



College of Education and Behavioral Science

Online Program Faculty Expectations

These online teaching standards will help your teaching experience to go more smoothly and perhaps more enjoyable!

Requirements:

1. Faculty will teach and maintain each CRN to which they are assigned.
2. Faculty must teach at least one in-course section of at least 10 students for every CRN to which they are assigned. Once enrollment in a CRN reaches 35 students, an Academic Assistant (AA) will be provided to assist the faculty member teaching that CRN. For every additional 35 students, another AA will be provided.
3. Faculty will be responsible for training and supervising AAs assigned to their CRNs.
4. Faculty will conduct interrater reliability checks between faculty and each AA for any major assignments within each term. These data will be reported for at least two assignments per CRN.
5. Faculty will be required to video-conference with students a minimum of twice for each CRN (optional for students; conferences should be recorded and archived).

Pre-Course Launch Requirements:

1. Check A-State email prior to the beginning of the course (2 weeks) in order to effectively complete any necessary paperwork.
2. Submit syllabi, by first day of the course, to the University repository (if adjunct, submit to the Department Chair).
3. Post a "Welcome!" letter or video at the beginning of each semester in each CRN introducing yourself.
4. Post an announcement detailing expectations for students in each of your CRN that is in line with program expectations as presented in the syllabus.
5. Post an announcement advising students where to find all due dates (e.g. schedule or syllabus) within your CRN.
6. Create a calendar/schedule for yourself so you know when student assignments are due in each of your courses, as these will be the most time consuming in regards to grading and you will need to manage your time accordingly.

Before Each Course Begins:

1. Ensure a "Welcome!" video, email, or announcement posts at the beginning of each semester in each course introducing yourself.
2. Ensure an announcement detailing expectations for students in the course, as listed in the Program Handbook or syllabus is visible.

3. Ensure that an announcement with due dates for the course as well as any other reminders that will be useful in helping students get off to a quick and successful start has been posted.
4. Submit by the 11th day of class any grades of “WN” that should be assigned.

Weekly Expectations:

1. Respond to student emails within 24 – 48 hours (not including A-State observed holidays). The more responsive you are, the more “real” you will seem to students. Checking your A-State email daily is a good way to meet this expectation.
2. Respond to Department Chair/Program Director emails within 24 – 48 hours (not including A-State observed holidays).
3. Grade and provide feedback on student assignments within 24 – 48 hours of the due date. Feedback should be provided by filling out the grading rubric as well as through Track Changes (at minimum 1-2 comments) on the student’s attached Word document assignment. *Please remind students to read your comments on their papers when you return the papers to them.
4. Grade any student discussion posts within 24 – 48 hours of the due date. These grades should include a grade in the gradebook with feedback explaining why points were deducted.
5. Reach out to students via email or phone if a student appears to be inactive (e.g. fails to login to Blackboard or submit an assignment within 7 days) and notify your Department Chair/Program Director.
6. Post a brief weekly announcement for each course on Monday mornings outlining the due dates and deadlines in the course that week.

At the End of the Course:

1. Submit final grades by the deadline.
2. Notify the Department Chair of any grades of “C” or “F” assigned in the course.
3. Refer any request for a grade of “I” to the Department Chair/Program Director.
4. Remain available between final exams and the Registrar’s deadline for final grade submission.

Sample Faculty Weekly Schedule

Monday	<ul style="list-style-type: none"> -Answer student emails -Post weekly announcement reminding students of upcoming deadlines this week -Grade student assignments submitted the night before -Grade student discussion posts and responses made the week before -Place a “0” as a placeholder in Blackboard for all past due assignments and discussion posts that have not been submitted
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Tuesday	-Answer student emails -Grade student assignments
Wednesday	-Answer student emails -Grade student assignments -Respond to any student discussion posts
Thursday	-Answer student emails -Respond to any student discussion posts
Friday	-Answer student emails -Respond to any student discussion posts -Contact students who have been inactive this week -Post a quick announcement to students summarizing the week and reminding them of the next assignment due date.

Helpful Reminders:

1. Use the student's name as much as possible in your email, feedback, and discussion responses.
2. Refer students to the Program Handbook/Syllabus as much as possible.
3. Be repetitive. The more you remind students of deadlines and expectations, the better.
4. Be creative! The more "real" you can make yourself to students, the better.

Sample Email Responses for Outstanding Student Issues:

Death in Family: Thank you for letting me know about this passing in your family. Please accept my condolences- I know this is a difficult time for you and your family members. I hope that you can receive the support that you need at this time. Please know that counseling is available to you as a learner at Arkansas State University through the Counseling Center. You can visit the Counseling Center's website at <https://www.astate.edu/a/counseling-services/> for an overview of the services provided.

In order to ensure that you have the academic support that you need as well during this time of mourning, I will contact your Academic Advisor to let them know that you may need some extra support at this time (I will not give specific details of your situation, but request general help). Please use this resource as well to help you during this time.

As far as your request for extra time to complete your assignment, in order to maintain fairness and uphold the academic standards of this program, please contact the instructor of this course to discuss policies.

Again, please accept my sympathy for your loss,

Dr. -----

Illness: I'm sorry to hear that you are ill; thank you for letting me know. Unfortunately, I am unable to grant you an extension or exception to the course's late policy. I have forwarded your request to the lead instructor of this course; if you do not hear back from me within 24 – 48 hours please contact me again.

Again, thank you for letting me know about your illness and best wishes for a speedy recovery to full health!

Dr. -----

Technical Difficulties: It seems as if you are having technical difficulties in submitting your assignment. In an online learning environment, it is your responsibility as a learner to reach out for help in submitting your assignments successfully in a timely manner so that your assignments are not submitted late (and receive a subsequent late penalty).

As provided in the **announcements section of the course** and in the **course syllabus**, here is the contact information for 24/7 technical support helpline: [866-881-3168](tel:866-881-3168). Please call this number and then submit your assignment as soon as possible.

Thank you!

Dr. -----

Questions about Late Grade:

Thank you for your questions. I will be happy to provide clarification for the course requirements. You can find the due dates for the discussion posts in the **syllabus** for the course as well as in the **Course Announcements** that I made at the beginning of the term and at the beginning of each week.

In this course, all main discussion posts are due by **Wednesday** at midnight CST of each week. Then, all responses to your peers are due by **Sunday** at midnight CST of each week. Therefore, you have at least 48 hours to choose two of your peers' main discussion posts to respond to.

According to the **syllabus**, you can receive points for late posts if you submit them within the week they are due (by Sunday at midnight CST), although there is a late penalty. Please review the policy for late submissions in the syllabus. There are no exceptions to this policy for any reason. If you decide to submit

your posts late, you will see your updated grade with the late penalty once I go back and grade the late posts in the course.

The directions for responding to your peers' post are included at the end of each discussion thread prompt. If you need assistance in finding these directions you can call Technical Support at 866-881-3168. They are available 24/7 to assist you.

Thank you,
Dr. -----

Family Circumstance: Thank you for letting me know about your situation. I have forwarded your request to the lead instructor of this course; if you do not hear back from me within 24 – 48 hours please contact me again.

Thank you,
Dr. -----