CCC ONLINE INSTRUCTION EXPECTATIONS

CCC Online strives to deliver an outstanding educational experience to our students. CCC Online courses are rigorously designed and delivered by academically qualified faculty members with industry experience. Expectations for CCC Online faculty members are discussed below. These expectations are monitored closely for adherence to company policies.

Accessibility and Responsiveness
• Instructors are accessible to students via email, phone, Moodle, Skype, and Facebook. Social media is used as an additional tool to engage and connect with students.
• Instructors log on when students are typically active in the course (usually, this means night and weekend availability).
• Instructors maintain an average response time of three hours to student questions and requests (with no response time greater than 12 hours).

Personal Connection
• Instructors interact with students in a professional manner, offering constructive, encouraging, and timely feedback.
• Instructors conduct weekly "live" video lectures and/or discussions (using Blackboard Collaborate).
• Instructors tutor students as necessary using Blackboard Collaborate or other conferencing tools.
• Instructors counsel students regarding their performance in the course (both positive and negative.)

Course Design and Delivery
• Minimum layout and content criteria were established that are universal across programs.
• Each course encourages complex thinking, participation, and discussion by all students.
• Instructors are required to quickly identify and address problems with course content or technology.
• Instructors provide timely grade postings and feedback.
• Course shells with updated information, web links, instructor bio, gradebook settings, etc. are completely prepared at least one week before the scheduled start of classes.
• Instructors communicate with students on roster two days before the scheduled start of class.
•Instructors participate actively in course discussions, ensuring that all students are participating and interacting with one another. This opportunity is used to shape discussion, call attention to other approaches, and answer specific questions raised by students.
• Instructors are encouraged to respond to written assignments with personalized comments.
• Instructors are encouraged to maintain a list of suggested course improvements and communicate these proposed improvements to the Director of Distance Learning.

Results (Goals to be considered)
• Maintain 90% or higher on course evaluations
• Maintain 88% or higher on quarterly student satisfaction surveys
• Maintain an 85% retention rate

Employment
• Attend at least two meetings monthly to stay connected (Team/Department
Meetings, Leadership
Initiatives, Faculty Forums)
• Maintain exclusivity to Community Care College
• Commit to continuous improvement as an online educator by attending trainings
and professional
development opportunities as desired or as assigned.

Technical Requirements Minimal

Minimal	Recommended
1GHz Processor	1GHz Dual Core Processor or faster
1 GB RAM	2GB or more of RAM
40 GB Hard Drive	100 GB Hard Drive or Greater
Webcam	Webcam
Microphone and Speakers or headset	Microphone and Speakers or headset
8 Mbps download Internet connection	12Mbps download Internet Connection
Java 7	Java 7

Summary:
In December 2011, online instructors at Community Care College transitioned to a Flex Time arrangement. The purpose of the Flex Time policy was to improve faculty presence and responsiveness in the online environment, while helping full-time instructors maintain a comfortable work/life balance. Flex-time also allows the college to bundle resources and utilize building and human capital in a more efficient way.

Benefits:
Although faculty expectations have increased in response to changing student needs, the Flex Time is a results-based opportunity that provides online instructors with the following benefits:

• Flexible Schedules
• Ability to Work from Home or Location of Choice
• Fair Compensation for Time
• Savings on Gas and Mileage
• Focus on Results, Rather than "Seat Time"