Center for Instructional Excellence
Policies and Procedures Manual

WALLACE
COMMUNITY
COLLEGE

CIE
The Center for Instructional Excellence

Computer Technology Center, Room 127, Wallace Campus
334-556-2464
cie@wallace.edu

INTRODUCTION

This document's purpose is to provide you with information on the Wallace Community College Center for Instructional Excellence (CIE). The CIE was established in 2005 to support the College's Title III grant "Strengthening Institutions". This Title III grant was focused on increasing the use of technology in support of the College's Mission. In support of the College's mission and the focus on increasing the use of technology for instruction, the grant had four overall goals:

- Promote excellence and innovation in teaching, support services, and instructional delivery. This was accomplished by providing training on course development software and computer hardware.
- Improving faculty capabilities for meeting the needs of an increasingly diverse student population. This was accomplished by increasing the use of web-based tools for course support and delivery.
- Improve student opportunities by expanding non-traditional learning options. This was accomplished by requiring all instructors to utilize the College's web-based learning management system to supplement their traditional courses as well as increasing the number of hybrid and online courses offered.
- Improve the infrastructure for supporting the teaching/learning environment. This was accomplished by establishing and expanding the scope of the Center for Instructional Excellence as well as equipping classrooms with electronic instructional technology.

Throughout the Title III grant the Center for Instructional Excellence (CIE) continually reexamined its key practices and refined its operating procedures to better meet the needs of its clients; the students, faculty, and staff of Wallace Community College. Today the CIE serves as a technology resource for all students, faculty, and staff. The CIE's day-to-day operations are overseen by a dedicated and talented group that has willingly taken on the extra responsibilities needed to support instructional technology within the College. Administrative oversight is provided by the Director, Information Services.

VISION AND MISSION

Our vision sets out where we want to be, our mission tells us what our purpose is, and our values guide how we conduct business.

Vision Statement: The Center for Instructional Excellence will be recognized for excellence and innovation in education and student success through increased access to, and effective use of instructional technology.

Mission Statement (Unit Purpose): To strengthen faculty capabilities in utilizing technology in the teaching/learning process.

The Center for Instructional Excellence (CIE) will accomplish this mission by:

- Strengthening faculty skills in the use of technology
- Supporting faculty in revising and developing course materials
- Assessing faculty efforts to integrate technology into instruction
- Providing visionary leadership and responsible decision making
- Maintaining accountable and sustainable fiscal practices
- Developing unique and appropriate services
- Providing service that is timely and efficient
- Involving stakeholders

Functions of the Center for Instructional Excellence (CIE)

- Support innovations in and promote the use of technology to enhance teaching and learning
- Provide educational opportunities for effective teaching and learning
- Increase access to, and use of, web-based teaching and learning tools
- Expand support for and share best practices of professional development with both full-time and adjunct faculty

Values:
- Commitment to Wallace Community College and its mission.
- Belief in personal achievement
- Pursuit of excellence in what we do
- Leadership by example
- Power of teamwork
- Innovation

CIE INITIATIVES

Client-Oriented Service: Doing what is necessary to satisfy CIE clients as quickly as possible. It means putting the client first, being responsive to a client's needs, and being resourceful in meeting those needs. CIE staff members have the authority to respond to the needs and problems of our clients with speed and courtesy. CIE will provide a web site that is easy to navigate that provides our clients the opportunity to contact us by telephone, E-mail, or in person and these inquiries will be answered as quickly as possible, preferably minutes.

Institution-Oriented Planning: Institution-oriented planning means every decision we make will support the missions and visions of Wallace Community College. The CIE will seek input from key stakeholders as we work towards our vision by analyzing our current status, design and develop a plan for improvement, implement initiatives that support reaching our vision, and evaluate our progress.

Organizational Efficiency: The CIE will work with individuals and departments throughout the organization to create desirable results for the least total input into the system.

POLICIES AND PROCEDURES

Policies:

- Once a CIE staff member receives a request for help he/she must solve the issue or ensure that the issue is referred to the appropriate individual or department that can solve it. This should be done in a manner that allows tracking the issue and ensuring completion.
- CIE staff members that have concerns about how to handle an issue should involve as many other members of the CIE team as is practical. Our combined experience and knowledge should be used to solve unusual or difficult issues.
- CIE staff members should evaluate each issue and determine if the issue merits further training or support services. If an issue is likely to repeat, a support tool should be developed to reference in future occurrences.
- Our primary function is to help our clients help themselves. As much as possible we train the client on the issue as we solve the problem.
- In instances when a CIE staff member must leave the CIE offices for a service call they should notify the other staff members of their departure and expected return time. The CIE staff will utilize Skype Messenger for interdepartmental communication. (see Departmental Communication policy).
- We will utilize the web-based ticket system to enter, track, and compile information on requests for help.

Procedures:

- Answering the phone should be accomplished by first identifying our department and then identifying yourself. For example, you may choose to answer the phone by stating "CIE, this is <u>Your Name.</u> How can I help you?"
- Before any phone call is ended you must do one of the following:
    - Solve the problem.
    - Provide the client with the tools/documentation to solve the problem.
    - Connect the client to appropriate individual/department that can solve the problem.
    - Advise the client that you must research the problem and will get back to them.
        - You must follow-up as soon as possible.
- Responding to E-mail requests for help should be accomplished by following the same procedure outlined for phone calls above with the exception that contact with the client will occur after your first attempt at solving the issue. If you are unable to solve the issue, contact the client and inform them of the steps you are taking and when they can expect to hear back from you that the issue has been solved.
- Walk-in requests for assistance should be assumed by the first available CIE staff member. In cases that involve courses that are currently in session, CIE staff members should elevate that issue the highest priority.
- After solving all issues, relevant information should be entered into the web-based ticket system.

CIE SERVICES

The Center for Instructional Excellence (CIE) offers timely, ongoing workshops and support services. Face-to-face training sessions focus on developing positive associations with instructional technology while developing competency in the use of available tools. Face-to-face training sessions are offered periodically throughout the year but are available to individuals and small groups upon request. Online training and support is available 24/7 through on both the CIE website and the College's learning management system Blackboard.

A list of available services is listed below:

Face-to-Face Training:
- Microsoft Office
- Alliant (AS400)
- BlackBoard Learn
- Study Mate/Respondus
- Computer Lab Reservation System
- Camtasia Relay
- DocsoftAV
- SnagIt
- ExamView/Test Manager
- Smart Podium Cart and Projector
- Document Camera
- AV Media players

Online Training and Support
- CIE Support Center
  - Comprehensive BlackBoard Learn, Microsoft Office, and course development software training and support.
  - Standards for Blackboard.
- Faculty LMS Training
  - Five module training program for using BlackBoard Learn and course development tools.
- CIE Support Website
  - BlackBoard Learn support and how-to videos
  - Microsoft Office support and how-to videos
  - ExamView and Test Manager support and how-to videos
  - Camtasia support and how-to videos
  - Study Mate and Respondus support and how-to videos
- eLearning Training for students
  - Blackboard training program
  - Requirement for taking online courses

Online and Hybrid Course Development:
- Instructional design assistance
- Technical assistance
- Access to computer hardware and software for course development
- Course review and improvement services

CIE RESOURCES

The Center for Instructional Excellence has a variety of resources to support students, faculty, and staff use of instructional technology.

Personnel:
- Instructional Designer/Instructional Technologist (C. Joiner)
- Web/Media Specialist (W. Taylor)
- Media Specialist (D. Wilhoit)
- Instructional Technology Technicians (6 part-time positions)

Computer Labs:
- All instructional computer labs on all campuses are scheduled and maintained through the CIE.
    - There are 1325 computers for student use in 48 labs across all locations.
- Available labs include (numbers need to be updated):
    - Main campus: 977 computers in 32 separate labs
    - Sparks campus: 276 computers in 12 separate labs
    - Center for Economic and Workforce Development: 55 computers (2 labs)
    - Easterling Correctional: 10 computers
    - Ventress Correctional: 6 computers

Facilities:
- Small meeting room for training.
- Private offices for consultation.
- Bencze Theatre

Equipment:
- Up-to-date desktop computers with course development software including:
    - Microsoft Office 2013/Office 365
    - Camtasia Relay
    - SnagIt
    - Adobe Acrobat
- Flat bed and sheet-fed scanners
- 35mm Slide scanners
- High resolution color printer
- Video Editing Equipment
- CD/DVD duplicator
- Portable LCD monitors (50 inch)
- Blu-Ray disk player
- DV video cameras
- Digital still cameras
- Laptop computers
- LCD projectors and stands
- Presentation remotes

DEPARTMENTAL COMMUNICATION POLICY

Prior to 2016, the College had identified enhancing communication, cooperation, and collaboration as a strategic initiative (SI V), specifically the College has identified the following goal:

- Encourage faculty and staff collaboration in technical development and applications and innovative strategies for the improvement of instructional services to students.

The Center for Instructional Excellence has implemented a Departmental Communication policy to increase communication, cooperation, and collaboration within the department. This policy uses available technology as the basis for an innovative approach to information sharing and collaboration.

CIE Departmental Communication Policy

- Skype
    - CIE staff members will use the current version of Skype on their WCC office computers.
    - CIE staff will remain logged into Skype for the duration of the work day.
    - CIE staff members will enter a message stating their current location/status within Skype (CIE Group).
        - If a CIE Staff member needs to leave the office they will message the CIE Group as to their intended destination/status.
    - In the event that Skype is not functional an E-mail will be sent to ciegroup@wallace.edu regarding their current location/status.
- Phone
    - CIE staff will utilize the 2464 extension for receiving help requests and calls from outside the CIE department.
    - CIE staff will keep the 2464 extension unencumbered as much as possible to receive help requests.
        - CIE staff will forward calls from the 2464 extension to the appropriate person when possible.
- E-mail
    - CIE staff will utilize E-mail for written communication that is not time-sensitive in nature.
    - Select CIE staff will monitor the cie@wallace.edu mailbox and respond accordingly.

Posting Emergency Announcements in Blackboard

This is the process for CIE Staff in handling calls to post emergency announcements in Blackboard. The definition of an emergency should be pretty simple; the instructor will not be in class as expected. Obviously, posting announcements about content, assignments, tests, etc. that are due days out are not emergencies. If an instructor requests we post something that is not time sensitive and does not appear to impact student learning we should request the instructor come by the CIE so that we can show them how to do it themselves. This is not intended to be a frequently used service for posting on behalf of faculty.

Process:

- If you receive a call to post an announcement in Blackboard you should first ask if they have notified their division director. Division directors have the ability to post announcements on behalf of faculty members within their areas.
- If they have contacted the division director but the division director was not able (or did not offer) to post their announcement we can assist with the process if it is important for student notification. The best example would be that an instructor will not be in class and needs to let students know.
- In the case where the division director could not be contacted or was not able to post the announcement we will make one attempt to call the division director at the office extension. If they answer we will let them know what is being requested, if they do not answer we will leave them a short message stating the situation.
- Request that the instructor or person requesting send the information to be posted by E-mail and include the message to be posted, courses to be posted in, and how long it should remain posted. If they cannot send an E-mail make sure you get that information from them.
- Chris, Warner, and Karen have access to each instructor's courses and one of them should be contacted to make the posting. Forward the E-mail to the one that is available.
- Chris, Warner, or Karen will post the information and then send a confirmation E-mail to the instructor and their division director.

- If you are unsure of how to handle the process just make sure you get the information that needs to be posted, the instructor's full name, and what courses they are requesting for the posting. You can send this information to Chris, Warner, and Karen and we will follow-up as needed.

BLACKBOARD PRIVACY POLICY

This policy addresses who will have access to courses and student data in the Blackboard learning management system. Students put their trust in Wallace Community College (WCC) to ensure that their personal information is safe and used appropriately. The Center for Instructional Excellence (CIE) is responsible for administrative duties related to Blackboard. The CIE staff values this trust and will only share personal student data, including course related activities and grades, within the following scope:

- WCC faculty, staff, and administrators with a legitimate educational interest;
- WCC faculty, staff, and administrators for audit and evaluation purposes;
- WCC faculty, staff, and administrators with a legitimate financial aid purpose;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Federal, state and local authorities pursuant to an existing law.

Data Contained in the Blackboard LMS
- Student number;
- Student first name;
- Student last name;
- Course records including specific course progress and grades;
- Course specific communication including student to instructor and student to student.

Use of Data in Blackboard LMS
- Student data is used to create student accounts for individualized access;
- Data is used to measure course progress and completion;
- Students can access their own data and personal details;
- Faculty can access data and personal details of those students enrolled in their courses;
- Division Directors can access course progress and grades for those students enrolled in courses under their areas of responsibilities;
- Instructional Coordinators and the Dean, Academic Affairs can access course progress and grades for those students enrolled in courses under their areas of responsibilities;
- Instructional Affairs staff that need access to verify data such as attendance and grades.

How is Student Data Imported into Blackboard LMS?
- Student data is pulled from the Alliant Student Information System through an automated process.

Who Controls Student Data?
- Student data is pulled from the Alliant Student Information System only. Information in the Alliant Student Information System can only be updated by College employees with approved access to that system. CIE employees do not have access to alter existing student data in the Alliant Student Information System.
- The CIE staff have access to update passwords for the Blackboard LMS.

Security
- Data in the Blackboard LMS is stored on secure servers in the College's Management Information Systems area. This area is protected within a locked and restricted area on the Wallace Campus.
- The Blackboard servers are protected by encryption technology and firewalls to protect the information from being accessed by anyone else.
- Faculty and students are assigned passwords that protect access to the system and ensure that only appropriate personnel can access student data.
- Data on the Blackboard servers is backed up daily and stored at a remote location.

Summary

Wallace Community College takes protection of student data seriously. Qualified personnel are employed to oversee the information technology systems that house student data. The CIE staff are responsible for ensuring the integrity and safety of student data contained in the Blackboard LMS. Management Information Services staff are responsible for ensuring the safety and security of the servers on which Blackboard data is stored.

CONTINGENCY PLANNING POLICY

The Wallace Community College Center for Instructional Excellence shall develop a contingency planning capability to meet the needs of critical supporting operations in the event of a disruption extending beyond 48 hours. The procedures for execution of such capability shall be documented in a formal contingency plan and shall be reviewed at least annually and updated as necessary. Staff responsible for systems shall be trained to access and execute contingency procedures. The plan, recovery capabilities, and personnel shall be tested to identify weaknesses of the capabilities at least annually.

The CIE staff will store all current usernames and passwords in the College's Business Office vault. These will be updated annually or more often as needed.