Chemeketa Online
Faculty Guide
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Welcome to Chemeketa Online

Welcome to Chemeketa Online, part of the Distance Education and Academic Technology department. In an effort to provide the highest quality online courses for Chemeketa students, we provide the following services:

- Instructional design assistance and training for all teachers using the eLearn system
- Tech Hub Faculty Resource Center
- Technical support for all Chemeketa students using the eLearn system via telephone, chat, email, and walk-in assistance
- Support and training for all teachers using a wide array of adopted instructional technologies for their online, hybrid, or campus-based classes
- Scheduling, marketing, coordination and planning for online classes offered by Chemeketa
- Collaboration with the IT department on implementing new technologies and ensuring eLearn system performance

Last year, we offered 1,371 sections online to over 29,388 students accounting for approximately 29 percent of Chemeketa’s credit courses. Eight degrees and 11 certificates are available through distance learning.

This Online Faculty Guide is designed to give you detailed information about some of our processes and services. If you have questions or need assistance, please don’t hesitate to call the Chemeketa Online staff at 503.399.7873. We are at your service as you develop and teach online classes.
How and What We Communicate to You

Chemeketa Online has two main avenues of communication regarding the eLearn system.

**Chemeketa Online Listserve**
This is an email list that all online faculty are subscribed to by Chemeketa Online. You will receive important announcements regarding eLearn system performance (planned and unplanned outages), trainings, and other critical information about eLearn. Replies to these emails go to Chemeketa Online staff and will be answered in a timely fashion.

**eLearn System Announcements**
We repeat important announcements regarding eLearn system performance as announcements in the eLearn system to ensure that users receive critical information regarding online courses.

**Outage Protocol**

Planned Outage: Blackboard gives us seven days’ notice of planned outages and will provide same-day notification via the Chemeketa Online listservce.

Unplanned Outage: In the event of an unplanned system outage, we have a protocol to keep you and students up to date as to when the system will be available. This includes communication via the Chemeketa Online listservce and updates on the eLearn portal for all other users.

Accessing Your eLearn Courses

**The eLearn System**

“eLearn” is Chemeketa’s learning management system and is also known as Blackboard.

You can log into eLearn with your My Chemeketa ID and password at [http://elearn.chemeketa.edu](http://elearn.chemeketa.edu)

If you do not know your My Chemeketa ID and password, please contact the IT Department for assistance at 503.399.7899.

For Chemeketa Online technical support, call 503.399.7399 or email [online@chemeketa.edu](mailto:online@chemeketa.edu)

The eLearn system has many tools to help facilitate online learning including:

- Communication Tools such as: Discussion Boards, Messages (In course), Email (sent to student Gmail account), Web-Conferencing (BB Collaborate)
- Different modes for Content Presentation such as: Learning Modules and Folders
- Ways of assessing student learning such as: Assignments and Tests/Surveys
- A Gradebook, and the ability to create Grading Forms/Rubrics for assignments and discussion postings.

**eLearn Course Shells**
Course sections in eLearn are referred to as 'shells'. Each online and hybrid course section automatically has an eLearn shell generated. When requested, campus courses may also have an eLearn shell. To request a shell for a campus course, ask the program's scheduler or instructional secretary to code the CRN's Banner partner integration field for eLearn.

**eLearn Development Shells**
Development shells are used to build courses, and will not be deleted from the eLearn server unless requested. Students do not have access to development shells. Development shells can be blank, or based on existing eLearn course content.

To request a blank development shell, use the Faculty Request Form at [http://techhub.chemeketa.edu/support/request-forms](http://techhub.chemeketa.edu/support/request-forms)

**When are my “real” course(s) available?**
Typically, we will create your real courses approximately nine weeks before the term you are teaching the class. For example, fall term shells are built on eLearn in mid-July.

**How long are my courses retained on the server?**
Your courses will be retained and available to you for five terms. Each term that you teach a course you get a new shell for it in which the new students are granted access. The old shells are available to instructors for five terms before being archived and deleted from the server. If you wish to retain content from a course about to be deleted, we recommend you request to have it copied into a development shell. Development shells are not deleted unless requested by faculty.

**How to cross-list multiple sections of a course**
Cross-listing allows faculty that are teaching multiple sections of the same course to access only one eLearn course shell to view all sections. A 'parent' section of the course is created, where the facilitation for all sections occurs. This enables the instructor to only access one section to grade and facilitate learning for all sections of a course.

Once cross-listed, you will see a new parent section. You will still be able to copy the content of a ‘child’ section into your ‘parent’ section if necessary, but all content must go into the ‘parent’ section from then on. Any user, including instructor and students, in any 'child' section of the course will be redirected to the ‘parent’ section.

To cross-list a course or for more information, please complete the request form at [http://techhub.chemeketa.edu/support/request-forms/](http://techhub.chemeketa.edu/support/request-forms/)

Since this process makes ‘child’ sections inaccessible, **cross-listing must be done prior to any student work!** Request cross-listed sections before the term begins.

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**Beginning of Term Information**

**Student Access**
Students have access to your eLearn course(s) on the Thursday before the term begins. This is to allow students time to troubleshoot any access or technical issues before the term begins.
You will need to hide the material you don’t want visible to students on this date. If you have not activated the course or copied content into the shell, students will receive a message which states, “There are no available items in this course.” At a minimum, it is helpful to post an announcement on the course homepage (by the Thursday before the term begins) to let students know when the course officially begins.

Syllabus
Chemeketa Community College (CCC) has developed a syllabus checklist for the minimum components to be included in a CCC course syllabus. For the most current syllabus checklist updates, please visit the Dashboard site at https://dashboard.chemeketa.edu/resources/oppcenter/Syllabus/default.aspx

Your course syllabus must be submitted to our office by the end of the first week of each term. Please email your syllabus to Kathy Saunders, Chemeketa Online Assistant, at kathy.saunders@chemeketa.edu

Textbook Ordering Information
At some point before the term, you will need to confirm that the Bookstore is planning to order your textbooks for students. This happens differently depending on the department, but your best bet is contacting your Program Chair. She/he will be able to tell you what textbook you are using, if it’s been ordered, and will likely be able to get you an instructor copy.

Bonnie Macey, Program Coordinator of Chemeketa Online (503.589.7710), will also be able to answer any questions you have about this and direct you to the appropriate person. You can contact the Bookstore directly at 503.399.5131 or visit their website at http://bookstore.chemeketa.edu

Proctoring Tests
We encourage using alternative methods of assessment for students in your online courses. Proctored exams can create barriers of time, location, and for some students, financial challenges.

If, however, you choose to use proctored exams:
- Students need to be made aware of this requirement before they register. A proctored exam requirement must be listed in your syllabus, and should be listed in the course schedule.
- Make sure students have ample time to find a proctor.

Exams are proctored both on-site, either at the Chemeketa testing center or other physical location, and online. Online exam proctoring is provided by ProctorU. Please see Appendix B for specific details about online exam proctoring.

Information about test proctor requests and a form are also found in Appendix B. Chemeketa Online does not coordinate proctored exams, but we are happy to consult with you regarding the logistics.

Registration Overrides
Granting a registration override in My Chemeketa is the same as the instructor signing a Registration Add/Drop form. Overrides are used when a course is full or for any other reason
permission is required for registration to be completed. For example, the assigned instructor must grant permission for any course after the first week of classes.

As the assigned instructor, you can electronically grant your permission for a student to add your class using the steps outlined below. The student will still need to go through the process of registering but they will not receive a registration error because the restrictions will have been removed. Only those assigned as the course instructor will have the ability to grant the override electronically.

It is helpful to have as much information as possible to identify the correct student. This may include the K#, SS#, or middle initial. If a student gives you their social security number to identify them, please remember to shred that information immediately after completing the registration override process.

Log in to My Chemeketa at http://my.chemeketa.edu. If you have any technical problems, please call the Technical Assistance Center (Help Desk) at 503.399.7899.

After entering your user name and password:

1. Click on the Classes and then the Faculty tab
2. Select the Student Information menu and Registration Overrides
3. Select the term and hit Submit
4. Search for the student by ID (K# or Social Security Number)
5. Leave the Search Type set to All
6. A list of choices will be available in the pop-up list if there is more than one match for your search criteria
7. Select the student and Click Submit
8. From the pop-up lists, select the type of override and the CRN
9. Click Submit
10. A Faculty Registration Override Confirmation page will display, saying you need to commit the changes. Click Submit again if all the information is correct. You will not receive a confirmation

If you are doing an override for a full section after the date that an instructor signature is required to add courses, you will need to do two overrides. One for the class capacity override and one for instructor signature required.

Note: This process does not register the student but does make it possible for them to enroll in your class through the phone or Web without receiving registration errors.

How To Copy a Course

Course Copy Process:
1. Log in to eLearn
2. Go into the old course you want to copy
3. Under the Course Control Panel > click on Packages and Utilities > select Course Copy
4. Select > Copy Course Materials into an Existing Course
5. Click Browse to select your destination course shell
6. Select all content, or as desired. Click Submit
7. Under Discussion Board, select the second option if you want to clear previous student posts
8. An automatic email will be generated when the course copy is complete

View the Course Copy Video Tutorial at: https://connect.chemeketa.edu/bb9tutcoursecopy
The above course copy process may not work well with HTML pages created outside of eLearn. If you are using HTML pages created in an external editor, use the Export/Import process to make sure all images move to your new shell.

**Course Export/Import:**
1. Log in to eLearn
2. Go into the old course you want to export
3. Under the Course Control Panel > click on Packages and Utilities > select Export/Archive Course
4. On the Export Package screen > click the Export Package button
5. Next, click on the Select All button > click Submit button (you will receive an email when the export is created)
6. When the export file has been created, go back to the Course Control Panel > Packages and Utilities > Export/Archive Course
7. Download the Course Export File to your computer
8. Now browse to the new course
9. Under the Course Control Panel > click on Packages and Utilities > select Import Package / View Logs
10. Click on the Import Package button > browse your computer and select the export file > click the Select All button > click Submit button
11. Once the file has completed uploading you will receive a message that the Import is Running
12. Once the Import process is complete you are finished

View the Course Export/Archive Video Tutorial at: https://connect.chemeketa.edu/bb9tutcoursearchive/

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**End of Term Information**

**Grades**
Grading for all Chemeketa students, including online students, is done through My Chemeketa under the Faculty section of the Classes tab.

**Students**
Your classes will be available to students for three weeks into the following term. Access can be granted beyond this three-week period if necessary. If you need to give incomplete students access to an eLearn course, please use the request form at http://techhub.chemeketa.edu/support/request-forms/

**Archiving Courses (Backing Up)**
Although all eLearn courses are archived before they are removed from the server, you may also wish to create your own archives (backups) of your eLearn sections and save them to your computer. It is a good idea to do this whenever you make significant changes to your class or grade book. At the very least, it is wise to create a backup of your course at midterm, and again at the end of every term.

**How to Archive a Course**
The Archive Course feature creates a permanent record of a course including all the content and user interactions. Archived courses are saved as .zip files. Archiving a course does not delete it from the system.
When archiving a course, choose to Include the Grade Center History and to Copy links to Course Files or Copy links and copies of the content.

To create an Archive (backup) of your course:

1. Click on Packages and Utilities (under Course Management)
2. Click on Export/Archive Course
3. Click on the “Archive Course” button

Once you click the “Archive” button another set of options will appear. Make sure the box “Include Grade Center History” is checked. Then make sure to click “Submit” to save the action.
The Archive Course page organizes all archive packages (backups) that are created from the course. When the course is archived, a link to the package appears on this page. This link will not immediately appear, so refresh your browser after a few minutes and you will see the link.

You can then download the package to a local computer, and then use it in the future for import or restore operations.

**How to Download the Course Package**
When an archive is submitted, the system begins to create the course package. When the package is complete, you will receive an email from the system. After the email is received, you can download the course package.

In the Control Panel, expand the Packages and Utilities section and select Export/Archive Course.
- Click the link for the package that you want to download. Your archived courses will appear in the Export/Archive area.
- Save the file to the appropriate location.

### Course Development

**Course Formats for Teaching with Technology**

Online, hybrid, and web-required face-to-face classes are the three formats for integrating web technologies into instruction. Using technology for instruction could be as simple as posting your syllabus online or as complex as a fully distant course offered asynchronously via the web. These are the three classifications we use for administrative and scheduling reasons:

**Online Classes**

Online classes are offered completely from a distance and typically use the eLearn system. Chemeketa's learning activities happen asynchronously from a distance. Through web pages, threaded discussion boards, email and other tools, students interact with course materials, other students, and the instructor.

**Hybrid Classes**

Hybrid classes blend classroom activities with online activities and do so in a way that requires less time in the classroom. For example, a three-credit hybrid course might meet for one hour each week and then have two hours of mandatory online activities in addition to homework time required for the course. The definitive element of all hybrids is that time online formally replaces seat time.

**Web-Enhanced Classes**

Web-Enhanced classes use the Internet to supplement usual classroom activities without replacing seat time. Web-Enhanced classes can be either Web-Optional (Internet/eLearn access is not required for a complete course experience) or Web-Required. An example of the latter would be a three-credit class, which meets three hours a week and, on top of that, requires students to check their grades online and participate in a weekly online discussion.
New Course Development Process

In an effort to facilitate the production of high-quality courses for our online students, Chemeketa Online has a new course development process for faculty developing new online courses and new online instructors at Chemeketa. Instructors developing new online courses can expect the following steps during their development phase:

- Initial consultation meeting: meet with a Tech Hub faculty consultant to discuss your course development, strategies for teaching online, plan your development timeline, and schedule your final course readiness review.

- Final course readiness review: approximately two weeks before the term starts, your Tech Hub faculty consultant will review your course using our Course Readiness Review form (Appendix A). The standards we use to review online courses are adapted from the Quality Matters rubric. See below for more information on Quality Matters (see Appendix A).

New Chemeketa Online instructors can also expect these steps of our development process:

- Contact and Access Information: new online instructors will receive information about accessing our online learning systems and tools, and be subscribed to our communication listserv.

- New Instructor Preparation:
  - **eLearn Institute**: This workshop will help you prepare to teach online courses. Learn how to build, facilitate and assess online learning in eLearn, Chemeketa’s online learning management system (Blackboard 9.1). This workshop is offered every term. For more information, please visit [http://techhub.chemeketa.edu/faculty-training/elearn-institute/](http://techhub.chemeketa.edu/faculty-training/elearn-institute/)
  
  - **Hybrid Instruction Workshop**: This course prepares you to develop and shape instruction for a hybrid course at Chemeketa Community College, including online portions of the course that are aligned with established best practices as exemplified by Quality Matters standards. Completion of this workshop is required of faculty accepting an assignment to teach a hybrid course for Chemeketa Community College. This workshop is offered every term. For more information, please visit [http://techhub.chemeketa.edu/faculty-training/hybrid-workshop/](http://techhub.chemeketa.edu/faculty-training/hybrid-workshop/)

Quality Matters

Quality Matters (QM) is a national, faculty-driven, peer review process designed to facilitate the continuous improvement of the design of online courses. A research-based rubric of standards considered essential to student success is used by a team of three faculty to review online or hybrid courses. Chemeketa Online’s Course Readiness Review checklist is based largely on the standards outlined in the QM rubric.

Chemeketa Online is a subscribing member of QM, and piloted both QM reviews and peer reviewer training in 2007. We now have over 200 faculty trained in applying the QM rubric of standards, and many certified as national QM reviewers.
For more information about QM course reviews or the QM rubric, contact the Tech Hub faculty at 503.399.7873 or visit [http://techhub.chemeketa.edu/faculty-training/qm-training/](http://techhub.chemeketa.edu/faculty-training/qm-training/)

**Web Accessibility with eLearn Course Content**

All eLearn course content must be navigable by all students, including those with visual, hearing, mobility and learning disabilities. The Chemeketa Online accessibility guidelines are based on the WCAG 2.0 (Web Content Accessibility Guidelines) AA standards which are internationally accepted. It is necessary to include a statement for students on how to request accommodations through the Chemeketa Disability Services office within your eLearn course. For more information about these guidelines please visit [http://techhub.chemeketa.edu](http://techhub.chemeketa.edu).

**Course Templates**

A course template can be used as a tool for consistent, professional course design. We offer assistance in developing a custom course template, or provide our ready-made Quick Start Course Template.

The *Quick Start Course Template (QSCT)* is provided by Chemeketa Online to serve as a road map for rapid course development. This course shell is developed with online best practices and QM standards in mind, and is available to you as a template for your new course development. A home page design with a “Getting Started” learning module includes Chemeketa’s syllabus template and suggested course orientation information and activities. The “Weekly Lessons” module provides a simple template to quickly develop your learning outcomes and online learning activities. For more information or access to the QSCT contact the Tech Hub faculty at 503.399.7873.

**Best Practices Example Courses**

Many fine examples of eLearn courses are available for viewing. These courses were developed by Chemeketa faculty, and they have graciously allowed us to share them. They display a wide variety of approaches to instructional design, and reflect the creative potential of online learning. The sample courses demonstrate elements of the Quality Matters rubric in practice. Chemeketa Online thanks these faculty members for sharing their courses as examples of best practices in online instruction.

View the Best Practices sample online courses by logging into the eLearn system. Log in with:

- **username**: bestpractices
- **password**: bestpractices

**Note** - If you see material that you would like to use or modify for your course, please contact the instructor/developer for permission. Please do not use material without permission.

**Student Feedback Form for eLearn Courses**

Chemeketa Online provides a ready-made student feedback form for optional use in online courses. You can provide a link to the form in your eLearn courses. Student feedback is anonymous and viewable by the instructor. Create the link using our simple online tool, and then add it to your eLearn course. You will be able to view their anonymous submissions after grades have been submitted. Instructions for creating the feedback form are at [http://learning.chemeketa.edu/util/dsp_create_eval_link.cfm](http://learning.chemeketa.edu/util/dsp_create_eval_link.cfm)
How-To Video Tutorials
A large selection of video tutorials for developing courses in the eLearn system are available online, including tutorials on how to edit the header/footer code, how to copy content to a new course shell, how to add a course evaluation link, and much more.

Access the tutorials on our faculty site at http://techhub.chemeketa.edu/blackboard-learn/tutorials/

File Standards for Online Courses
This is a common area of confusion for many developing an online course. Most people, when developing content, are used to opening up Microsoft Word or PowerPoint. Word is a wonderful word processor and PowerPoint a great presentation tool, but the files they create (.doc and .ppt) are not a good way to deliver the files to your online students. If students don’t have Word or PowerPoint on their computers, they may not be able to open the files.

• If you have to use Microsoft Word, save the files as .pdf and upload these files to eLearn for your students.
• If you use PowerPoint, do one of the following:
  o Save the files as .PDFs and upload these files to eLearn
  o Upload the PowerPoints to Chemeketa’s Adobe Connect server, or
  o Add audio with Adobe Presenter and upload the presentations to the Adobe Connect server.

If you need assistance wading the waters of file types, please talk to someone from the Tech Hub for a solution that’s right for you.

ePacks and Publisher Resources
Many textbook publishers provide supplemental websites, CDs and DVDs, or Blackboard-ready content with their textbooks. The quality of the content varies from publisher to publisher and course to course. It is up to the instructor to determine if publisher content is appropriate for their course. Tech Hub staff are available for consultation about adopting publisher content for your online course. We can potentially save you an enormous amount of time, so please be in touch if you are thinking of adopting publisher materials for an online class. To learn what’s available for your textbook, visit your publisher’s website or contact your representative.

What is publisher content?
Textbook publishers are likely to offer electronic resources to accompany their textbooks. This electronic course content can be in the form of:

• Test banks and question pools
• DVD media content (e.g. PowerPoint files, videos, flashcards, etc.)
• Supplemental content hosted on the publisher’s website
• e-Packs or Course Cartridges (fully-developed courses that import into an eLearn shell)
• Building Blocks (a Blackboard system tool that fully integrates a course into the Chemeketa eLearn interface and grade book.)

*Because Building Blocks are fully integrated into the eLearn system, publishers must develop a Blackboard Building Block tool. Chemeketa Online technical staff must first test and install the Building Block (BB) before using in a course.
These publishers have Building Blocks currently installed on our eLearn system:
- Wiley-Plus
- McGraw-Hill
- CengageNow
- Pearson’s MyLab

**How is publisher content implemented?**
Using publisher content requires technical proficiency and planning ahead for smooth implementation. These are some important technical considerations when using publisher content:

- Testbanks and question pools can be installed using Blackboard’s Assessment’s *Import* function, or by using Respondus software to import the testbank files.

- Supplement materials such as PowerPoint files, videos and web links can be added through Blackboard’s *Build Content* functions.

- ePacks and Course Cartridge files are imported through Blackboard’s *Import* function, located in the Packages & Utilities area. (*ePacks & Course Cartridges typically require an access code for both faculty and students. It’s important to request an extra student access code so that course materials can be tested in student-view.*)

- Building Blocks must be installed at the system-level, by our eLearn system administrator. For new publisher building block implementation, allow a minimum of six-weeks for testing and installation.

- Technical support for publisher material is provided directly from the publisher, not Chemeketa Online. Faculty should provide technical support contact information to students when using publisher content.

**Considerations before Adopting Publisher Content:**

**eLearn Integration:** publisher content can provide a wealth of media-rich material, quizzes and other content, but it often works outside of the eLearn system. Some material will link students to outside websites or quiz tools, bypassing the eLearn gradebook and other features. Before you adopt an ePack, make sure to test compatibility of the content with eLearn and consider how it will integrate with eLearn tools.

**Cost:** publisher content is usually free to the instructor, but often has a cost to the student. Many publishers require an access code for using the CD or website, which must be purchased by the student. This fee is often included in the price of a new textbook. Before you adopt an ePack you should research the cost to the student, and include that in your syllabus or other course communication.

**Technical Support:** Chemeketa Online provides technical support for ePacks and for importing publisher testbanks, but not for publisher content that resides on an external server. Make sure your publisher will provide technical support if you are relying on student access to publisher content for completion of the course.
Need Assistance?

- Contact the Tech Hub Faculty for a consultation on adopting publisher resources.
- Contact Chemeketa Online technical staff for information on installing new publisher building blocks in eLearn or other Blackboard integration needs.

Information is also available online at: http://techhub.chemeketa.edu/teaching/publisher-content/

Copyright Considerations

Copyright law is complex and ambiguous, and depends largely on interpretation of usage. The Tech Hub faculty can provide you with resources to help become more informed about your rights and responsibilities when using copyrighted materials. Library Services offers a Copyright Information Site on the Employee Dashboard with more information and resources.

Our Department Resources

The Tech Hub faculty provide instructional design consultations, technology resources, workshops and year-round support for all faculty, including one-on-one support and customized small group workshops. Please call, email, or drop by our offices for an appointment.

The Tech Hub

The faculty, staff and resources of the Tech Hub are here to provide Chemeketa instructors with instructional technologies, multimedia development, and online learning. Take advantage of our faculty services including consultation for online course development, production and use of multimedia materials, and effective use of instructional technologies.

Computer Lab Software & Equipment

The Tech Hub computer lab is equipped with computers available for drop-in use, and has many other hardware and software resources available for faculty use. Computer stations run in both the Mac and PC environment.

Software & Equipment available:

- Microsoft Office Suite
- Adobe Acrobat Professional
- HTML editing software
- Computer screen capture software
- Presentation software
- Private sound booth with audio recording equipment and software
- Graphic editing software
- Audio & video editing software
- Image scanners & slide scanners
- MP4 portable video cameras
- MP3 digital audio recorders
Trainings and Workshops
The Tech Hub offers a variety of trainings and workshops on instructional technology. Our workshop schedule can be found at http://techhub.chemeketa.edu/faculty-training/
In addition to what we schedule each term, we also offer upon request:

- Individual training for online learning, multimedia production, and other instructional technology
- Customized trainings for small groups or departments
- Short workshops: a regular schedule of workshops on instructional technology at the Tech Hub
- Intensive courses: the Hybrid Instruction course and eLearn Institute offer comprehensive training over several weeks.

Instructional Design Support
The Tech Hub faculty are experts in online course development and instructional design. If you would like assistance with how technology can solve a certain instructional need or where to begin in developing an online class, please feel free to call, email or stop by and chat with someone. We have consulted with hundreds of teachers across all disciplines and possess an enormous breadth of practical advice regarding online teaching and learning.

Media Production Support
The Tech Hub offers training and support to faculty on the use of media for teaching and learning. Training may occur in a group or individualized setting. This includes consultations with faculty on individual projects, recommendations on the use of media and tools, assistance with content acquisition, multimedia authoring, animation, graphics, video and audio production, integration with learning management systems and more.

Tech Hub Faculty Resource Website
The Tech Hub site is designed for faculty and provides such information as training schedules, HubTalk newsletters, eLearn manuals, video tutorials and other faculty support resources. Visit it at http://techhub.chemeketa.edu/
Faculty Request Forms
The Tech Hub website includes forms for the following common requests:

- Request Access to eLearn
- Request eLearn Development Shell
- Request an Account on the Faculty Web Server
- Request eLearn Access for an INCOMPLETE Student
- Request eLearn Sections be Cross-Listed

Chemeketa Online Website

The Chemeketa Online website provides a variety of information for students and potential students, as well as links to many Chemeketa resources and sites. It has a wealth of information to help students navigate online learning.

Visitors to our website will find an online student orientation, video tutorials for the eLearn system, technical requirements, and much more. Find it at http://online.chemeketa.edu/

Technical Support

We provide 24/7 technical support for all students and faculty using eLearn. You may call 503.399.7399, option 1, or email online@chemeketa.edu. You can also visit our offices in room 9/106 to receive assistance during our standard office hours, 8 a.m. - 5 p.m., Monday through Friday. The college is closed on Fridays during July and August.

Note: The IT Help Desk provides technical support for My Chemeketa, Outlook, Gmail, and MS Office. Please email a TAC request to tac@chemeketa.edu or call 503.399.7899 (option 1) for assistance with these technologies.
Minimum Technical Requirements
For eLearn to function well, we highly recommend the minimum hardware and software requirements. Current requirements are listed on the Online homepage at http://online.chemeketa.edu/ under “eLearning Orientation.”

Online Learning Orientation for Students
Chemeketa Online has prepared an online orientation to help students determine if online learning is right for them. The orientation will help students to:

- Determine if their computer is adequate for online learning at Chemeketa
- Decide whether their learning style and computer skills are well-matched to online learning
- Access and use eLearn (our online course software)
- Discover various technical assistance options.

Find the online student learning orientation at http://learning.chemeketa.edu/orient/

Technical Support Resources
Our website offers many technical resources, including a knowledge base of how-to’s for the eLearn system, video tutorials, and links to browser plug-ins and applications like Java and Adobe Reader.

Find our online tech support resources for students at http://online.chemeketa.edu/support/
Find our online tech support resources for faculty at http://techhub.chemeketa.edu/support/

Super Users in eLearn courses
Chemeketa Online technical support enrolls in all online courses as a superuser to provide technical support to faculty and students. The username protocol is based on the term of instruction: superfall, superwinter, superspring or supersummer. This user will appear in your gradebook, however, it will have no impact on your course facilitation and you can ignore it.

Support Services for Online Students
Online and distance students have access to all of the student services that traditional students do. Sometimes these services are delivered online and other times by telephone, but Chemeketa Online strives to coordinate with other departments to bring the campus to online students as much as possible.
Technical Support: 503.399.7399 option 1, online@chemeketa.edu  Chemeketa Online offers technical support for all things related to the eLearn system. If your students are having any technical issues or problems figuring out how to use the software, they have several options for technical support. They can call 503.399.7399, option 2, then option 1; email online@chemeketa.edu or use online, real-time e-Chat 24 hours a day for Help Desk assistance. They can also visit our offices in room 9/106 to receive assistance during our standard office hours.

Bookstore:  http://bookstore.chemeketa.edu
Chemeketa's Bookstore offers online searching, browsing, and purchasing of course books and materials for your online students.

Online Tutoring:  http://www.chemeketa.edu/programs/tutoring/index.html
Chemeketa offers online, interactive tutoring in the areas of math, writing and accounting for all students. Both asynchronous and live assistance is available for math.

Online Writing Center:
http://www.chemeketa.edu/earncertdegree/advising/studyskills/writing/online.html
The Online Writing Center offers synchronous writing assistance for distance students via eLearn. Students can submit drafts and receive suggestions from Chemeketa faculty and graduate students who work in the Writing Center.

Counseling & Academic Advising:  http://www.chemeketa.edu/earncertdegree/advising/
Career counseling, personal counseling, academic advising and cooperative work experiences are all available to distance students and a phone call away.

Library Services:  The library offers many resources to distance students, including many full-text databases. At http://library.chemeketa.edu/information/database.php, click on a database title, and enter a My Chemeketa user name and password to access the database. A lookup is included for users who do not know their logins. A guide to services for distance education students is available at http://library.chemeketa.edu/.

Instructional Technologies at Chemeketa

The Distance Education and Academic Technology department can train and support your use of instructional technologies for teaching and learning. This section describes many of the instructional technologies available at Chemeketa.

eLearn (aka: Blackboard)
This is Chemeketa's learning management system, the front door for all online courses, and the primary toolset for almost all online courses. Within the eLearn system, all communication, content delivery, interaction and evaluation happen through the use of dozens of different tools including discussions, email, chat, online testing, gradebook, and assessments.

Faculty Web Server
This web server is administered by Chemeketa Online and available for all faculty. The eLearn system is the tool of choice for most instructors, but in some cases an open web page is desirable and the faculty server is a good place to store and publish web pages for your students. To request space, go to http://techhub.chemeketa.edu/support/request-forms/
Respondus Exam Software
Respondus is software to create online exams. One thing in particular is that the data and reporting feature is more robust than eLearn’s system. It is also often used to import publisher testbanks into eLearn courses.

Respondus StudyMate
StudyMate is a great tool for creating interactive components for your students. Flashcards, self-assessments, practice exercises, crossword puzzles, and word jumbles are all possible with this tool. Students can also download these exercises to their iPod!

Respondus LockDown Browser
The LockDown Browser is software some people use in an effort to curb cheating in online tests. You simply mark a test or quiz for lockdown and then eLearn requires students to take the quiz using this browser. It essentially locks their computer for the entire time they are taking the assessment, rendering any other program on their computer useless, including web browsers, instant messaging systems, copy/paste commands, printing, and screen shots to name a few. Students must have Respondus Lockdown Browser installed on the computer they use for testing.

Adobe Presenter
Adobe Presenter is a tool that allows teachers to easily add audio to their PowerPoint presentations for web delivery. You can record voice narration, insert audio, Flash animations and video to your PowerPoint presentations.

Web Conferencing
Adobe Connect and Blackboard Collaborate are web conferencing tools that enable real-time communication, collaboration, and virtual learning experiences. Both are supported by the Tech Hub. The Blackboard Collaborate software is integrated within eLearn for instructional use. Adobe Connect is housed on Chemeketa’s connect server.

INTELECOM Video
Chemeketa faculty have access to the entire INTELECOM library collection of around 1,500 clips, each around 3-5 minutes in length and any new titles added to their collection. The media may be used in online courses, the library, or campus based classrooms. Most content is closed-captioned. Any program or clip can be embedded in a course management system such as eLearn. All content is current and covers a wide range of subjects. For more information, please visit http://techhub.chemeketa.edu/media-technology/intelecom-video/

MP4 Portable Video Cameras
MP4 portable video cameras are easy to use pocket size devices that allow you to easily record video for use within your class. Each camera includes software which allows you to easily edit and share your videos.

SafeAssign
SafeAssign is Blackboard’s plagiarism prevention and detection software. SafeAssign is available within eLearn’s Assignment tool and is fully integrated with the eLearn grade center. We recommend consulting with a Hub Faculty member to learn how to interpret SafeAssign reports.

Clickers
Clickers are handheld devices used to collect student responses in the classroom. Students can respond to any question, on the screen or not. You can present questions in a PowerPoint presentation, Word, in web pages, or to verbal questions on-the-fly. Clickers are very easy to
use and require little prep time. Check out a system from the library. For training or questions, contact the Tech Hub faculty at 503.399.7873.

**Sound Booth**
The sound booth, located in the Tech Hub, provides a private, high-quality recording environment for videoconferencing and voice recording applications. You may reserve the sound booth by calling 503.399.7873.

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## Frequently Asked Questions

**How do my online students find my eLearn course?**
This is one thing you don’t have to worry about. As long as your students are actually registered for your class, they will either enter it through My Chemeketa or by going directly to eLearn. Students who are really lost typically call the Chemeketa Online offices for assistance.

**When can students access my course(s) on eLearn?**
Students can access your eLearn course(s) on the Thursday before the term begins. If you have not activated the course or copied your materials into it, then they will not be able to see anything.

**I would like to use eLearn to supplement my campus classes... how do I request a shell?**
Since eLearn is integrated with Banner (our student information system), whomever does Banner entry for your department can fulfill a request like this. Just tell them the course name, term and CRN for whichever classes you would like to use eLearn. They will code those courses for eLearn and by the following day you’ll have access to those shells on eLearn.

**I see that I have development shells, but when are my “real” course(s) available?**
Typically, we will create your real courses approximately two months before the term you are teaching the class. So fall term shells are built on eLearn in mid-July.

**How long are my courses retained on the server?**
Your courses will be retained and available to you for five terms. Each term that you teach a course you get a new shell for it in which the new students are granted access. The old shells are available for five terms before being archived and deleted from the server. It is important to make electronic backups of your eLearn courses on a regular basis. Many instructors also print a hard copy of the final gradebook for each course as a record. If you wish to retain content from a course about to be deleted, we recommend you request to have it copied into a development shell. Development shells are not deleted unless requested by faculty.

**How long after the term is over will students have access to the course?**
Five weeks after the end of the term, prior term courses will no longer be available to students. You can request students have access for additional time by using the request form at the Tech Hub website at [http://techhub.chemeketa.edu/support/request-forms/](http://techhub.chemeketa.edu/support/request-forms/)
Can I require proctored exams?
Yes. See “Proctoring Tests”, page 8 and Appendix B.

Can I require campus visits?
Yes, but within reason and you must provide sufficient alternatives for those students who cannot make it to campus. Many of our online students live in the area, but you will have students who live outside the state and outside the country who simply cannot attend campus. You must add this information to the course note area during Banner input, catalog course description, and to your syllabus so students registering for the class are aware that campus visits are a requirement.

Who is the Superspring, Superfall or Superwinter user showing in my Gradebook?
Chemeketa Online technical support enrolls in all online courses as a superuser to provide technical support to faculty and students. This user will appear in your gradebook; however, it will have no impact on your course facilitation and you can ignore it.

Contact Us: Chemeketa Online Staff

Judy Allen, Administrative Secretary: judy.allen@chemeketa.edu, 503.589.7709
Tim Antone, Support Technician: tim.antone@chemeketa.edu, 503.589.7792
Thomas Bishop, Server Administrator: thomas.bishop@chemeketa.edu, 503.589.7615
Sage Freeman, Media Specialist: sage.freeman@chemeketa.edu, 503.399.2547
Beth Hale, Learning Technologies Facilitator: beth.hale@chemeketa.edu, 503.589.7872
Debra Hogle, Project Specialist: debra.hogle@chemeketa.edu, 503.399.2569
Lee Johnson, Website Support Specialist: lee.johnson@chemeketa.edu, 503.589.7840
Bonnie Macey, Distance Education Coordinator: bonnie.macey@chemeketa.edu, 503.589.7710
Lenny Perkins, Media Services Operator: lenny.perkins@chemeketa.edu, 503.399.2551
Mark Rediske, Faculty Support: mark.rediske@chemeketa.edu, 503.399.2335
Kathy Saunders, Department Assistant: kathy.saunders@chemeketa.edu, 503.589.7614
Kellie Schellenberg, Dean: kellie.schellenberg@chemeketa.edu, 503.399.5191
Alba Scholz, Distance Education Supervisor: alba.scholz@chemeketa.edu, 503.399.5186
Annie Shaw, Faculty Support: annette.shaw@chemeketa.edu, 503.399.6056
Colin Stapp, Learning Technologies Facilitator: colin.ensminger.stapp@chemeketa.edu, 503.589.7636
# APPENDIX A: Course Readiness Review Checklist

## SECTION #1: COURSE ORIENTATION & DESIGN

The overall design of the course, navigational information, as well as course, instructor and student information are made transparent to the student at the beginning of the course.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Y / N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course homepage contains the course number and title (i.e., WR 101: Intro to Writing)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course homepage contains the Student Resources links (Footer) (QM 7.1, 7.2, 7.3, 7.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Homepage contains clear instructions for the learner about where to start (Start Here, Announcement)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Syllabus uses Chemeketa's standard syllabus components including performance based learning outcomes (QM 2.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Schedule contains specific information for the learner about what needs to be submitted for grading, when and how</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course Orientation contains an instructor introduction, an explanation of the course structure, an explanation of the instructional function of course elements, and any technical requirements (QM 1.2, 1.4, 1.6, 4.3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The orientation materials contain clear instructions for the learner about how to proceed with the first week of instruction (QM 1.1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The grading policy and criteria are transparent and easy to understand (QM 3.2)</td>
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<td></td>
</tr>
<tr>
<td>All tools listed in the Course Menu are in use</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course content is organized into folders or learning modules to facilitate intuitive navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course navigation is intuitive and utilizes eLearn's navigational tools properly and advantageously</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course maintains a consistent use of rhetoric throughout the course when referring to tools, assignments and areas of the course</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course maintains a consistent use of headers and footers, icons, graphics, and text thus creating a uniform look and feel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
All technologies required for this course are either provided or easily downloadable (QM 6.3)

SECTION #2: COMMUNICATION
The effective design of instructor-learner interaction, meaningful learner cooperation, and learner-content interaction is essential to learner motivation, intellectual commitment and personal development.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Y / N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course communication is provided through eLearn’s communication tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course provides method(s) for teacher-student communication (QM 5.2, 5.5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Course provides opportunities for peer-peer communication (QM 5.2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication and participation expectations are clear to the learner (QM 1.3, 5.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clear standards are set for instructor response and availability (turn-around time for email, grades posted etc.) (QM 5.3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is evidence that the instructor intends to be fully engaged in weekly class interactions</td>
<td></td>
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<tr>
<td>Learner is asked to introduce him or herself to the class in a discussion posting (QM 1.5)</td>
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<tr>
<td>Discussion board has a “General Questions” topic</td>
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<td></td>
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<tr>
<td>The Discussion tool is organized in an intuitive manner</td>
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<td></td>
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<tr>
<td>Course communication tools are used properly and advantageously for the distance learning environment</td>
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<td></td>
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</tbody>
</table>

SECTION #3: ASSESSMENT
Assessment strategies use established ways to measure effective learning, assess learner progress by reference to stated learning objectives, and are designed as essential to the learning process.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Y / N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The types of assessments selected are consistent with course activities and measure the achievement of stated objectives and learning outcomes (QM 3.1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>There is evidence of frequent, timely, and specific feedback in the area of assessments</td>
<td></td>
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</tbody>
</table>
**Assessment methods are geared to multiple learning styles including concrete experiences, observations, hands-on experimentation, and conceptualization of principles**

**Course uses eLearn’s Gradebook and My Grades to deliver grades to students**

**The learner’s My Grades area is consistent with assessment requirements**

**The types of assessments selected and assessment tools are used properly and advantageously for the distance learning environment**

*QM 3.4*

**SECTION #4: CONTENT PRESENTATION**

Instructional materials are designed to be sufficiently comprehensive to achieve announced objectives and learning outcomes and are prepared by qualified persons competent in their fields. (Materials, other than standard textbooks produced by recognized publishers, are prepared by the instructor or distance educators skilled in preparing materials for distance learning.)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Y / N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructional materials are consistent in organization throughout the course, preferably through the use of eLearn’s Learning Modules tool</td>
<td></td>
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<tr>
<td><em>(QM 4.4)</em></td>
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<tr>
<td>Learning outcomes are specified on the unit or lesson level</td>
<td></td>
<td></td>
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<tr>
<td><em>(QM 2.5)</em></td>
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<tr>
<td>There is evidence of sufficient resources to support stated learning outcomes</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(QM 4.1)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learning activities support the stated learning outcomes</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(QM 5.1)</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Content presentation tools are used properly and advantageously for the distance learning environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>(QM 4.5, 6.6)</em></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX B: Proctoring Information and Form

INFORMATION ABOUT TEST PROCTOR REQUEST
Chemeketa Community College
Chemeketa Online
P.O. Box 14007
Salem, OR 97309-7070
503-399-7873

A student may request a test proctor only if the student cannot come to a Chemeketa Community College campus because of distance, or because the student requests an accommodation due to a disability. It is the responsibility of the student to locate a proctor and have the proctor approved by the Chemeketa instructor. To do this, a student must submit this completed request to the instructor a minimum of two weeks before the scheduled test.

Students have two options in selecting a proctor:

Option 1: It is expected that you will choose a local college or university testing center or test proctor coordinator if this is available. Even if a college does not have a specific testing center, most will have a person responsible for coordinating requests for proctoring exams. Option 2 will only be considered if Option 1 is not available in your area.

Option 2: If a college or university site is not available, you may request that a local school professional be selected. Examples of potential proctors include administrators, counselors, and librarians. If you select Option 2, you will need to have the person selected complete the last section of this form. With this option, the proctor will have to document employment position with a current business card or other verification.

All tests will be mailed directly to the approved proctor. Each test will include instructions such as the name of the student and time allotted for the test and if any notes or books may be used. A self-addressed stamped envelope will be included for the proctor to use in returning the test to Chemeketa.

Any charges incurred for the proctoring service are the responsibility of the student.
# TEST PROCTOR REQUEST

| Student Name: |  |
| Mailing Address: |  |
| Telephone number: (Day) (Evening) |  |
| K-Number: |  |

### OPTION 1:

| Name of College/University: |  |
| Test Proctor Coordinator: |  |
| Mailing Address: |  |
| Telephone Number: |  |

### OPTION 2:

| Name: |  |
| Title: |  |
| Organization: |  |
| Mailing Address: |  |
| Telephone Number: |  |

**To be completed by proctor when using Option 2:**

- [ ] I agree to proctor tests mailed to me from Chemeketa Community College for student - __________________________ according to the instructions included with the test.
- [ ] I agree to personally deposit the test, in the postage-paid envelope provided, in the mail at the completion of testing.
- [ ] I am enclosing a business card or other documentation confirming my current occupation.
- [ ] I understand that any costs involved in test proctoring are the responsibility of the student.
- [ ] I understand that it is the responsibility of the student to schedule a testing time with me.

______________________________
Signature of Proctor
Set Up an Exam

Once you’ve created your online exam, simply download the ProctorU ADF form at: http://www.proctoru.com/docs/ADF.xls

and enter the information for your exam as in the example below.

Then email the ADF form to passwords@proctoru.com. Once you do that students can begin scheduling their exams.

Chemeketa’s ProctorU Portal

Students can register with ProctorU, test their computer equipment, and schedule exams at: www.proctoru.com/chemeketa

Technical Details

The cost for a 2-hour proctoring session is $25. Students need a desktop or laptop computer (no iPads, iPhones, tablets etc.) with a webcam, speakers and a microphone.

More Information

The ADF form and other basic information for instructors is available online at: http://www.proctoru.com/instructorportal.php

If you would like to run reports and check on scheduled exams, use Chemeketa’s ProctorU portal to create a student account and then call ProctorU at 855-772-8678 extension 3 and ask for them to convert it into an instructor’s account.

Any questions can be answered by our ProctorU partnership coordinator Dave Dutra who can be reached atddutra@proctoru.com Office: 925.273.9533 Cell: 408.315.5693
Welcome!
Thank you for registering for an online course! Here is some general information to get you started.

Access to Online Classes:
To help you be successful in online learning, we encourage you to complete our eLearning Orientation before the term begins.

These Blackboard video tutorials will help you learn how to access your course content, take tests, submit assignments and other course-related activities.

You have several options to log in to your courses on the first day of class:
- Go to Chemeketa Online and click on Blackboard 9.1 Login, bookmark this page for future quick access
- Log directly into Blackboard 9.1, bookmark this page for future quick access
- Log in to My Chemeketa, view your course list, and click on a course

Please be aware that you will be able to log in to eLearn (Blackboard 9.1) prior to the beginning of the term, but you will not be able to access your course materials until the first day of class.

Technical Support representatives are available to help you 24/7
- Phone: 503.399.7399, option 1
- Live Chat: Chat with a service representative
- Email: technical support team (available Monday-Friday 8 a.m. to 5 p.m. (PST))

Go to Chemeketa Online for general information or give us a call at 503.399.7873.

On our Student Services page you’ll find information on the following:
- Advising & Counseling
- Academic Calendar
- Bookstore
- Disability Services
- eLearning Orientation
- eTutoring
- Frequently Asked Questions (FAQs)
- Chemeketa Mobile App
- Online Writing Center
- Testing Center

Thank you and have a great term!

Chemeketa Online Team