



# **Distance Learning Procedures Manual**

**Created and maintained by the  
Coordinator of Distance Learning  
Updated Spring 2019**



<i>Date</i>	<i>Comments</i>



# Table of Contents

<b>PAMLICO COMMUNITY COLLEGE MISSION STATEMENT .....</b>	<b>3</b>
<b>INTRODUCTION .....</b>	<b>3</b>
<b>DISTANCE EDUCATION, AS DEFINED BY SACS: .....</b>	<b>3</b>
<b>PROGRAM AREAS .....</b>	<b>3</b>
CURRICULUM (CU) .....	3
CONTINUING EDUCATION (CE) .....	3
<b>DELIVERY OF DISTANCE LEARNING COURSES .....</b>	<b>4</b>
1. MOODLE.....	4
2. Ed2Go.....	4
3. INTERACTIVE TELEVISION SYSTEM (ITV) .....	4
<b>CURRICULUM (CU) .....</b>	<b>5</b>
INTERNET-BASED COURSES.....	5
HYBRID/PARTIAL INTERNET COURSES.....	5
INTERACTIVE TELEVISION SYSTEM (ITV) .....	5
<b>CONTINUING EDUCATION (CE) .....</b>	<b>5</b>
INTERNET-BASED COURSES.....	5
HYBRID COURSES.....	5
INTERACTIVE TELEVISION SYSTEM (ITV) .....	5
ED2GO.....	6
<b>PROCEDURES .....</b>	<b>6</b>
QUALITY OF COURSES.....	6
INSTITUTIONAL EFFECTIVENESS .....	6
ADMINISTRATION, FACILITIES/EQUIPMENT, AND FINANCE.....	7
CONTACT HOURS.....	7
ONLINE COURSE REVIEW .....	7
FREQUENCY OF COURSE REVIEW .....	8
COURSE EVALUATION.....	8
COURSE DEVELOPMENT PROCESS.....	9
ELECTRONIC SIGNATURE POLICY.....	9
INTELLECTUAL PROPERTY RIGHTS .....	9
INTELLECTUAL PROPERTY GUIDELINES FOR DISTANCE LEARNING.....	9
ADVERTISEMENT OF COURSES.....	10
ACCESSIBILITY (ADA) .....	10
CENSUS DATE FOR DISTANCE LEARNING COURSES .....	11
STUDENT ATTENDANCE POLICY .....	11
STUDENT IDENTITY VERIFICATION/AUTHENTICATION.....	11
<b>SUPPORT SERVICES .....</b>	<b>17</b>

ADMISSIONS ..... 18

REGISTRATION ..... 18

ADVISING ..... 18

FINANCIAL AID ..... 18

STUDENT RECORDS ..... 18

STUDENT APPEALS AND GRIEVANCE POLICY ..... 19

DROPPING/ADDING COURSES AND WITHDRAWALS..... 19

PLAGIARISM AND CHEATING ..... 19

LIBRARY/LEARNING RESOURCES..... 19

BOOKSTORE..... 19

SMARTHINKING ONLINE TUTORING ..... 19

MOODLE..... 19

MICROSOFT OFFICE 365..... 20

WEB ADVISOR ..... 20

TECHNOLOGY USE ..... 20

TECHNICAL ASSISTANCE ..... 20

**INSTRUCTOR RESPONSIBILITIES AND INFORMATION ..... 20**

COURSE CONTENT AND INTERACTION ..... 20

3<sup>RD</sup> PARTY ACADEMIC RESOURCES ..... 21

INTERACTION POLICY..... 22

POSTING GRADES ..... 22

FACULTY LOAD AND CLASS CAPS ..... 22

TRAINING AND SUPPORT SERVICES FOR FACULTY ..... 23

**APPENDIX I – POSTING ATTENDANCE IN WEBADVISOR ..... 24**

**APPENDIX II – POSTING GRADES IN WEBADVISOR ..... 26**

**APPENDIX III – COURSE REVIEW CHECKLIST ..... 29**

**APPENDIX V – PCC COURSE SYLLABUS TEMPLATE..... 38**

**APPENDIX VI – PCC STUDENT IDENTITY VERIFICATION PROCEDURES ..... 44**

# **Pamlico Community College Mission Statement**

The mission of Pamlico Community College is to provide accessible and affordable quality education, workforce training, and lifelong learning opportunities through quality teaching, and supporting and working in partnership with the communities served by the college.

## **Introduction**

The purpose of Distance Learning at Pamlico Community College (PCC) is to provide quality instruction through electronic technologies to enable students to attain their educational goals consistent with the College's mission to provide accessible and affordable quality education and lifelong learning opportunities. Distance learning is designed to meet the needs of a diverse population through flexible, alternative delivery methods such as Internet courses, Hybrid/partial Internet courses, and synchronous/two-way audio/video courses. Distance learning students follow the same guidelines for application and registration as traditional students. In addition, identical academic standards, criteria, content, quality, and student support services apply to distance education courses as to all other college courses. The program will extend the offerings of PCC to the community and beyond through distance learning.

## **Distance Education, as defined by SACS:**

For the purposes of the Commission's accreditation review, distance education is defined as a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance education course may use the internet; one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or video cassettes, DVD's, and CD-ROMs if used as part of the distance learning course or program.

## **Program Areas**

### **Curriculum (CU)**

PCC curriculum programs lead to certificates, diplomas, and associate degrees.

Associate in Applied Science (A.A.S.) degree programs provide preparation for various career fields with entry level skills and competencies required in today's technologically-oriented workplace.

The Associate in Arts (A.A.) and Associate in Science (A.S.) degree programs are designed for transfer to a senior college or university at the junior level.

The Associate in General Education (A.G.E.) degree is not intended for transfer, but it provides the latitude and options for students to design programs tailored to their needs and interests.

### **Continuing Education (CE)**

The Department of Continuing Education offers supplemental courses and special programs in response to community needs. It is through these programs that stakeholders are afforded the opportunity to acquire the necessary knowledge and skills needed to address the constant changes and challenges present in this world. As a result, the direction of the department is to continually provide rigorous, quality, and relevant programs paramount to the aspirations of those served and the assurance of a globally focused perspective.

The CE distance learning program provides “non-traditional” courses to students who are self-directed. These courses can be offered either online or as a Hybrid/partial Internet. The CE distance learning programs are offered as non-credit, single courses, designed for the specific purpose of training an individual for employment, upgrading current skills, and retraining others for new employment. Many of the training programs are in partnership with accrediting agencies with curriculum designs reflecting current industry standards.

## Delivery of Distance Learning Courses

### Learning Management Systems (LMS)

#### 1. Moodle

The [Moodle](#) Learning Management System (LMS) will be used as the primary delivery system for online courses. The Coordinator of Distance Learning will serve as the administrator of the Moodle LMS for PCC. Each instructor is enrolled in the Faculty Resources course in Moodle. The Faculty Resource course contains the PCC Faculty Handbook, PCC Distance Learning Procedures Manual, and various distance learning related forms and professional development materials, such as video tutorials, the Moodle Faculty Guide.

Click [here](#) to obtain information on how to access Moodle.

#### 2. Ed2Go

[Ed2Go](#) classes use the Internet as the delivery method for teaching and learning. All classes run for six weeks (with a two-week grace period at the end). Classes are project oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, etc. Classes generally begin on the third Wednesday of each month.

#### 3. Interactive Television System (ITV)

ITV is an interactive, two-way audio/video network that connects universities, colleges, secondary schools, medical centers, and other agencies throughout the state. PCC is a participant of the ITV with state-of-the-art video classrooms. The network is a two-way, fully interactive, full-motion video and audio system connecting specially designed classrooms in participating institutions. Using the telecommunications technology enables an instructor and students in distance learning classrooms at an institution to hear, see, and talk to students in comparably equipped classrooms at other locations. Students interact with instructors through video monitors, microphones, telephone, and other appliances. The simultaneously interactive environment means an instructor and all students remain in visual and verbal communication at all times during a class.

ITV classes allow an instructor at PCC to teach to clusters of students at distance sites or for PCC students in the classroom to receive instruction from a remote site. This two-way interactive system allows the college to provide students access to classes which are not available locally. Courses offered via ITV are entered into through a Level II Instructional Service Agreement.



## Curriculum (CU)

The College offers the following types of CU Distance Learning courses:

### Internet-based Courses

PCC offers a variety of Internet courses for students who want to supplement their on-campus courses or for students who need courses to meet their career goals. Students work independently by utilizing Internet tools such as email, chatting, discussion forums, video, fax, and telephone to communicate with instructors. Students enrolled in Internet courses are guided by a qualified instructor and have access to the same resources as traditional on-campus students. Students enrolling in Internet courses should have a working knowledge of the Internet, Windows, and email, and should possess processing skills.

### Hybrid/Partial Internet Courses

Hybrid, or Partial Internet courses, combine traditional classroom-based instruction with the tools of online distance delivery. Primary course delivery is online with a requirement that students also meet in traditional face-to-face sessions.

### Interactive Television System (ITV)

ITV courses feature live video and audio interaction between the instructor and students at different sites. Students can interact with instructors and other students through monitors, microphones, and other technologies. This two-way interactive technology connects PCC and its students to students at other North Carolina community colleges with a statewide fiber optic network. This may allow students an opportunity to enroll in a course not usually offered by PCC.

## Continuing Education (CE)

The College offers the following types of CE Distance Learning classes:

### Internet-based Courses

Students work independently by utilizing Internet tools such as email, chatting, discussion forums, video, fax, and telephone to communicate with instructors. Students enrolled in Internet courses are guided by a qualified instructor and have access to the same resources as traditional on-campus students. Students enrolling in Internet courses should have a working knowledge of the Internet, Windows, and email, and should possess processing skills.

### Hybrid Courses

Hybrid, or Partial Internet courses, combine traditional classroom-based instruction with the tools of online distance delivery. Primary course delivery is online with a requirement that students also meet in traditional face-to-face sessions.

### Interactive Television System (ITV)

ITV courses feature live video and audio interaction between the instructor and students at different sites. Students can interact with instructors and other students through monitors, microphones, and other technologies. This two-way interactive technology connects PCC and its students to students at other North Carolina community colleges with a statewide fiber optic network. This may allow students an opportunity to enroll in a course not usually offered by PCC.

## Ed2Go

[Ed2Go](#) classes use the Internet as the delivery method for teaching and learning. All classes run for six weeks (with a two-week grace period at the end). Classes are project oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, etc. Classes begin on the third Wednesday of each month.

## Procedures

### Quality of Courses

Distance Learning courses are comparable to traditional campus based courses in terms of:

- (1) Syllabi
- (2) Textbooks/e-texts
- (3) Methods of evaluation
- (4) Grading
- (5) Learning outcomes

### Institutional Effectiveness

To ensure the effectiveness of online programs and services provided by the College, the [Office of Planning, Research and Effectiveness](#) guides the process of reviewing the mission of the College and implementing changes through the strategic planning process. An institutional effectiveness plan is developed biannually and updated with the assistance of the College's Institutional Effectiveness Committee, in conjunction with the North Carolina Community College System's guidelines, and in compliance with the Southern Associations of Colleges and Schools (SACS) criteria. This is accomplished through the evaluation of educational effectiveness, including assessments of student learning outcomes, student retention, and student satisfaction. The institution regularly assesses the effectiveness of its provision of library/learning resources and student support services for distance education students through the use of surveys.

## Administration, Facilities/Equipment, and Finance

### Personnel

The College employs designated staff for the purpose of the coordination and administration of distance learning at PCC. The [Coordinator of Distance Learning](#) and the [Distance Learning Support Specialist](#) are available to offer resources and support to faculty and students.

### Facilities/Equipment

The college provides laboratories, facilities, and equipment necessary to meet program/course requirements and train/support current and potential distance learning faculty members. Implementation of new equipment/facilities is based on input from throughout the college and advances and trends in technology.

### Funding

Designated funds for the operation of distance learning programs are administered through the Distance Learning Program budget.

### Contact Hours

Course hours will be determined on 60-minute intervals. Instructors will determine the amount of time it takes to complete an assignment, assessment, quiz, and/or exam. The aggregate hours should equal the total hours of the course per the Combined Course Library (CCL) and the documented total scheduled hours for each course. Students will be expected to adhere to the college attendance policies and those established by their instructors.

The State Board of Community Colleges Code will be used as the basis for the reporting of contact hours. For more information regarding SBCC reporting code, please visit the links below.

[SBCCC for Curriculum \(CU\)](#)

[SBCCC for Continuing Education \(CE\)](#)

### Online Course Review

The purpose of the PCC Online Course Review process is to assure the quality and consistency of PCC's online and blended (hybrid) instructional courses. The course review procedure promotes consistency, as well as effective, engaging, high quality online instructional methodologies that support the learning process by alerting faculty to those areas needing improvement.

Course reviews are conducted by the Coordinator of Distance Learning. These reviews are followed up by the program chairs or their designee using the Online Course Review Checklist. This checklist was designed around the Quality Matters course review which was designed based on research relating to best practices that lead to higher likelihood of success in the online learning environment.

There are 8 general standards that address the following areas:

1. Course Overview and Introduction
2. Learning Objectives
3. Assessment and Measurement
4. Resources and Materials
5. Learner Engagement

6. Course Technology
7. Learner Support
8. Accessibility

Copies of completed course review forms will be forwarded to the VP of Instructional Services and Chairs for their review. The primary goal of the PCC Online Course Review process is to provide greater assurance that course instructional design and presentation facilitate student success in outcome based learning. Course Review Checklist ([Appendix IV](#))

## Frequency of Course Review

Prior to the start of each semester, all online and hybrid courses will be reviewed for syllabi, gradebook setup, current due dates and content in the first 2-3 modules. In addition, all seated classes will be reviewed for syllabi and gradebook setup.

PCC online and blended (hybrid) courses will undergo an intensive review for instructional design and course presentation using the PCC Quality Online Course Review Form as follows:

1. A sampling of courses from each program area will undergo an intensive course review which will coincide with PCC's Program Review cycle. Reviews will be conducted in the spring and will focus on courses from the previous fall semester. The Coordinator of Distance Learning will provide the Chair with a summary of the review and schedule a meeting with the Chair and instructor prior to March 15th to discuss the review. Instructors will provide 3 course enhancement/improvement goals with an action plan to accomplish those goals.
2. Any online or blended course that is completely new to PCC.
3. Any existing face-to-face PCC course that is converted to the online or blended format.
4. Any online or blended course which has undergone major revisions requiring substantial change to the existing course (e.g. new text book).
5. Any course being taught by a new instructor will be evaluated throughout the first semester.
6. Any instructor/course receiving student complaints or multiple negative course evaluations will undergo a mid-semester review, to be conducted by the chair or their designee, in the semester after the complaints were received. These evaluations will continue each semester until there is evidence of improvement.
7. Each instructor will be observed twice per academic year by a peer or supervisor.

## Course Evaluation

### Curriculum (CU)

Students are required to complete a course evaluation every semester for each class in which they are enrolled. The evaluations are used to gauge student perceptions of effectiveness of courses and instructors at PCC. The results will be used as a tool to identify areas needing improvement in course design and instructional practice. The Coordinator of Distance Learning will ensure anonymity of the evaluations. The results of the evaluations are disseminated to the VP of Instructional Services and Program Chairs. Actions are taken when appropriate.

### Continuing Education (CE)

At the completion of each CE Distance Learning course, the students will be asked to complete an online student evaluation. The data will be collected and maintained by the Coordinator of Continuing Education Services. These reports are sent to the program supervisors to assist in the management of their instructors and program delivery.

## Course Development Process

### Curriculum (CU)

Faculty members, in partnership with program chairs and SME's, are responsible for developing their own course content within the LMS. There are many resources available to assist with course creation. Once a course has been created, it may be imported into another course via the Import feature in Moodle. You may contact the Coordinator of Distance Learning for assistance and resources.

### Continuing Education (CE)

Instructors, in partnership with CE Supervisors, develop courses to be delivered in the LMS. Once developed, these courses will be archived and maintained by the Coordinator of Continuing Education Services. The Coordinator of Continuing Education Services is responsible for managing the contracted Learning Management Systems by ensuring all enrollment requirements are met for students needing these services.

### Electronic Signature Policy

PCC recognizes an electronic signature as a valid signature from faculty, staff, and students subject to Conditions 1 and 2 outlined in [section 2.93](#) of the PCC Policy Manual located on the College website.

### Intellectual Property Rights

PCC supports and encourages participation by its faculty, staff, and students in educational endeavors that reinforce and complement the educational mission of PCC. All faculty, staff, and students, from time to time, may be responsible for originating, developing, manufacturing, using, and distributing educational materials. [Section 2.34](#) of the PCC Policies and Procedures Manual contains the complete Intellectual Property Rights policy.

### Intellectual Property Guidelines for Distance Learning

#### I. Definitions

- 1. Distance Learning Courses/Materials:** Includes any materials specifically created for use in a distance education course. These materials could include, but are not limited to: courses, study guides, software, videotaped lectures, databases, lectures, transparencies, visual aids lab manuals, syllabi, bibliographies, glossaries, tests, assignments, course documents and other instructional materials.
- 2. Distance Learning Course:** Any course primarily delivered in a format not limited by traditional limitations of time and place. Examples include online courses, partial Internet courses, or any combination of these.
- 3. Course Developer:** An individual who works alone or with others to develop or create a distance learning course or related course materials.
- 4. Course Materials:** Any resources used to create or develop a distance learning course such as, but not limited to: text, images, diagrams, graphs, multimedia presentations, instructor's notes, readings, bibliographies, lectures, simulations and group projects.

#### II. Guidelines

##### 1. Creation of Intellectual Property:

Unless otherwise provided in a written statement, Pamlico Community College owns all rights to a copyrightable or patentable work **IF**:

A. The work (or course material) was created or updated by an employee, whether full-time or part-time, or outside contractor who has been given commission from Pamlico Community College (i.e. reassigned time, faculty development grants, special project funds, and other time or money given specifically for development purposes) in the course or scope of employment with Pamlico Community College;

and/or

B. The work (or course material) was created or updated by an employee, whether full-time or part-time, using Pamlico Community College's facilities, time, equipment, or resources;

## **2. Ownership of Intellectual Property**

A. The developer and Pamlico Community College will retain the absolute, unrestricted right in perpetuity to use without charge, the course(s) and/or content should the developer(s) leave the employment of Pamlico Community College;

B. The developed course (or materials) may be offered and taught by any faculty member employed with Pamlico Community College;

C. It is understood the developer is responsible for understanding the "Copyright" and "Fair Use" guidelines and all applicable laws, whether federal, state or local;

D. It is understood the developer must agree to comply with all institutional rules, policies, course development criteria and/or guidelines, as well as all contracts and licenses.

## **3. Disputes of Intellectual Property**

A. Administrative Council has the authority to resolve disputes or concerns or can appoint an ad hoc committee to resolve DL issues regarding the Intellectual Property Policy at Pamlico Community College;

B. Resolution of disputes will receive approval from the Vice-President of Instruction and the President of Pamlico Community College;

C. Final authority to resolve any and all matters from this policy is vested to the President of Pamlico Community College.

## **Advertisement of Courses**

PCC online courses are announced and/or advertised each semester to students through the PCC website, *The Beacon*, newspaper articles, radio ads and flyers.

## **Accessibility (ADA)**

In accordance with [Section 504](#) of the Rehabilitation Act of 1973 and the Americans with Disability Act, students will receive reasonable accommodations to assure equal access to all programs. Individuals with disabilities should request accommodations by completing the following: 1) Completing release of information form 2) submitting supporting documentation and complete a request for accommodations located within Student Services. Accommodations will be determined by the documentation and in consultation with the student and members of the Services for Students Committee. For assistance, please contact the VP of Student Services at (252)249-1851 Ext. 3021.

## **Census Date for Distance Learning Courses**

The 10% point for hybrid and Internet classes will be calculated the same as traditional seated classes. Additionally, online students are required to complete and submit the Academic Integrity Statement on or before the 10% point of the class. Instructors can find the census date for a course in WebAdvisor.

The 10% point for Ed2Go students is determined when a student takes the first lesson quiz.

## **Curriculum (CU)**

Students are required to complete and submit the Academic Integrity Statement by the 10% date. This will ensure enrollment in the class and satisfy how the college determines entry into a course. Any student not submitting the quiz by the 10% date must obtain approval from the VP of Instruction to remain in the class.

## **Continuing Education (CE)**

Students will need to complete a first assignment by the 10% date to be entered and counted for the class. Any student not completing this assignment by the 10% date will not successfully complete the course and will not earn CEUs or a college certificate.

## **Student Attendance Policy**

In online classes, if a student fails to complete 80 percent of graded items he/she will be automatically withdrawn from the course.

With prior approval by the Vice President of Instructional Services or respective Chair, the instructor may deviate from this policy and allow a student to remain in class.

In allied health core courses, a student must attend a minimum of 90% of the total class hours and laboratory periods. Additional attendance requirements may be placed on externships and clinical field trips.

Attendance policy at PCI deviates from this general policy and is listed on the class syllabus.

Students enrolled in Ed2Go courses are required to take the quiz for each lesson as a record of their attendance.

## **Student Identity Verification/Authentication**

### **Curriculum (CU)**

Pamlico Community College (PCC) complies with SACS policies and requirements regarding Distance Education, including those related to student verification/authentication.

Pamlico Community College demonstrates that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as (a) a secure login and pass code, (b) proctored examinations, or (c) new or other technologies and practices that are effective in verifying student identification.

To verify student identity in online courses, each student is assigned a unique Login ID and password to log into Moodle and MS Office 365. This information is based on the individual's student information generated within the college registration system. Students are instructed to change their initial password, keep this information private, and not distribute login information to anyone else under any circumstances. In addition, during the admissions process, students are required to sign the Student Verification of Compliance form which states "Students must not share usernames or passwords for any computer software systems accessed while attending PCC (e.g. WebAdvisor, Moodle, MS Office 365 and Aviso) and are responsible for taking appropriate action if they find that their account login information has been compromised in any way."

In addition to a secure login and password and the Student Verification of Compliance, at least one alternative student verification method is required in all online courses. It is the instructor's responsibility to follow the PCC Student Identity Verification Procedures to determine which method will be used and to report which method was used by completing and submitting the Student Identity Verification Form to the Director of Institutional Effectiveness for each online course.

There are no additional fees charged by the College for the verification of student identity.

### **Proctoring Procedures**

\*\*Requests for both on-site and off-site proctored exams must be approved in writing by the Vice President of Instructional Services prior to being scheduled.

**Disability-related accommodations:** Students with disabilities should contact PCC's Student Services for disability-related accommodations in the proctoring process.

**On-Site Proctored Exams:** On-site proctored exams will be administered and supervised in the Student Success Center located on the main campus in the Library, Johnson Bldg. Room 181. Instructors who wish to schedule a proctored exam should complete the **Proctored Test Request Form** for each student being proctored and submit the form to the Student Success Center Coordinator. This must be done 10 business days prior to the exam date.

Mobile phones and other electronic devices not approved by the instructor shall be turned off and not accessed during the examination period.

#### **Proctor Responsibilities:**

1. Verify the identity of the student(s) by examining a valid photo ID and comparing the name(s) appearing on the tests.
2. Follow any specific instructions provided by the instructor.
3. If applicable, place all exam materials (e.g., exams, answer sheets, scratch papers, etc.) in a labeled envelope and place in a secured location until the instructor retrieves the exam(s).

#### **Instructor Responsibilities for On-Site Proctored Exams:**

1. Complete the Proctored Test Request Form listing each student to be proctored and submit the form to the Student Success Center Coordinator. Requests should be completed at least 10 business days prior to the date(s) the exam will be administered and include appropriate instructions.



2. Prepare exam and if printed copies are necessary securely deliver enough printed copies of the exam for each student and send a digital copy of the exam to the Student Success Center Coordinator or directed designee at least two business days prior to the date(s) the exam will be administered.
3. If the exam is online, a password will be provided on the **Proctored Test Request Form** or via email.
4. Provide a definitive date and time for the exam to be completed.
5. Completed exams may be picked up in the Library by the instructor.

### Off-Site Proctored Exams

If an exam will be proctored off-site, instructors should have students determine a proctor and complete the **Proctor Request Form** by the 10% point (census date) of the course. It is the responsibility of the student to complete the process to obtain an off-site proctor and submit the **Proctor Approval Form** to their instructor for approval. Students may obtain the census date from the course syllabus or from the instructor. Students should confirm their proctor has a business e-mail address, reliable access to the Internet, the ability to download and print PDF and Word documents, and have access to a fax machine or scanner (for returning completed exams). **The off-site location and proctor must be approved in advance by the instructor.**

Possible off- site proctors include:

- Supervisor associated with student's place of employment
- Minister, Priest or Rabbi
- Educators
- Other

The proctor must be an adult who is not related to the student by marriage or blood and is not currently a student at Pamlico Community College. Any cost associated with the proctored exam is the responsibility of the student.

### Information for Proctors

Proctors must read the **Information for Proctors** document and complete and sign the **Proctor Approval Form**.

### Receipt of Exam

- If the exam is a printed exam, you may choose to receive a paper examination by mail or a printable pdf via email.
- If the exam is an online exam, you will receive a password on the **Proctored Test Request Form** or via email from the instructor. You will need to enter the password in order for the student to access the examination. Please type the password yourself and do not give the password to the student.
- Please keep the examination or examination password in a safe and confidential place.
- With the examination, you will also receive information on the time limits and any other pertinent information as well as what the student may have access to during the examination.

### Examination Procedures for Paper Exam

The proctor will verify the student's identity with a picture ID. The student should be given only the time specified to work on the exam. The instructor will identify any supplemental material, communication devices, or other special exam aids on the **Proctored Test Request Form**.

### Examination Procedures for Electronic Exam

Verify the student's identity with a picture ID. The computer used for the exam must have Internet access. At the time agreed upon for the examination, the student will log into PCC's Moodle learning management system to access his/her course. Upon following a link to the examination, he/she will be prompted to enter a password to gain access to the examination. At that time, you should enter the password that was sent to you via email. Please enter the password yourself and do not give the password to the student. The password will allow access to the examination. Please do not enter the password until the student is ready to take the exam, as this starts the clock on the exam. Timed exams will deny access to the student when the time expires.

### **Return of Paper Exams**

At the completion of a paper examination, please collect the exam and do one of the following:

- Mail the exam to the instructor; an address will be provided. The student is responsible for reimbursement for an envelope and postage.
- Scan the exam and e-mail to the instructor at the provided e-mail address. Hold the original exam in a safe place until the instructor confirms that a readable copy was received, then destroy the exam.
- Fax the exam to the instructor at the provided fax number. Hold the original exam in a safe place until the instructor confirms that a readable copy was received, then destroy the exam.

## Proctor Approval Form

Thank you for agreeing to proctor an exam for a student taking an online course at Pamlico Community College. Your role is valuable because you ensure the integrity and validity of the online course. Please complete and submit this form to the instructor listed below if you agree to be the student's proctor.

To qualify as a proctor, you must:

- Not be related to the student by marriage or blood and is not currently a student at Pamlico Community College.
- Have a valid phone number, email address, and have access to a computer with Internet access.
- Have access to a fax machine or scanner (for returning completed exams).
- Return this form and be approved by the course instructor.

Your responsibility as a proctor is to:

- Verify the identity of the student taking the exam (picture ID required).
- Ensure cell phones or other devices are stored separate from the testing area.

**Course/Instructor Information:** To be approved as a proctor, please complete this form, sign it, and return via mail or email to the instructor listed below.

Course \_\_\_\_\_ Student \_\_\_\_\_  
Instructor \_\_\_\_\_ Email \_\_\_\_\_  
Instructor's Fax # \_\_\_\_\_ Address: PO Box 185, Grantsboro, NC 28529

***Pamlico Community College appreciates your cooperation in the educational process and support of this student's education and development***

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**Proctor Information:**

Proctor's Name: \_\_\_\_\_  
Proctor's Job Title: \_\_\_\_\_  
Proctor's Employer: \_\_\_\_\_  
Proctor's Email Address: \_\_\_\_\_  
Proctor's Phone Number: \_\_\_\_\_  
How do you know the Student? \_\_\_\_\_

I am not related to the student named above nor am I currently a student at Pamlico Community College. I agree to personally administer the test(s) to the above student, and I will adhere to the guidelines outlined above. I further understand that this is a voluntary, non-paying position unless arrangements are made between the student and me. I will personally mail, email or fax completed paper exam(s) to the designated person immediately after the student has completed the exam(s). In the case of online exams, I will send an email to the instructor to inform them the student has completed the exam.

\_\_\_\_\_  
Printed Name  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Proctored Test Request Form

(For instructors)

The test proctoring request form is to be completed and submitted by instructors when one or more of his/her students will be taking an exam in the Student Success Center. Completion of this form helps to ensure the instructor's expectations for proctoring are met. Please contact Student Success Center Coordinator with questions or concerns.

Instructor: \_\_\_\_\_

Course name and ID#: \_\_\_\_\_

Date/Time test will be proctored: \_\_\_\_\_

Amount of time allotted for test: \_\_\_\_\_

Password for online test: \_\_\_\_\_

### Instructor Availability:

Please note below your availability to answer student questions during the proctored exam.

I will be available:

- On Campus/In Person
- By Phone \_\_\_\_\_
- By Email \_\_\_\_\_

### General Test Options (Check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> Calculator    | <input type="checkbox"/> Note Cards                                 |
| <input type="checkbox"/> Computer      | <input type="checkbox"/> Test Materials in Alternate Format         |
| <input type="checkbox"/> Open Book     | <input type="checkbox"/> Extra Time (please specify how much) _____ |
| <input type="checkbox"/> Open Notes    | <input type="checkbox"/> Dictionary                                 |
| <input type="checkbox"/> Scratch Paper | <input type="checkbox"/> Other (please specify) _____               |

Student's Name(s):

- |          |           |
|----------|-----------|
| 1. _____ | 6. _____  |
| 2. _____ | 7. _____  |
| 3. _____ | 8. _____  |
| 4. _____ | 9. _____  |
| 5. _____ | 10. _____ |

\_\_\_\_\_  
VP of Instructional Services

Date: \_\_\_\_\_

\_\_\_\_\_  
Instructor

Date: \_\_\_\_\_

\_\_\_\_\_  
Proctor

Date: \_\_\_\_\_

## Continuing Education (CE)

PCC Continuing Education students will be given access to the LMS used through the application of a user name and password. This login information will be secure and independent from all other student information. Upon registration in the class, the LMS will email the student their login information to access the portals. This information is theirs, and it is the student's responsibility not to share it with others.

## SUPPORT SERVICES

The following table demonstrates the availability and method of contact for services available to PCC students.

### Distance Learning Programs

Distance Learning Services	Delivery Mode			
	In Person	Web	Phone	Email
Academic Advising	X	X	X	X
Application for Admissions	X	X	X	X
Career Counseling	X	X	X	X
Change of Student Information	X	X	X	X
Curriculum Class Schedule	X	X	X	X
Continuing Education Class Schedule	X	X	X	X
Disability Services	X	X	X	X
Financial Aid	X	X	X	X
General Information	X	X	X	X
Job Placement	X	X	X	X
Orientation	X	X		
MS Office 365, Moodle & Web Advisor	X	X		X
Payment	X		X	
Placement Testing	X	X		
Student Activities	X			
Student Grievances	X	X		X
Student Records	X	X		
Transcript Request	X	X		X
Tutoring	X	X		

## Admissions

### Curriculum (CU)

Distance learning students are held to the same admission standards as traditional students and must follow the same process for enrollment at Pamlico Community College. Students may apply for admission, register for classes, purchase textbooks, and pay tuition fees without coming to campus. The PCC admissions application can be accessed through the PCC website under [Admissions](#).

### Continuing Education (CE)

All students enrolling in CE courses through the variety of methods provided must register through the Coordinator of Continuing Education Services. No additional admissions requirements are needed for CE students. Upon registration, course access procedures will be provided to the student.

## Registration

### Curriculum (CU)

Students registering for online classes will follow the registration procedures located under [Admissions](#) in the College catalog. Credit card registration can be completed by calling the College Cashier at 252-249-1851, Ext. 3006.

### Continuing Education (CE)

Students who are registering for CE online classes can follow the registration previously stated under “Registration” or request the Continuing Education staff to e-mail the registration form. E-mailed registration forms must be filled out along with a check or money order and mailed to Pamlico Community College, Continuing Education, P.O., Box 185, Grantsboro, NC 28529.

## Advising

While it is ultimately the responsibility of the student to select and follow a program of study leading to their educational objectives, the College provides counselors who are prepared to advise students regarding career path and educational goals. The counselors are equipped to assist distance learning students through a variety of methods including email, telephone, and online via web conferencing software. Students are required to contact their academic advisor who is an expert in the student’s field of study. The College Counselor may be contacted at (252)249-1851 Ext. 3014. A list of faculty advisors and contact information is available in the [College Catalog](#).

## Financial Aid

Financial Aid information, grants, scholarships, veterans’ programs, and childcare assistance are available to all students on the [PCC website](#). The Financial Aid Director may be reached at (252) 249-1851 X 3026.

## Student Records

A transcript will be issued upon a receipt of a written and signed request from the student. A fee of \$5.00 will be charged for each transcript requested. Transcripts will not be issued without payment.

Students may request a transcript by accessing the official [Transcript Request Consent Form](#) on the PCC website. An unofficial transcript may be obtained by accessing [WebAdvisor](#).

PCC abides by the Family Education Rights and Privacy Act (FERPA) in protecting the confidentiality of student records. Written information about this act, and the College's process for complying with its provisions, is published in the [College Catalog](#).

## **Student Appeals and Grievance Policy**

A student grievance exists when a student claims that a violation or a misinterpretation of a PCC policy, procedure, or practice has occurred. A student filing a grievance should follow the procedures as outlined in the [College catalog](#).

## **Dropping/Adding Courses and Withdrawals**

Drop/add dates and time periods are published in the [College calendar](#) and other handouts published prior to each semester. Students are responsible for initiating and completing the course withdrawal process. Failure to complete the appropriate paperwork upon withdrawing or dropping a course will result in a grade of "F."

## **Plagiarism and Cheating**

PCC guarantees integrity of the academic process. Cheating and plagiarism are considered to be threats to this integrity. Students are expected to perform honestly and to work in every way possible to eliminate cheating by any member of a class. Instructors have the responsibility to fairly evaluate the academic progress of each student and are obligated to explain PCC's policy on cheating and plagiarism and how it applies in that course. For more information on plagiarism and cheating please refer to the [College Catalog](#).

## **Library/Learning Resources**

The College ensures that students participating in Distance Learning programs have access to the same library services as on-campus students. Learning resources are provided through a variety of methods including the College's participation in statewide online learning resources. Distance Learning students can access the College's library resources from the [Library webpage](#) on the College website.

## **Bookstore**

If books are required, they may be purchased from the College bookstore. Items can be purchased using a credit card and will be shipped to the student. E-texts are encouraged for use in online courses. For more information, please contact the Bookstore Manager at 252-249-1851 Ext. 3006.

## **Smarthinking Online Tutoring**

[Smarthinking](#) online tutoring gives students easy access to expert tutors - on demand or by appointment - across a wide range of subjects—up to 24 hours a day, 7 days a week. Our online tutoring solution is designed with the student's success in mind and to provide each individual the chance to overcome obstacles and to be successful in accomplishing her/his individual goals.

## **Moodle**

All PCC students are provided with a Moodle account. Moodle is one of many Learning Management Systems (LMS). An LMS is software that is designed to add to traditional learning methods in order to enhance the learning experience with a variety of non-traditional features. Moodle runs as an interactive website with a number of features and activities designed to engage learners and promote collaborative, student-centered learning. In a nutshell, Moodle is where you

will access and work through your class information online. Moodle is used at PCC to enhance traditional classes as well as teach hybrid and online classes. Visit [PCC's Moodle webpage](#) to obtain information on how to access Moodle.

## Microsoft Office 365

All PCC students are provided with a Microsoft Office 365 email account as well as access to various other tools. Click [here](#) to obtain information on how to access MS Office 365.

## Web Advisor

[WebAdvisor](#) is a web interface that allows students and staff to access information contained in the administrative database used by Pamlico Community College. When enrolled at PCC, WebAdvisor can be used to review class schedules, view grade point average (GPA) by semester, unofficial transcripts, Program of Study evaluation (EVAL), enrollment verification request, and student profile.

## Technology Use

Student access to, and competency with, technology is encouraged and provided through a number of means. Students are assigned an official MS Office 365 college email account. MS Office 365 provides students with access to email, Microsoft Office products (Word, Excel, etc.), file space to save documents, calendars, tasks and address books.

The College uses a variety of technologies to assist in the delivery of online courses which support faculty and students including, but not limited to, the following:

- Datatel WebAdvisor®
- Adobe® Connect™
- North Carolina Object Repository
- Virtual Labs
- NC Virtual Learning Community
- Streaming Video

## Technical Assistance

Faculty, staff, and students have 24-hour/7-day a week access to PCC's [Online Learning Support Center](#). For issues related to WebAdvisor, please contact Student Services. Users may also send a support request to [dl@pamlicocc.edu](mailto:dl@pamlicocc.edu). All requests will be answered during regular business hours. PCC is unable to offer support for any personally owned computer device or software.

## Instructor Responsibilities and Information

### Course Content and Interaction

Distance Learning courses will be ready for students no later than two days prior to the official start of the semester. This will include a syllabus, course schedule (including any required campus visits), and all materials to be used by students within the first two weeks of the semester.

All courses are required to contain the following elements:



1. A syllabus is required to be posted in Moodle for all classes (online, partial Internet, and seated). The syllabus should clearly outline student assignments and responsibilities. By this, students will know what they can expect from the instructor as well as what is expected from the student. Online course syllabi should include the following information as outlined in the PCC Syllabus Template [\(attached below\)](#) :

- a. Instructor's name and title, E-mail address, work telephone, office location
- b. Office hours/virtual office hours
- c. Course title/Couse ID
- d. Course description
- e. Course books, materials, and fees
- f. Course objectives/outcomes
- g. Grading components/scale for course
- h. Attendance (participation) policy
- i. Procedures for submitting work
- j. Test delivery information (number of tests, time length of test, and other pertinent information)
- k. Interaction Policy (see below)
- l. Make –up or late work policy
- m. Cheating/plagiarism policy

The syllabus must be available to students by 8 a.m. on the day the semester starts and posted for the entire semester. Syllabi should be approved by the program chair and/or VP of Instruction before posting. A copy of the syllabus for each class should be submitted electronically to the Registrar and the Coordinator of Instructional Services.

2. Instructors are required to provide the Academic Integrity Statement to all online students on the first day of class. The student is responsible to complete and submit the Academic Integrity Statement prior to the 10% point.
3. It is recommended that all online classes contain an icebreaker assignment during the first week of the course. For curriculum courses utilizing Moodle as the primary LMS, instructors should post an introductory message in the News Forum or Icebreaker Forum and students will respond by introducing themselves in the Forum.
4. Posting of student grades. (See "Posting Grades" below)
5. Make students aware of online course evaluations.

### 3<sup>rd</sup> Party Academic Resources

If a 3<sup>rd</sup> party academic resource (e.g. MindTap, SAM, Connect, MyLab, etc.) is used as a supplement in an online course, the following components **MUST** also be included in Moodle:

- Course Welcome
- Course Description and Course Learning Outcomes
- Lesson/Module Descriptions and Learning Outcomes
- Syllabus and Academic Integrity Statement

- Icebreaker Assignment
- Discussion Forums
- Gradebook – All grades from 3<sup>rd</sup> party resources will be entered into the Moodle gradebook using the same guidelines for grading that are outlined in the PCC Distance Learning Procedures Manual
- Resource/Assignment links by module rather than one link for the course. A link for each chapter assignment from the resource should be added to the corresponding module in Moodle

Instructors will submit a student activity report from the 3<sup>rd</sup> party software, along with final grades, to the Registrar at the end of each semester. The activity report should be sent in electronic format. This can be achieved by choosing Adobe PDF or Save to PDF when printing the report (rather than choosing a printer), saving it to the computer, and emailing the report as an attachment.

## Interaction Policy

Instructors teaching online classes are required to respond to students within a 24 hour period, Monday through Friday. Any correspondence received after 12:00 p.m. on Friday must be responded to by close of business on the following Monday. This includes email, telephone, mail, message board, and student journal entries. A Microsoft Office 365 email account is provided to all faculty and students at PCC.

Instructors are required to provide feedback on assignments in a timeframe which will not exceed the period of 10 working days, after the assignment submission due date, for spring and fall semesters. For summer semester, feedback is required in a timeframe which will not exceed the period of 7 calendar days after the assignment submission due date.

Instructors are required to have students submit their assignments through the learning management system. Assignments should not be submitted via email. This must be stated in the syllabus for each course. In addition, the instructor should include information regarding guidelines for submission. For example, note when due dates are, and also indicate if multiple submissions are allowed.

## Posting Grades

### Curriculum (CU)

Instructors are required to post grades to both WebAdvisor and Moodle, allowing students to easily view their progress in the course. Grades are to be posted in the LMS not to exceed the period of 10 working days following the assignment submission due date for spring and fall semesters. All instructors are required to post final grades in WebAdvisor by the due date set forth by the Registrar's Office. See [Appendix III](#) for instructions on recording grades in WebAdvisor.

### Continuing Education (CE)

CE course grades and attendance will be submitted to the Coordinator of CE Services either electronically or hardcopy.

## Faculty Load and Class Caps

Online courses are considered a part of the regular teaching load. Instructors will maintain an 18 to 21 hour workload. Courses identified as writing intensive (ENG 111, ENG 112, ENG 114, SPA 111) will have a 20 student cap. All other courses will have a 30-student cap.

The Program Chair will identify writing intensive courses with an asterisk (\*) next to the course prefix on the semester schedule submitted to the Registrar for entry. Any course in question will be given to the VP of Instruction for final decision.

Instructors may volunteer to increase caps by submitting an email to the Registrar, copying their supervisor, Chair, and VP of Instruction. Class caps may be increased by the VP of Instruction or their designee.

To be designated writing intensive, a course must fulfill the following requirements:

- Writing assignments must be an integral, ongoing part of the course, and the writing assignments must constitute a substantial and clearly understood component of the final course grade.
- Students should spend a minimum of 5 hours or more per week writing.
- There must be at least four distinct writing assignments spread throughout the semester. Instructors must provide feedback on students' writing assignments.
- Assignments must be structured and sequenced in such a way as to help students improve their writing.
- Instructors in writing-intensive courses should not just assign writing; they should help students succeed with and learn from that writing.

### **Training and Support Services for Faculty**

PCC provides professional development opportunities and support services specifically related to teaching via electronic delivery. For more information, please contact your Program Chair or the Coordinator of Distance Learning at (252)249-1851 Ext. 3012.

## How to Enter Attendance in WebAdvisor

1. Log into WA using the link on the right side of the PCC homepage.
2. If you have never logged in before you will need to create an account. Do so by clicking on the “I’m new to WebAdvisor” link on the bottom right side of the screen.
3. Click the green faculty bar
4. Select Web Attendance Tracking from the right column
5. Select the Attendance Tracking link
6. Enter the first date of the term in the space labelled “form start date” (see circle in image below)
7. Click the button for the class you are entering attendance for (see arrow) then submit. NOTE: If your class is not showing please contact your supervisor immediately.

**Attendance Tracking**

\* = Required

Form Start Date:  (circled in red)

for Batch Entry only:

Choose One	Class Name and Title	Del	Mthd	Faculty	Start Date	End Date	Bldg	Room	Meeting Times	Days of Week	Loc	Term
<input type="radio"/>	BIO-140-01 Environmental Biology	TR	CLASS	T. McGhee	01/13/14	05/12/14	JOHN	133	09:30AM - 10:50AM	TTH	MC	2014SP
<input type="radio"/>	BIO-140A-01 Environmental Biology Lab	TR	LAB	T. McGhee	01/13/14	05/12/14	JOHN	133	12:30PM - 03:20PM	T	MC	2014SP

8. The next screen will show your official student roster and will look like this:

**Attendance Entry**

Class Name: BIO-140-01 Environmental Biology  
 Meeting: 2014SP 01/13/14-05/12/14 09:30AM - 10:50AM TTH CLASS  
 Location: Main Campus  
 Census Date: 01/21/14

Instructors:  (circled in yellow)

Membership: A = Absent, E = Students first day, EL = Students first and last day, ET = Student entered first day tardy, L = Last day student attended, T = Tardy, TL = Tardy last day  
 Contact Hours: Enter the number of hours attended in increments of quarter hours.  
 \*\*\*No changes are allowed. Final attendance roster submitted on 05/12/14 by McGhee, Tanya J.

Student	Status	No Show	Days	0128	0130	0204	0206	0211	0213	0218	0220	0225	0227	En Date
[Redacted]	11/09/13	<input type="checkbox"/>	2											05/08/14
[Redacted]	New 01/08/14	<input type="checkbox"/>	2											05/08/14
[Redacted]	Withdrawn 02/20/14	<input type="checkbox"/>	1											01/14/14

Check All That Apply:  I hereby certify that I am submitting the attendance information via electronic transmission in lieu of a signature.  
 I am submitting the attendance information via electronic transmission in lieu of a signature. All attendance information has been entered for this section.

9. Enter an E, ET, or EL for the first day that each student attended class (see red circled key in the image above).

- a. For internet classes and the online segment of hybrid courses, the first day of attendance is the date the Academic Integrity Statement was submitted in Moodle. To find the date of quiz submission you should run a census report in Moodle. There are instructions on the next page showing how to generate this report. **All students MUST complete the Academic Integrity Statement assignment BEFORE the census date for the class.** The census date can be found in the orange circle in the image above.
  - a. If a student did not enter the class prior to the census date you must check the no show box for that student. Click “No Show” **only** for students who **do not** attend any instructional method (class, lab, clinical, online) by the census date (see top left of form). Entering No Show for a given student will populate this field on all other rosters associated with your course. Promptly enter a final grade of “NA” for these students on the Grading menu in WebAdvisor. If the class is online you should suspend the student’s access in Moodle.
10. Enter the rest of your attendance. **You must enter student attendance through the census date of each class. We strongly recommend that you maintain attendance throughout the semester.** Note: you may have to use the previous/next drop down menu to enter attendance for dates that do not show on the initial screen (see black arrow in the image above). If a student is present you should leave the date blank, however use the letters A and T to represent absences or tardies.

PLEASE NOTE that all instructors are **required** to enter a last date of attendance for all students who fail a course or who are withdrawn by the instructor. The last date of attendance for these students will be recorded when you enter your final course grades.

11. Once you have entered your attendance you should check the green box stating “I hereby certify that I am submitting this attendance information via electronic transmission in lieu of a signature” (see blue arrow above) then click submit. Do NOT click the final attendance box (red arrow above) until it is the end of the semester and you are submitting attendance for the last time.

#### NOTES:

Over the course of the semester you may be asked to sign attendance verification forms. Please DO NOT sign the form if the student has not been attending class. If a student has been marked in WebAdvisor as a no show or is withdrawn you should NOT sign his/her form.

If you wish to withdraw a student due to attendance you MUST submit the form immediately. This is important as it affects the financial aid department’s ability to submit paperwork to the federal government.

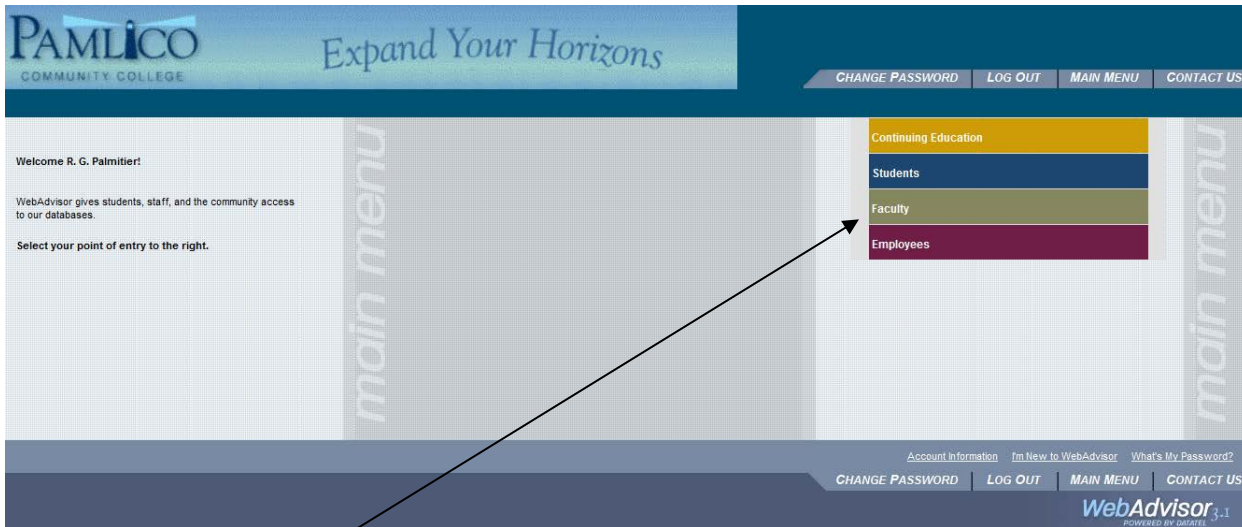
Students can only be withdrawn prior to the “last day to withdraw” on the college calendar. After this date a student must be awarded a letter grade.

If you have any questions please do not hesitate to ask your supervisor.

## Appendix II – Posting Grades in WebAdvisor

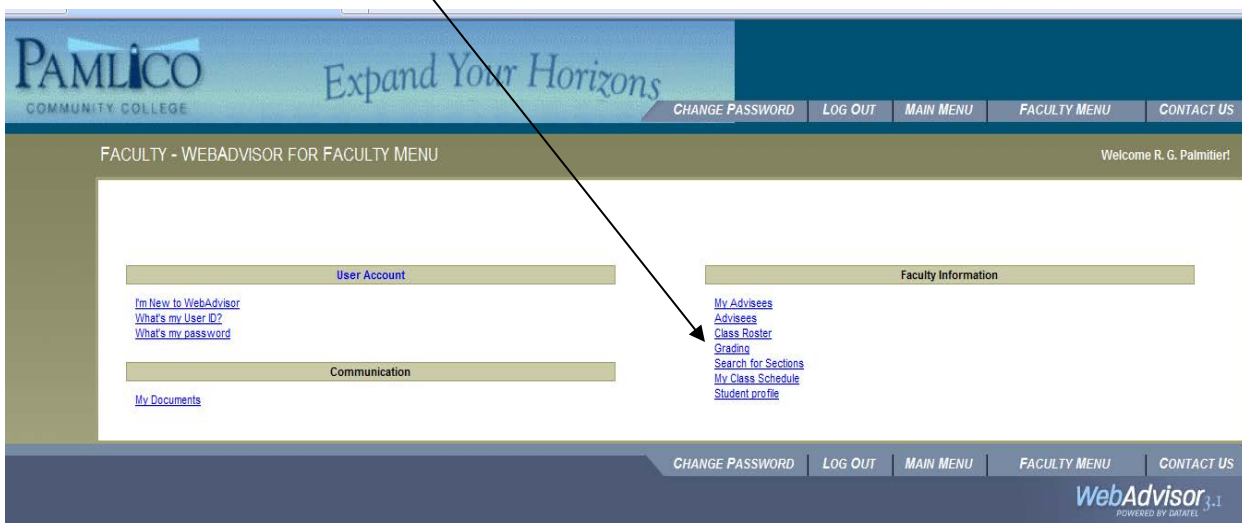
### Recording Grades in WebAdvisor

Here is the screen you will see after login:



Select Faculty

This screen will appear. Select Grading



On this screen, use the dropdown and select the current semester.

FACULTY

**Grading**

Select a term or date range to restrict your class list

Term

Start Date  End Date

Click on submit

From this screen, use the dropdown and select Final

FACULTY

**Grading**

Final or Midterm/Intermediate Grading

Choose One	Class Name and	Midterm/Intermediate	End Date	Bldg	Room	Meeting Times	Days of Week	Loc	Term
<input type="radio"/>	DBA-110-06 Database Concepts	01/11/10	05/10/10	OLIN	ONLINE			OT	2010SP

Click the radio button for your class and click submit

Here is your grade sheet. The student's names have been blocked out for this handout for privacy purposes. You should see your students listed here.

Final Grading

Class Name DBA-110-06  
Title Database Concepts  
Location Other  
Term Spring 2010

Instructor  
Robert G. Palmieri

Student	ID	Status	Grade	Expire Date	Last Date of Attendance	Never Attended	Inter Gr 1	Inter Gr 2	Inter Gr 3	Inter Gr 4	Inter Gr 5	Inter Gr 6	Class	Credits	CEUS	Cross-Listed Section
[REDACTED]	[REDACTED]	N	A		05/10/2010	<input type="checkbox"/>							FR	3.00		
[REDACTED]	[REDACTED]	N	A		05/10/2010	<input type="checkbox"/>							SO	3.00		
[REDACTED]	[REDACTED]	A	F		03/05/2010	<input type="checkbox"/>							FR	3.00		
[REDACTED]	[REDACTED]	N	A		05/10/2010	<input type="checkbox"/>							SO	3.00		

I hereby certify that all grades have been entered for this section and I am submitting final grades via electronic transmission in lieu of a signature.  
Status - The final grade roster was submitted on 05/12/10 by Robert G. Palmieri

**SUBMIT**

CHANGE PASSWORD | LOG OUT | MAIN MENU | FACULTY MENU | HELP | CONTACT US  
WebAdvisor 3.1  
Internet | Protected Mode: Off

Next step is to enter grades and the last date of attendance

Then put a check in the box certifying the grades. If you have 10 or 15 students in this section, you may have to scroll down to see this box.

Click on submit.

The final step is to send an email to the registrar (tspain@pamlicoc.edu) stating that the final grades for your course have been entered in WebAdvisor. Please be sure to state which courses and sections you have submitted.





## Online Course Review Checklist

### Introduction

This checklist is based on the SREB report Standards for Quality Online Courses and is designed to assist faculty develop quality online courses. In addition, the checklist will serve as an evaluation tool for the review of online courses at Pamlico Community College. It is suggested that each course be rated on the extent to which it meets the criteria listed below. This evaluation is key to ensuring that online courses provide students with access to quality instruction and resources.

For the purpose of this rubric, please use the following scale:

**Non-Existent** - Not present, but should be, based on course design and content.

**Developing** - Some evidence of this measure is clear but needs to be presented more clearly.

**Meets** - Evidence of this measure is clear and is appropriate for this course. More could be added.

**Exceeds** - Evidence of this measure is clear, appropriate for this course, and demonstrates best practices in a manner that models its use.

**N/A** - Not applicable based on course design and content.

## INTRODUCTION

**Course Title:**

**Instructor:**

## REVIEWER

**Name:**

**Review Date:**

## A. COURSE INFORMATION

### 1. Course Syllabus

Reviewer will ensure all components of the PCC Syllabus Template are provided.

The course syllabus is provided using the approved PCC Syllabus Template.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

## B. TOP BLOCK IN MOODLE

### 1. Course Title, Description & Outcomes

To meet ADA Compliance, this block displays the Course Title which includes the course code and section number as well as the full title of the course. The **Course Description & Course Outcomes** are created with Labels or Heading styles from the drop-down format list in Moodle. The content is the same as the syllabus. Course Outcomes should be formatted in a bulleted or numbered list.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

### 2. Welcome Announcement

A welcome announcement provides a brief introduction to the instructor and should include the exciting things students will learn in the course. It can be in video or text format and linked or posted in the News or Announcement forum.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

<p>3. Academic Integrity Statement (required)</p>	<p>The Academic Integrity Statement is the first assignment in the course. Students must complete prior to the 10% census date. Subsequent assignments are restricted until the assignment has been completed. Instructions for restricting assignments may be found in the Faculty Resources course in Moodle under Moodle Resources (“Restrict Student Access to Course Activities”).</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>4. Ice Breaker Assignment (recommended but not required)</p>	<p>At the beginning of the course, students and instructor are provided an opportunity to introduce themselves to one another as a way to build community and encourage collaboration. The Instructor’s introduction serves as a role model and contains the content the students are asked to include in their introductions.</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>5. Course Schedule/Agenda (highly recommended for easy accessibility for students even if present in the syllabus)</p>	<p>A detailed course schedule, including clearly stated due dates, is provided in the first block independent of the syllabus. This can be a link or a post in the Instructor’s News Forum.</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>

<p>1. Chunking</p>	<p>Information is “chunked” or divided into manageable units of information, to help students learn the content. Each chunk should contain no more than 3-5 concepts, the capacity of our working memory.</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
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<p>2. Links/Navigation</p>	<p>Course has no broken links and hyperlinks open in appropriate windows or frames. Links should have Alt text descriptions that describe: where the link is going; why it is provided; and what happens; e.g. Time Management video (opens in a new window).</p> <p><i>As we move toward making our courses ADA compliant, an ongoing process, please use the ADA checklist, select videos that have closed captions, and create files; PowerPoint, Word &amp; PDF that are ADA compliant as this will be a future requirement.</i></p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
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**D. INSTRUCTIONAL STRATEGIES**

<p>1. Multimodal Instruction</p>	<p>A variety of instructional delivery methods, accommodating multiple learning styles are available throughout the course.</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
----------------------------------	--

<p>2. Method</p>	<p>Assessments and evaluations use multiple methods, such as quizzes, tests, discussion, essay, projects, and surveys.</p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>3. Frequency</p>	<p>Assessments and evaluations are conducted on an ongoing basis throughout the course. <b>At least 1 major assignment must be submitted and graded prior to the last day to withdraw.</b></p> <p>Comments: <input type="checkbox"/> Non-Existent <input type="checkbox"/> Developing <input type="checkbox"/> Meets <input type="checkbox"/> Exceeds <input type="checkbox"/> N/A</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>

**E. INTERACTION, COLLABORATION AND STUDENT IDENTITY**

1. Students are required and encouraged to interact and/or collaborate with:

Each other (i.e. forum assignments, group assignments.)

Each module should include at least one discussion forum to build community, foster collaboration, problem solve and apply learning.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

2. One method of student identity verification is present in the course.  
(required)

The instructor will indicate which method of student identity verification they will use in the course (choices are listed in the Student Identity Verifications Procedures).

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

## F. GRADES

### 1. Rubric

Explicit guidelines and descriptive criteria are provided to detail how each assignment is graded (e.g. rubric). Discussion rubric is recommended.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

### 2. Gradebook

A gradebook has been setup in Moodle (assignments, categories, etc.) and is available for students to check their progress in the course.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A

## G. COPYRIGHT

### 3. Copyright

Course abides by copyright and fair use laws.

Comments:

Non-Existent  Developing  Meets  Exceeds  N/A



## H. COMMENTS

Comments:



**[Enter course name - Syllabus]  
[Enter Current Semester]  
[Enter Credit Hours] [Enter Contact Hours]  
[Prefix, Number, Section]**

Instructor **[Type your name here]** Phone **[Type your phone number here]**  
Office **[Type your office location here]** E-mail **[Type your e-mail address here]**  
Office Hours **[Type your office hours here]**

Class Meeting Dates, Time, Location:

**[Type Class Meeting Dates, Time, and Location here.]**

The last day to drop this class with a W grade is **[type date here]**.

---

Required Textbook:

**[Type required textbook here.]**

Required Course Materials and Additional Costs When Applicable:

**[Type Required Course Materials and Fees here.]**

Course Description:

**[Type course description here.]**

Prerequisites:

**[Type prerequisites here.]**

Co-requisites:

**[Type co-requisites here.]**

Student Learning Outcomes:

**[Type Student Learning Outcomes here.]**

Instructor Specific Expectations:

**[Type Instructor Specific Expectations here.]**

Instructor Feedback:

Instructors are required to give feedback on assignments within 10 working days of the assignment submission due date.

Instructors teaching online classes are required to respond to students within a 24 hour period, Monday through Friday. Any correspondence received after 12:00 p.m. on Friday must be responded to by close of business on the following Monday.

**[Type any additional information or delete if not applicable.]**

Communication

Students are required to use their PCC student email as the official communication method while attending PCC. Because of privacy regulations, when communicating via email, PCC faculty and staff will only communicate with students through the PCC student email system. It is the student's responsibility to check their email accounts regularly (recommended daily) for important messages regarding courses, financial aid, graduation, etc.

Attendance

Students are expected to be in class on time and are expected to attend all classes, laboratory periods, and shop sessions. A student will be automatically withdrawn from any course when absent more than 20 percent of the total class, laboratory, clinical or shop periods. Any three tardy notices in a given class may constitute one class absence. A tardy may also be assessed when a student leaves class early.

In online classes, if a student fails to complete 80 percent of graded items he/she will be automatically withdrawn from the course.

With prior approval by the Vice President of Instructional Services or respective Chair, the instructor may deviate from this policy and allow a student to remain in class.

In allied health core courses, a student must attend a minimum of 90% of the total class hours and laboratory periods. Additional attendance requirements may be placed on externships and clinical field trips.

Attendance policy at PCI deviates from this general policy and is listed on the class syllabus.

[Refer to the PCC General Catalog for more information on withdrawals and attendance](#)

Online Classes Only – Statement of Academic Integrity

Please complete the Statement of Academic Integrity in Moodle to verify your enrollment in the course. This is due no later than **[Enter Statement of Academic Integrity due date]**. Failure to complete the quiz by **[Enter final acceptance date here]** will cause you to be dropped from the class.

Online Classes Only - Student Identity Verification

Students enrolled in online courses are **required** to complete a student identity verification assignment. It is at the discretion of the instructor to choose the appropriate means of authentication based on the unique needs of their curriculum, students, and administrative support.

### Submitting Assignments

Instructors are required to have students submit their assignments through the learning management system (Moodle). Assignments should not be submitted via email.

**[Type Submission Policy here or delete if not applicable.]**

Make-up or Late Work:

**[Type Make-up or Late Work policy here.]**

Academic Dishonesty (Cheating and Plagiarism)

Instructors are responsible for educating students about plagiarism and cheating the first week of classes in every class.

If an instructor determines that a student is guilty of purposeful plagiarism or cheating, a report will be filed with the College.

Within 1 week of discovering the incident of purposeful plagiarism or cheating, the instructor **must** complete the Documentation of Plagiarism/Academic Dishonesty Form. This form serves as a written report of the student's offense. The form **must** be submitted via the Chair to the Vice President of Instructional Services and the Vice President of Student Services. After receiving the report, one or both Vice Presidents will inform the instructor whether this is the student's first offense or whether there have been multiple offenses. Multiple offenses may occur within the same course or across different courses/semesters.

The instructor will have discretion to determine the penalty for purposeful plagiarism or cheating in the course each time it occurs. Examples of penalties include, but are not limited to: warning, rewrite, points deducted on the assignment or final grade, zero on the assignment, or an F in the course.

If three reports are filed on a single student, the student will be expelled from the College.

All decisions may be appealed through the Student Appeals Procedures.

Refer to the PCC General Catalog for more information on academic dishonesty and appeals.

### Evaluation and Grading

Grading policy is clearly stated with specific descriptive criteria and contact hours. Discussion grading rubrics are recommended.

**(Sample only, replace with your grading policy)**

**Remove highlighted text before publishing to a course**

**Sample Calculation: Based on 3 Contact Hours x 16 Weeks = 48 Hours (minimum requirement)**

Category	Weight/Percentage	Hours
Summary	10%	7
Mini Research Paper	10%	10
Reading Quizzes	10%	7
Final Writing Assignment	10%	7
Forum Posts	20%	10
Participation	10%	7
Total	100%	48

The distribution of student learning hours is based on SACSCOC Standard 10.7

**Evaluation will be on a 10-point grading scale:**

A = 90-100 B = 80-89 C = 70-79 D = 60-69 F = 59-0

Class Participation:

**[Type Class Participation Policy here or delete if not applicable.]**

If you have tried and cannot resolve an issue with the instructor, contact:

**[Type supervisor's name, email address, and phone number here]**

### **Class Agenda**

***\*\*Must include specific due dates. At least one major course grade must be posted prior to the last day to withdraw for the semester. \*\****

***\*\*Delete wording enclosed in asterisks before distributing. \*\****

***The following is a sample only! Use whatever format you need.***

WEEK	CLASS ACTIVITY – HOMEWORK ASSIGNMENT
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	

Disclaimer:

Due to the nature of college courses and the broad range of subjects discussed and investigated, some students may find course materials inappropriate, objectionable, or offensive. Academic freedom encourages the free exchange of ideas and perspectives, all intended to expand the mind and develop analytical and critical thinking skills.

**[Type additional disclaimer notes here or delete if not applicable.]**

## Student Support Services

Online Tutoring:

When students log into any course in Moodle, they will see Smarthinking Online Tutoring as a link at the top of every course. Selecting this link will take students to the Smarthinking tutoring page where

they can utilize this very helpful resource that is provided, at no cost, to all Pamlico Community College students.

[For more information visit the Online Tutoring page on the College website.](#)

## Library Services

Check out what's new at the library website! [PCC Library](#)

- New Orientation Video
- New slideshow featuring some of the thousands of items available from our collection
- Easy one-click access to NC Live databases as well as catalog searching

The library is open Monday-Thursday 7:30am to 7:30pm and Friday 7:30am – 1 pm, but our website is always open!

[Refer to the PCC General Catalog for more information regarding the Library.](#)

## Library Hours

Monday – Thursday: 7:30 am – 7:30 pm

Friday: 7:30 am – 1:00 pm

Holiday and summer hours vary and are posted on the library website.

## Students with Disabilities

Pamlico Community College is sensitive to the needs of disabled applicants. Special arrangements will be made for admission testing of disabled applicants.

[Refer to the PCC General Catalog for information regarding students with disabilities.](#)

***"Pamlico Community College does not discriminate in its educational programs, activities, or employment on the basis of sex, age, disability, race, color, national origin, sexual orientation or religion. For information about Title IX and/or Section 504 information, contact the Vice President of Student Services."***

***"Pamlico Community College is committed to ensuring fully accessible distance learning courses for all users. Please contact your instructor, or their alternate contact, if you find any inaccessible materials in this course."***

## Appendix VI – PCC Student Identity Verification Procedures

### Student Identity Verification Procedures

Pamlico Community College (PCC) operates in compliance with The Southern Association of colleges and Schools Commission on standards, as well as the United States Federal Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-315, that requires the verification of student identity in distance or correspondence education

Pamlico Community College demonstrates that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as; (a) a secure login and pass code, (b) proctored examinations, (c) new or other technologies and practices that are effective in verifying student identification.

Each student enrolled in an online course at PCC is provided with, and must use, a secure login and password to access and participate in online courses. Students are required to sign the Student Verification of Compliance form which states that students must not share usernames or passwords for any computer software systems accessed while attending PCC and are responsible for taking appropriate action if they find that their account login information has been compromised in any way. The signed form is filed in their student record.

In addition to a secure login and password, at least one alternative student verification method will be used in all online courses. It is the instructor's responsibility to report which method they chose by completing and submitting the **Student Identity Verification Form** to the Director of Institutional Effectiveness for each online course taught during the semester. Student identity verification should be completed prior to the halfway point in the course and forms are due no later than the last day of instruction during the term in which the online course is offered.

PCC provides the following methods to verify student identification. Faculty will choose the appropriate means of authentication based on the unique needs of their curriculum, students, and administrative support. There is no cost to students associated with any method used for student identity verification. All methods must be FERPA and ADA compliant. The instructor should make every attempt to authenticate student identify in the same manner for each student in the class. Only in situations where the preferred class authentication method is a burden on the student, should an instructor use an alternate verification method for an individual student. Documentation of the exception must be included on the Student Identity Verification Form.

#### Face-to-Face Meeting

If it is convenient for the student, instructors may choose to meet face-to-face with the student to discuss a particular assignment or project.

#### Asynchronous/Online Meeting

Software such as Adobe Connect, Skype, etc. may be used to meet virtually online with the student to discuss a particular assignment or project.

#### VoiceThread

VoiceThread is a Web-based application which is embedded in the Moodle Learning Management System and allows users to create a shared presentation where they asynchronously comment by text, voice, or video. The



resulting output of this combination of the digital presentation is called a “VoiceThread.” Completed VoiceThreads can then be shared in Moodle via the Forum or Assignment activities. At least one assignment must require a video presentation in the Voice Thread to verify student identification.

Students may use a computer with a webcam and microphone, a smartphone, or other electronic device to create a VoiceThread through the VoiceThread app. Students may upload their student ID or picture as their VoiceThread profile picture.

#### Proctored Exam/Assignment

If an instructor chooses to require a proctored exam/assignment, they must first complete the **Proctored Test Request Form**. Proctoring options should be created with the student’s needs in mind, and instructors are encouraged to be flexible with proctoring options to not create an obstacle to student success. Every attempt should be made to accommodate proctoring options that are cost-free to the student.

#### Alternate Methods

Instructors are encouraged to utilize alternate methods of student identity verification for their courses to support the unique needs of the program curriculum. If an instructor prefers an alternate method to those listed above, they must obtain written approval from the Vice President of Instruction. A copy of the written approval will accompany the Student Identify Verification Form. Approval must be requested each semester an alternate method is utilized.

## Student Identity Verification Form

At least one student identity verification method will be used in all online courses. It is the instructor's responsibility to report which method they chose by completing and submitting this form to the Director of Institutional Effectiveness for each online course taught during the semester. Student identity verification should be completed prior to the halfway point in the course and forms are due no later than the last day of instruction during the term in which the online course is offered.

Course & Section: \_\_\_\_\_

Semester & Year: \_\_\_\_\_

Instructor: \_\_\_\_\_

I, \_\_\_\_\_, have attempted to verify the identity of the students in this course for at least one graded assignment using the following method:

- Face-to Face Meeting
- Asynchronous/Online Meeting
- VoiceThread
- Proctored Exam/Assignment
- Alternate Method (VPI approval attached)

\_\_\_\_\_  
Instructor's Signature

## Proctoring Procedures

The following are the procedures for proctored exams or assignments.

**Disability-related accommodations:** Students with disabilities should contact PCC's Student Services for disability-related accommodations in the proctoring process.

**On-Site Proctored Exams:** On-site proctored exams will be administered and supervised in the Student Success Center located on the main campus in the Library, Johnson Bldg. Room 181. Instructors who wish to schedule a proctored exam should complete the **Proctored Test Request Form** and submit the form to the Student Success Center Coordinator. This must be done 10 business days prior to the exam date.

### Proctor Responsibilities:

1. Verify the identity of the student(s) by examining a valid photo ID and comparing the name(s) appearing on the tests (e.g. student ID, driver's license, passport, government ID).
2. Follow any specific instructions provided by the instructor.
3. If applicable, place all exam materials (e.g., exams, answer sheets, scratch papers, etc.) in a labeled envelope and place in a secured location until the instructor retrieves the exam(s).

### Instructor Responsibilities for On-Site Proctored Exams:

1. Complete the **Proctored Test Request Form** listing each student to be proctored and submit the form to the Student Success Center Coordinator. Requests should be completed at least 10 business days prior to the date(s) the exam will be administered and include appropriate instructions.
2. Prepare exam and if printed copies are necessary securely deliver enough printed copies of the exam for each student and send a digital copy of the exam to the Student Success Center Coordinator or directed designee at least two business days prior to the date(s) the exam will be administered.
3. If the exam is online, a password will be provided on the **Proctored Test Request Form** or via email.
4. Provide a definitive date and time for the exam to be completed.
5. Completed exams may be picked up in the Library by the instructor.

### Off-Site Proctored Exams

If an exam will be proctored off-site, instructors should have students determine a proctor and complete the **Proctored Test Request Form** by the 10% point (census date) of the course. It is the responsibility of the student to complete the process to obtain an off-site proctor and submit the **Proctor Approval Form** to their instructor for approval. Students should confirm their proctor has a business e-mail address, reliable access to the Internet, the ability to download and print PDF and Word documents, and have access to a scanner (for returning completed exams). **The off-site location and proctor must be approved in advance by the instructor.**

The proctor must be an adult who is not related to the student by marriage or blood and is not currently a student at Pamlico Community College. Every attempt shall be made by the instructor to provide a cost-free option to a proctored exam or assignment, therefore, any cost associated with a proctored exam or assignment is the responsibility of the student.

## Information for Proctors

Proctors must read the *Information for Proctors* document and complete and sign the *Proctor Approval Form*.

### Receipt of Exam

- If the exam is a printed exam, you may choose to receive a paper examination by mail or a printable pdf via email.
- If the exam is an online exam, you will receive a password on the *Proctored Test Request Form* or via email from the instructor. You will need to enter the password in order for the student to access the examination. Please type the password yourself and do not give the password to the student.
- Please keep the examination or examination password in a safe and confidential place.
- With the examination, you will also receive information on the time limits and any other pertinent information as well as what the student may have access to during the examination.

### Examination Procedures for Paper Exam

The proctor will verify the student's identity with a picture ID (e.g. student ID, driver's license, passport, government ID). The student should be given only the time specified to work on the exam. The instructor will identify any supplemental material, communication devices, or other special exam aids on the *Proctored Test Request Form*.

### Examination Procedures for Electronic Exam

Verify the student's identity with a picture ID. The computer used for the exam must have Internet access. At the time agreed upon for the examination, the student will log into PCC's Moodle learning management system to access his/her course. Upon following a link to the examination, he/she will be prompted to enter a password to gain access to the examination. At that time, you should enter the password that was sent to you via email. Please enter the password yourself and do not give the password to the student. The password will allow access to the examination. Please do not enter the password until the student is ready to take the exam, as this starts the clock on the exam. Timed exams will deny access to the student when the time expires.

### Return of Paper Exams

At the completion of a paper examination, please collect the exam and do one of the following:

- Mail the exam to the instructor; an address will be provided.
- Scan the exam and e-mail to the instructor at the provided e-mail address. Hold the original exam in a safe place until the instructor confirms that a readable copy was received, then destroy the exam.

## Proctor Approval Form (for students)

Thank you for agreeing to proctor an exam for a student taking an online course at Pamlico Community College. Your role is valuable because you ensure the integrity and validity of the online course. Please complete and submit this form to the instructor listed below if you agree to be the student's proctor.

To qualify as a proctor, you must:

- Not be related to the student by marriage or blood and is not currently a student at Pamlico Community College.
- Have a valid phone number, email address, and have access to a computer with Internet access.
- Have access to a scanner (for returning completed exams).
- Return this form and be approved by the course instructor.

Your responsibility as a proctor is to:

- Verify the identity of the student taking the exam (picture ID required).
- Ensure all test taking instructions, including the use of cell phones are followed during the course of the exam.

**Course/Instructor Information:** To be approved as a proctor, please complete and sign this form and return via mail or email to the instructor listed below.

Course \_\_\_\_\_

Student \_\_\_\_\_

Instructor \_\_\_\_\_

Email \_\_\_\_\_

Address: PO Box 185, Grantsboro, NC 28529

---

### Proctor Information:

Proctor's Name: \_\_\_\_\_

Proctor's Job Title: \_\_\_\_\_

Proctor's Employer: \_\_\_\_\_

Proctor's Email Address: \_\_\_\_\_

Proctor's Phone Number: \_\_\_\_\_

How do you know the Student? \_\_\_\_\_

I am not related to the student named above nor am I currently a student at Pamlico Community College. I agree to personally administer the test(s) to the above student, and I will adhere to the guidelines outlined above. I further understand that this is a voluntary, non-paying position unless arrangements are made between the student and me. I will personally mail, email or fax completed paper exam(s) to the designated person immediately after the student has completed the exam(s). In the case of online exams, I will send an email to the instructor to inform them the student has completed the exam.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**Proctored Test Request Form  
(For instructors)**

The test proctoring request form is to be completed and submitted by instructors when one or more of his/her students will be taking an exam in the Student Success Center. Completion of this form helps to ensure the instructor's expectations for proctoring are met. Please contact Student Success Center Coordinator with questions or concerns.

Instructor: \_\_\_\_\_

Course name and Section: \_\_\_\_\_

Date/Time test will be proctored: \_\_\_\_\_

Amount of time allotted for test: \_\_\_\_\_

Password for online test: \_\_\_\_\_

**Instructor Availability:**  
Please note below your availability to answer student questions during the proctored exam.

I will be available:

On Campus/In Person  
 By Phone \_\_\_\_\_  
 By Email \_\_\_\_\_

**General Test Options (Check all that apply):**

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Computer	<input type="checkbox"/> Test Materials in Alternate Format
<input type="checkbox"/> Open Book	<input type="checkbox"/> Extra Time (please specify how much) _____
<input type="checkbox"/> Open Notes	<input type="checkbox"/> Dictionary
<input type="checkbox"/> Scratch Paper	<input type="checkbox"/> Other (please specify) _____ _____

Student's Name(s):

1. _____	6. _____
2. _____	7. _____
3. _____	8. _____
4. _____	9. _____
5. _____	10. _____

\_\_\_\_\_  
VP of Instructional Services

\_\_\_\_\_  
Instructor

\_\_\_\_\_  
Proctor

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_