

Delivery Standards That Make a Difference

Problems

No Standards for online delivery

Lack of Instructor presence

Courses lacking "regular & substantive" interaction

Solution

Online Delivery Standards tied to observation document and P&T

Delivery Standards

- 1 Provide meaningful, instructor-initiated feedback on assignments. This feedback should include formative assessment measures that lead to summative assessments.
- 2 Provide feedback within 1 week of an assignment due date.
- 3 Demonstrate an active presence in the class by attending on multiple days per week and by communicating information of an academic nature to the entire class weekly.
- 4 Respond to student email within 48 hours during the scheduled work week for a full-term course or within 24 hours for any short-term course.
- 5 Utilize a help forum by encouraging student use. Respond within 48 hours or 24 hours during any short-term course.
- 6 Encourage regular interaction between students.
- 7 Grades must be kept in the LMS and updated weekly.
- 8 Communicate in a constructive and supportive manner.

Results

1. Clear expectations for online course delivery.
2. Substantive feedback and weekly interaction.
3. Stronger online presence by faculty.