

Oregon Tech Policy OIT-21-050 ONLINE QUALITY STANDARDS

1. Policy Statement

OLAC is recommending online course quality policy standards for approval by Oregon Tech's Faculty Senate and President's Council. This policy is meant to apply to all courses that utilize an online delivery method for instruction. The leadership of Oregon Tech Online, in collaboration with academic department chairs and college deans, is responsible for enforcing this policy.

2. Reason for Policy/Purpose

All Oregon Tech degrees, regardless of delivery mode, must abide by the same accreditation standards. Therefore, students across all modalities should reach equivalent required course outcomes. In online courses, communication, course shell standardization, accessibility, test proctoring, and regular course review are core tenets of quality standards listed below.

3. Applicability/Scope

This policy applies to all faculty and courses with full or partial online components at the University.

4. Definitions

Online Courses: Have no required specified meeting time or physical location. All course content is delivered online asynchronously. May require some in-person testing.

Hybrid Courses: A portion of required course contact hours are replaced by online course content delivery.

Campus Courses: have a required specified time and physical location (or synchronous remote delivery). All required course contact hours are fulfilled during the specified time. Courses may supplement with an online course content delivery.

Responsible Office: Oregon Tech Online

Responsible Officer: The Provost and Vice President of Academic Affairs

5. Policy

Policy Details

Communication

While there are multiple means of effective communication in online classes, communication method and response time expectations should be clearly described to students. Faculty must state

and follow the specified timeframe for responses to students' emails, as well as clarify whether students need to communicate using the LMS or Oregon Tech email. Faculty teaching online classes are also expected to be available to meet with students synchronously; either in person, by video conference, or by phone. This can be accomplished with designated virtual office hours or by appointment.

Course Shell Standardization

All course shells should have the same standard appearance. The standard course shell design will be determined by the Online Learning Advisory Council (OLAC) in coordination with instructional design staff. If an alternative course shell or delivery method is needed, documented approval from Oregon Tech Online leadership and Disability Services leadership is required.

Proctored Exams

Proctoring policies for each course should be clearly communicated in the syllabus.

Online Course Review

Online course review will be managed by Oregon Tech Online's instructional design staff in coordination with a designated faculty reviewer. An approved course quality program, selected by OLAC, will serve as the guiding mechanism for online course review.

All new courses and/or new-to-online faculty will go through the online review process. All existing courses will be subject to the online course review process every five years, or as determined by instructional design staff, department chairs, and Oregon Tech Online leadership.

Accountability/Quality Control

Oregon Tech Online leadership and/or the department chair may request cancellation of an upcoming scheduled course due to concerns with course quality. Online courses that fail the review process may not be offered in the future by that instructor until course revisions have been made to correct deficiencies. The college dean is the final decision maker when it comes to officially canceling or approving continuation of an online class.

Oregon Tech Online leadership and instructional design staff will regularly review student course evaluations and feedback and discuss concerns with department chairs and college deans as necessary. After one term of recurring negative feedback, the faculty and their department chair will be informed of the concerns. Recurring instances of negative feedback for two consecutive terms may result in course review prior to further course delivery by that faculty.

Hybrid Courses

Hybrid course scheduling and instruction must be approved by the department chair. The department chair will ensure that course standards and objectives are met and discuss content delivery and the breakdown of modalities used with the instructor prior to the course. The definition of a hybrid course should be included in the course syllabus, including a quantification of the time spent in the classroom and a description of the expectations for the online portion of the course.

Hybrid courses should contain equivalent content and meet the same objectives as fully on-campus courses.

6. Links to Related Procedures, Forms, or Information

[Department of Online Education](#)

7. Policy Review/Consultation

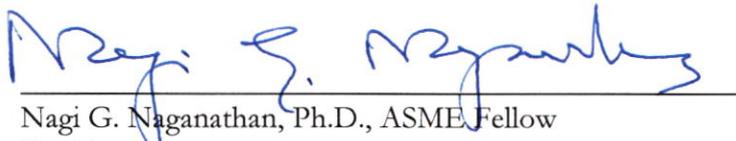
This policy was reviewed and open to consultation of the following Oregon Tech committees and/or advisory groups:

Online Learning Advisory Council, Faculty Senate, President's Council

Recommended by President's Council on June 13, 2019

8. Policy Approval

Approved by the President on August 14, 2019



Nagi G. Naganathan, Ph.D., ASME Fellow
President