Holmes Community College

eLearning

POLICY & PROCEDURE MANUAL

Table of Contents

Program Planning

Educational Programs

Support Services

Faculty

Planning and Evaluation

Administration, Facilities/Equipment, and Finance

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 online learners.
2. To develop or modify procedures for providing support services to online learners 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 consistent with traditional campus-based courses in terms of: (1) syllabi, (2) books, (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 Vice President for eLearning and to the Vice-President for Academic Programs or Vice President for 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, virtual meetings, 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.

For current ADA policy, refer to the Holmes Policy and Procedure guide located on the shared W drive under the Institutional Research folder.

I. Student Credentials

When a student registers for an online class, the student is assigned a secure login 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 Holmes Canvas website is [Holmes Canvas LMS](#).

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 ProctorU or Examity which is located within SmarterProctoring.
3. The use of web-conferencing (ProctorU or Examity) 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.
4. Special Circumstances: Automated Proctoring. The use of automated proctoring is provided as a convenience to students in quarantine or otherwise unable to come to a physical proctor lab of no fault of their own. Automate is a free (to the student) virtual testing option offered through SmarterProctoring. Students are able to take the test at any time as long as the exam is open without the need of scheduling an appointment. The testing procedure is fully recorded and instructors review the sessions for breaches of academic integrity. Most devices are compatible with Automate including Chromebooks, but student must utilize a webcam and a microphone.

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 the Holmes Enroll Now website. 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: MyHolmes website.

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 ensure 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 Holmes Employee Directory 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 on the Counseling page of the Holmes website.

Graduation requirements for all degrees, diplomas, and certificates can be found by accessing the Holmes District Bulletin.

D. Financial Aid
Access to all financial aid opportunities, scholarships, aid information, and qualifications are available on the Financial Aid page of the Holmes website. More information is available through the various links on the page.

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 on the Holmes website.

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

Transcript request forms can be found and submitted on the [Ordering a Holmes Transcript page](#) of the Holmes website.

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 "My Personal Info". 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 on the [Disability Support Services page](#) of the Holmes Community College website.

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. More information can be found at the following websites:
- [Holmes Student Activities](#)
- [Holmes Clubs and Organizations](#)
- [Holmes Intramurals](#).

H. Career Center
Online information pertaining to career development and placement can be found at the following websites:
- [Virtual Career Center](#)
- [Academic and Career Resources](#)
- [Trek Center Services](#)

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 employee 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.

For complaints violating State law, including laws related to fraud or false advertising, students may follow the state complaint process from the Mississippi Commission on College Accreditation (MCCA) at MCCA Student Complaint Process website. The MCCA will not respond to the complaints until the student has exhausted all grievance procedures provided by the institution.

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	2	*3
4 Week	2	*3 (attendance recorded twice per week)
*barring any extenuating circumstances		

NOTE:

- Students who are administratively withdrawn from a course due to absences **before the 50%** mark of the course will **receive an "F"** for the course.
- Students who are administratively withdrawn from a course due to absences **between the 50% and 75% mark** of the course will **receive a "W"** for the course.
- Students who are administratively withdrawn from a course due to absences will be **charged a $10 fee per course**.
- There is a **$10 fee for reinstatement** to a course.

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 eLearning office 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 from the 50% mark through the 75% mark 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. If a student is administratively removed from a class due to absences before the 50% mark of the class, they will receive an F in the class.

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 (between the 50% mark and 75% mark of the term):
   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 to request withdrawal. The instructor will complete a Request Drop request in the MSVCC Enrollment Tool for the student. The following information will be submitted to the student's home college:
   - Student Name
   - Student Social or Student ID
   - Course Name, Prefix, Number, & Section
   - LDA
   Note: The withdrawal of non-Holmes students is at the discretion of the student's host school.

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 one's 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 Holmes District Bulletin). 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 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 Holmes Online Library Catalog.

N. Bookstore
Bookstore information is provided on the [Holmes Bookstore Website](#). 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 [Follett](#) or [Amazon](#).

Most online courses use pre-loaded eBooks. The cost of the eBook is added to the student's account. This is a non-refundable fee after the first day of class. Textbook information can be found through the student's My Holmes account under the "Academics/Career Technical" icon. Students can click "View My Textbooks" under the Registration portlet to find this information.

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-COC).

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 three forms of evaluations for its online courses: student evaluations, course evaluations, and supervisor evaluations. Student and course evaluations are administered every semester.

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 Holmes eLearning through the online course for provided courses. Hosted courses are evaluated through 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.

Course Evaluations:
The purpose of course evaluations is to ensure course quality and course standards across all online courses. This evaluation will focus on course setup, content delivery, and instructor presence in the course. This course evaluation is only completed for provided courses.

The following guidelines will be observed regarding course evaluations:
1. The evaluation will be administered by the departmental Lead Online Instructor before the beginning of every semester.
2. The evaluator will utilize the course evaluation rubric developed by Holmes eLearning to address the nine course information items found at the MSVCC Enrollment Tool and the online course itself.
3. Instructors will correct the course using the course evaluation rubric to ensure course quality prior to the start of class.

Hosted courses are evaluated by the processes of the host school.

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, 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 Vice President for 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 Improvement of Instruction Evaluation Cycle

Objective: Improve student learning environment in online courses through targeted goals based on student evaluations and data.

	Self-Evaluation – Bronze Option	Peer Collaboration – Silver Option	Online Course – Gold Option
Prep Semester	➤ Student Course Evaluation of Instructor Survey ➤ Evaluations reviewed by eLearning office	➤ Student Course Evaluation of Instructor Survey ➤ Evaluations reviewed by eLearning office	➤ Student Course Evaluation of Instructor Survey ➤ Evaluations reviewed by eLearning office
1st Semester	➤ Instructor reviews student surveys and withdrawal surveys to develop IOI plan. ➤ Instructor reviews surveys to determine if IOI activity was effective. ➤ Instructor documents IOI form with results.	➤ Instructor selects peer to begin IOI process. ➤ Instructor reviews course, student surveys, and withdrawal surveys to determine area of improvement. ➤ Instructor meets with peer to discuss and develop individual IOI plans.	➤ Instructor selects 2nd 8-week online course to experience. ➤ Instructor participates in 2nd 8-week online course as a student, taking notes of learning activities and differences. ➤ Instructor responds to guiding questions provided by the eLearning office on the IOI form to discuss their experience.
2nd Semester	➤ Instructor reviews surveys to determine if IOI activity continued to be effective as a follow-up activity. ➤ Instructor documents IOI form with results	➤ Instructor reviews surveys to determine if IOI activity was effective. ➤ Instructor documents IOI forms with results. ➤ Instructor meets with peer instructor to review progress and discuss course at least twice during the semester.	➤ Instructor implements in their course activities gained from their experience. ➤ Instructor responds to guiding questions provided by the eLearning office on the IOI form to discuss their experience.
3rd Semester		➤ Instructor reviews surveys to determine if IOI activity was effective as a follow-up activity. ➤ Instructor documents IOI forms with results. ➤ Meet with peer instructor to review progress and discuss course at least twice during the semester.	➤ Instructor reflects on progress of IOI goals in their course. ➤ Instructor documents IOI forms with results.

Online Improvement of Instruction Evaluation Explanation

The Improvement of Instruction process is a necessary process to ensure we are improving courses and instruction from semester to semester. The overall objective of the IOI process is to improve the student learning environment through targeted goals based on student evaluations and other data.

During the Improvement of Instruction cycle, instructors choose the process to go through. There are three options:
1. Self-Evaluation, or the current process (new instructors must select this option)
2. Peer Collaboration
3. Online Course Participation

Here is a brief synopsis of each choice.
1. Self-Evaluation, or the current process (Bronze Option)
    a. The instructor receives student course surveys and withdrawal reports for one or more semesters.
    b. The instructor analyzes this data to determine an area of improvement in the course.
    c. The instructor implements a strategy to improve the identified issue in the course.
    d. The instructor monitors student responses to surveys to measure the progress of the area of improvement
    e. The instructor documents the results and submits them to the eLearning office
2. Peer Collaboration (Silver Option)
    a. The instructor receives student course surveys and withdrawal reports for one or more semesters.
    b. The instructor analyzes the data to determine an area of improvement in the course.
    c. The instructor chooses a peer to collaborate with during the IOI process
    d. The instructor and the peer collaborator meet a total of six times, twice each semester.
        i. The first two meetings determine the activities to be used to meet the area of improvement and how to implement the activities in the course.
        ii. The second two meetings discuss the implemented activities, their results, and revisions to the activities that need to take place.
        iii. The third two meetings discuss the revised activities and their effectiveness.
    e. The instructor continues to monitor student responses to surveys to measure the progress of the area of improvement.
    f. The instructor documents the results and the meeting notes with the peer collaborator and submits it to the eLearning office.
3. Online Course Participation (Gold Option)
    a. The instructor chooses a 2nd 8-week course to take the next semester.

b. The instructor completes the 2nd 8-week course, reflecting on the course as both a student and an instructor.
c. Based on the experience in the taken course, the instructor chooses an activity to improve the student experience in the taught course and another to improve the overall course structure/design.
d. The instructor reflects on and revises the activities based on student feedback within the course.
e. The instructor documents the results and reflections and submits it to the eLearning office.

Appendix: C

Website (URL) References
(Listed in the order as they appear in the eLearning Policy and Procedure Manual)

Website Name	URL
Holmes Canvas LMS	http://holmescc.instructure.com
Holmes Enroll Now	https://hccapp.holmescc.edu/ruready_orientation/index.cfm
MyHolmes	https://my.holmescc.edu/cp/home/displaylogin
Holmes Employee Directory	https://hccapp.holmescc.edu/adphonebook/
Counseling	https://holmescc.edu/student-services/counseling/
Holmes District Bulletin	https://holmescc.edu/about-us/district-bulletin/
Financial Aid	https://holmescc.edu/financial-aid/
Ordering a Holmes Transcript	https://holmescc.edu/admissions/ordering-a-holmes-transcript/
Disability Support Services	https://holmescc.edu/student-services/disability-support-services/
Holmes Student Activities	https://holmescc.edu/student-life/student-activities/
Holmes Clubs and Organizations	https://holmescc.edu/clubs-activities/
Holmes Intramurals	https://holmescc.edu/student-life/intramurals/
Virtual Career Center	https://holmescc.edu/virtual-career-center/
Academic and Career Resources	https://holmescc.edu/student-services/academic-and-career-resources/
Trek Center Services	https://holmescc.edu/student-services/trek-center-services/
MCCA Student Complaint Process	http://www.mississippi.edu/mcca/student_complaint_process.asp
Holmes Online Library Catalog	https://hocc.sirsi.net/uhtbin/cgisirsi/x/x/0/49/
Holmes Bookstore	http://www.holmescc.edu/bookstore/
Follett	http://www.follett.com/
Amazon	http://www.amazon.com/