eTROY Faculty Expectations for Teaching Online

Before the Start of the Term

- Instructors must use their Troy University email account as this will be the one provided to students for course related questions and provided to staff for administrative purposes.
- Instructors must provide a welcoming initial class announcement.
- Instructors must make sure course is free of grammatical and spelling errors, and with all dates and information updated when re-using material from an earlier class.
- Instructors must make their course “available” in Blackboard one week prior to the beginning of class and no later than Friday before the term begins.

Textbooks

- Undergraduate: Instructors teaching undergraduate level courses that need to verify the textbook that has been selected by the academic committee can send an email to the Textbook Coordinator at eTROYtextbooks@troy.edu requesting the information. If you need assistance requesting an instructor copy and materials from the publisher the Textbook Coordinator can provide you instructions on the proper procedure.
- Graduate: Instructors teaching graduate level courses need to email their textbook information to the Textbook Coordinator at eTROYtextbooks@troy.edu by the due date listed on the Faculty Invitation Letter that was emailed to you. Please submit the following information: Title, Author(s), Edition, Publisher and the ISBN.

Proctoring

Proctored course exams are handled electronically and are not stored within eTROY after the term is completed. Instructors are required to change passwords and resend exam each term.

- Undergraduate: Instructors will submit their “proctored” exams for undergraduate courses (if they are having proctored exams) through the following link: https://etroy.troy.edu/efaculty/forms/eProctoredExamInformationForm.aspx
  Instructors must notify their students that a proctored exam is required using the suggested announcement provided in the Proctored Exam Guidelines: http://troy.blackboard.com/bbcswebdav/orgs/eFaculty_Area/11T5%20proctored%20exam%20guidelines.pdf. eTROY reviews all proctors submitted by students, and sends exam data to each approved proctor. For further clarification of undergraduate proctored exam procedures, contact the Assistant Director of Undergraduate Testing.
  The exam information must be submitted no later than the first week of the term.
- Graduate: Instructors will submit their “proctored” exams for graduate courses through the following link: https://etroy.troy.edu/efaculty/forms/eProctoredExamInformationForm.aspx
  The exam information must be submitted no later than the first week of the term. NOTE: Each College has the option of offering one proctored exam per term for each graduate course. Please check with your respective department chair.
NOTE: Instructors will be available during their scheduled exam time should questions arise.

General Expectations for Online Instructors

- Instructors must complete and submit an attendance roster (via Trojan Web Express) by the end of Week Two.
- Deliver courses in a professional and organized manner, and interact with students in a constructive and encouraging manner.
- Always be responsive to student contributions and requests, following expectations set forth in the syllabus.

Best Practices indicate that instructors should log in to their Blackboard course(s) on a daily basis in order to respond to student inquiries, monitor student progress, engage in student activities, etc. eTROY recommends at the minimum logging in every 48 hours. If an instructor has not logged into their Blackboard course(s) over a 72 hour period a reminder email will be sent to their troy.edu email account. Should another 24 hours pass amounting to a total of 96 hours (4 days) without having the instructor log into their Blackboard course(s), the academic supervisor will be notified to provide oversight.

Remember: Students expect faculty to be accessible and provide timely feedback. Responsiveness of this nature also contributes to the overall sense of instructor presence.

- Instructors should respond to student questions within 24-48 hours. This includes any emails, discussion board questions, and voice mail. Any student complaint concerning a lack of response from the instructor will be verified and reported to the respective College Department Chair. Depending on the number of verified complaints and circumstances, it may be determined that the instructor cannot continue to teach through eTROY. This decision will be made jointly by the Colleges, respective Departments within the Colleges and eTROY.

- Instructors must inform the learner of when they can expect a response if the instructor cannot provide a detailed response within 24-48 hours.

- Encourage participation by all students.

- Quickly identify and address problems with access to course content or the technology environment.

- Communicate to students when they can expect to receive graded feedback on assignments and exams.
  - Best practices recommend instructors grade and submit feedback within two business days of receipt whenever possible. eTROY recommends a 3-5 day turnaround time for grading and student feedback/posting grades.

- Contribute toward the continuous improvement of their course(s) through feedback received student evaluations, quality assurance course reviews and program reviews.

Course Design Expectations

- Develop a comprehensive course syllabus using the eTROY Standardized Course Syllabus format and designed around one or more required textbooks or cases. As much latitude as possible, within the parameters set by the appropriate discipline, is given to instructors in developing the content of their
syllabus. The Troy University syllabi information is in the Faculty Handbook found at [http://intranet.troy.edu/faculty-staff/faculty-handbook/](http://intranet.troy.edu/faculty-staff/faculty-handbook/), pages 64-66.

- Instructors should provide a faculty biography within the Instructor Contact area of Blackboard including the following:
  - Name
  - Contact Information
  - Educational Background, including degrees and area of expertise
  - Professional Experience
  - Research Interests

- Clearly articulate the academic requirements for the course, including course assignments, participation requirements, examinations, and evaluation rubrics.

- Develop instructional modules for each week of the course which may include components of theory, practice, and assessment.

- Instructors should not conduct their course(s) as “self-paced.” All instructors should present the course content in weekly modules. eTROY does not offer “self-paced” online courses.

- Instructors should create a separate Discussion Board forum where students may post their biographies. This forum should be created no later than the first day of class.

- Instructors should create a separate Discussion Board forum labeled “Ask the Instructor”. This forum should be created no later than the first day of class and questions within the forum responded to within the same 24 to 48 hour timeframe as emails.

- Instructors should include a course “Site Map” within their Blackboard course which will aid students in the navigation of the course. The Site Map should be posted no later than the first day of class under a navigation button titled “Start Here”. The Site Map is a document that explains what each area of the course contains. It is a way to provide the students a "map" for the course so that they know where to find and locate documents, information, material, etc. within your course.

- Instructors should post a “Welcome” message in the announcements section of their Blackboard course no later than the first day of class.

- Instructors should check any instructional materials requiring the installation of software, plug-ins, codes or other controls to determine ease of use.

- If an instructor is teaching an online course for the first time and if an eCourse design shell exists for the course, defining the minimum required content in the online course, such as required student learning outcomes, testing, etc. The instructor must contact the eTROY Instructional Design Team to request that a “course copy” be made from the eCourse Development Shell and moved to the instructor’s teaching shell.

- Use the Blackboard assignment and Grade Center functions to manage course assignments, providing feedback in a timely manner, defined as a 3-5 day turnaround time for grading and student feedback/posting grades.

- Instructors should post all student grades in Blackboard’s Grade Center in a timely fashion and as separate assignments. A reminder that if an instructor or discipline committee selects to use digital content from a publisher which includes grading of assignments or tests, the grades must transfer back
to the Blackboard Grade Center or it will be the instructor’s responsibility to post those grades in the Grade Center in a timely fashion.

**Course Delivery Expectations**

- Instructors will have access to their upcoming terms blackboard course shells forty-five days prior to the terms start date. All “Course Copy” and edits must be completed no later than Week Eight of each term.

- **eTROY** expects that all Blackboard courses will be made available and ready for students one week prior to the first day of the new term and no later than Friday before the term begins. Prior to the course being available, instructors should personalize the new Blackboard course shell, update term-specific information, grade book settings, assignments, course documents, and external Web links as needed.

- Communicate on at least a weekly basis with your students using the Announcement Feature, TROY email, and Discussion Board.

- Instructors must respond to student contributions and inquiries, and ensure that all student assignments and grades are processed and up to date within a 3-5 day turnaround time frame. Instructor participation sets an example for all students to follow in an online class. Best Practices indicate that instructors should check the discussion forum daily and be sure to post responses to student contributions at least four times weekly. You need not respond to each student’s contributions, but use this opportunity to shape discussion, call attention to other approaches, and answer specific questions raised by students.

- Address any student inquiries related to course content, the Blackboard environment, or technical support issues. Instructors are expected to ensure that technical support issues are addressed by the eTROY Educational Technology Department through the TROY Helpdesk ticket system – [http://helpdesk.troy.edu](http://helpdesk.troy.edu). During regular business hours tickets are generally picked up within several minutes, for evening and weekend coverage tickets are generally picked up within 30 minutes.

- Promptly evaluate, grade, and return all written assignments according to the expectations laid out in the course syllabus. Post all grade results to the Blackboard Grade Book. When instructors use the Grade Center, students are able to track their own progress. Use of the Grade Center ensures that there is a clear, auditable record of the student’s performance.

- Promptly alert students individually if they are performing below expectations or if they are missing assignments.

- Ensure that students follow the TROY academic integrity policy, and respond quickly and effectively to instances of plagiarism or dishonesty. Be familiar with TROY’s academic integrity policy, but work with “first offenders” to insure that they learn from their mistakes and improve their work on future assignments. Please refer to the Standards of Conduct in the catalogs or the student handbook at [http://www.troy.edu/studentservices/oracle/](http://www.troy.edu/studentservices/oracle/).

- Assist students in resolving any administrative problem they may have with the University. If you cannot provide the necessary assistance, actively refer them to the eTROY Call Center at 1-800-414-5756. Your answer to service-related problems should always be, “Let’s work together to resolve the issue” and never “It’s not my problem.”
Actively encourage all students to participate in the end-of-term evaluations.
Maintain a list of suggested course improvements and communicate these proposed improvements to your eTROY Quality Assurance Department.

After the Term Ends

Instructors must submit final grades (via Trojan Web Express) in accordance with the University deadline for final grade submittal. If an instructor misses the deadline for final grade submittal, the instructor must fill out a “Change of Grade” form for each student.
  - Please keep in mind that in order for students to register for the next term, many students are dependent on grades received for the current term (end of term processing and transcripting of grades). Additionally, there are often economic reasons, in that tuition assistance – be it from the military, a private employer, or through financial aid – is often dependent upon grades being received by a certain date.

Any students, properly requesting and receiving a grade of Incomplete (grade of I), needing continued access to the course shell after the grading period need to contact the instructor to confirm the deadline for completing all course requirements. Remember: Instructors are still responsible after the term ends for any students who receive a grade of incomplete. Instructors must adhere to the Incomplete Grade Policy via the TROY University Undergraduate and Graduate Catalogs.

Set an example for your students by demonstrating your commitment to life-long learning. Participate in faculty development workshops to improve your teaching, technology skills and commitment to professional development activities, assuring currency in your field.