



NEW MEXICO  
**HIGHLANDS**  
UNIVERSITY®

**DISTANCE LEARNING MANUAL**

**New Mexico Highlands University**

**2015 Edition B**

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## TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>4</b>
<b>1. GENERAL POLICIES</b> .....	<b>4</b>
1.1 DISTANCE LEARNING AT NEW MEXICO HIGHLANDS UNIVERSITY .....	4
1.2 POLICY STATEMENT .....	4
1.3 INSTRUCTIONAL TECHNOLOGY COMMITTEE .....	5
1.4 DECENTRALIZED OVERSIGHT OF DISTANCE LEARNING .....	5
1.5 BANNER WEB .....	5
1.6 EDUCATIONAL OUTREACH SERVICES (EOS) .....	6
1.7 TEXTBOOKS AND COURSE MATERIALS .....	6
1.8 ACADEMIC POLICIES .....	6
1.8.1 Enrollment .....	6
1.8.2 Class Cancellations .....	6
1.8.3 Faculty Evaluation .....	6
1.8.4 Academic Standards for Distance Learning .....	7
1.8.5 Distance Learning Modalities .....	7
1.8.6 Learning Platform Training .....	8
<b>2. FACULTY POLICIES</b> .....	<b>8</b>
2.1 COURSE SYLLABUS REQUIREMENTS .....	8
2.2 AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT .....	9
2.3 FACULTY OFFICE HOURS .....	9
2.4 FACULTY TRAINING .....	9
2.5 EARLY ALERT AND ATTENDANCE ALERT .....	10
2.6 FACULTY SUPPORT AND EDUCATIONAL OUTREACH SERVICES (EOS) .....	10
2.7 COPYRIGHT PERMISSION .....	11
2.8 STUDENT IDENTIFICATION AND AUTHENTICATION .....	12
<b>3. STUDENT POLICIES</b> .....	<b>12</b>
3.1 APPLICATION FOR ADMISSION .....	12
3.2 REGISTRATION .....	12
3.3 ADVISING .....	12
3.4 NMHU BOOKSTORE .....	13
3.5 EARLY ALERT AND ATTENDANCE ALERT .....	13
3.6 FINANCIAL AID .....	13
3.7 NMHU LIBRARY .....	13
3.8 BUSINESS OFFICE .....	14
3.9 PLACEMENT TESTING .....	14
3.10 CAREER COUNSELING & PLACEMENT .....	15
3.11 WRITING CENTER .....	15
3.12 STUDENT E-MAIL .....	15

3.13 STUDENT HANDBOOKS .....15

3.14 STUDENT SUPPORT AND EDUCATIONAL OUTREACH SERVICES (EOS).....16

**GLOSSARY .....17**

# DISTANCE LEARNING MANUAL

New Mexico Highlands University  
2014 Edition

## Introduction

The purpose of this manual is to establish and explain distance learning policies at New Mexico Highlands University. The information is organized into three sections: General Policies, Faculty Policies, and Student Policies.

## 1. General Policies

### 1.1 Distance Learning at New Mexico Highlands University

Distance learning is a formal educational method in which the majority (50 percent or more) of instruction occurs when the professor and students are not in the same location. In distance learning, the interaction between professors and students is advanced using any combination of audio, video, and computer technologies.

### 1.2 Policy Statement

NMHU supports distance learning and its ability to further our mission of education through teaching, service, and research. NMHU faculty (tenured, tenure track, term, retained term, or adjunct) instructs distance learning courses with the same standards, prerequisites, and requirements as face-to-face sections of courses. All NMHU policies and procedures for on-campus programs and instruction are applicable to distance learning instruction, unless otherwise noted. The instructors are responsible for determining which courses will be offered in the distance learning format.

In alignment with the university's mission and strategic plan, distance learning will provide:

- High quality teaching
- The advancement of knowledge and promotion of student success
- The resources and technology to meet student and program needs
- Education that is accessible to the region's population

### 1.3 Instructional Technology Committee

The Instructional Technology Committee (ITC) membership and duties are outlined in the NMHU Faculty Handbook. ITC members include one faculty member from each school and college, a representative from the Educational Outreach Services (ex-officio), a Student Accounts representative from the Business Office, and the Registrar or his/her designee (ex-officio). The committee chair is a faculty member elected from the committee membership. Members are elected for a two-year term and may serve two consecutive terms.

The Distance learning Committee has three responsibilities:

- 1) Review and report on the effectiveness of distance learning activities to the Faculty Senate
- 2) Recommend procedures for quality assessment of distance learning courses
- 3) Review distance learning policies as needed

Duties of this committee were created and established using the procedures outlined in the NMHU Faculty Handbook.

### 1.4 Decentralized Oversight of Distance Learning

NMHU utilizes a decentralized structure for the creation and oversight of distance learning programs. Unit faculty are directly responsible for the creation, scheduling, and teaching of all courses, including those offered through distance learning. Educational Outreach Services (EOS) supports the academic units in these offerings and does not make decisions on instruction. Other NMHU offices support the distance learning program in recruitment, registration, financial aid, and other academic support services.

### 1.5 Banner Web

Banner Web is the electronic portal for NMHU faculty and students, and provides access to the following information:

- Attendance reports
- Early Alert
- Billing statements
- Contact information
- Class schedules
- Degree Audit (unofficial transcript information)
- Faculty office hours
- Faculty class schedule
- Financial aid status and awards
- Grades (midterm and final)
- On-line payment options
- Registration (add/drop) of classes
- Student contact Information
- Student on-line evaluations

## 1.6 Educational Outreach Services (EOS)

Educational Outreach Services (EOS) provides access, learning platform training, and support for distance learning users.

### **Unit Specific Mission Statement:**

Access to educational opportunities

### **Vision Statement**

Educational Outreach Services (EOS) will enhance technology, service, and retention, while advancing education through universal knowledge.

More specifically, EOS supports the following distance learning modalities:

- Online Learning

- Hybrid Learning

- Capture

- Interactive Video Conferencing

## 1.7 Textbooks and Course Materials

Textbooks for all NMHU courses are available through the NMHU Bookstore. Textbook titles and other course materials are listed in the course syllabus.

## 1.8 Academic Policies

### 1.8.1 Enrollment

The procedure for enrollment into distance learning courses is the same procedure as enrolling in traditional face-to-face courses. (Before enrolling in a distance learning course, the student needs to have access to the necessary electronic devices, understand the various types of distance courses, and know how to use the distance learning platform.)

### 1.8.2 Class Cancellations

Because a certain number of hours of participation are required for every course, distance classes are cancelled only in emergency situations. Faculty who cancel courses must follow NMHU procedures and fill out a “faculty absence” form. The absence form should be submitted a minimum of one week (if possible) prior to the absence, and must be approved by the Chair and Dean. In addition, faculty teaching online courses should post cancellation notices on their course website. Faculty may contact Educational Outreach Services (EOS) for additional postings to students.

### 1.8.3 Faculty Evaluation

Faculty members teaching distance learning courses are evaluated using the same procedures as faculty teaching traditional courses.

#### 1.8.4 Academic Standards for Distance Learning

Distance learning courses meet the same academic standards as other courses offered at NMHU. Courses are created by unit faculty and approved through the department faculty, Chair, Dean, Academic Affairs Committee, and the Vice President of Academic Affairs. Unit faculty are responsible for scheduling all academic courses. Semester course schedules are created by the unit faculty and approved by Academic Chairs and Deans. In addition to following this process for course creation, distance learning courses must also be coordinated with EOS to ensure the availability of equipment and support services.

#### 1.8.5 Distance Learning Modalities

The distance learning modalities (online course types) offered at NMHU fall under one of the six following categories.

The face-to-face delivery modality is the traditional instructional method in which students and faculty meet at the same physical location at the same time. The face-to-face modality is not a distance learning modality, but is integral to some of the distance learning modalities. Therefore, there are seven course types at NMHU: face-to-face, enhanced, interactive video conferencing, hybrid, blended, synchronous, and asynchronous.

To avoid confusion, the Registrar or faculty may not change the modality of a course after it has been listed in the schedule of classes. The course listing will clearly indicate one of the distance learning modalities below, so that students may be alerted to the logistical and technological requirements of the course before adding it to their schedule. When distance learning technology is to be utilized in a course at NMHU, it will fall into one of the six following categories.

##### a. **Enhanced**

Enhanced delivery is a traditional, face-to-face class that meets at regularly scheduled times in a physical classroom. Then, faculty use an online learning management system (LMS) to communicate with students and provide access to course content and resources. For example, Enhanced Delivery uses the LMS as a supplement to a face-to-face class, which is the primary mode of learning.

##### b. **Interactive Video Conferencing (IVC)**

Faculty and students are based at a University facility, and instruction is delivered synchronously by video conferencing to classrooms at remote sites. (Formerly known as Interactive Television, or ITV.) For example, face-to-face instruction occurs in a campus classroom while being broadcast live, in real time, to classrooms at sites.

##### c. **Hybrid**

Hybrid courses use multiple synchronous delivery modalities (face-to face, web conferencing, teleconferencing, and/or IVC). For example, a course will have a fixed lecture time to facilitate discussion of class topics or to present assigned projects online. Although the class will be

taught at a physical location, some students will be participating at remote locations live, in real-time, through the use of various instructional technologies.

#### **d. Blended**

Blended courses combine synchronous and asynchronous (non-simultaneous) delivery modalities. A portion of the face-to-face and/or IVC instruction (contact-time) is replaced by web-based learning activities. The asynchronous portion of class dialogue does not occur live, in real-time, but happens through web-based learning activities (course emails, discussion forums, blogs, etc.). For example, a Blended class may meet face-to-face every other week, but require asynchronous web-based instruction for the alternating weeks.

#### **e. Synchronous**

Synchronous delivery is online learning in which instruction and learning occur at the same time, but not necessarily in the same physical location. Students and instructors meet in regularly scheduled weekly sessions. For example, faculty will present content live, and allow the students to discuss the content and raise questions within a virtual classroom. Students and faculty communicate live, in real-time.

#### **f. Asynchronous**

Asynchronous delivery is online learning in which all content is delivered online with no requirement for synchronous (simultaneous) activities. Delivery of asynchronous teaching and learning enables faculty and students to address course content without being online at the same time. For example, students participate in web-based learning activities; asynchronous class dialogue does not occur live, in real-time, but happens through web-based learning activities (course emails, discussion forums, blogs, etc.).

#### **1.8.6 Learning Platform Training**

Because distance learning technology frequently changes, training is necessary to achieve and maintain high quality teaching and student success. EOS provides face-to-face and online training courses for the various learning platforms available at NMHU. It is necessary to have a good working knowledge of the distance learning platforms so that the focus on course content will not be lost.

## **2. Faculty Policies**

### **2.1 Course Syllabus Requirements**

All syllabi for distance learning and hybrid courses must meet the minimum requirements for syllabi approved at NMHU.

In addition, it is recommended that syllabi for distance learning courses also include:

- Procedures for submitting course assignments and exams
- Procedures for course communication

- Procedures for obtaining course handouts and support materials
- Procedures for dealing with technical problems, including the EOS help desk contact number

## 2.2 Americans with Disabilities Act (ADA) Statement

All course syllabi must include a current NMHU ADA statement. Contact the Office of Accessibility Services for the most recent ADA statement (Felix Martinez Building, Room 110, 505-454-3252).

## 2.3 Faculty Office Hours

Faculty office hours are posted on course syllabi, faculty office doors, and on Banner Web.

## 2.4 Faculty Training

Educational Outreach Services (EOS) personnel support faculty and students who use various distance learning modalities. The EOS Online Help Desk provides assistance for a variety of technical issues before and during instruction. The Help Desk should not be used in lieu of the training sessions.

Distance learning faculty, who have not taught using the distance learning modalities, *must* participate in either traditional or on demand, self-paced training sessions, which are available throughout the academic year. Training is available for the following:

- **Traditional four-hour training sessions**
  - Capture
  - Enhanced Course
  - Interactive Video Conferencing
  - Online Learning
    - Learning Management System
    - Online Collaborative Platform
  - Respondus
    - Used for creating and managing exams
    - Software for uploading assessments in Learning Management System
- **On-demand, self-paced training sessions**
  - Capture
  - Enhanced Course
  - Interactive Video Conferencing
  - Online Delivery
    - Learning Management System
    - Online Collaborative Platform
    - Respondus

Each training session includes an online assessment to demonstrate proficiency. At the end of each training session, the faculty will receive a certificate of completion.

## 2.5 Early Alert and Attendance Alert

All faculty are required to participate in Early Alert for 100 and 200 level courses as defined at NMHU. Early Alert is used in all methods of instruction at NMHU as a part of our university's retention effort.

## 2.6 Faculty Support and Educational Outreach Services (EOS)

Educational Outreach Services has a variety of faculty resources available in the Learning Management System course homepage. To access this information, select "Faculty Resources," then "Faculty Tutorials."

The Faculty Tutorials are available online:

- Tutorials:
  - Announcements
  - Calendar Entry
  - Creating a Grade Book Column
  - Entering grades
  - Uploading Assessments
- Learning Management System Resources:
  - System's Check
  - Learning Management System Guide
- Faculty Manuals:
  - Distance Learning Training Manual
  - Other Instructional Technology Handouts

## 2.7 Copyright Permission

Copyrighted material may be used in distance education classes provided they meet certain criteria. Material may be used in accordance with the Technology, Education and Copyright Harmonization Act (TEACH Act) or the Fair Use Statute in the copyright law.

The TEACH Act includes, but is not limited to the following allowances and restrictions:

*“1. Works explicitly allowed. The following copyrighted materials may be used under the terms of the TEACH Act:*

- *Performances of nondramatic literary works.*
- *Performances of nondramatic musical works.*
- *Performances of any other work, including dramatic works and audiovisual works, but only in “reasonable and limited portions.”*
- *Displays of any work “in an amount comparable to that which is typically displayed in the course of a live classroom session.”*

*2. Works explicitly excluded. A few categories of works are specifically left outside the range of permitted materials under the TEACH Act. The following materials may not be used:*

- *Works that are marketed “primarily for performance or display as part of mediated instructional activities transmitted via digital networks.”*
- *Performances or displays given by means of copies “not lawfully made and acquired” under the U.S. Copyright Act, if the educational institution “knew or had reason to believe” that they were not lawfully made and acquired<sup>1</sup>.”*

The Fair Use Statute (section 107) was included in the Copyright Law as a means to promote teaching (including multiple copies for classroom use), scholarship and research. The statute specifically states: *“In determining whether the use made of a work in any particular case is a fair use the factors to be considered shall include--*

- 1) *The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;*
- 2) *The nature of the copyrighted work;*
- 3) *The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and*
- 4) *The effect of the use upon the potential market for or value of the copyrighted work.”*

You should evaluate all four factors before determining if your use is “Fair Use”. It is helpful to put your rationale and reasons for using a particular work in writing and post it online should there ever be a question regarding your use. Also, all works should be properly cited.

If faculty determine that their use is not “Fair Use”, they are responsible for obtaining advance written copyright clearance from the publisher or author for any copyrighted materials that they use in their courses.

*Copyright Law and Distance Education: Overview of the TEACH Act*, Kenneth D. Crews (Columbia University, August 17, 2010): Available at: <http://copyright.columbia.edu/copyright/files/2010/08/teach-act-summary-by-kenneth-crews.pdf>

For the full list of requirements, refer to the TEACH Act at <http://beta.congress.gov/bill/107th-congress/senate-bill/487?q=S.+487+%28107%29>

Complete Copyright Law of the United State: <http://www.copyright.gov/title17/circ92.pdf>

Library of Congress Copyright Office: [www.copyright.gov](http://www.copyright.gov)

## 2.8 Student Identification and Authentication

NMHU utilizes a unique student username and password to address the matter of student identification in compliance with the Department of Education standards. Instructors are encouraged to read and understand the Student Policies section of the Distance Learning Manual.

## 3. Student Policies

### 3.1 Application for Admission

All NMHU students apply for university admission using the same procedures regardless of method of instruction (traditional or distance). Applications for both undergraduate and graduate admission are available through the NMHU webpage ([www.nmhu.edu](http://www.nmhu.edu)).

### 3.2 Registration

All admitted university students except freshmen may register for courses online through the NMHU webpage. Freshmen must meet with an academic advisor prior to registering for courses.

### 3.3 Advising

Academic advising is available in the following ways for students:

- 1) Traditional advisement methods. This advisement requires that the student meet with his or her academic advisor in the office, face-to-face.
- 2) Synchronous advisement methods. This advisement uses an on-line course learning management system and conferencing software.
- 3) Phone calls between the student and the faculty advisor.

Academic advisors may advise students individually or in groups regarding academic policies and procedures, academic activities and schedules, campus resources, core curriculum, major and minor requirements, and career goals. The goal of academic advising is to provide assistance that will help students maintain progress toward academic success and degree completion. Academic advisors maintain academic advisement records in the Degree Works system.

### 3.4 NMHU Bookstore

NMHU's Bookstore furnishes the university community with textbooks, supplies and memorabilia. Students have three ways to use the Bookstore:

- Visit the bookstores located at NMHU's main campus.
- Call the customer service number for the Bookstore found on the NMHU website under Current Students, Bookstore, Help/FAQ.
- Order directly online by accessing the following link:
- <http://www.nmhu.bkstr.com>

### 3.5 Early Alert and Attendance Alert

Each semester, faculty may flag students who have not attended, have multiple absences, have not logged into their online course, or have academic problems in their course. The aim of this policy is to promote student success and identify ways to assist students early on in a course.

### 3.6 Financial Aid

All NMHU students, including those in distance learning, are encouraged to apply for financial aid through the United States Department of Education's Free Application for Federal Student Aid (FAFSA). Once the Financial Aid office receives the electronic file, they correspond with students via the postal service and through student email. Each student receives a printed letter thanking them for applying, and if applicable, asks them for additional documentation. The letter also explains that future financial aid correspondence will be sent through their Self Service Banner account, and provides instructions on how to access accounts and how to receive technical assistance. Once a student's file is complete, it is reviewed, and if applicable, aid is awarded. Students also have online access to view their awards, or may call the financial aid office for assistance. Numbers are located on the NMHU website under Financial Aid.

### 3.7 NMHU Library

NMHU Students must use their university login ID to access library resources from off-campus. Students at all NMHU sites and centers have access to Library resources and services, which include:

- Books and journals at NMHU's Main campus.
- Books from main campus will be mailed directly to students (The student is responsible for mailing them back to the library.)
- Electronic books
- A list of books and materials from libraries around the world (available via WorldCat)
- Databases that contain abstracts and full-text electronic articles
- Electronic reserves

Other services available include:

- Interlibrary loans (articles) (Students should use their local public or partner library to interlibrary loan books.)
- Passport certificate to check out books from other New Mexico academic libraries
- Reference assistance available by phone, e-mail, or Library Online HelpDesk via Collaborate
- Library instruction is available to classes via Collaborate or IVC. Library

resources at NMHU may be accessed at: <http://www.nmhu.edu/library>

### 3.8 Business Office

The Business Office, also known as Student Accounts Receivable, corresponds with all NMHU students through email, Self-Service Banner, and the US Postal Service. Each student, regardless of location, receives two printed statements and four electronic statements through Self-Service Banner. The first statement is sent through the postal service and Self-Service Banner simultaneously. The printed statement includes the class schedule, tuition, fees and bookstore charges if applicable. Included with the statement are instructions to access the on-line payment system through Self-Service Banner. In addition, each student is sent an email indicating that they have a new student statement in Self-Service Banner and instructions to access their account. Students are encouraged to communicate with business office staff, in person, via telephone, e-mail, or facsimile. Contact information is available at the NMHU website for the Business Office.

### 3.9 Placement Testing

The Office of Academic Support governs the administration of national tests. This office administers the COMPASS placement exam and the Computer Science Proficiency exam. In addition, the office serves as a key adviser to faculty and administrators in the area of developmental placement. All NMHU students utilize the same placement testing services.

### **3.10 Career Counseling & Placement**

Careers Services at NMHU provides opportunities for all students, such as internships, research programs, career advising, resume and interview workshops, and experiential learning opportunities through summer job placement. Careers Services also shares information through class presentations, special events, and career fairs.

### **3.11 Writing Center**

The NMHU Writing Center believes that writing confidence and mastery are fundamental to student success. Tutors provide students with guidance and resources needed to strengthen their writing skills. The center is committed to serving all university students, regardless of location, with a holistic, student-centered approach to writing. Throughout the semester, the Writing Center is open for walk-ins, call-ins, e-mail, and on-line forums.

In addition to tutoring, the Writing Center provides workshops and a library of resource materials on writing, study skills, research papers, and documentation, and computers for Internet research and word processing.

### **3.12 Student E-mail**

NMHU provides computer and e-mail accounts to all students. All university correspondence is communicated via e-mail. Students are sent a username and password in their admissions letter and also in a welcome letter sent by EOS at the beginning of each semester. The username and password is synchronized to access Desire2Learn and Collaborate, computers on campus, Libraries, Student E-mail, and Self-Service Banner.

NMHU e-mail is the official method of communication between faculty, NMHU departments and offices, and students.

### **3.13 Student Handbooks**

The NMHU Student Handbook and NMHU Graduate Student Handbook are both available online through the NMHU website ([www.nmhu.edu](http://www.nmhu.edu)). These handbooks present important information to students, including academic policies and procedures, the student code of conduct, and other NMHU procedures including grade appeals and student grievance procedures.

### 3.14 Student Support and Educational Outreach Services (EOS)

The EOS Online Help Desk provides assistance for a variety of technical issues before and during instruction for students. Also, EOS has a variety of student tutorials available in the Learning Management System course homepage. To access this information, select “Student Help.” The following tutorials are available online:

- Navigation
- Course Content
- Binder
- Discussions
- DropBox
- Quizzes
- Grades
- Class List
- User Progress
- The Pager

## Glossary

Asynchronous Online Learning: Communication exchanges that occur in elapsed time between two or more people. Examples are email, online discussion forums, message boards, blogs, podcasts, and other activities. These activities allow for the learner to accomplish goals or assignments independently or in lieu of course meeting times.

Blackboard Collaborate: Facilitate interactive instruction, help, and meetings.

Blended Learning: A course that combines two modes of instruction, online and face-to-face. Also referred to as a hybrid course or hybrid learning in this manual.

Blog: As a noun, a website or section of a website used for expressing ideas and opinions of users in multiple modalities, often maintained by one leader. As a verb, maintaining or adding content to an ongoing asynchronous discussion housed at a target website.

Capture: A video recording and webcasting program that enables instructors to capture rich-media presentations with audio, video and visual aids, and then broadcast them to online audiences, live and on-demand.

Chat Room: A website or part of a website or an online service that offers communities a synchronous venue for discussion of specific topics.

Collective Bargaining Agreement: Refers to the agreement approved by the NMHU Board of Regents and Collective Bargaining Unit of faculty governing wages, terms and conditions of employment for tenured and tenure track faculty.

Collective Bargaining Unit-Faculty: Tenured and tenure track faculty at NMHU.

Computer Assisted Software: The use of educational software to enhance the mastering of educational concepts or standards without the involvement of an instructor.

Course Management System (CMS): “The technology platform through which online courses are offered. A CMS includes software for the creation and editing of course content, communication tools, assessment tools, and other features designed to enhance access and ease of use.”(Watson & Kalmon, 2005, p. 120). *See Learning Management System.*

Desire2Learn (D2L): A software application for the administration, documentation, tracking, reporting and delivery of distance learning courses or training programs.

Discussion: A forum that includes a running commentary of messages used by a group to facilitate asynchronous online discussions. *See also threaded discussion.*

Distance Learning (Distance Education): A generic term for any type of educational activity in which the participants are at a distance from each other—in other words, are separated by space. They may or may not be separated by time. Distance learning formats may include the use of Interactive Video Conferencing (IVC), a learning management system, web conferencing and online learning.

E-Course: Any course offered over the Internet.

Educational Outreach Services (EOS): The unit at NMHU responsible for supporting distance learning, as well as training faculty and students in the usage of distance learning.

Enhanced Course: A course that is taught traditionally and utilizes online learning platforms such as Desire2Learn or Collaborate. For example, a course may be taught traditionally, but have course content, syllabi, and/or tests online.

Face-to-face: The traditional classroom environment where teachers and students meet in the same location at the same time.

Faculty Handbook: A policy manual approved by the NMHU Board of Regents and NMHU Faculty which addresses information on governance, policies and procedures for faculty.

Flipped Classroom: A form of blended learning in which students learn new content online by watching video lectures, usually at home, and what used to be homework (assigned problems) is now done in class with teachers offering more personalized guidance and interaction with students, instead of lecturing

Hybrid Learning: *See blended learning.*

Instructional Designer: A planner who uses the principles of learning, pedagogy, and content frameworks to create teaching materials and experiences for online courses.

Instructional Media: The materials an instructor uses to teach and students use to learn (for example, printed text, digitized text, software, speech, images).

Interactive Television (ITV): Meetings that occur in real time and allows the instructor to communicate with remote site sections of the class via two-way video and audio. Instructors and students speak to each other via microphones provided at each site. An example of ITV would be an instructor teaching a course in Las Vegas that is beamed to Rio Rancho, Farmington, and Santa Fe. May also be referred to as Interactive Video Conferencing (IVC).

Internet Video Conferencing (IVC): See ITV.

Learning Management System (LMS): The technology platform through which student's access online courses. A LMS generally includes software for creating and editing course content, communication tools, assessment tools, and other features for managing a course. (Northwest Educational Technology Consortium, 2005) *See Course Management System.*

Learning Object: An electronic media resource (or digital file; or collection of files) targeting a lesson objective, standard, or a lesson concept, that can be used and reused for instructional purposes.

Learning Platform: The online software interface through which instructors and students share assignments, course content, and interact.

Licensed Content: Instructional materials with restricted usage and only available with permission, generally a fee.

Modes of Instruction: The ways in which instructors interact with students. An assortment of modes include In Person (or traditional, face-to-face), where a student is physically present for class, either face-to-face or through IVC; Internet, or online learning with classes delivered online; Print Based, are classes supported solely by printed materials, handbooks, or lessons; and Mixed Media, which are In Person classes supported by printed material, distance learning, and additional forms of media such as CDs or DVDs.

Online Learning: Education in which instruction and content are delivered primarily over the Internet (Watson & Kalmon, 2005). The term does not include printed-based correspondence education, broadcast television or radio, videocassettes, and stand-alone educational software programs that do not have a significant Internet-based instructional component. (US Department of Education Office of Planning, Evaluation and Policy Development Policy and Program Studies Service, 2010). Used interchangeably with the terms virtual learning, cyber learning, distance education, distance learning, and e-learning.

Online Learning Resources: Any digital material used for supporting student learning that is delivered in multiple delivery models.

Open Educational Resources (OER): Materials that are available free online for everyone to use, whether you are an instructor, student, or self-learner. Examples of OER include: full courses, course modules, syllabi, lectures, homework assignments, quizzes, lab and classroom activities, pedagogical materials, games, simulations, and many more resources contained in digital media collections from around the world.

Pace/Pacing: The speed or time allotted with which a teacher or student moves through a course.

Self-Paced: Online courses in which students work at their own pace within an overall timeframe.

Synchronous Online Learning: Online learning in which the participants interact at the same time in the same e-space.

Threaded Discussion: A forum that includes a running commentary of messages used by a group to facilitate asynchronous online discussions. *See also discussion.*

Universal Accessibility: A requirement by law, ADA section 508, that learning materials, including interfaces, images, sounds, multimedia elements, and all other forms of information, must be made available for use by anyone, regardless of disability. (Foothill Global Access, 2008).

Universal Design for Learning (UDL): A framework for design of online learning objects and environments ensuring accessibility for all learners.

Video Conferencing: Interactive communication technologies which allow two or more locations to interact via two-way video and audio transmissions simultaneously. *See IVC*

Web 2.0: The second stage of development of the World Wide Web, characterized especially by the change from static web pages to dynamic or user-generated content and the growth of social networking.

Webinar: A seminar that is conducted over the World Wide Web. It is a type of Web conferencing. A webinar is “live” in the sense that information is conveyed according to an agenda, with a starting and ending time. (Joy, 2004, p. 15).

Wiki: A restricted or open website developed collaboratively by a community of users, allowing users to create, add or edit content.