Southern University
at New Orleans

Online Policy and Procedures

Revised September, 2018

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General Information

E-Learning Mission Statement
The E-Learning Department's mission is to help provide students with educational opportunities outside of the traditional classroom in an anytime, anywhere environment which meets Southern University at New Orleans's (SUNO) high quality standards and commitment.

The mission of the Director of E-Learning is consistent with the mission of Academic Affairs and the University in providing academic support services to SUNO students, faculty, and staff; to provide support for synchronous and asynchronous delivery of course content; and, to provide a strong reliable Web presence for the university.

What is E-Learning?
E-Learning includes the use of technology within a learning management system (LMS) to allow instruction of coursework fully online. This can also include training and other technology support within the learning environment such as email, compressed or streamed video and other instructional technologies. Southern University at New Orleans provides instruction for working adults of the area who seek to continue their education in the evening or on weekends, allowing greater time and space flexibility to serve its student's needs. The courses are rigorous and cover the same material as campus-based classes. The credits earned through E-learning course work are transferable and appear on the student's transcript like any other class.

E-Learning Goals:

- to provide high-quality academic support services for faculty who teach Web-based and Web-enhanced courses;

- to increase student access to learning resources by providing faculty with the necessary tools and resources to create pedagogically sound Web-based and Web-enhanced courses;

- to support faculty use of software applications and multimedia classroom equipment available at SUNO;

- to provide quality multimedia assistance for faculty and staff through workshops, individual assistance, by phone and email support while always searching for new and creative uses for technology in the academic environment;

- to support the integration of technology into education; and to provide a reliable, strong Web presence for SUNO.

Organizational Information
The E-Learning Director oversees the department and reports directly to the Vice Chancellor for Academic Affairs at Southern University at New Orleans. The E-Learning committee provides occasions for faculty/instructors to discuss important E-Learning issues and offers guidance to maintain a quality program.

Quality of Courses
The course name and numbering of E-Learning courses shall be the same as traditional, campus-based courses. The course goals and objectives, learning outcomes, textbooks, syllabus, methods of evaluation and any other instructional activities will be equivalent to campus-based courses.

Curriculum
The Office of Academic Affairs safeguards the integrity of all course outlines offered at Southern University at New Orleans. In using these course outlines, faculty create individual course syllabi. Course outlines are constantly updated through curriculum actions and use the SUNO course numbering system. All E-Learning classes use the same course outline as traditional campus courses.

Southern Association of Colleges and Schools – Commission on Colleges (SACS-COC)
Southern University at New Orleans follows the guidelines for 'Distance and Correspondence Education as described by SACS-COC (http://sacscoc.org/pdf/DistanceCorrespondenceEducation.pdf).

E-Learning Course Delivery System

The difference between campus-based courses and E-Learning courses is the format of delivery. All E-Learning courses must go through the same curriculum process as campus-based courses. Students enrolled in an online course have greater flexibility and convenience. Online students can access course content 24/7 from anywhere at any time using varied devices through Wi-Fi or devices' data packages. Every course will have indicated deadlines for completion of all course work. All tests/exams/quizzes for mid-term and final are required to utilize the Respondus LockDown browser/Respondus Monitor. SUNO online courses are delivered using the MOODLE Learning Management System (LMS).

E-learning courses are offered as follows:

- **Web-enhanced** – the instructor develops a companion website for campus-based class for students to collaborate. The instructor can provide syllabi, handouts, and presentations to the students. Students can access the course using their own internet connection or use any one of SUNO's computer labs located on campus.

- **Hybrid** – this type of course requires that 75% of the content be taught in a campus-based environment. The remaining instruction is taught using MOODLE to deliver the content in an online environment. This type of course is indicated in the course schedule with an **(H)** following the course ID number to alert students that part of content is conducted in a non-traditional environment (via LMS)

- **Online** – all course instruction is delivered via the web through university's LMS MOODLE. Students are required to have a reliable Internet connection, along with an up-to-date system and software in order to complete course work within an online environment. Students will be required to take examinations in secured a testing environment.

E-Learning Course Design and Development

The following guidelines and services are offered in order to better serve the needs of Southern University at New Orleans' students, to better serve instructors in the development of their online course, and to enhance the quality of the university's online courses/programs. An open invitation is extended to all instructors for the development of E-Learning courses; however, college staffing and curriculum priorities will require evaluation on a course-by-course basis. Instructors wishing to develop courses must submit a request to the Director of E-Learning for approval from the Vice Chancellor for Academic Affairs. Before being added to schedule, all aspects of course development must be completed prior to submission to the Registrar's Office. The course guidelines address opportunities to enhance SUNO's online programs by adhering to the following:

- Standardizing the "look" of the course to create a branding for the university
- Standardizing and thus simplifying the navigation of the courses in order to improve student engagement and retention
- Growing class offerings to meet student needs
- Assisting instructors in development of course material to meet standards for online courses
- Providing quality control and continuous enhancement of our online programs

E-Learning Services Provided

- Design and maintain a course template to provide a standard look for the online course.
- Provide workshops and online tutorials on course development standards, policies and best pedagogical practices
- Provide assistance with development of course material, including general advice on course organization of material, as well as assistance with file formatting
- Certify courses to ensure quality and compliance with course site requirements

Certification Policies and Guidelines

Course Certification and Site Requirements
All online and hybrid courses must be certified by the E-Learning department to qualify for use. In order to qualify for online/hybrid delivery the course must adhere to the following procedures:

Course Dashboard/Overview
The course entry point is restricted to the course's dashboard/overview. This page contains links of courses long name and site homepage. The course's name link navigates into course content/design. All online courses contain information on the following; Instructor, Syllabus, Announcements; Course (Expectations); Course Modules/Topics; Forums, access to the following: SUNO Banner, SUNO Library, and Technical Help via Moodle Support after hours/weekend. All campus-based courses navigate into the course the same as online/hybrid and contain links for announcements and Topics along with access to SUNO Banner, SUNO Library, and Technical Help, along with content that is added for enhancement.

Content & Delivery – Online and Hybrid Course
Online and Hybrid course content is organization begins under the General Header and Course Modules/Topics. The 'General Header' is the starting point of all online/hybrid courses. This header is where the instructor places the following information; instructor's name, email, office location, office hours, introduces the student to the first activities of the course, and allows them to introduce themselves to their fellow classmates via a forum. Course Modules/Topics begin the course work with a top-down design. These individual Modules/Topics are setup as follows; units, lessons, weekly assignments, chapters (which can contain 2 to 4 chapters per Module/Topic), depending on the instructor's preference.

Module/Topic must contain at minimum:
- Introduction - this is a general statement about the module and how it relates to the course as a whole to be covered within the Module/Topic
- Student Learning Outcomes - (there should be 1-3 per module/folder, they should be specific, measurable, actionable, relevant, and timed)
- Learning Activities - (examples are lecture notes, PowerPoints, videos, audio recordings, web quest, readings, etc.)
- Discussion Board - is used as a component to help decrease student withdrawal rates. Students who participate regularly in class are less likely to disappear and are more likely to complete tasks.
- Assessment(s) - (i.e., student presentations, tests, quizzes, assignments)
- Supplementary Resources and Tutorials are added for the use of reference links, online databases or any other material that can be used related to the particular content of Module/Topic.

Each Module/Topic is used to engage students in the appropriate student contact time that is equivalent to classroom contact time.

Content – Web Component Course
In addition to the standard course dashboard, content/design, and web component course sites should include and utilize at minimum three instructional components such as:
- Forums
- Self-Test
- Multimedia Assignments
- Instructional Support (i.e., presentations, lesson reviews, handouts, links to online resources etc.

Important note: Student are not required to participate in a web component course. The instructor **MUST** allow, or make arrangements, for students to participate in and turn in any work or web component during regular class meet times.

Course Site Certification Criteria
The course site certification evaluates the following online course design and content delivery pedagogical principles (assessed by specific measurable components of the SUNO Assessment Rubric for: E-Learning Course):

Online and Hybrid Course Sites
All courses must use the approved standard course dashboard content/design schema supplied by E-Learning department and must satisfy the following pedagogical principles:

1. Contact Time and Content Organization
   a. For every instructional hour removed from the classroom, an equal hour of online instructional activity is provided,
   b. Instructional content must be organized into a set of Module/Topic (i.e., chapters, lesson, etc.), with each Module/Topic presenting related activities (presentations, discussions, assignments, assessments, etc.)

   The completion of all Module/Topics need equal traditional 'in-class' contact time.

2. Periodic Assessments
   a. Students must receive feedback to let them know how well they are doing.
   b. Faculty should continuously assess whether students are completing assigned instructional material.

Assessments can be applied in a variety of formats. It is recommended to provide this assessment/feedback in every Module/Topic (chapter, lesson, unit, etc.), but not required. However, in an online environment, the need to provide periodic assessments is much greater than in the traditional classroom—the 'midterm and final' is not an effective assessment procedure. Since faculty are not meeting the class on a face-to-face basis more attention needs to be paid to students attending and participating in class.

3. Interactive (critical-thinking-skill) Exercises
    a. Online Instructional Activities are required to include faculty and student interaction.

4. Present Personal Expertise
    a. The course must be enhanced with the instructor's personal expertise to provide material comparable to traditional in-classroom lecture presentations and /or demonstrations.

The E-Learning department can assist faculty with this in a variety of formats such as: video, text, discussions, etc.

Web-Component Course Sites
Standard course dashboard designs are pre-loaded with each semester's load of courses during the registration period and up to the official reporting day. It must be noted that an official request must be received by the E-Learning department from faculty teaching a course within the spring semester for a web component site to be opened in Moodle. However, this is not required during the summer session or fall semester. All courses will be assigned to the faculty member as assigned by the college for that particular scheduling period. The content of all web-component courses must clearly demonstrate instructional benefits for course. Any combination of three or more instructional Moodle components such as; handouts, links to other resources, discussions, practice assessments satisfies the Web-component criteria

E-Packs, Cartridges, Building Blocks and Third Party Instructional Sites
The use of e-Packs, cartridges, building blocks and third party instructional sites can be used. However, the instructional components of these resources cannot consist of the majority of the content within the course. Moodle components such as assignments and discussions must be performed/submitted within Moodle. If external sources are used for testing purposes, grading criteria must be provided in Moodle and all grading records must be transferred/posted into Moodle's grade book.

Course Certification Requests
An open invitation is extended to all faculty members for the development of an online course. Faculty wishing to develop a course must submit the pre-approved Request for Development form to the Director of E-Learning for approval from the Vice Chancellor of Academic Affairs. Once the course is completed, the faculty/instructor notifies E-Learning of completion. The course is then reviewed by the E-Learning department for site design/course content organization. The course is then reviewed by the department chair/discipline/peer reviewer, for course learning objectives and instructional strategies as indicated in the SUNO Assessment Rubric for: E-Learning Course. Only after the successful completion of review should a course be added to the teaching schedule, with the course reflected as online or hybrid for the next semester's offering. If the course is not deemed ready and in place before the first day of registration of the upcoming semester, the Moodle course site will not be created for that term and delivery of instructional content via Moodle will not be possible.

Departmental Course Templates and Granting of Certified Course Use
Individual departments can assign a faculty member to develop a specific departmental course template with the faculty member being compensated for such development. The E-Learning department must be

notified of template creation for the department, and this template will be copied into the assigned instructor's section. Individual faculty members can volunteer to allow other instructors to use a copy of their certified course for instruction or designate the course as a 'departmental template.' Permission of such must be granted in writing and be authorized (co-signed) by the department chair. A copy of the form must be forwarded to the E-Learning department for record keeping with a copy remaining within the department. The course will then be copied into the receiving faculty's section. The instructor can then be assigned to instruct the course as long as the instructor possesses the basic skills for online teaching. If the course is designated as a departmental template, E-Learning will archive the course and distribute copies per departmental needs.

Joint Ownership of Copyrights
Southern University at New Orleans enters into a joint ownership of educational materials for all developed online/hybrid/departmental template courses. The university assumes ownership unless otherwise arranged by prior written agreement. If the faculty member wants to establish exclusive intellectual property rights, s/he should, prior to the development of an online course, obtain a written agreement with the university that addresses areas such as ownership of materials, use of any or all of the materials by other faculty, who can authorize access to the materials, who can modify or add to the materials, use of the materials if the faculty member leaves the university, and issues related to selling the course materials to an entity outside of the university.

<u>Moodle Training Workshops</u>

There are three major Moodle training workshops given to help faculty to become familiar and comfortable with the course certification requirements and the functions and uses of the Moodle Learning Management System. These training are conducted by the E-Learning staff. However, all faculty employed at the University are required to attend a Quality Matters training workshop that is organized through the Office of Academic Affairs. This is an all day workshop provided to enhance the development of online courses.

Course Certification for Moodle Use
This course provides the instructor with the certification requirement. Faculty members will be trained in the following:
- Approved course dashboard design and color schema
- Sample course structure
- Sample content delivery outline

This training establishes the instructional content required for course certification for delivery of instruction.

Getting Started with Moodle
This hands on workshop focuses on participants learning how to navigate Moodle. The participants get an understanding of the major functions within a Moodle course, and provides basic instruction on navigation of the course. The time dedicated to this workshop is flexible and depends on the participants' understanding of concepts presented.
Topics covered in the workshop include the following:
- Dashboard
- Edit Mode
- Administration Blocks
- Navigation
- Student View

Moodle Content Management
This advanced hands-on workshop explores major features of Moodle: how to create/modify learning modules/topics, post class announcements, upload course documents, and communicate with students. This workshop demonstrates and provides practice for participants to:

- Create a Module/Topic
- Adding content to a Module/Topic
  - Creating an Item
  - Creating a Test/Quiz/Exam
  - Adding a Forum
  - Adding an Assignment
  - Adding URL's
  - Supplemental Resources
- Editing and Managing Module/Topic
- Attaching Files
- Embedding Images

Workshop Participation Requirements
The three face-to-face workshops are required for all faculty/instructors working on online/hybrid course development/course certification.

Additional Workshop and Resources
E-Learning also provides a variety of instructional trainings on specific topics on the following LMS tools: LMS test creation using Respondus, Respondus LockDown browser, Respondus Monitor, managing your Moodle Gradebook, and Gradebook setup. In addition to these trainings, faculty also have access to information via SUNO Faculty Lounge, and Faculty Moodle Training course.

Other E-Learning Policies and Guidelines

Southern University at New Orleans Internet Use Policy
The University provides access to the Internet conducive for the educational environment. All users share equally the resources afforded by the university. All Internet/Wi-Fi use is free of illegal or malicious acts and must show respect to others using proper Internet etiquette.

Accessibility (ADA)
The Office of Students with Disabilities is responsible for providing an equal education opportunity for all qualified students with disabilities. It is the student's responsibility to notify this office of any particular needs. ADA compliance for online courses will be applied via a prudent method of providing alternative content, which meets the needs of a specifically challenged learner.

In order to resolve the most common requests received from the Office of Students with Disabilities regarding extensions for timed-restricted exams, Moodle Test Availability Exceptions are provided within Moodle system. The instructor can add the student or create a group if more than one student has been identified in the course. Students who present documentation from the office of Students with Disabilities are provide with time extensions for testing.

E-Learning Course Advertisement
All online/hybrid/traditional courses at Southern University at New Orleans are presented/advertised each semester to students registering via:
- SUNO's website
- SUNO's Banner class search

Interaction with Students
Communication between students and faculty is vital for the success of E-Learning. SUNO has adopted the following Student Structured Access Policy: Southern University at New Orleans full-time and part-time faculty must provide structured access to its online students. Access methods must be clearly stated within the posted faculty information in the Moodle Learning Management System (LMS) course site and also within the course syllabus. Access in the form of stated "office hours" may consist of, but not be limited to, structured email response policies (designated faculty email), designated live chat sessions, and/or discussion board postings, scheduled phone accessibility, or any combinations of such methods.

It is recommended that faculty check and respond to email and discussion postings daily (Monday – Friday) for online/hybrid courses, with a response sent within 24-48 hours of receipt. In working in an asynchronous environment, it is crucial that feedback be given as soon as possible.

As part of a full-time faculty member's required (2) hours of office hours per class, per week on campus, faculty are asked to use some of the hours per week for their online students.

Due Dates/Major Holiday Observance
Online/Hybrid courses are conducted in an asynchronous environment; therefore, students are provided with a certain time/day to complete assigned activities, and observance of major holidays, as indicated by the semester's Academic Calendar, should be observed. Hence, due dates should not be set for any major holiday and official Southern University at New Orleans breaks.

Ownership of Material/Copyright
Southern University at New Orleans reserves the right to ownership of all electronic documents, programs, curricular, etc… developed under the auspices of the college. All employees must observe US Laws governing copyrights. This policy, as well as all other SUNO technology policies, can be reviewed at: http://suno.edu/technolgy-policies.

Student Complaint/Grievance Procedure
Southern University at New Orleans has an administrative procedure in place which is designed to receive, investigate, and resolve student complaints, whether academic or non-academic. Any student who wishes to make a formal complaint regarding a college program, a service of the college, an employee of the college, or any other individual or aspect of the college, must take the following steps:

1. Before the Student Grievance board acts on any grievance brought by a student, the grievance must have been presented in writing via a grievance form located in the Office of Academic Affairs (academic grievance) or in the Office of Student Affairs and Enrollment Services (non-academic). The grievance must also have been fully discussed with the head of the department or unit involved without receiving satisfaction within a reasonable period.
2. All meetings of the board will be held in closed sessions with only members and parties involved in the grievance present.
3. All parties involved in the grievance shall be present when evidence is introduced and either party will be permitted to have an academic advisor or legal counsel of his or her choice.
4. All parties in the grievance will be given not less than one week to prepare for the hearing and will be notified in writing as to the time and place of the hearing.

5. A recording and written summary will be made of all proceedings of the Board and will be submitted to the Chancellor for final disposition.6. All persons involved will receive copies of the hearing summary.

Moodle Guidelines

Southern University at New Orleans uses the Moodle Learning Management System for its online and hybrid course delivery, and also as a resource for traditional campus-based classes. Those instructor's wishing to use the system need to submit a request to the Student Administrator (elearning@suno.edu). This request should only be sent during the spring semester. Due to the University's geographical location, all offered courses for the summer semester and fall term need not send a request. All courses are open in the Learning Management System and the appropriate instructor of record is attached.

<u>Other E-Learning Information/Student Support Services</u>

Assessment of Student Capabilities

Southern University at New Orleans assesses student capability to succeed in E-Learning programs through web-based, self-assessment software called SmarterMeasure online learning readiness indicator. All **freshmen class** students at SUNO requesting online courses are required to complete the entire assessment and must pass the Technical Knowledge with a score of at least 75 %, and Technical Competency with a score of at least 90%, in order to be enrolled in any online course. The readiness assessment can be found on the following web page: http://suno.smartermeasure.com/

Attendance/Absence

At the beginning of the course, the instructor must communicate with the students by making documented class policies and his/her expectations regarding the format and frequency of class participation available to him/her.

Absence policy for online courses provided by SUNO adheres to the same policy as traditional courses outlined in the Southern University at New Orleans catalog page 93-94.

Online instruction differs fundamentally from traditional classroom instruction in that the student may access the online resources at times that are convenient to the student's personal schedule within a range of times defined by the instructor. However, consistent attendance is required to successfully complete an online course.

Attendance will be monitored by timely submission of assignments, including tests, homework, projects, etc. A student is expected to complete all assignments by the appropriate due date. It is understandable that extenuating circumstances occur, such as an extreme illness, death in the family, legal matters, or military duty.

It is the student's responsibility to provide appropriate documentation to substantiate such circumstances, at which time the instructor will determine if an extension is warranted. Students and instructors of online courses will adhere to the academic calendar and the process of appeal.

Circumstances that are NOT considered extenuating:
-Registering late for the class
-Failure to read the syllabus
-Failure to plan appropriately

-Not having the appropriate textbook or software
-Technical problems

Withdrawal /Resignation from University
A student who finds it necessary to withdraw (drop) from a course will be allowed to withdraw with a W through 75% of the semester. After the 75% mark, students will NOT be allowed to initiate a withdrawal. Students who stop attending after the 75% mark will receive a grade of F. Students who are administratively withdrawn due to extreme hardship after the 75% mark must be passing the course to receive a W; otherwise, students will receive an F for the course. In order to withdraw from an online course, a student must submit a written request via email or fax to the Registrar's Office. This correspondence should be sent to Gilda Davis, gdavis@suno.edu or Temple Williams, twillliam@suno.edu. The office fax number is 504.284.5495.

A student who desires to resign from the university should contact the retention counselor assigned to their specific college. This counselor will provide the necessary counseling and the withdrawal card required for processing. Once the withdrawal card is completed and all required signatures are secured, the card should be signed and submitted to the Registrar's Office for processing.

E-Learning Orientations
At this time orientation for E-Learners is not mandatory. However, E-Learning does post a standard training schedule within the Moodle Learning system with days and times. If the scheduled days and times do not fit into a student's schedule, then students are encouraged to call and schedule a face-to-face training session. The orientation sessions include reviews on the following for a successful completion of the course material: syllabus, instructor information, course completion expectations from the student, course modules, forums, assessments, grading methods, library access, technical requirements, and communication skills need for student success.

Learning Resources/Library
The university ensures that students participating in E-Learning programs have access to adequate and appropriate learning resources. Students, faculty/instructors, and staff all have access to the catalog databases, library services, and other resources. Students participating in online/hybrid also have access to library resources from within each course by using the 'SUNO Library' link located within Moodle system. Library resources can also be accessed from the SUNO webpage at: http://www.suno.edu/library-resources.

Student Assessment of Online/Hybrid Faculty and Course
Southern University at New Orleans uses two forms of evaluations for its online courses: student evaluations and E-Learning course organization of content evaluations. Student evaluations are administered in the fall and spring semester by The Office of Institutional Effectiveness. Course organization evaluations are administered by the Office of E-Learning.

The Office of Institutional Effectiveness creates an online survey link for each fall and spring semester specific for each online course. This link is then embedded within the Moodle Learning system announcement at the end of the semester. Students are asked to take a few moments to complete the survey which is completely anonymously. The office then downloads the results to provide feedback for the improvement of course instruction. Also, in some situations, the provision of information is used as one factor in making personnel decisions. The following guidelines are to be observed regarding student evaluations of instruction:

1. The evaluation will be administered by the Office of Institutional Effectiveness.
2. Confidentiality of student responses is to be insured.
3. The instructor is to be given a composite of the results after the end of the grading period.

In addition to this survey, individual instructors are asked to create a short survey for each online/hybrid course taught in order to get specific course feedback for improvement on items such as but no limited to, announcement posting, course content, course delivery, turn around on contact time, textbook, etc.

Textbook
All E-Learning participating students are required to purchase all needed textbooks for successful completion of the course. Each online/hybrid course is required to indicated the specific ISBN for the course textbook. The student can then purchase at the university book store or another vendor of choice.

Hardware and Software Requirements
Southern University at New Orleans does provide laboratories, facilities, and equipment necessary to meet program/course requirements, and train/support current and potential e-learning faculty members. However, all students wishing to enroll in an online/hybrid program/course must be aware that they are responsible for the resources necessary for successful completion of an online program/online course. The minimum requirements are but not limited to the following:

PC System specifications (minimum requirements):
- Processor: 1.0GHZ or higher
- Hard Drive: 40 GB hard drive
- Memory: 1+ GB recommended
- Windows XP with Service Pack 2 (or later)
- DSL/Cable broadband connection
- Word processing application (MS Office 2010 or later)

Macintosh system specifications (minimum requirements):
- Processor: 1.0GHZ with G5 with Intel processor
- Memory: 1+ GB recommended
- Hard Drive: 40GB Hard Drive
- Macintosh OSX 10 (or later)
- DSL/Cable broadband connection
- Word processing application (MS Office 2016 or later)

E-Learning Course Organization Evaluation
The purpose of these evaluations is to improve future course offerings. The evaluation focuses on the pre-determined format of all SUNO online/hybrid course standards for content/design to contain the following information: Instructor, Syllabus, course (Expectations); Modules/Topics; Forums, Smarthinking, SUNO Banner, SUNO Library, Technical Help. The Content/Delivery of each online/hybrid course's individual Module/Topic are setup as follows; units, lessons, weekly assignments, chapters (which can contain 2 to 4 chapters per Module/Topic), depending on the instructor's preference. Each folder's content/deliver must contain; an introduction, student learning outcomes, learning activities, forums, assessment, and supplementary resources (optional) if any. Every online/hybrid course evaluation is observed as follows:

1. Courses are evaluated by the Director of E-Learning and the department chair, using the SUNO Assessment Rubric for: E-Learning Course.
2. Recommendations for improvement can be handled by E-Learning as well as the department chair.
3. The department chair is to provide a post-evaluation conference with the instructor to select items for improvement and provide any assistance/service needed for improvement of instruction.
4. Instructors will complete a follow-up to address the recommendations with the department chair and Director of E-Learning.

Identification/Testing and Login Security

Student Identity Verification and Testing Integrity
Southern University at New Orleans requires all assessments for online/hybrid courses be given using the Moodle Learning Management System.

Academic honesty is expected of all students; therefore, each student is expected to accomplish his/her own work. Academic misconduct includes, but is not limited to, deceptive acts such as the following:

- Plagiarizing from any source;
- Cheating in any manner on tests, papers, reports, etc.
- Turning in work as their own when, in fact, it was not their work;
- Improperly using technology;
- Stealing, buying, or selling course materials;
- Deliberately conveying false or misleading information when academic misconduct has occurred. The instructor has the responsibility of assigning an appropriate penalty in accordance with the instructor's institutional policy.

This may include failure of the assignment, failure of the course, or dismissal from the institution.

Assessments should also be designed to draw randomizing questions, randomizing answers in multiple choice questions, providing questions one at a time, and prohibit student backtracking, limit the time for submission, and not provide any feedback until completion of submission expires.

Instructors can also secure the integrity of their assessments by using the Respondus Lockdown browser and or the Respondus Monitor applications. These are companion software used in the testing environment within the management system. When students are required to use the Respondus Lockdown Browser software the LockDown Browser will not enable the student to print, copy, go to another URL, or access other applications. The Respondus Monitor uses a webcam and video technology to prevent cheating during an online assessment. When an assessment is started using the Lockdown browser, students are locked into the browser until assessment is submitted. With the Respondus Monitor a student is stepped through pre-test steps before test begins such as student identification, environment checking, and will flag suspicious behavior for review once test is submitted for instructor review.

Tuition and Fees
Tuition and fees for online courses follow the same schedule as those for traditional campus-based courses. (http://www.suno.edu/tuition-and-fees). At this time SUNO does not assess a specific charge for identity verification; the cost of verifying the identity of our students is covered through proceeds from general tuition and mandatory fees paid by all students regardless of instructional modality.

Secure Login and Pass Code
SUNO meets these requirements by assigning a secure login and pass code to each student. All students registering for a course through our BANNER system are assigned unique identification numbers, which correspond with a specific username for each student. These usernames or accounts use the Lightweight

Directory Access Protocol (LDAP) to authenticate the user. Each student is encouraged to establish their own password once they successfully login.

Southern University at New Orleans employees have access and/or exposure to confidential information about students and employees through the administration of the learning management system. Information includes, but is not limited to, faculty and student personal information, course materials, faculty to student communication, and student to student communication. A portion or all of this information may be observed by university employees during the performance of job duties and is to be used appropriately and only with proper authorization when there is an official need. Information may **only** be accessed during official performance of job duties. No information or conversation may be shared with any person except in the explicit performance of job duties.

Southern University at New Orleans, the Office of E-Learning, and the Office of Information Technology, are committed to protecting the privacy and confidentiality of information in compliance with the Family Educational Rights and Privacy Act of 1974, as amended, and the Financial Services Modernization Act of 1999 (Gramm-Leach-Bliley Act).

In addition, the SUNO email policy requires all faculty communication with students regarding SUNO business be conducted via the official SUNO email account, which also requires a secure login. All SUNO technology policies can be review at: http://suno.edu/technolgy-policies.

For more information about the Higher Education Opportunity Act-2008 please visit the U.S. Dept. of Education site found at: https://www2.ed.gov/policy/highered/leg/hea08/index.html