LSU Online
Faculty Orientation
Overview

- Our Mission
- Our Goals
- Team
- Academic Partnerships
- LSU Online Calendar
- Faculty Support
- Student Support

LSU Online Faculty Orientation
LSU Online Mission
Our Mission

LSU Online fosters high-quality online learning, with a focus on expansion to meet the diverse needs of students, engagement of students throughout their programs, and encouragement of online learning scholarship and innovative practices.
LSU Online Goals
Our Goals

LSU Online will be known as a nationally prominent provider of online education, recognized for excellence in support for online learning scholarship and innovative practices, to meet the diverse needs of students.

Message from LSU President & Chancellor F. King Alexander
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LSU Online Team
http://lsu.edu/_lsuonline/contact-us.php

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Academic Partnerships
Academic Partnerships

Academic Partnerships (AP) is a dedicated team of functional experts assigned to grow enrollments and revenue for a university while ensuring a first-class customer service. This team is comprised of:

- **Managing Director (MD)** – Eric Connelly
- **Academic Services** – Jeff Kissinger
- **Enrollment Services** – Treava Lewandowski
- **Partner Support** – Jared Gilpin
- **Marketing Team** – Bill Lowry and Paula Puleo
Revenue

The revenue model for these AP-affiliated degree programs is different from that used with the legacy programs.

• These programs are directed toward “new” students who would not otherwise enroll at LSU.

• They provide a different source of revenue than current degree programs.

• Students accepted through LSU Online must complete the degree program online—crossing over to the on-campus degree programs is restricted.

• The tuitions and fees for these programs are competitively priced at a “program cost” that is set based on market analysis.
Revenue Sharing Model

Total Revenue Collected
(Market Rate Tuition paid by Students)

Less:
Academic, Operational & Tech fees

Gross Program Revenue
(Remaining Revenue less University fees)

Less:
Payment to Academic Partnerships

Net Revenue to LSU
(Remaining Revenue after payment to Academic Partnerships)

35% to LSU
Online

65% to remain in College

(Payments to Academic Partnerships is 50% of *IN-STATE* graduate tuition. Tuition is published each year on the Budget & Planning website.)
LSU Online Calendar
How do I access the calendar from the LSU home page?

- www.lsu.edu
- Click on the “A-Z” button (at the bottom of the page)
- Click on “R” . . . Registrar’s Office
- Academics
- Academic Calendar
- LSU Online Calendars
Dates/Deadlines

**The Graduate School**

Please refer to:

- Graduate Programs
- Admission to Graduate Study
- Graduate Fees & Financial Aid
- Graduate School Regulations
- Eligibility of Faculty and Staff for Graduate Degrees
- Grades
- Graduate Registration
Faculty Support
Services to Faculty

- Instructional Support
- Professional Development Opportunities
- Coordination with Technical Support
Course Development, Instructional Design, and Course Structure Support

- Course mapping session
- Initial course review
- Sample comprehensive syllabus
- Course Template in Moodle
Faculty Support through LSU

- Course mapping session
- OLC workshop
- OLC Certificate Program
- Webinars
- Brown Bag Sessions
- Video and captioning services

- Faculty Technology Center Instructor-led Training
- Focus group session
- Communication efforts
- Faculty Orientation
- LSU Online Academic Calendar
Online Learning Consortium Workshops

- **Online Learning Consortium** (OLC—formerly known as Sloan-C) is the leading professional organization devoted to advancing quality online learning.

- The OLC Institute offers educational and professional development in online teaching.

- Faculty and staff may contact Brooke in our office to register for the workshops at no cost to them. See the [schedule of OLC workshops](#).

- LSU Online faculty must complete OLC “New to Online: The Essentials” workshop.
SACS Compliance

- 3.7.3 Faculty development—The institution provides ongoing professional development of faculty as teachers, scholars, and practitioners. (Faculty development)

- “New to Online: The Essentials” is the entry-level OLC Workshop for faculty/staff.
OLC Workshop “New to Online: The Essentials”

• “New to Online: The Essentials” is the entry-level, asynchronous OLC Workshop for faculty members or staff. (1 week in duration ~7 hours to complete)

• What is it like being an online student? What is the difference between teaching online and face-to-face? Who else facilitates courses online?
OLC Online Teaching Certificate Program

- OLC Online Teaching Certificate Program (9-week foundation course + 3 elective workshops; mentor; portfolio; must be completed within 12 months)

- Participants demonstrate their mastery of the basic elements of online courses.

- Certificate notes which of the 3 elective tracks faculty chose:
  - Online Design
  - Online Learners
  - Online Tools
  - Online Management
Before Class Begins . . .

- Course mapping with an instructional designer
  - Provides suggestions on how to convert in-class courses into an online-friendly format
  - Resources for course design

- Training template or automatically displayed Moodle shell

- Course Production Timeline
Before Class Begins . . .

• Refer to the Moodle Faculty Orientation at http://lsuonline.moodle3.lsu.edu for best practices in instructional design

• Finalize e-book requirements

• Attend Instructor-led Training – http://training.lsu.edu/Dates.aspx

• Refer to GROK at http://moodle2.grok.lsu.edu/

• Communicate with students by making the course available and using “Latest News” block
Before Class Begins . . .

- Modify your course shell – [https://lsuonline.moodle3.lsue.edu/my/](https://lsuonline.moodle3.lsue.edu/my/)
- Getting Started section
- Activities and gradebook
Day 1: Communicate with students

- Introduce yourself (introductions forum)
- Welcome letter/video
- Use Latest News Forum block or Moodle Mail
- Respond to postings by students

- Check FAQ Forum posts

- Unhide all weeks

LSU Online
What Do New Students Experience?

• New students receive a letter from the Graduate School with a code that they need to use to access Moodle.

• Must complete LSU Online Orientation Quiz (required)

• Must complete ProctorU identity verification/student authentication (required)

• Purges (Registrar/Bursar) must pay their fees before they can access their courses.
What Do Online Students Expect?

• Communication opportunities
  • Explicit expectations for interaction with peers and instructor
  • High interaction – Social, Teaching, and Cognitive Presence
  • Prompt responses (emails, forums, voicemails)

• Mini-lectures for overview, content, or navigation (2 to 15 minutes video or podcasts)

• Well-planned courses with explicit instructions
  • Course development complete before the start of the module.
  • Information repeated in multiple locations (e.g., to-do lists and reminders by Moodle Mail or the Latest News Forum)
Student End-of-course Evaluations

• Must be conducted (typically received two weeks before end of course)

• Must be anonymous (as always)

• While each college has their current, standard teaching evaluation, the existing questions may not be applicable to online courses.

• Different departments on campus utilize various services for support in this process such as the Office of Assessment and Evaluation (Bobby Matthews and Sandi Guillot), and the Manship Research lab, among others.
End of Course Reflection Survey

• End of course reflection survey link sent by e-mail to faculty members

• Please complete surveys within two weeks.

• Data complied and used for
  • LSU Online improvements
  • SACS

• Consider sharing your reflections with other faculty or adding to the body of knowledge by publishing your experiences in a relevant journal.
Family Education Rights and Privacy Act of 1974

- Information about a student that is maintained by an educational institution on a computer database, course management system, etc., is part of the student's education record and thus protected by the Family Education Rights and Privacy Act of 1974 (FERPA) and LSU PS-30 (Privacy Rights of Students). Disclosure to unauthorized parties violates both FERPA and PS-30.

By accessing student information, via Moodle, you hereby acknowledge that you are aware of your responsibilities as outlined in PS-30 and PS-107 (Computer Users' Responsibilities).

A FERPA tutorial for faculty and staff can be found at the following link.

http://sites01.lsu.edu/wp/registraroffice/privacy-guidelines/ferpa-for-faculty-and-staff/

If you have questions regarding your responsibilities regarding FERPA and PS-30, please do not hesitate to contact the Office of the University Registrar (registrar@lsu.edu or 578-1690). For questions regarding PS-107 contact the Security and Policy Group in the Office of the CIO (security@lsu.edu)

Sincerely,

Robert K. Doolos
University Registrar
Video Services

• Make a professional, high-quality video for your class!
  • Welcome/Introduction
  • Weekly synopsis
  • Mid-module feedback, guidance
  • Short Course Content Video Explanations

• Renee Pierce
  • reneep@lsu.edu
  • (O) 225-578-2189

• Contact Jamie Phillips about captioning services.
Faculty Technology Center & Academic Partnerships

**FTC**

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**AP**

**Jeff Kissinger**, Academic Services  
jeff.kissinger@academicpartnerships.com
ProctorU

Online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution.

• Who is ProctorU?
  http://www.youtube.com/watch?v=XvrG6CLJmog

• How does it work?
  The service uses proctors who monitor examinees in an easy, three-step process: http://www.youtube.com/watch?v=4eZYqP02nd4.
Services to Students

- Fully online student orientation
- New student checklist
- Frequently Asked Questions (FAQs)
- Technical requirements
# ProctorU Fee Schedule

Charge the examinee

Any charges applicable to the examinee must be paid with a credit or debit card. The examinee will be required to enter payment information into a secure page connected to a third-party card processor. The page is encrypted and secure, and ProctorU does not see or store the credit card data. Examinees will have to re-enter payment information each time new charges are incurred.

<table>
<thead>
<tr>
<th>Exam Length</th>
<th>Flex Scheduling</th>
<th>Take it Soon</th>
<th>Take it Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Minutes or Less</td>
<td>$8.75</td>
<td>$13.75</td>
<td>$17.50</td>
</tr>
<tr>
<td>31 - 60 Minutes</td>
<td>$17.50</td>
<td>$22.50</td>
<td>$26.25</td>
</tr>
<tr>
<td>61 - 120 Minutes</td>
<td>$22.50</td>
<td>$27.50</td>
<td>$31.25</td>
</tr>
<tr>
<td>121 - 180 Minutes</td>
<td>$31.25</td>
<td>$36.00</td>
<td>$40.00</td>
</tr>
<tr>
<td>181 Minutes or More</td>
<td>$40.00</td>
<td>$45.00</td>
<td>$48.75</td>
</tr>
</tbody>
</table>
If you want to use ProctorU . . .

• This information **MUST** be in your syllabus because it represents an additional charge associated with verification of student identity.

• SACSCOC Standard 4.8.3:
  • An institution that offers distance or correspondence education documents each of the following: has a written procedure distributed at the time of registration or enrollment that notifies students of any projected additional student charges associated with verification of student identity. se
Instructional Connections

• Instructional Connections (IC) is a fully integrated provider of high quality instructional support services to colleges and universities, which offer online courses and degree programs.

• Each IC candidate is a highly qualified, experienced professional holding a graduate degree or doctoral degree from an accredited university.

• IC coaches typically become the student’s initial contact and serve in a fashion as determined by each faculty member.
  • Coaches, under full faculty member’s guidance, grade assignments, lead or participate in discussions, make announcements, handle student issues, and assist faculty in course management.
If Interested in Using IC…

• The IC model has been vetted by major accreditors, including SACS, CCNE, NLNAC, and NCATE.

• For more information about Instructional Connections, please contact the LSU Online office.

• IC services must be approved and funded by the Department/Program Instructional Connections
2017 - 2020 Academic Coach Pricing
(Based on Cost Per Student per Course Enrollment at Census Date)

Undergraduate Courses

<table>
<thead>
<tr>
<th>Duration</th>
<th>Cost/Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-5 Week Undergraduate</td>
<td>$34</td>
</tr>
<tr>
<td>6-7 Week Undergraduate</td>
<td>$36</td>
</tr>
<tr>
<td>8-9 Week Undergraduate</td>
<td>$38</td>
</tr>
<tr>
<td>10-14 Week Undergraduate</td>
<td>$40</td>
</tr>
<tr>
<td>15-16 Week Undergraduate</td>
<td>$42</td>
</tr>
</tbody>
</table>

Graduate Courses

<table>
<thead>
<tr>
<th>Duration</th>
<th>Cost/Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-5 Week Graduate</td>
<td>$36</td>
</tr>
<tr>
<td>6-7 Week Graduate</td>
<td>$38</td>
</tr>
<tr>
<td>8-9 Week Graduate</td>
<td>$40</td>
</tr>
<tr>
<td>10-14 Week Graduate</td>
<td>$42</td>
</tr>
<tr>
<td>15-16 Week Graduate</td>
<td>$44</td>
</tr>
</tbody>
</table>

Doctoral Courses

<table>
<thead>
<tr>
<th>Duration</th>
<th>Cost/Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-7 Week Doctoral</td>
<td>$38</td>
</tr>
<tr>
<td>8-9 Week Doctoral</td>
<td>$40</td>
</tr>
<tr>
<td>10+ Week Doctoral</td>
<td>$42</td>
</tr>
</tbody>
</table>

* Courses with more than 1 major assignment per week may incur an additional fee of $6 per student.
Moodle Faculty Orientation

• Look under “My Courses” in LSU Online Moodle

• Information includes:
  • Getting started
  • Best practices in course design
  • Best practices in course implementation
  • Support and resources
  • The pdf of this presentation
• National Distance Learning Week in the 2nd Week of November
Webinars

• Free

• Hosted at the Faculty Technology Center (FTC)

• Notifications via
  • LSU Online newsletters
  • Faculty email list managed by Amanda

• Examples:
  • WCET (WICHE Cooperative for Education Technologies) webinars
  • United States Distance Learning Association webinars/resources
  • Innovative Educators
Student Support

LSU Online

Love Purple Live Gold
Services to Students

• Fully online student orientation
• **New student checklist**
• Enrollment management/financial aid experts
• Program officer in the LSU Graduate School
• LSU Online Moodle support through the FTC
• LSU Libraries ([online resources](#))
• LSU Center for Academic Success ([online resources](#))
• Auxiliary aids for students with disabilities
• Enrollment and retention support personnel
Social and student engagement

https://twitter.com/LSU_Online

https://www.facebook.com/Lsuonline
Trouble Shooting - Students

• “I cannot access my course in Moodle”
  • Completed ProctorU authentication step?
    • Please visit ProctorU's website (http://proctoru.com/portal/lsu/auth.php) to setup your account and to walk through the one-time "identification validation" procedure
  • Completed LSU Online Student Orientation quiz?
  • Is the course “made available” to students by the instructor?

• Technical Issues:
  • iPhones and tablets are not ideal for LSU Online courses
  • Google Chrome and Mozilla Firefox are recommended browsers
  • Have students call:
    • The Help Desk at 225-578-3375
    • Academic Partnerships (AP) 1-877-670-4521
Student Retention Efforts

• If students have not participated in several days . . . (e.g., haven’t introduced themselves, completed important assignments, logged onto the course…)

• First, attempt to contact the student directly to determine if there is a problem

• If that fails, contact LSU Online and we will follow up with the student.
Questions?