EAST TENNESSEE STATE
U N I V E R S I T Y

Information Technology Services - Sherrod Library Room 118, Box 70284

Memorandum of Understanding
Synchronous Online Course

Department chairs should complete this section.

Online Course Information

Online Course ID and Name: Example: MATH-1530 Prob/Stats
Developing Faculty Member(s): Example: Dr. John Doe (70%) and Dr. Joe Smith (30%)
Department: Example: Mathematics & Statistics
Development Site or Course Section and Semester to be Reviewed: Example: MATH-1530-995
Spring 2017 or MATH-1530 Development Site

_____

Online Course Type

Check the appropriate course type:

☐ This is a new online course delivered using web conferencing technology.

☐ This is a new online course delivered using ITV Bridge technology.

_____

Department Objectives

Departmental Goals for Online Education: Please explain how this course fits into the
departmental objectives for online education.

Departmental Programs: What programs does this course support? Indicate if the program is
online, on-ground or blended.

Department Chair(s): Example: Dr. Jane Doe (Multiple chairs may be appropriate for cross-listed
courses.)

Memorandum of Understanding Requirements

I.   This Memorandum of Understanding is to verify the nature of the online course listed above, as developed by the faculty member named. This faculty member's online course has been or will be developed by the faculty member as part of his/her assignment at East Tennessee State University and will be the joint property of the faculty member and the university upon compensation. The faculty member retains the right to future use of any materials in the online course that are his/her creations; if multiple faculty contribute materials to the course, each retains the right to future use of his/her contributions. The department, on behalf of the university, retains the intellectual rights to the online course, having access, giving other instructors access, scheduling and offering the course at any time, allowing other instructors to modify and add materials, permitting other instructors the opportunity to teach the course or sections.

II.   Neither the faculty member nor the university shall sell, or allow to be used by any outside entity, a version of the online course, or any parts thereof, without first establishing the mutually agreed terms of such a sale or use. An archived copy of the approved online course content at the time of approval, will be kept on file by Information Technology Services (ITS).

III. List or attach any other items of understanding related to this online course listed above:

Obligations and Extra Compensation

Extra Compensation

The purpose of extra compensation is to remunerate course developers. Extra compensation for developing an online course is separate from any additional responsibilities required of the instructor of record while teaching the course. The extra compensation for development is limited to a maximum of $1500 per course for newly developed online courses delivered with web conferencing technology, and a maximum of $600 for newly developed online courses delivered with ITV Bridge technology.

New online courses must be approved through the University's Curriculum Process System. Extra compensation will not be paid for experimental courses, special topics or independent study courses. Courses that do not require traditional development may be assessed for eligibility by the ETSU Online Liaisons on a case by case basis. These courses include but are not limited to clinicals, practicums, test preparation, field placements, and courses where the majority of instructional material has been developed by a third party (e.g. course packs from publishers). These courses may not be eligible for compensation, or may only be eligible for partial compensation, as determined by the ETSU Online Liaison.

Compensation for approved courses will be awarded on a tiered system based on the evaluated score. (See appendices A and B for detailed requirements and best practices.)

<div style="display:flex">

Web Conferencing Technology
- Excellent - $1500
- Good - $1000
- Average - $500
- Acceptable - $0

ITV Bridge Technology
- Excellent - $600
- Good - $500
- Average - $400
- Acceptable - $0

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Appeal Process

Any decision made by ITS, including course development eligibility, compensation, or review score may be appealed. Appeals will be brought before the ETSU Online Liaison at the next scheduled meeting. The ETSU Online Liaison meets every two weeks during the fall and spring semesters. The group does not meet during the summer.

Terms of Obligation

Terms of obligation incurred by the faculty member(s), host department(s), and host college(s):

1. The specified course must be offered at least three times during a three year period. Semesters taught prior to course approval will not count toward the three time requirement. It is the department's responsibility to ensure that the course is offered for the agreed upon period. If the course is not offered at least three times during a three year period, it is the department's responsibility to reimburse ETSU Online for the extra compensation paid to the faculty member who developed the course.

2. Course instructors and their departments must assure that the course material is current; i.e., having been reviewed within the last six months. Instructors may request peer reviews at any time. ITS reserves the right to review the course annually to ensure that it has been maintained in accordance with these guidelines.

Faculty members entering this agreement will:

1. Meet all required online course components as set forth under [ETSU's online course policy](#).
2. Complete training that covers both online best practices and technical aspects of teaching online courses. The faculty will successfully complete at minimal competency level an assessment delivered through the ETSU learning management system to demonstrate basic knowledge of online pedagogy and approved software applications adopted for online courses.
3. First time course developers should work with ITS throughout the development process.

4. The online course must be fully developed and taught using approved software adopted by ETSU. Other software or programs may be used with prior approval from ITS.
5. The MOU will be kept on file in ITS until the developed course has been review for best practice standards listed in appendix A and B. The faculty member should notify ITS when the course is ready for review. (ats@etsu.edu – 439-8611)
6. Developers must submit a self-assessment of the completely developed course to the Internet Program Support Coordinator, using the MOU scoring rubric, before requesting a final review.
7. After the course has been reviewed and required revisions have been made, ITS will forward the MOU to the Chief Information Officer and Senior Vice Provost as well as the Provost for final signatures. Extra compensation paperwork will be initiated after all signatures are collected and the completed form has been returned.
8. Courses where the majority of the instructional material dynamically happens during the course, such as discussion heavy courses, may be reviewed after they have been taught the first time.

Faculty Member: _____ _____ Date: _____
        print name   *signature*

Department chair: _____ _____ Date: _____
        print name   *signature*

College Dean: _____ _____ Date: _____
        print name   *signature*

Internet Program Support Coordinator: _____ Date: _____

Signature indicates the course complies with minimum best practice standards.
Remaining signatures will be collected after the review.

Senior Vice Provost: _____ Date: _____

Provost: _____ Date: _____

Appendix A - Requirements for Developing ETSU Online Courses

Below are the required elements for ETSU Online course development, which must be present in any completed ETSU online course. A detailed rubric can be found at www.etsu.edu/onlinehelp.

1 Syllabus

The course must include a syllabus that includes each of the elements listed below. The syllabus can be a single document or a collection of documents inside a module.

1.2 Purpose and Goals

A brief statement describing the nature of the course, the goals, and an overview of course activities.

1.3 Course objectives or intended learning outcomes

The course objectives should be stated clearly so that they can be related to the expected learning outcomes in each section or module of the course and to the goals of the overall assessment process. The measurement process for assessing the course objectives should be included.

1.4 Instructor availability and timing of instructor response

The instructor's name, email address, physical office location, phone number, and fax number (if available) should be included. A photograph and short bio is recommended. A statement detailing times when the instructor is available for immediate feedback and what method the student should use to contact the instructor, for example: the instructor will be available using chat during these times on these days should be included. This statement should also include the typical response time when faculty is not available immediately, for example, within 24 hours.

1.5 List of textbooks and required materials

The syllabus should contain a list of textbooks with the author, title, publisher, edition, date, and ISBN number. A list of other published material the student is required or recommended to purchase for the course including lab manuals, lab kits, proctoring costs, software, videos, etc. should also be included. Images of textbooks and material are recommended. Any required material or extra costs to students beyond the textbook must be listed in the notes section in GoldLink when registering for the course.

1.6 Specific course requirements and course policies

A description of any special course requirements, such as knowledge of specific software, and why it is necessary for successful completion of the course should be included. Prerequisite knowledge in the discipline and/or any required competencies must be clearly stated. Include course policies such as late submissions, make-ups, re-writes, incompletes, academic integrity, etc.

1.7 Sequential list of assignments and projects with due dates

The syllabus should specify a summary list of projects, assignments, tests, etc. and their due dates on a single page so the student knows exactly what is expected and when. Adding dates to the learning management system calendar is also recommended.

1.8 Grading procedure and grading scale

Include a statement of how grades are related to or reflective of the course objectives. Detailed points or percentages for assignments should be included as well as a grading scale.

1.9 Class participation and attendance policy

The instructor must include a section detailing participation and attendance expectations. For example, students are expected to communicate with the instructor as a learning resource, are required to log in regularly and check for announcements, and must actively participate in course interactions such as discussions, synchronous sessions, etc. This section should include the instructor's metric that will be used to determine early semester attendance reporting.

1.10 Course ground rules

The instructor must include a section detailing course ground rules and expectations; examples include proper email address use, communication guidelines, and procedures in the event of technical problems.

1.11 Online Course Resource Document

The instructor must include the Online Course Resource Document, either as an uploaded file or a link within the learning management system, or all information included within the document. The document may be found on the Online Help site. Information in the attachment includes:

- **1.11a Accommodation statement** - A statement of accommodation for students with special needs such as voice recognition software or special hardware. Students who need accommodations because of disabilities must make the request through the Office of Disability Services. The syllabus statement is available at: https://www.etsu.edu/students/ds/employfaculty/syllabus.php
- **1.11b University syllabus attachment** - A document provided by the Office of the Registrar with information about the honor code, academic misconduct and appeals, ETSU email, permits, etc. The syllabus statement is available at: http://www.etsu.edu/reg/academics/syllabus.php
- **1.11c Software and technical requirements** - A detailed description of the minimum technical specifications to access the course material, including browser compatibility, internet speed, and specific software.
- **1.11d Technical and student resources** - A list of ETSU services applicable to online students as well as technical resources such as Microsoft Office software, password reset instructions, etc. The information is available at: http://www.etsu.edu/onlinehelp/student_help/default.php

1.12 Instructional Material

Instructional material is comprehensive and varied with a clearly defined purpose, taking advantage of appropriate tools and media.

1.13 All course content abides by copyright and fair use laws

Appropriate copyright permission is present for articles, images, audio and video clips, and other media used in the course. All material included in the course must meet copyright Fair Use and Teach Act guidelines. Presenting material inside of the learning management system may not grant all of the same rights a traditional classroom does. Text and journal excerpts, images, and audio/video material that are not the original creation of an ETSU employee should be sourced, linked, and permission obtained if possible. For more information consult the Digital Scholarship Librarian located in the Sherrod Library.

1.14 Instrument for student/student and student/faculty interaction

Synchronous course interaction typically occurs during required meetings but instructors may also choose to use asynchronous discussion methods. Required synchronous meetings must be made clear in advance through a GoldLink note.

1.15 Assessments
All assessments should be completed and present in the course site when submitted for approval. Instructors should provide information to students regarding recommended processes in case of technical problems when completing assessments. A sample assessment that uses the same types of questions should be included in the course site to allow students to troubleshoot any technical issues prior to taking a scored assessment.

1.16 Gradebook
The course gradebook should be housed in the learning management system and be configured correctly to include any graded items from the course. Student grades should be posted to the gradebook and appropriate feedback included when applicable.

Appendix B - Guidelines/Best Practices for ETSU Online Courses

Below are the best practice guidelines for ETSU Online course development. These elements will be scored to evaluate the completed course. A minimum score of 60% is required for approval. A detailed rubric can be found at www.etsu.edu/onlinehelp.

Structure, Organization and Accessibility

2.1 Course resources are accessible in accordance with the Americans with Disabilities Act
- Text-based resources, including articles, journals, textbooks, lecture notes, etc. are provided in a way that allows for screen-reading technology.

- Alt-text is provided on all image resources.

- Captions are provided on asynchronous video resources.

- Transcriptions are provided for asynchronous audio resources.

2.2 Course materials are organized by modules or learning units
- Course materials are organized by modules and use appropriate delivery formats such as HTML or text-based PDF formatting.

- Each module contains learning objectives describing outcomes that are measurable and consistent with the overall course-level objectives.

- The course design facilitates usability from the student's perspective. Text color, font size, and type are readable and consistent throughout the course with proper headings and formats. Course topics, discussions, assessments, and dropbox folders are named consistently within each tool.

2.3 External resources are available, meet accessibility guidelines, and are relevant to the course content
- All internal and external hyperlinks are valid. External content should be relevant to the desired learning outcomes of the course.

- Third-party resources meet accessibility guidelines, including scanned text, audio and video.

- Resources are provided for any plug-ins, software, players, etc. necessary for accessing external content.

Instructional Design

3.1 The purpose of all instructional material is clear
- Both the purpose of instructional materials and how the materials are to be used for learning activities are clearly explained. Instructional materials and learning activities should contribute to the achievement of the stated course and module learning objectives or competencies.

3.2 Instructional material is comprehensive and varied, including original content and supplemental material
- Instructional materials make use of a wide variety of content types including synchronous lectures, audio and video presentations, as well as third-party or publisher material. Courses developed with a

high percentage of third-party or publisher material (e.g. publisher course packs) may not be eligible for compensation, or may only be eligible for partial compensation.

- Instructional material should be comprehensive enough to fulfill the course objectives and should be assessed by the instructor as relevant and applicable to the course learning objectives.

- Courses without comprehensive pre-built material must demonstrate alternative instructional methods such as robust discussions, ensuring that sufficient faculty and student engagement is present. These courses may be reviewed after they have been taught to demonstrate the instructional material.

3.3 Course design takes full advantage of appropriate tools and media
- Tools such as news items, discussions, assessments, checklists, rubrics, intelligent agents, etc. are used appropriately to support the course objectives.

3.4 Course technologies are current, supported and readily obtainable
- Software and audio/video hardware requirements are up-to-date and do not extend beyond basic sound cards, speakers, and video players unless needed to meet course goals and objectives. Any special requirements should be communicated to the student in advance.

- Guides, instructions and/or demonstrations for required software, hardware, or services are provided.

- Audio and video materials are hosted and streamed outside of the Learning Management System, using hosting services such as YouTube, Vimeo, Tegrity, or other ETSU Online approved services.

- Multimedia materials are high quality without audio or video disturbances. Multimedia file length is adequate to meet course goals without being too large to restrict users' ability to download the file on computers with lower bandwidth.

Assessment and Evaluation of Student Learning

4.1 Assessment methods are varied and provide multiple opportunities for students to measure their progress
- Learning outcomes are assessed on a continuous basis through quizzes, group and individual projects, take-home tests, open-book exams, and/or other assessment means applicable to the particular course.

- Course includes a clear and detailed statement regarding the method, timing and tools used by the instructor to provide feedback on assignments and activities.

- Assessments and activities should help measure the student's degree of competency in relation to course objectives.

4.2 Assignment expectations are explicitly communicated, including detailed submission directions
- Course includes a clear and detailed statement regarding the method and tools used by students to submit assignments, including location of assignment submission (typically the course dropbox), any file type requirements, etc.

- Assignments include detailed expectations such as rubrics and/or examples.

- Practice tests are included to help students become familiar with the Learning Management System assessment tool before an actual test.

4.3 Gradebook is secure and grants easy access to up-to-date grade information

• Students have easy access to the grades tool housed in the Learning Management System.

• The learning management system Grades Tool is configured correctly to include any graded items from the course.

Instructor Presence, Interaction and Communication

5.1 Course includes an introduction and welcome announcement

• An announcement welcomes and directs students to the course introduction and syllabus.

• The course introduction establishes the instructor's presence, overviews the course, provides clear direction for getting started, and initiates a positive learning environment.

5.2 Course fosters student/student and student/faculty interaction

• Learning activities foster instructor-student, student-content and student-student interaction.

• Student participation and attendance is defined, including how early semester progress reporting and attendance reporting will be determined. A mechanism for measuring quality and quantity is provided.

• Students have a wide range of opportunities to interact through a robust discussion forum, chat sessions, audio conferencing or group projects. Synchronous chat or video options can be used if they are optional or if the requirement has been made clear in advance through a GoldLink note or other student communication.

• Course interaction requirements and expectations are clear and include rubrics and/or examples.