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Frostburg State University Online Education Procedures, Guidelines and Information

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Office of the Provost

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FROSTBURG STATE UNIVERSITY ONLINE EDUCATION PROCEDURES AND GUIDELINES

Online Courses at Frostburg State University

Definition of an Online Course

Fully online courses at Frostburg State University (FSU) have most of their class materials available electronically through the FSU approved Learning Management System, currently Canvas. On-site class attendance cannot be a course requirement.¹

Fully online courses may provide, when appropriate and feasible, occasional synchronous virtual contact between students and the instructor (e.g., an orientation session, meetings, lectures), but faculty must have these expectations reflected in their syllabus and in the PAWs system course schedule if regular virtual synchronous sessions will be required. Faculty must also make alternative arrangements for students who cannot attend synchronous sessions if they are not reflected in the course schedule in the PAWs system. Alternative arrangements cannot include required on-site meetings or proctored testing.

Mission of Online Education at FSU

The principal mission of online education at FSU is to enhance student access to the University's academic programs. Of equal importance, FSU online education is intended to help students acquire the technical skills and online learning strategies important to the pursuit of their academic and career goals. By developing and teaching online courses, FSU faculty also acquire new instructional skills important to their professional growth and development. The University is committed to providing students and faculty the support and resources they need to succeed as participants in online education.

Student Authentication and Identity

The Higher Education Opportunity Act (HEOA) of 2008 requires accreditors to ensure that an institution that offers distance or correspondence education has a process in place to establish that a student who registers in a course or program is also the same student who participates in and receives credit for the course or program. The HEOA requirements are aimed at limiting academic dishonesty in distance learning. FSU will verify student identity through secure logins and passwords but may include additional methods of verification via challenge questions, webcams, or other new technologies.

¹ Procedures and guidelines pertaining to "blended or hybrid" courses are presented in a separate section of this document (see page 12).

More information on the student authentication and identity verification can be found on our website at <http://www.frostburg.edu/computing/get-connected/fsu-accounts/usernames-passwords/> and via the **Verification of Student Identity Policy** (PN 2.048) can be found at https://www.frostburg.edu/administration/policies/_files/pdfs/fsupolicy/2_048.pdf.

Also see other related policies:

Privacy Policy found at

https://www.frostburg.edu/administration/policies/_files/pdfs/fsupolicy/3_109.pdf

The Canvas Learning Management System

The Canvas Learning Management System (LMS) is the University's exclusive system for online, blended and web enhanced face-to-face courses. Canvas is integrated with the University's PAWS system and is the only LMS supported by the University. Integration includes the creation of users, courses, sections, and enrollments. In addition to 27/7 phone and chat support, users have access to tutorials, guides, frequently asked questions, a knowledge-base, and face-to-face training. Online courses will have a consistent look and orientation so that the student experience is familiar across courses and disciplines. Canvas is web-based and provides a robust set of tools like posting and accessing course announcements, materials, and assignments; taking tests; communicating with course participants; and sharing documents and projects with instructors and classmates.

Additional system functionality includes but is not limited to: an interactive syllabus, attendance tracking, discussion boards, rubrics, group collaboration, testing/assessments, grade tracking and weighting and access to third party tools such as VoiceThread, Courseval, and Office 365.

Technology Requirements

In order to access online course materials, students must have access to a reliable computer with broadband Internet access. The computer system the student uses must have the minimum hardware requirements needed to run an up-to-date operating system and web browser. All computers available in the computer labs on campus meet these requirements.

Students and faculty access Canvas through links on the University's website or at <https://frostburg.instructure.com/>. To ensure proper functionality, please visit <http://www.frostburg.edu/canvas/> for minimum operating system and software requirements.

Technical Support

Technical assistance for Canvas is available 24/7 from within the Canvas environment, using the Help module. There, students can call the Canvas Support Hotline, Chat with Canvas Support, Report a Problem, or Ask the Community. They can also use the Canvas Guides to find answers to common questions. If students are having trouble accessing Canvas, they are first encouraged to visit the Help Desk [website](#) for instructions on password management. If additional assistance is needed the student can access help desk support in the following ways:

1. If during regular hours of operation (see website for hours of operation), on campus students can get assistance via our walk in service at the Help Desk located in the Gira Center Room 123.

2. Students who do not have on-campus access or those who wish to access virtual assistance can call the help desk at 301.687.7777 or submit a Help Desk ticket at <https://webhelpdesk.frostburg.edu/helpdesk/WebObjects/Helpdesk.woa>.
3. If you need Immediate Assistance after regular help desk hours, you should call 301.687.7777. After-hours agents will handle calls regarding Canvas, Account issues, and Emergency outages. Other requests will be referred to and handled by FSU IT staff during regular business hours.

Should the issue prove to be a Canvas problem that cannot be resolved by the Help Desk, it will be referred to our LMS support team for attention.

Course Identification

All fully online courses at Frostburg State University are designated by a section number that begins with the number seven (7) (e.g., POSC 113.701). Blended courses are designated by a section number that begins with the number six (6) (e.g., POSC 113.601). Course settings in Canvas include a course format of Online or Blended.

Online Course Approval, Development, and Instruction

Approval of Online Courses

The appropriate department chair and college dean must approve the scheduling of all online courses offered within the respective Colleges. To ensure that these courses are taught by FSU certified online instructors, they are also subject to approval by the Office of the Provost.

Frostburg State University's Faculty Online Certification Program

Faculty members who teach online for the University must complete the University's Teaching Online Certification Program prior to teaching online for the first time. Upon the request of the department chair and the dean, and with the approval of the Office of the Provost, experienced online faculty who are new to FSU may teach online without first completing the certification program. However, these faculty members must gain FSU online certification within the semester in order to become more familiar with online instruction and course design at the University.

Professional Development Series and Support of Online Instruction

The Department of Instructional Design and Delivery also supports online education at FSU by providing professional development opportunities to faculty throughout the year. IDD works closely with individual faculty to provide guidance in course design and the use of multimedia and other technologies supporting the development of quality online courses.

Online Course Enrollments

During the fall and spring semesters, enrollment in online courses should ordinarily be 22 students. The typical course limit for summer and Intersession courses is 15 students, with a maximum allowable enrollment of 22 students.

Course Evaluation

All online courses are formally evaluated via the university's *Student Evaluation of Instruction* instrument and process. However, formal evaluation of online course delivery and design is necessary to ensure quality of instruction in online courses and to make informed decisions regarding future course offerings and strategies which support and promote quality in online education. Therefore, an evaluation of Online Course Design and Delivery will also be conducted for online courses. The University's fall and spring course are evaluated using the Student Evaluation of Instruction instrument, regardless of delivery method. These results are formally used in the faculty promotion and tenure process. However, the Online Course Design and Delivery evaluation results, while they will be shared with both the faculty member and department chairs, will not be used in the faculty evaluation process. The current course evaluation system that is in place and approved by faculty governance provides the necessary data required for faculty evaluation of online teaching. The Online Course Design and Delivery instrument will provide additional information to the university regarding the need to support faculty in course design and delivery and will be used by DEAG to develop recommendations to the Provost, chairs and Deans for online education quality improvement. Academic departments should only use the Online Course Design and Delivery evaluations for these purposes. They are not to be incorporated, formally or informally, into annual faculty evaluations. The evaluation of online courses will be administered online and will follow the procedures outlined in the Faculty Handbook (see, *Faculty Evaluation Process*). The Office of the Provost, with the assistance of the Office of Planning, Assessment and Institutional Research will also surveys student opinions of their online courses related to design and delivery using the Online Course Design and Delivery survey.

Intellectual Property and Online Course Ownership

Ownership of intellectual property, including technology-mediated instructional materials (online course materials) is described in detail in the University's Intellectual Property Policy which can be found online at http://static.frostburg.edu/fsu/assets/File/Administration/policies/fsupolicy/1_010.pdf. In general, technology-mediated instructional materials are owned by the creator of such materials unless otherwise agreed to, in writing, with the University, or if such materials are created pursuant to a sponsored research agreement. The University retains the right to use such materials in connection with University programs of instruction and education.

University faculty who are creators of technology-mediated instructional materials may not license, sell, or otherwise grant third parties a right to use such materials without the prior approval of the president of the University.

Guidelines for the Use of Materials Protected by Copyright in an Online Course

As stated in the *FSU Faculty Handbook*, it is the University's policy that all members of the University community will adhere to the provisions of the United States Copyright Law (Title 17, United States Code, Sect. 101, et(seq.)), the University System of Maryland Policy on Intellectual Property and the University's Policy on Intellectual Property. While the intent of the Copyright Law is to protect the rights of creators and producers of intellectual property, certain exemptions have been made to facilitate the use of information in academic environments, including online. These exemptions are generally referred to as "fair use" exceptions.

In 2002, the Technology, Education, and Copyright Harmonization Act or T.E.A.C.H. Act was passed to expand the use of copyrighted materials in the online course environment. Prior to the passing of the T.E.A.C.H. Act, displaying many copyrighted materials and presenting dramatic works were excluded from online education, as were performances of audiovisual materials and sound recordings. The T.E.A.C.H. Act increases the scope of instructors' rights to perform and display works and to make copies integral to such performances and displays for online education, making the rights closer to those allowed in face-to-face teaching. It also allows educators to digitize some analog works for use in online education with stipulations outlined in Section 110(2) of the Copyright Law, so long as a digital version of the work is not commercially available to the institution, or a digital version is available, but it is secured behind technological protection measures that prevent its availability for performance or display.

The full texts of the Copyright Law and the Technology, Education, and Copyright Harmonization Act are available in the Lewis J. Ort Library. Faculty, students, and staff members with questions about the use of copyrighted materials should contact the Ort Library for guidance on their use. Additional information on copyright use is available from the University's Office of Duplicating, the Office of Research and Sponsored Programs and the University Webmaster.

Members of the University community who willfully disregard the Copyright Law, the University System of Maryland Policy on Intellectual Property or the University's Policy on Intellectual Property do so at their own risk and assume all liability.

Faculty Compensation and Responsibilities

Faculty Compensation – Summer Session and Intersession

Compensation for all teaching, including teaching online courses, is outlined in the workload policies found in the *FSU Faculty Handbook* (<http://www.frostburg.edu/admin/faculty-handbook/>). In addition to the course salary as determined by the Summer Session and Intersession faculty pay schedule, faculty members who have completed the University's Teaching Online Certification Program and who have not previously taught online for the University will receive a one-time course planning stipend. This stipend is payable as part of the regular teaching contract and only applies to courses taught during Summer Session and Intersession.

Faculty Responsibilities

Teaching online is similar in many ways to teaching the traditional face-to-face course. The instructor must develop or adopt appropriate materials, assessments, class exercises, and any other helpful resources that he/she believes will assist in developing a supportive learning community. However, the online environment does provide some unique challenges, most notably the realization that the course or key aspects of the course will be delivered in an electronic format and that the shift in communication among the course participants will be toward an asynchronous format. These challenges make it essential for the faculty member to attend professional development sessions to help acquire appropriate strategies and techniques for meeting the demands of teaching in this new environment.

Given the shift in learning environments, it is important for the faculty member to pay particular attention to orientating the students to the new environment and addressing the strategies that have been found to be effective in what may be a new educational setting for the student. It may be important to track the progress of each student more closely than is done in the face-to-face class to assure the student has become comfortable operating in these new surroundings. Information on where to seek technical assistance should be readily available to prevent technological barriers from becoming a problem to learning.

As with the traditional courses, it is important that a faculty member develops clearly defined outcomes and expectations, opportunities for frequent assessments and feedback, and identifies various ways that the student can communicate with the instructor and the other students in the course. This change, from an environment that primarily uses synchronous interactions (the face-to-face classroom) to one that depends primarily on asynchronous communication, demands special attention from the faculty member and should be an important part of the orientation process designed by the instructor. The success of the communication processes will most likely determine not only whether a sense of community develops, but also ultimately the success of the course.

Student Admission, Registration, Support, and Responsibilities

Admission to the University

Students wishing to register for online courses must first be admitted to the University. Gaining admission to the University can be accomplished through the following methods:

- (1) As outlined in the general admission policies published in the University Undergraduate Catalog and in the Graduate Catalog.
- (2) Through the “Quick Admit” process which is designed for visiting undergraduate students who attend the University during Summer Session or Intersession.

For full information regarding admission to the University, contact the Office of Admissions.

Undergraduate Office of Admissions:

301.687.4201

Email: fsuadmissions@frostburg.edu

Website: <http://www.frostburg.edu/admiss>

Graduate Admissions:

301.687.7053

Email: gradservices@frostburg.edu

Website: <http://www.frostburg.edu/grad/>

Student Registration for Online Courses

During the registration periods set by the University, admitted students can register for online courses using the PAWS Internet-based registration system or in-person. Continuing undergraduate students must secure their advisor's authorization to register for classes. Academic departments will conduct overrides to permission-only courses, class limits, and/or course prerequisites, where applicable. Graduate students do not require advisor permission to register. For full information on registering for online courses at the University, contact the Office of the Registrar.

Registrar's Office:

Phone: 301.687.4346

Email: reginfo@frostburg.edu

Website: <http://www.frostburg.edu/admin/regoff/>

Tuition and Fees

All online students are charged standard University tuition and fees. In addition, online students are subject to applicable course fees approved by the University. Students enrolled in online courses are not charged additional fees by the University based on their status as online students.

Student Orientation

All faculty teaching online courses must provide students enrolled in an online course an orientation. This information can be delivered in a number of ways including using the Canvas Orientation Module found in Canvas Commons provided by the FSU Instructional Design and Delivery team, a faculty designed orientation module, or via the use of a BigBlueButton synchronous meeting. If BigBlueButton is used, the faculty member must record the session and make it available within the Canvas course for students who are unable to make the orientation meeting. On-site orientations cannot be conducted for fully delivered online courses.

Support for Students with Disabilities

A student desiring disability-related accommodation for any course, including online courses, must request that Disability Support Services (DSS) review the accommodation(s) requested and issue a letter approving the appropriate accommodation. This letter must be updated each semester, and it is the responsibility of the student to deliver the letter to the instructor of any course in which he/she may desire accommodation. In those instances when a student is not physically present at FSU, DSS will deliver the accommodation letter at the student's request.

Of utmost importance is that all involved recognize the unique nature of online courses and the potential challenges faced by students with disabilities. Consequently, students who wish to request accommodation for an online course must notify DSS in a timely manner in order to give the University reasonable opportunity to ensure accessibility and/or arrange for appropriate accommodation(s).

For more information or assistance please contact the Disability Support Services Office:

Phone: 301.687.4483

Email: hhveith@frostburg.edu

Website: <http://www.frostburg.edu/admin/provost/academic-success-network/dss/>

Email

All FSU students are assigned an email account by the University. This email account is the official source for all electronic communication to and from students who are learning online. Faculty will use FSU email as one way to communicate with their online students. However, all email communication to and from students should be done via the FSU email account. FSU students are responsible for all online course communications sent to them via their FSU email account and via Canvas.

If a student chooses to forward his/her University email to another account, he/she is responsible for all information, including attachments, forwarded to that account. It is recommended that students maintain their FSU email account by regularly deleting unneeded messages and emptying the "Deleted Items" folder in their accounts.

Withdrawal from Online Courses

Students wishing to withdraw from an online course are to follow the requirements and procedures established by the Office of the Registrar.

Student Responsibility

Generally, student responsibilities in an online or blended course parallel those encountered in the traditional classroom with some variations given the nature of the course environment.

These responsibilities include:

- **Attending the Course Orientation:** Whether on-site or online, students must participate in a course orientation to become accustomed to the learning environment in which the course will operate.
- **Reading Course Documents:** It is important that students read all course documents (e.g., syllabus, assignments) to become familiar with course expectations and provide them with the opportunity to clarify any areas that are unclear. This will allow them proper planning of course activities.

- **“Attending” Class:** Students must “attend” the online components of a course just as they would a traditional course. Class participation is essential to course success. In an online course, student attendance is considered to be defined as logging into the Canvas course regularly and participating in all academic activities required by the instructor.
- **Organizing and Managing Time:** Courses that have a significant online component may not provide students with as many reminders of course expectations regarding time as do traditional face-to-face courses. Therefore, the student needs to be well organized and must pay careful attention to the course’s schedule and deadlines.
- **Academic Honesty:** As with traditional classes, academic honesty is a cornerstone of student online coursework. Frostburg State University standards of academic honesty and conduct pertain to all online courses taught at the University.
- **Acquiring Needed Materials:** Students must obtain all necessary course materials, including required textbooks, lab materials, and course software. In addition, the student may need to access various library resources. In this instance, students can access their library code via the PAWs system.-Go to Student Center and scroll to the bottom of the page and the student library code will be found among the blue links at the bottom of the page.
- **Evaluating Computer Setup:** Students are responsible for ensuring that they have access to required hardware, software, and an Internet connection. If they plan to use public Internet access (e.g., a public library), they must contact the provider to determine whether the service is a viable option. Since all online and blended courses utilize FSU email accounts as a primary means of communication, students must be comfortable using their FSU email account.
- **Staying in Contact:** Student interaction with peers and the instructor is just as important in an online or blended course as it is in the traditional classroom. Students must take advantage of all the communication options that are available in the course (e.g., email, discussion boards, chat areas) to facilitate learning and complete projects.

Student Attendance

Student attendance in an online class is defined as logging into Canvas regularly and participating in course activities in the online environment. Canvas provides a statistical record of a student’s participation in the course that is accessible to the instructor. Whether this means adding to a class discussion, submitting an assignment, or completing an online assessment, the key element is that the student actively engages the course materials and activities. Therefore, in an online course the student’s last date of attendance is equivalent to the date on which the student last performed a course activity.

Online attendance has an advantage in that it can occur at a time that is convenient for the student, unless the instructor has a required time for certain course activities (e.g., an online test that must be completed at a certain time). Students should not confuse the lack of face-to-face interaction with the notion that attendance is not important. Not only does the lack of online attendance normally lead to poor performance in the course, the tracking of student attendance may be a requirement in determining the student’s eligibility for receiving some forms of financial aid.

Given that in most instances the traditional three-credit course delivered over a 15 week period meets for 150 minutes a week (three 50 minute sessions or two 75 minute sessions), this could be viewed as a **minimum** expectation for online attendance. For courses that are 6 or 7 weeks, a student should

consider attendance equal to approximately 300 minutes a week (5-6 hours). This also does not take into consideration work outside of class attendance. However, it can safely be suggested that the more frequently a student attends an online course, the more likely the course expectations will be met.

University Standards of Personal and Group Conduct

All students enrolled at Frostburg State University are governed by the *University Standards of Personal and Group Conduct*. These standards, which are published in the *University's Policy Statements for FSU Students* under *Code of Student Conduct*, define and establish the consequences for academic dishonesty, including cheating and plagiarism, computer misuse and dishonesty, falsification of information, and other prohibited forms of conduct.

Online Student Civility Statement:

Discriminatory, discourteous, threatening, harassing, disruptive, distracting, and inappropriate behavior and language will not be tolerated regardless of the context in which such actions occur (i.e., in person, in email, online, in peer reviews, etc). The purpose of this statement is to maintain professional behavior and communication among students, staff and faculty members within the University.

If a student displays behavior of concern which meets the description above within a course, the faculty member will provide a warning to the student. A second time violation of this policy can result in more serious consequences, including but not limited to a reduction in points or a grade based on the faculty's course policy, referral to the Program Coordinator, Department Chair or Dean for resolution/mediation. Further violations of this policy may be grounds for dismissal from the university. If a student displays behavior toward a university staff member a warning will be issued. A second violation will be referred to the appropriate administrator for resolution/mediation. Further violations of this policy may be grounds for dismissal from the university.

Student Complaint Process and Procedures

Frostburg State University participates in the Federal student aid programs that are authorized under Title IV of the Higher Education Act of 1965. Participating institutions must be legally authorized to operate with the state in which it is located.

Title 34 CFR §600.9 requires states to have a "process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws." Title 34 CFR §668.43(b) requires that institutions: *"make available for review to any enrolled or prospective student upon request, a copy of the documents describing the institution's accreditation and its State, Federal, or tribal approval or licensing. The institution must also provide its students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle a student's complaint."*

Below is a summary of the process for student complaints found in the Distance Education Student Complaints Policy (PN 2.049

STUDENT COMPLAINT PROCESS AND PROCEDURES

A. Process for Submitting Complaint and Resolution

i. Step One

Typically, most complaints can be resolved informally through communication between the individual and appropriate University personnel. As a first step, the individual should meet or discuss via phone or email with the University employee with whom the individual has a complaint or dispute. Should that not be appropriate or feasible, the individual should contact the employee's supervisor. In the discussions, the individual should identify the complaint and the specific action being sought for resolution. In a situation where the complaint does not concern a specific employee, the individual should contact the University employee with administrative responsibility for the policy, procedure, or operational issue of concern. Every reasonable effort should be made to resolve the matter informally and in a timely manner. Should that not be possible or appropriate, the individual may proceed to Step Two. If an individual is unsure who to contact or needs help and guidance with the process of internal resolution, the individual should contact the SARA representative on campus:

Dr. Vickie Mazer
SARA Representative
Director of Graduate Services
vmazer@frostburg.edu
301.687.7053

ii. Step Two

If the complaint cannot be resolved through the process described in Step One, the individual should file a written complaint/appeal with the SARA representative on campus within 5 workdays. If the complaint/appeal directly involves the SARA representative, the complaint should be filed with the Office of the Provost, which will hear the complaint/appeal. This complaint/appeal should be provided in writing and should include the following information:

- a. the name of the individual filing the complaint/appeal,
- b. a concise statement of the nature of the complaint/appeal, and the parties/departments involved
- c. reasons for dissatisfaction with the outcome or decision from Step One
- d. the specific action or resolution sought by the individual.

After receiving the letter, the SARA representative will:

- a. review the complaint/appeal,
- b. consult with all internal parties as necessary
- c. interview the parties, as necessary,
- d. call a hearing to gather additional information if necessary, and
- e. issue a resolution to the student in writing.

Within 10 workdays of receiving the complaint/appeal, the administrator will provide a written decision on the complaint/appeal to the individual or call a hearing. This time limitation may be extended by mutual agreement. If a hearing is called, the administrator will contact the individual to arrange a date.

B. Hearing

If a hearing is deemed necessary, the individual and University may each, if they choose, be accompanied at the hearing by legal counsel. The individual must notify the University in advance of his or her wish to be accompanied by legal counsel. The individual and University may present evidence in the form of documentation and/or witness testimony. The administrator reserves the right to set reasonable limitations as to the length of the hearing.

Within 10 workdays following the hearing, the administrator will provide a written decision on the complaint/appeal to the individual. This time limitation may be extended by mutual agreement. All documents considered at Level Two shall constitute the record of the complaint/appeal.

C. Step Three – Final Appeal

If the individual is not satisfied with the decision of the SARA representative at Step Two, the individual may appeal that decision to the Provost. The appeal shall be made in writing and delivered to the Provost within 5 workdays of the individual's receipt of the administrator's written decision from Step Two. The final appeal shall include:

- a. the written complaint/appeal described in Step Two,
- b. a concise explanation of the basis of the final appeal, and
- c. the action/resolution being sought.

The Provost will review the record from Step Two, interview parties as necessary, and issue a decision. The Provost's review will be based upon the record of the complaint/appeal. The Provost, may, in his or her discretion, request the parties to give a brief written or oral summary of their contentions if deemed necessary to understanding the facts/issues in the case. The Provost's decision is final and shall be made in writing to the parties within 10 workdays. This time limitation may be extended by mutual agreement.

The Library and Instructional Resources

Online Access to Library Resources

Access to the Ort Library's resources is granted through the use of a 14-digit number assigned by ID Services when a student first enrolls for courses at the university. This 14-digit number is printed on the FSU ID card issued from ID Services. Students enrolled in online courses who are also taking courses on campus must obtain an FSU ID card at the ID Services office in Chesapeake Hall. The printed ID card is necessary in order to borrow items from the Library's tangible collections. In order to access the Library's resources remotely, students will be required to log in using their 14-digit number and last

name. Students taking online courses off campus without an FSU ID card can locate this 14-digit number through PAWS, the FSU Internet Registration System. Once logged into the PAWS account, users will need to click on “Self Service”, then select “Student Center”, then scroll down to “Other Areas”, and click on “Library Account Information.” The 14-digit number beginning with the digits 22060 is listed there. Students can also contact the Circulation Desk directly at 301-687-4395 and provide staff with their 7-digit student PAWS ID number to retrieve the special 14-digit number required for remote access to library services.

Students need to provide up-to-date addresses and telephone numbers to the Registrar’s Office whenever a change in information occurs, so that Library circulation records can be accurately maintained. Personal Data Update Forms are available for this purpose in print at the Library Circulation Desk and in PDF format on the Registrar’s webpage. In this way students will retain borrowing privileges and remote access to Library resources.

As a member of the University System of Maryland (USM) and other affiliated institutions in the library consortium (USMAI), the Lewis J. Ort Library provides access to scholarly resources in both tangible and online formats via the information systems *CatalogUSMAI* and *OneSearch: Articles, Books & More*.

CatalogUSMAI is the online catalog and an inventory of most of the resources owned by USMAI libraries. By using the “Request” feature of *Catalog USMAI*, students, faculty, and staff can borrow circulating print books located in other USMAI libraries. These items are then sent to any participating library where they can be charged out as easily as items in the Ort Library’s physical collection on the FSU campus. Once the items are charged out, the borrower can use the “My Account” feature in the catalog to check their due dates, automatically renew eligible items, and track the progress of their requests.

Students attending the University System of Maryland at Hagerstown (USMH) who are enrolled in FSU online courses can find resources available to them in the USMH Library through *CatalogUSMAI*. They can also use the “Request” feature in *CatalogUSMAI* to have books from the other USMAI libraries delivered for pick-up at the USMH Library.

OneSearch: Articles, Books & More provides enhanced access to library collections by bringing together comprehensive content across the broad spectrum of library resources including not only print books available in USMAI libraries but also full-text journal articles, e-books, encyclopedias, statistical data, indexes, and other reference material covering a wide variety of academic disciplines from the many research databases to which FSU subscribes. All of this content may be searched through a single search box. The “Request an Item” feature in *OneSearch* links to the “Request” feature of *CatalogUSMAI* allowing students, faculty, and staff to borrow books located in other USMAI libraries. *OneSearch* has additional personalization features allowing faculty to embed links to full-text articles in their webpages and course materials in Canvas and other Learning Management software. Individual research databases may also be accessed via the Library’s website.

Interlibrary Loan (ILL) services are always an alternative when FSU students, faculty, and staff cannot obtain materials from the USMAI libraries’ print collections or electronically through *CatalogUSMAI* and *OneSearch*. When an item is unobtainable, the “Find It” feature in *One Search* and the research databases directs users to several options for acquiring the items including a link to *ILLiad*, a service

that allows users to send and easily track interlibrary loan requests online. The Library's Interlibrary Loan Department further facilitates the ILL process. In the case of journal articles, many of these can be delivered electronically to the user through *ILLiad*. When using *ILLiad* for the first time, users must begin by creating an account via the "First Time Users" link listed below the login boxes on the *ILLiad* home screen. Once the initial account has been created, users will be able to submit requests and access any electronically delivered items through the *ILLiad* interface.

In addition to the resources listed above, the Library's website provides an online reference support system with links to FSU subject and course guides, reliable information websites, and electronic resources. The Library participates in the Maryland *AskUsNow* online interactive information service available 24 hours a day, 7 days a week via a chat feature on the Library's website. The *Ask a Librarian* service at the Library's website is designed to accommodate users' needs for remote research assistance. This email service puts students and faculty into direct contact with a helpful reference librarian. Additionally, the *Ask a Librarian* service at the website accommodates users' research needs through an email form, putting students and faculty into direct contact with a helpful reference librarian.

Textbooks and Course Materials

The Frostburg State University Store (bookstore) can be considered as the main repository of information regarding textbooks, course materials, and classroom supplies for the FSU community. As such, all instructors shall provide the University Store, on a timely basis, with a completed "textbook adoption form" as supplied by the University Store each semester.

Any faculty member shall have the option to place orders for texts and other materials at any retail outlet. However, to serve students who are unable to go to other locations and make multiple purchases (e.g., parents provide only one check; "Bobcat Express" money is being used; physically challenged students who are unable to obtain transportation), the University Store must also receive textbook adoption requests so that students with particular needs can be served. (FSU Policy PN 3.071).

Faculty may also provide required course materials to students electronically. In such cases, faculty must adhere to all applicable copyright laws and regulations.

Blended Courses

Definition of a Blended Course

A blended course is a combination of online and face-to-face instruction where a significant proportion of student learning activities are online and the time students physically spend in the classroom is significantly reduced but not entirely eliminated.

Approval of Blended Courses

The appropriate department chair and college dean must approve the scheduling of all blended courses.

Blended Course Enrollments

Enrollment levels in blended courses are to be set by the department chair with the approval of the college dean.

Blended Course Development

As in the case of online courses, the Department of Instructional Design and Delivery offers professional development sessions for faculty wishing to offer blended courses. First-time blended course faculty are encouraged to attend scheduled IDD workshops that focus on blended teaching strategies, use of the Canvas Learning Management System, and the development of effective blended course teaching materials.

Course Evaluation

The evaluation of blended courses will follow the procedures outlined under the *Faculty Evaluation Process* in the Faculty Handbook.

Course Identification

All blended courses at Frostburg State University are designated by a section number that begins with the number six (6) (e.g., POSC 113.601)

Modifying the University's Distance Education Course Procedures and Guidelines

The Distance Education Advisory Group

As part of the University's governance system, the Distance Education Advisory Group includes faculty and administrators and serves as the University's principal advising body for distance education planning and development.

The Distance Education Advisory Group will: (1) recommend ways the University can take advantage of opportunities for different and better teaching through distance learning technologies; (2) review instructional efficiencies that can be realized through the use of distance learning technologies; (3) evaluate and make recommendations regarding the application of distance learning technologies to specific instructional areas; (4) recommend ways to use distance learning to bring outside instructional programming to campus; and (5) serve as an advisory group on scheduling, registration, technical, and

other issues associated with the use of distance learning technologies on campus. Recommendations of the Distance Education Advisory Group are forwarded to the Provost for appropriate action.

Revised: 4/22/2014, 10/30/15, 3/15/17, 4/27/18