus (date/location could be TBA)
   - Final on-campus (date/location could be TBA)
   - Number of on-campus meetings OR a statement that there are no on-campus sessions

- Information on how they will log in to your course
d. When your course will be available
e. Deadline to log on, deadline to contact you, etc
f. URL to log on (http://insight.ccsf.edu)
g. Books for course or link to syllabus with book info
h. A recommendation that they visit http://www.ccsf.edu/Departments/Distance_Education/students.htm to prepare for learning online:
   - a. minimum Hardware and Software Requirements
   - b. FAQs about distance learning
   - c. links to DPSP and CCSF resources
d. a short self evaluation for being an online student.
i. Any special tech requirements they need to take your course, other than that specified on the above site.

j. A notice that a student who adds after the refund date will not get a refund.

k. A notice that they need to make sure their emails are correct on the course roster. Tell them to log on to their Web4 account (with their W00 number), update their profile, and verify that the correct email to use for the course is listed there.

l. The following notice for Special Arrangements:
   Students who need academic accommodations should request them from the Disabled Students Programs and Services (DSPS) located in the Rosenberg Library, Room 323 on the Ocean Campus. Telephone: 415-452-5481 (V) 415-452-5451 (TDD). DSPS is the campus office responsible for verifying disability-related need for academic accommodations, assessing that need, and planning accommodations in cooperation with students and instructors as needed and consistent with course requirements.

m. Anything else you want (a link to your syllabus, your photo, favorite sites, etc.

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**STUDENT SUPPORT AND HELP DESK PROCEDURES**

1) Have the students login to WebStars (https://ocean.ccsf.cc.ca.us/banr/twbkwbis.P_WWWLogin) and update their personal contact information. They need to set their "preferred" email address to the email they will check and use for their course.

2) Requesting login or Insight Help: The **most direct method** is for students to use the online form: http://fog.ccsf.edu/~insight/help_inquiry.php (under the main menu: insight.ccsf.edu)

   Or, phone (415) 452 5689, but student workers at this number will refer callers to the online form above. This number will be manned from 9am – 4pm, Monday through Thursday at least for the first three weeks of the semester. Hours may be curtailed somewhat thereafter.

3) Once our support team receives the information, our staff will investigate and assist. For reset passwords, an email will be sent to the students with their login information.

4) The students should login to Insight, change their password, and then edit their profile. In their profile they should immediately update their email address to match the one in the "preferred" email field in WebStars.

   http://insight.ccsf.edu/mod/forum/discuss.php?d=3796

5) Instructions for how to login/change password/edit profile are found here:


For general online/telecourse questions not related to Insight, students should call the main office number: 415 239-3885
Online/Hybrid Courses, Telecourses, Tech-Enhanced Lecture Courses

Office: Bungalow 204 across from the entrance to the Student Health Center (which is on Phelan across from Archbishop Riordan High School)

Mailbox: A-21

Cynthia Dewar, Coordinator
mailbox A-21
(415) 452-5269

Jambi (Serah) Kahahu, Administrative Support
(415) 239-3886

Student Lab Aides: (415) 239-3885