

Holmes Community College

eLearning



POLICY & PROCEDURE MANUAL

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PROGRAM PLANNING

Mission of eLearning

The mission of the eLearning Program at Holmes Community College is to provide quality instruction through electronic technologies enabling students to attain their educational goals consistent with our strategic initiative, to acquire and support appropriate emerging technologies for curricular, instructional, and administrative enhancement. The program will extend the offerings of Holmes Community College to the community and beyond through eLearning.

Goals of eLearning

1. To identify, provide, expand, and coordinate the development of quality courses and programs to meet the needs of eLearners.
2. To develop or modify procedures for providing support services to eLearners in areas such as testing, admissions, registration, counseling, library services, financial aid, and advising using such means as email, telephone, web pages, and mail.
3. To support and encourage the internal development of the eLearning program by promoting and providing guidelines for training, inclusion of eLearning courses in instructor workloads, and technical support.
4. To provide strategies for effective delivery of eLearning alternatives through the development of policies for consistency in eLearning.
5. To evaluate, periodically and comprehensively, every facet of the eLearning program and to use these results to restructure and improve the program.

Holmes Community College Mission Statement

Holmes Community College, a comprehensive public institution located in Central Mississippi, provides innovative educational and cultural opportunities to its constituents through campus-based and distance education programs. The college seeks to prepare its students for university transfer, productive employment and lifelong learning by offering an Associate in Arts degree, Associate in Applied Science degree, technical certificates and career certificates as well as workforce training. Holmes, whose primary commitment is to excellence in all areas, offers affordable, equal access to higher education in an attractive, secure, multi-campus environment.

Holmes Community College Strategic Initiatives

- I. Maintain an environment for continuous accessibility and improvement of the quality of education.
- II. Continue to acquire and support appropriate emerging technologies for curricular, instructional, and administrative processes.
- III. Improve college personnel/student interactions to achieve a higher rate of student success.
- IV. Expand and improve the college's infrastructure in support of student services, instructional programs, administrative processes, and community services.
- V. Improve the college's image by enhancing public relations through communication.
- VI. Expand and improve educational partnerships with business/industry and appropriate agencies.

Policies and Procedures

I. EDUCATIONAL PROGRAMS

A. Quality of Courses

eLearning courses are comparable to traditional campus-based courses in terms of: (1) syllabi, (2) textbooks, (3) grading, (4) methods of evaluation, and (5) learning outcomes.

B. MSVCC Core Content File

Content for each Holmes Community College eLearning course is supplied to the MSVCC Core Content File for the purpose of verifying content among MSVCC courses as well as against the HCC traditional on-campus courses.

C. Course Review

A course review will be conducted for each first-time instructor and each new course. Criteria will include, but not be limited to, student satisfaction, student learning outcomes, and student retention.

D. Course Development Process

An open invitation is extended to all faculties for the development of eLearning courses; however, college staffing and curriculum priorities will require evaluation on a course-by-course basis. Faculty wishing to develop or conduct courses must submit a request to the Director of eLearning and to the Vice-President of Academic Programs or Vice President of Career Technical Programs. All aspects of course development must be complete prior to submission to the MSVCC master schedule.

E. Ownership of Material/Copyright/Intellectual Property

Holmes Community College reserves the right of ownership of all intellectual property including but not limited to, books, web pages, electronic documents, course content, programs, curricular, etc. written or otherwise created while using College materials or equipment and while working during time that is compensated by the College. This policy is applicable to and shall be deemed to be a part of the contract between Holmes Community College and full-time, part-time, and adjunct faculty and other employees and students of the college. Please see Holmes Policy & Procedure Manual section 1.8

F. Advertisement of MSVCC Courses

All courses of the MSVCC are presented/advertised each semester to students registering through Holmes Community College.

G. Interaction with Students

Communication between students and faculty is vital for the success of eLearning. Holmes has adopted the following Student Structured Access Policy:

Holmes Community College full-time and part-time faculty must provide structured access to its online students. Access methods must be clearly stated within the posted faculty information in the learning management system and also within the course syllabus. Access in the form of stated “office hours” may consist of, but not be limited to, structure email response policies, designated live chat sessions and/or discussion board postings, scheduled phone accessibility, or combinations of such methods.

H. Accessibility (ADA)

ADA compliance for online courses will be applied via a prudent method of providing alternative content, which meets the needs of a specifically challenged learner.

I. Student Credentials

When a student registers for an online class, the student is assigned a secure Log in and Password by the College. Secure information is stored in the Student Portal, and the student has the ability to change his/her password as often as desired.

J. Canvas

The Mississippi Community College Board (MCCB) has a contract with “Canvas by Instructure” (Canvas) to provide both a platform for a class via a website and the server that houses that website. The URL for the Canvas site is <http://holmescc.instructure.com>.

K. Proctored Testing

All online courses provided by Holmes must administer, at a minimum, two proctored tests per semester. A student who fails to take the proctored test(s) that are required by 75% of the term will be administratively withdrawn. All proctored tests are administered in a secure environment. The student must provide credentials such as photo ID or school ID to the proctor before being admitted into the testing center.

1. MSVCC procedure: The student must schedule an appointment through SmarterProctoring by logging into Canvas and clicking on the SmarterProctoring link.
2. Out of State procedure: The student must schedule an appointment through SmarterProctoring designating a location to be approved by the eLearning office or sign up for BVirtual which is located within SmarterProctoring.
3. Special Circumstances: The use of web-conferencing (BVirtual) with record features where the proctor can check student credentials technology and the testing environment before, during and after the test via a web cam.

L. FERPA

NOTIFICATION OF RIGHTS UNDER FERPA FOR POST SECONDARY INSTITUTIONS

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student’s education records within 45 days of the day the College receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The College official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student’s education records that the student believes are inaccurate or misleading. Students may ask the College to amend a record that they believe is inaccurate or misleading. They should write the College official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the College decides not to amend the records as requested by the student, the College will notify the student of the decision and advise the student of his or

her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Holmes Community College to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605

II. SUPPORT SERVICES

A. Admissions

eLearning students are held to the same admission standards as traditional students and must follow the same process for enrollment at Holmes Community College. Students may apply for admission, register for classes, and pay tuition fees without coming to campus. Students may complete and submit the admissions application online at https://bss.holmescc.edu/prod/bwskalog.P_DisplLoginNon. Upon admission to Holmes Community College, the student will receive a MyHolmes login and password.

B. Registration

Students who wish to register for eLearning courses will follow the same guidelines for face to face or hybrid classes. The directions are located on the Holmes website on the Registration Information link. To register, students (1) consult with an advisor and (2) complete the registration process at MyHolmes using the login and password received after being admitted to Holmes Community College. MyHolmes can be located at the following website: <https://my.holmescc.edu/cp/home/displaylogin>.

C. Advising

In order to best serve our eLearning students, an advisor is assigned at the time the student completes an application. If a student is already in the enrollment system, an assessment will be made to insure that he/she has the appropriate advisor. If a student is registering for the first

time, every attempt will be made to assign the student an advisor that is located on his/her designated campus and that is knowledgeable in that student's major field.

The student can locate their advisor in MyHolmes under the "Helpful Links" portlet – Advisors. The student may contact their specific advisor by using the directory at the Holmes website <https://hccapp.holmescc.edu/adphonebook/> where telephone numbers are posted or using the "Advisor Request" form.

The student may also contact an Academic Counselor. Their contact information can also be found at the counseling page of the Holmes website http://www.holmescc.edu/administration/student_services/counseling.aspx.

Graduation requirements for all degrees, diplomas, and certificates can be found by accessing the college bulletin <http://www.holmescc.edu/about/bulletin.aspx>.

D. Financial Aid

Access to all financial aid opportunities, scholarships, aid information, and qualifications are available online at http://www.holmescc.edu/financial_aid/. Then click on any of the links to the bottom of the webpage for more information.

E. Student Records

Students may access the degree evaluation form and the transcript request form on the Holmes Community College website. Personal information may also be changed through MyHolmes of the Holmes website.

Degree evaluation forms can be found by logging into "MyHolmes," clicking on the "Academics/Career-Technical" icon, look in the "Road to Graduation" portlet and then click on the "Degree Evaluation" link.

Transcript request forms can be found and submitted at <http://www.holmescc.edu/admissions/transcript.aspx>.

To change contact information such as your address, phone number, and email address, login to MyHolmes and click on the Academics/Career Technical icon. In the "My Student Information" portlet, click on "Student Services in SSB". Then click on the "Personal Information" tab and update your contact information. To change your name and any other information, contact the Admissions and Records Office at Holmes.

F. Student Disability Services

The Office of Disability Support Services is the official contact for students with disabilities. This office serves as an advocate for students with disabilities and assists them in achieving equal access to all college programs and services and is available through the Holmes Community College website http://www.holmescc.edu/administration/student_services/disabilitysupport.aspx.

G. Student Activities

It is the mission of the student activities and student government to serve as mediators between the faculty and the student body and to assist in all student activities. The department also provides support services to online students. The student activities web page is

http://www.holmescc.edu/student_life/activities/. Information pertaining to clubs/organizations can be found at http://www.holmescc.edu/student_life/, and information pertaining to intramurals can be found at http://www.holmescc.edu/student_life/intramurals/.

H. Career Center

Online information pertaining to career development and placement can be found at http://www.holmescc.edu/administration/student_services/studentssupport.aspx.

I. Student Complaint/Grievance Procedure

Holmes Community College has an administrative procedure in place which is designed to receive, investigate, and resolve student complaints, whether academic or non-academic. Any student who has a grievance or complaint regarding a college program, a service of the college, an employees of the college, or any other individual or aspect of the college should take the following steps:

1. Discuss the problem immediately with the faculty member, staff member, or administrator involved since direct communication between the two parties involved will usually resolve the problem.
2. If the student is not satisfied with the resolution after following Step #1, he/she may then contact the supervisor or administrator directly responsible for the personnel in #1 within three (3) school days. The supervisor or administrator directly responsible for the personnel will respond within seven (7) school days.
3. If the student wishes to appeal the decision of the supervisor or administrator, he/she may then contact the supervisor or administrator directly responsible for the personnel in #2 within three (3) school days. The supervisor or administrator directly responsible for the personnel will respond within seven (7) school days.

Once the student has met with the appropriate administrator, his/her remaining recourse to resolve the issue is to initiate the Appeals Procedure below.

Appeals Procedure*

1. If the student wishes to appeal the decision, he/she must submit a written appeal to the appropriate administrator within three (3) school days of the decision.
2. The student's appeal will be heard by an Appeals Committee comprised of three (3) HCC employees (administrators, professional staff and/or instructors). A written response will be given within seven (7) school days.
3. If the student is not satisfied with the decision of the Appeals committee, he/she may then appeal in writing to the President. To initiate the process, the student must notify the President via email of his/her desire to appeal within three (3) school days of the Appeals committee's decision.
4. No adverse action will be taken against a student for filing a grievance complaint and/or appeal.

*Please note the following:

Any student who fails to follow the above steps may forfeit any further consideration for appeal.

The student may be suspended from activities during the appeals process.

The President's decision will be final.

J. Attendance/Absence

Holmes Community College is a member of the Mississippi Virtual Community College (MSVCC). This allows students to take online courses that are taught by Holmes instructors (provided courses), as well as courses that are taught by instructors from the other community colleges (hosted courses). Each college will have its own absence policy. At the beginning of the course, the instructor must communicate with the student by making documented class policies and his/her expectations regarding the format and frequency of class participation available to him/her.

Absence policy for online courses provided by Holmes instructors:

Online instruction differs fundamentally from traditional classroom instruction in that the student may access the online resources at times that are convenient to the student's personal schedule within a range of times defined by the instructor. However, consistent attendance is required to successfully complete an online course.

Attendance will be monitored by timely submission of assignments, including tests, homework, projects, etc. A student is expected to complete all assignments by the appropriate due date. Failure to complete such assignments by the due date will be recorded as a zero. Attendance guidelines for the various terms are listed below:

Term	Allowed Absences	Administratively Withdrawn on Absence
15 Week	2	*3
8 Week	1	*2
4 Week	1	*2 (attendance recorded twice per week)
*barring any extenuating circumstances		

It is understandable that extenuating circumstances occur, such as an extreme illness, death in the family, legal matters, or military duty.* It is the student's responsibility to provide appropriate documentation to substantiate such circumstances at which time the instructor will determine if an extension is warranted. Students and instructors of online courses will adhere to the academic calendar and the process of appeal.

* Circumstances that are **NOT** considered extenuating:

- Registering late for the class
- Failure to read the syllabus
- Failure to plan appropriately
- Not having the appropriate textbook or software
- Technical problems

K. Withdrawal Process

A student who finds it necessary to withdraw (drop) from a course will be allowed to withdraw (drop) with a W through 75% of the semester. After the 75% mark, students will NOT be allowed to initiate a withdrawal (drop). Students may be administratively withdrawn due to extreme hardship after the 75% mark. See Holmes bulletin.

Procedure for withdrawing from an online course:

- 1) Withdrawing **DURING** the Drop/Add Period:
The student must login to MyHolmes and use the “Drop from Web” selection on the course listing page.
- 2) Withdrawing **AFTER** the Drop/Add Period:
All Holmes students must log into MyHolmes and click on the “Academic/Career-Technical” icon and complete the “Withdrawal Request form.”
- 3) Withdrawing NON-HOLMES students:
A non-Holmes student will contact their instructor and the instructor will submit the following information to the eLearning Office for notification of student’s home college.
 - Student Name
 - Student Social or Student ID
 - Course Name, Prefix, Number, & Section
 - LDA

L. Honesty Policy

A hallmark of any profession is integrity and honesty. Academic honesty is expected of all students; therefore, each student is expected to accomplish his/her own work.

Academic misconduct includes, but is not limited to, deceptive acts such as the following:

- a. plagiarizing from any source
- b. cheating in any manner on tests, papers, reports, etc.
- c. turning in work as their own when, in fact, it was not their work
- d. improperly using technology
- e. stealing, buying, or selling course materials
- f. either impersonating another student during a test or having another person assume ones identity during a test
- g. deliberately conveying false or misleading information

When academic misconduct has occurred, the instructor has the responsibility of assigning an appropriate penalty in accordance with the instructor’s institutional policy. (See the college Bulletin) <http://www.holmescc.edu/about/bulletin.aspx>. This may include failure of the assignment, failure of the course, or dismissal from the institution.

M. Library/Learning Resources

The college ensures that students participating in eLearning programs have access to adequate and appropriate learning resources. Learning resources are provided through a variety of methods including the college’s participation in statewide online learning resource cooperatives including MAGNOLIA and MELO. These resources can be accessed by logging into MyHolmes and clicking on the “Library” icon. In addition, the holdings of the college’s three libraries can be accessed through the online library catalog at <https://hocc.sirsi.net/uhtbin/cgiirsi/x/x/0/49/>.

N. Bookstore

Bookstore information is provided on the eLearning website <http://www.holmescc.edu/bookstore/>. The Holmes Community College Bookstore provides

textbooks for online courses. The student may secure the textbook for a course in the same way students obtain textbooks for face-to-face courses through the Holmes Community College Bookstore or through websites such as www.follett.com or www.amazon.com.

III. Faculty

A. Adjunct Faculty

In the event that Holmes Community College students participate in a hosted course, course instructors will be considered adjunct employees of Holmes Community College. In such cases, the provider institution will fulfill the full-time faculty requirements of the Southern Association of Colleges and Schools (SACS).

B. Training and Support Services for Faculty

The college provides professional development opportunities and support services specifically related to teaching via electronic delivery.

C. Faculty Load

eLearning courses are considered a part of the regular teaching load and may contribute to an instructor's overload, requiring additional compensation.

D. Credentials/Repository

In all academic areas, the master's degree with eighteen (18) graduate semester hours of specialization in the teaching field is considered the minimum requirement. In specialized, professional, career, or technical fields, evidence of professional competency is acceptable in lieu of formal academic preparation.

Adjunct eLearning faculty members are held to the same standards as full-time Holmes Community College faculty members.

Holmes Community College must supply eLearning faculty credentials information to the MSVCC central repository for restricted viewing by the appropriate host college.

IV. Planning and Evaluation

A. Institutional Planning

Holmes Community College's planning, budgeting, and policy development processes reflect facilities, staffing, and equipment and other resources essential to the viability of the eLearning program.

B. Education Effectiveness

The Office of Planning and Research provides reports of educational effectiveness of eLearning programs to ensure comparability to campus-based programs.

C. Evaluation of Online Courses

Holmes Community College uses two forms of evaluations for its online courses: student evaluations and supervisor evaluations. Student evaluations are administered every semester and supervisor evaluations are administered in even years. See Appendix A and B

Student Evaluations:

Evaluation by students is emphasized because they are the only ones who routinely experience all facets of an instructor's contribution to the learning process. The major purpose of this evaluation is to provide feedback for the improvement of instruction. A secondary purpose may be, in some situations, the provision of information to be used as one factor in making personnel decisions.

The following guidelines are to be observed regarding student evaluations of instruction:

1. The evaluation will be administered by the MSVCC.
2. Confidentiality of student responses is to be insured.
3. The instructor is to be given a composite of the results after the end of the grading period.

Provided Courses:

1. The administration is to provide a post-evaluation conference with the instructor to select items for improvement and to provide any assistance/service needed for improvement of instruction.
2. All instructors will complete the Improvement of Instruction form showing activities to be implemented for improvement of instruction.

Hosted Courses:

1. Student evaluation results will be reviewed by the HCC administration.
2. Upon completion of this review, courses will be either approved or disapproved.
3. If a course is disapproved, the providing institution will be notified of this status and the reason(s) why.

Supervisor Evaluations:

The purpose of supervisor evaluations is to improve instruction. This evaluation will focus on the appropriateness of learning objectives, the validation of desired learning outcomes, the appropriateness of class policies, and faculty credentials.

The following guidelines will be observed regarding Administrative evaluations of instruction:

Provided Courses:

1. Provided courses will be evaluated by the Director of eLearning, the eLearning Coordinator, Lead Online Instructor and/or the Instructional Designer using the eLearning course evaluation form.
2. The items to be evaluated will include the nine course information items found at the MSVCC Enrollment Tool and the online course itself.
3. Recommendations for improvement will be made by the supervisors.
4. The administration is to provide a post-evaluation conference with the instructor to select items for improvement and to provide any assistance/service needed for improvement of instruction.
5. Instructors will complete a follow-up activity to address these recommendations.

Hosted Courses:

1. Hosted courses will be evaluated by an assigned department evaluator familiar with the content of each course using the eLearning course evaluation form.

2. The material to be evaluated will be the nine course items found at the MSVCC Enrollment Tool.
3. The evaluator will make a recommendation to approve or disapprove the course.
4. If a course is “disapproved” during this process, it will not be made available to students until it has been reevaluated in a later term and attained “approved” status.
5. If a course is “disapproved,” the providing institution will be notified of this status and the reason(s) why.

Upon completion of the evaluation process, a letter from the Academic Dean will be issued to each chief academic officer of the MSVCC membership stating:

I have reviewed the evaluations of courses and instructors both as a host and as a provider of all instructors used by my institution as a member of the MSVCC for _____ term. I further certify that the instructors have adequate academic preparation for courses offered, course content criteria as stated in The Uniform Course Numbering System in Mississippi Public Community and Junior Colleges, and have reviewed all appropriate instructor evaluations.

D. Assessment of Student Capability

Holmes Community College assesses student capability to succeed in eLearning programs through a web-based self-assessment and uses the information in advisement of students.

E. Student Evaluations of Faculty and Services

The college utilizes MSVCC student data to determine effectiveness in the areas of quality of online instruction and support services.

V. Administration, Facilities/Equipment, and Finance

A. Personnel

The college has designated qualified personnel for the purpose of administration of eLearning at Holmes Community College.

B. Quality of eLearning

The Director of eLearning is responsible for the quality of eLearning at Holmes Community College.

C. Marketing/Recruitment

Adequate and accurate advertising, recruiting, and registration information pertaining to (1) curriculum, (2) course requirements, (3) degree requirements, (4) support services, (5) pre-requisite technology skills, (6) costs/payment, and (7) financial aid resources information is provided on a timely basis.

D. Facilities/Equipment

The college provides laboratories, facilities, and equipment necessary to meet program/course requirements and train/support current and potential eLearning faculty members.

E. Funding

Designated funds for the operation of eLearning programs are administered through the general educational program budget.

F. Student Privacy

The Mississippi Virtual Community College utilizes https and secure FTP processes to protect student information during the transfer and storing of registration, course and grade information. A unique, college generated student ID serves as the main identifier within the system and LMS, and any password information is encrypted using MD-5 hashing technology. Students can only access the learning management system using a secured internet portal. All information within each LMS is stored off-site in locations with firewall, network and physical security.

The eLearning Department adheres to the Holmes Community College Policy and Procedure manual and specifically the right of Parents and Students Section 1.5 on page 2.

Confidentiality is also addressed in the Mississippi Virtual Community College Policy and Procedure Appendix "I" Proctor Confidentiality Agreement: "As a test proctor, with access to the MSVCC proctor database, it is important for you to maintain the confidentiality of any information to which you may have access in the course of your employment. This confidentiality extends to test, student and faculty information." Student information includes, but is not limited to, the following:

- Type of test being taken
- Course or section in which the student is enrolled
- Student data such as grades, ID number, address, or phone number
- Results or outcomes of any tests taken in the Assessment Center

Faculty information includes, but is not limited to:

- Faculty contact information not available to students

Holmes Community College provides a unique, college generated student ID that serves as the main identifier within the system and any password information is encrypted using MD-5 hashing technology. Holmes utilizes https and secure FTP processes to protect student information during the transfer and storing of registration, course and grade information. Students access their account using a secured internet portal. All information is stored in locations with firewall, network and physical security.

G. FERPA

NOTIFICATION OF RIGHTS UNDER FERPA FOR POST SECONDARY INSTITUTIONS

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

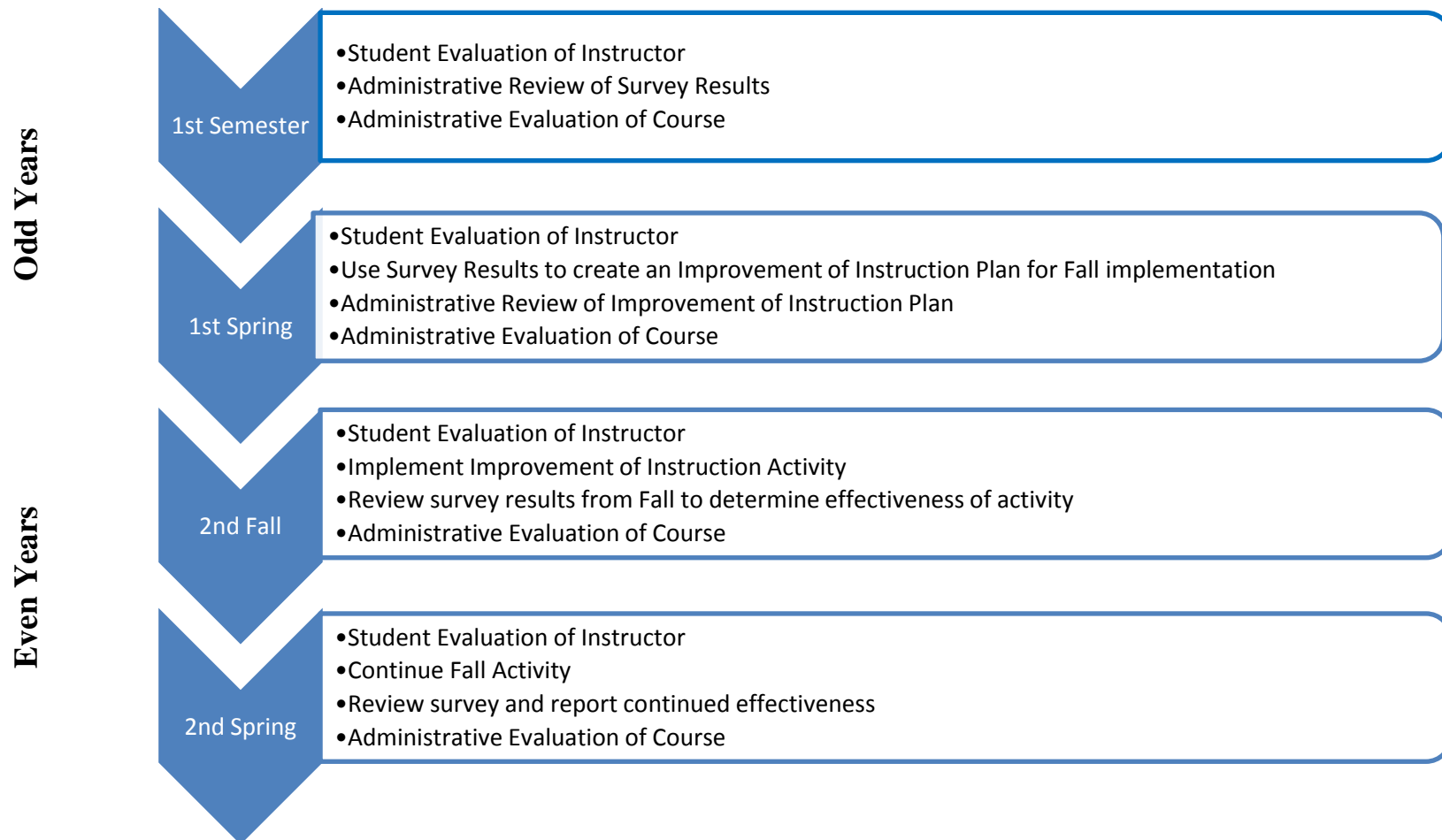
1. The right to inspect and review the student's education records within 45 days of the day the College receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The College official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask the College to amend a record that they believe is inaccurate or misleading. They should write the College official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the College decides not to amend the records as requested by the student, the College will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the College in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the College has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Holmes Community College to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
600 Independence Avenue, SW
Washington, DC 20202-4605

Appendix: A

Online Instructor Evaluation Cycle



Appendix: B

Online Instructor Evaluation Cycle

1st Fall Semester (1st Teaching Semester)

- The Mississippi Virtual Community College (MSVCC) Student Course Evaluation of Instructor Survey will be administered to all of the online classes during the Fall semester.
- The evaluations will be printed and reviewed by the eLearning Office at the end of the Fall semester where they will be housed until the following semester.
- All new provided courses will be evaluated by the eLearning Office and /or a Lead Online Instructor.

1st Spring Semester

- During the Spring semester the 2nd Mississippi Virtual Community College (MSVCC) Student Course Evaluation of Instructor Survey will be administered to all of the online classes.
- At the end of this Spring semester, the eLearning Office will send the Fall and Spring evaluations to the instructor with an Improvement of Instruction Plan form. The instructor will review the surveys and determine a path for the instructor's professional growth to be implemented during the 2nd Fall semester. These plans will be sent to the eLearning Office and reviewed.
- All new provided courses will be evaluated by the eLearning Office and /or a Lead Online Instructor.

2nd Fall Semester

- The Mississippi Virtual Community College (MSVCC) Student Course Evaluation of Instructor Survey will be administered to all of the online classes during the 2nd Fall semester.
- The evaluations will be printed and reviewed by the eLearning Office at the end of the 2nd Fall semester where they will be housed. The surveys will be sent to each instructor for review and used to determine if the activity implemented during the 2nd Fall semester was effective. The Improvement of Instruction Plan form will be documented with the results and returned to the eLearning Office for review.
- All new provided courses will be evaluated by the eLearning Office and /or a Lead Online Instructor.

2nd Spring Semester

- The Mississippi Virtual Community College (MSVCC) Student Course Evaluation of Instructor Survey will be administered to all of the online classes during the 2nd Spring semester.
- The evaluations will be printed and reviewed by the eLearning Office at the end of the 2nd Spring semester where they will be housed.
- The surveys will be sent to each instructor for review to evaluate if the activity continued to be effective as a follow up activity. The Improvement of Instruction Plan form will be documented with the results and returned to the eLearning Office for review and to be housed in the eLearning office.
- This completes the two year cycle; thus, the cycle will start again the following Fall semester.
- All new provided courses will be evaluated by the eLearning Office and /or a Lead Online Instructor.