

<p style="text-align: center;"><b>University Policy Statement</b> <b>California State University, Fullerton</b></p>
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## UPS 411.104

# POLICY ON ONLINE INSTRUCTION

### I. Definition of Online Instruction

Online instruction is a formal, Internet-based or Internet-supported educational process in which instruction occurs between instructor and learner in an online environment. This policy shall apply to courses in which one-third or more of class instruction or the equivalent is placed in an online environment. Online instruction may be synchronous or asynchronous. Online instruction courses and programs shall be consistent with the educational mission of the University.

### II. Principles for Online Instruction

#### A. Student Support and Information

1. Online instruction courses and programs shall provide an opportunity for interaction between students and the faculty member responsible for the course, so that students can receive prompt responses to their questions.
2. The Class Schedule shall clearly identify online courses through the use of footnotes and symbols or in other appropriate ways so that students have access to this information before enrolling in a course or program.
3. Criteria for student success in online instruction courses and programs shall be as rigorous and comprehensive as those used in classroom-based courses and communicated to students.
4. Students enrolled in online courses are subject to the same university policies and procedures applicable to students attending courses on campus. Academic standards regarding cheating, plagiarism, and appropriate online behavior (“Netiquette”) shall be clearly communicated to students in online instruction courses and programs. [See UPS 300.021 Academic Dishonesty]
5. Each student enrolled in an online instruction course or program shall be informed of available instructional support, student services, library resources, and disabled student support services. Faculty should work closely with the library and student services staff to ensure adequate access and training for online instruction students.

6. Technical support consistent with that available to on-campus students shall be made available.

## **B. Faculty Support Rights and Responsibilities**

1. Faculty shall have the same control and ownership of the substantive and intellectual content of their online instruction course-related materials that faculty have with respect to classes offered in classroom format, at the time of production, at any time during their use, and thereafter.

2. In courses where classes are offered online and in classroom settings, sections of online courses shall meet all course objectives normally covered in the classroom-based course.

3. In online courses, the department chair is responsible for ensuring that the student evaluation of instruction forms are administered. Because of the online nature of the course, the procedures for evaluating the faculty may be different from those used by the institution for the evaluation of faculty teaching classroom-based courses, but the overall standards shall be equivalent. [Refer to UPS 210.000, Faculty Personnel Policy and Procedures].

4. The University shall offer appropriate training and support services to faculty to prepare and support them in developing and teaching online instruction courses. The faculty are strongly encouraged to avail themselves of these services and training. The University shall similarly offer appropriate support, and training as required, for department chairs with respect to online courses, including ways and means of administering student evaluation of instruction forms for online students.

5. All online courses listed in the Class Schedule shall normally be hosted on California State University or other CITO and Dean approved computer server services.

6. Any course that uses online instruction shall indicate so in the course syllabus/outline.

In addition to information specified in UPS 300.004 (Policy on Course Outlines), the following information shall be included in course outlines for online instruction courses:

a) How participation in online activities will be assessed and graded (e.g., participation in chat sessions, frequency of web access, postings, etc.);

b) Whether and how the instructor will track student online activities, for example, by maintaining a copy/log of online discussions and chat session, etc.;

c) Weekly deadlines for posting and due dates need to be stated (dates and times);

- d) Office/contact hours (including items such as how quickly the instructor will respond to e-mail questions and online assignments, how often the instructor will be online, and alternate communication options);
- e) Safeguards as to how student work will be authenticated;
- f) Appropriate online behavior (“Netiquette”);
- g) Technical competencies expected or required of the students;
- h) Minimum computer hardware and software specifications, and course website access requirements;
- i) Whom to contact in case of technical problems;
- j) Alternative procedures for submitting work, in the event of technical problems; and
- k) On-campus meeting requirements.

7. The colleges, in collaboration with Information Technology (IT), shall provide technical support and coordination for the creation and delivery of online courses, and shall work with the Faculty Development Center to promote the best in online practices, as well as appropriate pedagogical and assessment standards.

### **III. Approval of Online Instruction Courses and Programs**

#### **A. New Online Programs**

Online degree programs (including majors, minors, emphases, and concentrations) shall be reviewed in accordance with UPS 410.103 (Curriculum Guidelines and Procedures: Programs) and the provisions of this document. Any department or program offering online instruction programs (those in which more than half of the units are offered through online education) shall be required to meet California State University (CSU) and Western Association of Schools and Colleges (WASC) requirements. [See <http://www.wascweb.org>]

#### **B. New Online Courses**

The Graduate Education Committee, General Education Committee or the University Curriculum Committee shall review any new online course that is proposed for degree credit in accordance with UPS 411.100 (Curriculum Guidelines and Procedures: Courses) and the provisions of this document.

### **C. Converting Existing Courses or Sections to an Online Format**

1. When a course has been approved in accordance with UPS 411.100 and one or more sections of the course are redesigned using an online format, the course shall not be offered in this format without appropriate approval. The department proposing the change shall provide evidence to the college curriculum committee. Documentation required for such a submission includes a Course Change Form and a revised course syllabus indicating that the objectives and content of the course are comparable to the classroom-based course. The college curriculum committee shall review the documentation and forward a recommendation to the dean. The dean shall forward the Course Change Form and recommendation to the Associate Vice President for Academic Programs.”

2. When the online format results in a substantive change, the course shall be submitted as a new, regular course proposal, which shall be reviewed and recommended for approval according to the provision of UPS 411.100 and this document. The college curriculum committee shall review the documentation and forward a recommendation to the dean. The dean shall forward the course proposal and recommendation to the Associate Vice President for Academic Programs who shall review and forward the proposal to the University Curriculum Committee, General Education Committee, or Graduate Education Committee for review and approval.

**EFFECTIVE DATE: November 8, 2006**

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and ASD 06-41

Source: University Curriculum Committee  
Academic Standards Committee