Appendix: Online Teaching Best Practices Guidelines

Section 1: Faculty Qualifications and Certification
The UNM Valencia Faculty Online Teaching and Review Committee (FOTRC) will regularly provide to the Dean of Instruction, Division Chairs, and Program Coordinators a current list of approved credentials for faculty who plan to teach online or blended/hybrid courses. Division Chairs, Program Coordinators, or others involved in hiring faculty who will teach in the online environment, should match credentials of the faculty member to this list before assigning them to teach an online or blended/hybrid course. If the faculty member has bona fide credentials that are not on the approved list, the FOTRC will review those credentials before the faculty member can be assigned to teach an online or blended/hybrid course.

Any bona fide training or credentialing program, course, or workshop approved by the FROTC will include minimum technological and pedagogical readiness criteria in the following areas.

Minimal Technological Readiness Standards: The faculty member…	Minimal Pedagogical Readiness Standards
Demonstrates proficiency in electronic file management	Constructs appropriate student learning objectives as needed
Demonstrates mastery of email or other electronic communication formats	Engages with students by creating an online presence and communicating in a timely manner
Demonstrates knowledge of approved Learning Management System (LMS)	Integrates technology with content in a meaningful way
Uses UNM account or messaging in the UNM approved LMS to communicate with students (due to FERPA considerations faculty may not use a personal email account)	Authenticates that student completing assessment activities or materials is the student enrolled in the course
Demonstrates mastery of word processing skills	Refers to the QM rubric or other accepted rubric during design phase for the course
Demonstrates knowledge of video recording options (including available closed captioning)	Provides for accessibility in materials, activities, and required technologies
Demonstrates knowledge of presentation software	Provides for learner support
Demonstrates correct use and citation of Internet sources	Follows copyright policies and other policies of use

All faculty teaching online or blended/hybrid courses are encouraged to continue in professional development in this area. The FOTRC will maintain a "group" of faculty currently teaching online and blended/hybrid courses in the UNM email platform, and will use it, the faculty email distribution list, and the faculty newsletter to publicize opportunities that are appropriate for faculty professional development.

Section 2: Course Development and Peer Design Review

Any course offered at UNM Valencia may be designed as an online or blended course, as deemed appropriate by the Division Chair and Dean of Instruction. A faculty member designing an existing course for the online environment for the first time, or re-designing an existing online or blended course that does not meet review standards, is expected to refer to the current QM (Quality Matters) rubric, or other approved design rubric.

Any faculty member designing a course for the online environment must already be certified to teach online (see Section 1). If the faculty member has never before designed a course for the online environment, the faculty member is strongly urged to complete the Designing Your Online Course or Designing Your Blended Course workshop offered through Quality Matters. Upon request, a member of the FOTRC may assist the instructor in the design process to ensure quality design.

An online or blended course is eligible for an internal QM peer review by the FOTRC after it has been taught at least twice. If a faculty member teaching the course wishes to be the Course Representative for the QM review, that faculty member must first complete an Applying the QM Rubric workshop. Each semester the FOTRC will select mature online or blended courses for internal review. The FOTRC will give the Division Chair or Program Coordinator notice the semester before the course will come up for review to allow him/her to discuss with the faculty member(s) teaching the course what is expected as Course Representative.

A QM Internal Peer Review of course design for online and blended courses requires 4 people:
- Course Representative – this should be a person who has taught the course in the online environment more than once, or the person who designed the course to be taught as an online or blended course.
- Subject Matter Specialist – this person must have received the Peer Reviewer training through Quality Matters and should have knowledge of the content area of the course.
- Master Reviewer – this person must have received Master Reviewer training through Quality Matters and will coordinate the review.
- Other Reviewer – this person need not have complete knowledge of the content of the course but must have Peer Reviewer training through Quality Matters.

Section 3: Evaluation of Teaching and Delivery
Online Instructor Evaluation

Periodic peer and supervisor reviews of online instructors should also be performed. This is not the same as a course design peer review conducted by the FOTRC. It should be possible for a supervisor or peer to conduct the same sort of evaluation of the online course as is done for a face-to-face course, including the use of a similar or the same evaluation instrument. In the online environment, a classroom visit (face-to-face) can be analogous to an online visit to a unit or module in the online course. Upon request, the FOTRC can provide a rubric for evaluating course delivery (student-student, student-instructor, and student-content interactions), which differs from the QM rubric which evaluates course design.

The *results* of course design peer reviews (either internal or QM certified) should not be used for evaluation of faculty for merit or promotion. An instructor serving as the Course Representative, however, should receive recognition in their overall evaluation for participating as a Course Representative.

Course Evaluation and Assessment
Blended and online courses are subject to course/program review conducted by the UNM-Valencia Curriculum Committee and core course assessments required by the Teaching and Learning Assessment Committee. Online instructors are expected to follow the same procedures, conduct data collection, and meet other criteria required of those teaching a face-to-face section of the course.

Student Evaluation
Students evaluating blended and online courses will use the currently approved student evaluation instrument.

Section 4: Accessibility
All instructors must create or modify content for their blended or online classes so that it is accessible to students with disabilities, and design the course so that is easily navigable and readable with alternative options for students with special needs. Specific statutes concerning accessibility include the following:
- UNM Main Campus Accessing College Curriculum Equals Student Success (ACCESS) Faculty Handbook: A Faculty Guide to Accommodating Students with Disabilities
- Accessibility Checklist for Web Content and Online Courses

Section 5: Student Privacy
The Family Educational and Privacy Rights Act (FERPA) protects privacy of student education records for students attending any school that receive funds under an applicable program of the U.S. Department of Education. This requires that all class communications with students in online or blended learning must occur either in the Learning Management System or by official UNM e-mail (not a personal e-mail account.) Helpful links would include the following:
- Family Educational and Privacy Rights Act (FERPA)
- UNM Registrar FERPA

Other helpful links about online student privacy include:
- Privacy Technical Assistance Center (PTAC)
- Online Assignments and Student Privacy

Section 6: Academic Integrity and Authentication
Faculty members are expected to exercise due diligence in authenticating that the student receiving a grade for the course is in fact the person who completed the work for the course. At the very least, the instructor must have in place stringent authentication procedures for major

exams or other assignments that count a major portion of the course grade. For example, the instructor may require students to take final exams in person in an officially proctored setting, or an instructor may require a student to download a program on their home computer that will authenticate who is taking an online exam or assignment.

Other strategies to address student authentication issues may include the following:
- Multiple, varied assessments changed each semester rather than one single exam
- Greater weight on written discussion and assignments
- Unique timed tests for each student drawn from test banks
- Increasing student awareness of appropriate conduct
- Plagiarism detection software (SafeAssign)
- Browser lock-downs (may require software/equipment purchase)
- Proctors - real-time monitoring or face to face at a designated location (remote proctoring may require equipment purchase)
- Student Affirmation Statement in Course

Students in online and blended classes are expected to follow the same policies on cheating as students in face-to-face classes. Unacceptable behavior includes academic dishonesty which is defined as including, but not limited to, dishonesty in quizzes, tests, or assignments: claiming credit for work not done or done by others; hindering the academic work of other students; misrepresenting academic or professional qualifications within or without the university; and nondisclosure or misrepresentation in filling out applications or other university records.

The instructor may also need to specifically address policies regarding language, service agreements regarding use and access to software, proper netiquette, and specific examples of disruptive online behavior. Helpful links may include the following:

- UNM Valencia Code of Conduct
- UNM Learn SafeAssign
- UNM Academic Integrity UNM Valencia Campus Library page on plagiarism resources (under revision)
- UNM IT iThenticate (for research related materials)
- Best Practices for Preventing Plagiarism

Section 7: U.S. Copyright Law for Online Courses
Faculty teaching online and blended classes are expected to provide course materials following U.S. copyright law, fair use guidelines, or the Teach Act. Materials that are open educational materials should be indicated as such in the syllabus. Informational links on these issues are found below.

- UNM Copyright Matters
- U.S. Copyright Office
- "Fair Use"
- Essential Copyright
- Copyright Terms and Public Domain

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