



# NAVAJO TECHNICAL UNIVERSITY



## STUDENT E-LEARNING POLICIES & PROCEDURES

Online Education Committee

### INFORMATION

To help provide student with the necessary information on e-learning information and resources.

### Navajotech E-Learning Department

ONLINE EDUCATION COMMITTEE endorsed  
10/28/16

ACADEMIC DEAN endorsed 11/26/16

DEAN of STUDENT SERVICE endorsed on 01/12/17

PROVOST endorsed on 01/17/17

UNIVERSITY CABINET endorsed on 01/17/17

BOARD OF REGENTS approved on 4/14/17

**FREQUENCY OF REVIEW AND UPDATE:** This policy will be reviewed annually by IT and E-Learning Departments for continued alignment with the appropriate federal regulations and policies and revised as necessary.

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## **1. Mission, Goals, Objectives**

### **1.1. NTU Mission Statement**

Navajo Technical University's mission is to provide university readiness programs, certificates, associate, baccalaureate, and graduate degrees. Students, faculty, and staff will provide value to the Diné community through research, community engagement, service learning, and activities designed to foster cultural and environmental preservation and sustainable economic development. The University is committed to a high quality, student-oriented, hands-on-learning environment based on the Diné cultural principles: *Nitsáhákees, Nahátá, Íina, Siihasin.*

### **1.2. NTU E-Learning Goals**

NTU's E-Learning goal is to expand access to higher education opportunities for individual and community members of the Navajo Nation and others through electronically offered classes. Distance learning and online teaching technology will be used to provide relevant and timely coursework, information, and training to enhance the learning experience by removing the barriers of both time and place. Once the distance education program is fully implemented, students can enroll at NTU from off-campus computer labs or at home. The E-Learning office is located on the main campus.

### **1.3. NTU E-Learning Mission**

The mission of the E-Learning Department at Navajo Technical University is to provide quality instruction through electronic-based accredited courses to enable students to attain their educational goals. The E-Learning department is committed to student success by supporting efforts to ensure that quality online education and support services are available to learners through a variety of technology resources. The department will extend the offerings of Navajo Technical University courses to the community and beyond through E-Learning.

#### **1.3.1. Objectives:**

- Support and encourage the internal development of the e-learning program by promoting and providing guidelines for training, inclusion of e-learning courses in faculty workloads, and technical support.
- Provide informational resources and support services for students enrolled in online courses.
- Identify and address faculty and student needs in teaching and learning online.
- Encourage and support the use of the Learning Management System (LMS) and other technologies, in both face-to-face and online learning environments.
- Encourage the sharing of effective technology-enhanced teaching and learning practices among faculty.
- To identify, provide, expand, and coordinate the development of quality courses and programs to meet the needs of e-learners.
- Increase the number of students who live in and around chapterhouses (especially remote chapterhouses), who attend NTU using E-Learning tools, to complete degree programs and/or start their higher education experience.

- Achieve accreditation for associate and baccalaureate degrees offered online through NTU's LMS.
- Evaluate periodically and comprehensively every facet of the E-Learning program and use these results to restructure and improve the program.

#### **1.4 Purpose:**

The policy is to provide improved access to education at NTU by providing courses in various nontraditional ways to meet the needs of students who cannot attend regular day and evening classes and to enhance the course offerings to our traditional students. The purpose of online classes is offered as an option to coming to campus. The self-paced nature of online courses allows students to fit the work time into their schedule. As required by federal compliance, for a course of one (1) credit hour, a student is expected to spend four (4) hours per week studying the course materials. Students with the ability to communicate through writing, self-motivated, self-disciplined, and able set goals and deadlines for themselves, computer savvy and have access to a computer with internet connection usually succeed in an online environment.

## **2.1 Types of Online Education**

### **E-Learning courses**

E-Learning classes are offered with all work being completed using electronic technologies. Learners access primary content and instruction from an e-learning environment using a variety of tools including, but not limited to, e-mail, text and voice chat, discussion boards, web pages, and multimedia technologies. Specific technologies employed will vary by course and faculty. Depending on the teaching style of the faculty and the course content, instruction can take place synchronously (all participants in the course log in at the same time) or asynchronously (participants log in and participate as their schedule permits), or some combination of the above.

### **Online Courses**

Course is offered fully online using Moodle or some type of Learning Management System (LMS) or web presence to enhance the course.

### **Distance Learning**

Distance learning is carried out remotely by using electronic communication and is not bound by geographical locations. This style provides a more flexible course schedule for those that have a family and/or are working students.

### **Hybrid/Blended courses**

Hybrid classes provide an opportunity to take advantage of both online learning and face-to-face interaction utilizing Video Conferencing and/or a LMS. Students must attend face-to-face class instruction or video conferencing courses and log in to their e-learning environment each week.

## **Web-Enhanced Courses**

Web-enhanced classes are traditional face-to-face courses that use tools in the E-Learning environment to expand student learning beyond the boundaries of the classroom.

## **Dual Credit Courses using E-Learning Delivery**

Dual Credit Courses are agreements between high schools and NTU whereby a high school junior or senior enrolls in a college course and simultaneously earns college credit and high school credit for the course. Course is offered fully online using Moodle or some type of learning management system or web presence to enhance the course.

### **2.2.1 Getting Started with E-Learning @ NTU.**

**What is E-Learning @ NTU?** E-Learning is electronic learning using computerized electronics for completing online coursework, internet learning and many others. E-Learning can be delivered via internet to somewhere other than the classroom. At NTU, the use of different types of Learning Management Systems (LMS) such as Moodle, WeBWork, Evolve, Course technologies, etc. are available. Moodle is a Learning Management System (LMS) that provides an integrated tool set used for developing and delivering courses or portions of courses over the Internet at NTU. WeBWork is also another LMS system used at NTU. Depending on the course, a different LMS may be used to access the course material using electronics methods. Students should check the course syllabus for more information.

Student help resources and documentation can be found at URL:

<http://www.navajotech.edu/campus-life/e-learning/student-resource>. Students can learn more about Moodle and other LMS, including distance education terminology, technical skills expected of e-learning students, study tips and strategies, and information about the support services available for e-learning students. These online resources can give students a better indication of their aptitude for distance education, and help them decide whether online learning is right for them.

### **2.2.2. Preparing for an online course @ NTU.**

As an online learner, students are required to take the readiness quiz to ensure they are prepared for an online course. The online readiness quiz can be located at <http://www.navajotech.edu/campus-life/e-learning/student-resources>.

Online classes provide students greater scheduling flexibility, but they also require time management skills and self-motivation for successful completion. Online courses may not suit every student's needs, expectations, or learning style.

Once students have taken the online readiness quiz, they will learn strategies that can help to make them a more successful online learner. For any additional questions about taking a course online, please contact NTU E-Learning Department by email at [elarning@navajotech.edu](mailto:elarning@navajotech.edu) for more information.

### 2.2.3 Admission and Registration Information

Student will need to be admitted to NTU to register for online classes per NTU Admission policy. There are several admission options depending on whether the student is in a certificate or degree program unless he or she is identified as non-major.

Admission information is provided on NTU's Web site admissions information page at <http://www.navajotech.edu/admissions>. In addition, students must have a new or existing Skyhawk email account to enroll at any NTU site. Contact the Information Technology (IT) Department for more information at (505) 786-4208 to find out how obtain a Skyhawk account or @ <http://www.navajotech.edu/campus-life/information-technology> for more specific information.

### 2.2.4 Registration

Students should check their NTU Skyhawk email for instructions and important information about the course. Students should also login to their online course the first day of instruction.

#### ***Procedures***

Log-in Instruction: Login is easy! Skyhawk email go to gmail.com or url <https://accounts.google.com>. For Moodle, go to <https://moodle.navajotech.edu> or check with the faculty if a different LMS is used for the course. Enter Skyhawk username and password and go to the 'My Courses' link. Check NTU email for instructions and important information about the course.

### 2.2.5 Obtaining a Moodle Account.

The student will need a skyhawk email before obtaining a Moodle account. Once the student has a skyhawk email account, a username and password will be created.

#### ***Procedures***

1. Begin by registering for a course at Admissions.
2. Once registered for a course, go to Information Technology department at one of the NTU local site or call (505) 786-4208 or email [its@navajotech.edu](mailto:its@navajotech.edu) to obtain a NTU Skyhawk email address. ***IMPORTANT NOTE: All students are required to have a Skyhawk account to receive NTU correspondence and academic information. If you need a Skyhawk email account please contact your local IT site and be sure to bring your Class Schedule or Student ID as well. For distance learners call (505) 786-4208 or email [its@navajotech.edu](mailto:its@navajotech.edu).***
3. Once an NTU Skyhawk email account is established, go to NTU SKYHAWK Email or <https://accounts.google.com>.

4. Next, have IT create your NTU Moodle account.
5. When both accounts are established, go to <https://moodle.navajotech.edu> to access Moodle.
6. Click the "Login" link in at the top bar
7. Use the NTU ID and password.

The student should now be logged in. If there is a login error, please double-check password and NTU ID. If you still cannot logon to Moodle, please click on *Forgotten your username* or *password* to reset your password. The courses are located under "My courses" on the main page, scroll down if course is not seen. Students will not see any listings if they are not enrolled in any courses. For More Information go to NTU E-Learning Webpage at <http://www.navajotech.edu/campus-life/elearning>.

### 2.3 Online Course Schedules

NTU online courses are not open-ended and have set start and end dates. Most follow 8- and 16-week formats with learning activities scheduled on a weekly basis. All NTU admission and registration deadlines, policies, and procedures apply to students who participate in online courses.

The schedule of online classes is an official publication of the Registrar's Office. The schedule lists the semesters course offerings, dates, times, places, and procedures for registration along with other important information relating to the semester. Please refer to the schedule of classes for up-to-date information each semester. The schedule of classes can be accessed online at <http://www.navajotech.edu/campus-life/e-learning> or <http://www.navajotech.edu/academics/course-schedules>.

### 2.4 Beginning a Online Course @ NTU

Students need to access the LMS online environment at the beginning of each semester.

Moodle, WeBWork, or other LMS are used to create an online learning environment that closely mirrors a regular classroom environment. Online Learning help information can be found @ <http://www.navajotech.edu/campus-life/e-learning> or by the faculty offering the online course.

Students need to take the following steps to access the course via Moodle.

If a different online environment is being used such as WeBWork, Culinary, you will need to contact your faculty for instructions.

#### ***Procedures***

How to log in to Moodle

1. Go to <http://moodle.navajotech.edu/>

2. Click on the "Login" link at the top bar.
3. Use your NTU ID and Password.

The student should now be logged in. If a login error occurs, please double-check the password and NTU ID. If the student still cannot login to Moodle, please click on Forgotten your username or password to reset password. Courses are located under "My Courses" in the main page, the student may need to scroll down to view the course. The student will not see any listings if not enrolled in any courses.

Contact your faculty for information on access for other online environments such as WeBWork, Evolve, Culinary, etc.

## **2.5 What are my Technology Requirements for Moodle and Other LMS for an Online Course?**

All student enrolled in an online course are required to have access to a computer with internet access with the following software and programs.

### **Minimum browser:**

- Firefox 4
- Internet Explorer 8 (IE 10+ required for drag and drop of files from outside the browser into Moodle)
- Safari 5
- Google Chrome 11
- Opera 9

**Students will need to have Javascript enabled.**

**Students should have common plugins installed.** See

the <http://www.navajotech.edu/campus-life/e-learning/student-resources#technologyNeed> for download links.

- QuickTime Player
- Acrobat Reader
- Flash Player
- Java

**If the faculty uses other types of rich media, the student may need other plugins**

Microsoft Office, Google Docs, or other word processing and spreadsheet applications. Some features in Moodle may work better with some browsers than with others. It's not a bad idea to have more than one browser installed on your computer, and student should become familiar with using both (though not necessarily simultaneously).

## **2.6 E-Learning Tips for Success**

Online learners are required to ensure they fully understand the qualities and understanding of a successful learner. As an online learner, students have success when



practicing and applying the following steps to improve their online learning success. Online courses provide more flexibility than traditional classroom courses, allowing the student to balance his or her life schedule more successfully with his or her class schedule. To get the most out of online learning experience, the student should review the following suggestions and strategies.

1. Read the course syllabus thoroughly and understand the course expectations.
2. Set a realistic schedule and ensure regular study time is established.
3. Set goals and deadlines to meet deadlines and assignment due dates.
4. Organize study schedule and create an electronic or weekly calendar and set reminders.
5. Stay in touch with the faculty and know your faculty preference on how and when they prefer to be contacted - via phone, text, email, online office hours, messenger, skype, or bluejeans.
6. Take time to evaluate progress by checking and calculating his or her own grades.
7. Plan time wisely and ensure time to study for test/quizzes.
8. Connect with classmates to create an engaging productive environment.
9. Discuss your progress with faculty and keep track of deadlines and submissions.
10. Login to the online environment regularly (at least four times a week) and complete assignments on time.
11. Study Time for Online Courses - For an online course of one (1) credit hour, a student is expected to spend four hours (4) per week studying the course materials.

If the student is uncomfortable after reviewing these steps, he or she should consider enrolling in a face-to-face class that is taught on campus. Remember, online learning is not for everyone. Although it is a convenient way to take classes, there are additional expectations when a student can enroll in online classes.

## **2.7 Online Learning Attendance**

Attendance in Online Courses is mandatory just as face-to-face courses. Online students need to login into their Learning Management System (LMS) at least 3-4 times a week. Please refer to your online faculty's course requirements and specifications and ensure you actively participate in your online course. Attendance will be tracked through the online student management system by the faculty. Attendance will incorporate completion of course requirements, participation in completing course assignments and interactions with faculty. Should it be determined that the student is not meeting attendance policy requirements set forth by NTU Student Handbook, Catalog and the faculty of the course, the following will be instituted, Federal Aid Funds § 668.22 policy.

Students are expected to regularly attend all classes for which they are registered. A percentage of the student's grade will be based on class attendance and participation. Absence from class, regardless of the reason, does not relieve the student of his/her

responsibility to complete all course work by the required deadlines. Furthermore, it is the student's responsibility to obtain notes, handouts, and any other information covered when absent from class and to arrange to make up any in-class assignments or tests if permitted by the faculty. Incomplete or missing assignments will necessarily affect the student's grades. Faculty will report excessive and/or unexplained absences to the Counseling Department for investigation and potential intervention. Faculty may drop students from the class after three (3) absences unless prior arrangements are made with the faculty to make up work and the faculty deems any excuse acceptable.

**STUDY TIME INFORMATION:**

**Study Time Outside of Class for Face-to-Face Courses**

For every credit hour spent in a class, a student is expected to spend two hours (2) outside of class studying the course materials.

**Study Time for Hybrid or Blended Courses**

For a hybrid or blended course of one (1) credit hour, a student is expected to spend three (3) hours per week studying the course materials.

**Study Time for Online Courses**

For an online course of one (1) credit hour, a student is expected to spend four hours (4) per week studying the course materials.

**2.8 Students with Disabilities**

The Disability Accommodation Specialist provides services and identifies accommodation needs of students with disabilities. The Specialist conducts related advisement, counseling, and support for the student, and offers professional guidance for staff and faculty on the accommodations and adjustments to program design and facilities required to serve the student appropriately. The Specialist coordinates with other NTU counselors to address and case staff clientele to monitor progress and/or make necessary adjustments in accommodations. The Specialist also conducts referrals to appropriate agencies as deemed necessary.

NTU is committed to meeting the specific needs of students with disabilities and complies with the provisions of the *Americans with Disabilities Act (ADA) of 1990* (42 U.S.C.12102) and *Section 504 of the Rehabilitation Act of 1973*. In general the term "individual with a disability" means an individual with any disability (as defined in Sec. 3 of the *Americans with Disabilities Act of 1990* (42 U.S.C. 12102). Students are responsible to self- identify and discuss their disability and special needs in order to receive reasonable accommodations. To receive reasonable accommodations, the student must register with the Disability Accommodation Specialist at the beginning of the semester. Documentation verifying the type of disability will be required by a medical professional or a state licensed diagnostician and must be made available to the special needs counselor. To request accommodations, contact the Disability

Accommodation Specialist at (505) 786-4138.

Any documentation provided by a medical professional or a state license diagnostician should be made available to the Disability Accommodation Specialist. The University does not provide special education versions, IEP (Individualized Education Programs) plans, specialized progress reports, etc. Records regarding accommodations do not automatically transfer from high school to university. Such records can only be released or transferred with the written permission of the adult student (in cases where the student is under the age of 18, parent or guardian permission is required). Under federal law, family members are not provided with access to student information regarding special needs, accommodations or academic progress. Disability and accommodations related information and documentation are treated the same as medical information and handled under strict rules of confidentiality. Information is shared only on a limited basis within the university and then only when there is a compelling reason for the individual seeking the information to have knowledge of a special aspect of this confidential information. The Specialist contact number is 505/786-4138.

For more information go to

<http://www.navajotech.edu/images/about/publicDocs/ntuPolicies/ntuStudentHandbook.pdf>.

### **3 E-Learning Students Resources**

#### ***3.1 Library Resources for Online Learning***

Students are encouraged to access and utilize the online Library resources.

Students have access to all NTU Library services, including web access to numerous online research databases and the EBSCO and other library database list. You can request NTU Library materials at <http://www.navajotech.edu/campus-life/library> or Call 505-786-4130 for additional information.

#### ***3.2 Technology Support***

NTU E-learning Department has a computer lab to help students complete their online work.

##### **Assistance**

All questions about Moodle should be directed to email: [elarning@navajotech.edu](mailto:elarning@navajotech.edu).

##### **NTU Information Technology Department Support:**

Contact Information:

Navajo Technical University Information Technology Department

Phone: 505.786.4208

Email: [its@navajotech.edu](mailto:its@navajotech.edu)

### **3.3 Verification of Student Identity in Distance Education**

#### ***Policy Practices for Verification of Student Identity - Number: FDCR.A.10.050.***

This policy applies to all credit-bearing distance learning courses and programs offered by the Navajo Technical University (NTU), beginning with the application for admission and continuing through to a student's graduation, transfer, or withdrawal from study.

#### ***Procedures***

The purpose of this policy is to ensure that the NTU operates in compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA), Public Law 110-315 and Higher Learning Commission Policy FDCR.A.10.050 concerning the verification of student identity in distance learning. All credit-bearing courses and programs offered through distance learning methods must verify that the student who registers for a distance education course or program is the same student who participates in and completes the course or program and receives academic credit. One or more of the following methods will be used:

- a) An individual secure skyhawk ID and password (i.e. first initial.lastname and password)
- b) Proctored examinations (Refer to E-Learning Policy - Proctoring)
- c) Other technologies and practices approved by the Information Technology that have been shown to be effective in verifying student identification.
- d) Pedagogical and related practices that are effective in verifying student identity (faculty review, questioning students, etc.)

#### **Secure Login and Password**

Each student has their own assigned Skyhawk ID and student-generated password to log into learning management systems.

#### **Proctored Examinations**

The E-Learning Policy on Testing and Proctored Examinations should be used as a guiding reference for proctored examinations.

#### **New or Emerging Technologies**

Third party vendors that provide robust identity verification software services (e.g., services similar to those used in the financial sector) could be used as an option by NTU.

#### **Pedagogical and Related Practices**

Online faculty have a responsibility to identify changes in students. Examples of changes could be a sudden change in academic performance, change in writing style, using more than one kind of assessment type, asking students to share important ideas learned from references, as well as odd statements by students in discussions or email.

#### **Privacy Protection**

All methods of verifying student identity in distance learning must protect the privacy of student information. Students must be notified in writing at the time of registration or enrollment of any fees associated with the verification of student identity.

Personally identifiable information collected by the university may be used, at the discretion of the institution, as the basis for identity verification. For instance, a student requesting that their learning system password be reset may be asked to provide two or more pieces of information for comparison with data on file, or to come to the NTU Information Technology or E-Learning Department in person with a photo ID or verification.

## **RESPONSIBILITIES**

All users of the NTU's learning management systems are responsible for maintaining the security of usernames, passwords and any other access credentials assigned. The skyhawk ID is not a secure credential and may be displayed at various areas in the learning management system. The password used to enter the system is a secure credential. Access passwords may not be shared or given to anyone other than the user to whom they were assigned to for any reason.

**Users** are responsible for any and all uses of their account. Users are responsible for changing passwords periodically to maintain security. Users are held responsible for knowledge of the information contained within the most recent NTU Catalog as well as the Student Handbook. Failure to read NTU policies, guidelines, requirements and regulations will not exempt users from responsibility. Students are responsible for providing accurate and true information about themselves in any identity verification process.

**Faculty** teaching courses through distance education methods have the primary responsibility for ensuring that their courses comply with the provisions of this policy. Faculty are responsible for informing the NTU Information Technology of any new technologies being used to verify student identity, so that published information on student privacy can be maintained appropriately, and so that the university can coordinate resources and services efficiently. Because technology and personal accountability may not verify identity absolutely or ensure academic integrity completely, faculty are encouraged, when feasible and pedagogically sound, to design courses that employ assignments and evaluations unique to the course and that support academic integrity.

**Deans and Department Chairs** of different departments are responsible for ensuring that faculty are aware of this policy and comply with its provisions. Deans and Department Chairs are also responsible for ensuring that academic awards and degree programs within their program comply with the provisions of this policy.

Information Technology (IT) is responsible for ensuring university-wide compliance with the provisions of this policy and that deans and directors are informed of any changes in a timely fashion. IT is responsible for publishing university-wide information on how identity verification processes protect student privacy. IT is also responsible for coordinating and promoting efficient use of university resources and services, and for

ensuring that university level processes (e.g., admissions or registration) also remain in compliance with this policy.

The Office of the Registrar is responsible to notify students at the time of registration of any projected additional student charges associated with verification of student identity.

### **COMPLIANCE**

In accordance with the responsibilities outlined above, deans and department chairs of programs are expected to ensure that all faculty and staff within their departments remain in compliance with this policy. NTU has in place appropriate policies to promote the academic integrity of its online courses as explained in the University's catalog, and Student Handbook under academic regulations. These policies are widely disseminated throughout the University.

### **Training for Students**

NTU will provide faculty with appropriate training to use pedagogical approaches and technology to promote academic integrity. Additionally, NTU should provide information to students regarding not sharing passwords and being held accountable for academic integrity. Syllabi and orientations should include information for students to understand issues for each online course and the university as a whole.

## ***3.4 Student Originality of Course Work***

Students are expected to submit their own work.

- Student Profiles
  - The E-Learning department or Information Technology Department helps students create a valid E-learning profile complete with a student identification number, student identification card photo, and verification of registered courses.
- Submission of Original Work
  - The students upload original work to Moodle or the required course LMS.
  - Monitoring of submission of work such as verification of the student signature block, patterns of writing styles, and student interaction styles.
  - NTU will check for plagiarism or substitution of work via tool sets and patterns of work by students.
- Proctoring of Course Exams
  - In order to ensure student identities, proctoring exams whenever possible or feasible will be done.
  - The E-Learning department or faculty and staff at the Chinle or Teec Nos Pos Instructional sites will assist students and faculty in the proctoring of exams and any special remote summative activities.

- Proctors monitor student identification at time of test by verifying that the Student Identification card with name, Student ID number, and picture confirm that the student is doing the work of the exam.
- Authentication
  - Students must complete their own tests/exams/quizzes given online. Failure to do their own work will result in a student receiving a letter grade of “F” for that course.
  - Any student found to have used any kind of identification fraud in an online course where they are not the one doing the required work and sign-up for courses will automatically be dismissed from Navajo Technical University.
  - The E-Learning department and Webmaster will set up a secondary identification question for each student that they must use at Registration to ensure their identity.
  - faculty are encouraged to verify student identities through techniques such as a requirement in the syllabus to use electronic cameras for discussions, at least on a random basis, phone calls to students, and paying close attention to the quality and style of communications with Faculty.
  - Assessment is a key authentication tool. According to the HLC, the following assessment tools are used by universities in the North Central region:

<b>Responses Frequency Percent</b>	<b>Frequency</b>	<b>Percent</b>
Homework assignments	655	20%
Online tests and/or quizzes	606	19%
Bulletin-board postings	547	17%
Projects/papers	494	15%
Participation in chat room	313	10%
Proctored tests and/or quizzes	234	7%
Team projects	149	5%
Reflective journal	93	3%
Student portfolio	79	2%
Other	31	1%
Total	3,200	

- Faculty will use these assessment tools as part of their student verification process.

### ***3.5 Purchasing Textbooks***

The NTU bookstore sells textbooks that are required by Faculty for the current sessions.

The bookstore at the main campus is located at the Student Union Building. Chinle Instructional site also has a bookstore. For more information go to

<http://www.navajotech.edu/campus-life/bookstore> or by calling 505-785-4371.

### **3.6 Tutoring Options**

Students needing additional help are encouraged to utilize the STEAM Lab for tutoring. Tutoring is available to all students in the STEAM lab.

The lab offers tutoring services and general use of computers. In lieu of structured tutoring, the facilities may be used simply as a quiet place to work on homework assignments. Hours of operation vary from semester to semester, but include some afternoons and evenings. Specific hours are posted on the entrance door and on posting boards throughout the campus.

The STEAM/Tutoring lab is located in first floor of the Student Union Building at the main campus and at site locations in Chinle and Tees Nos Pos. For further information or inquiries call 505-786-4125 or at <http://www.navajotech.edu/campus-life/steam-lab> for STEAM Hours and schedule.

### **3.7 Online Learning Student Complaint Process for Online Students**

Students enrolled in online courses are able to follow the same procedures as on-campus students if a grievance with the University occurs. NTU representatives and students always strive to work well together. Occasionally, students may encounter difficult situations with NTU representatives (faculty, staff, and administrators). Students are encouraged to discuss these difficulties with the person involved.

In accordance with Section 16 of the NTU Student Handbook, at the onset of a complaint, an informal process would include a review and preparation period for student and others addressing the complaint(s) to mediate the problem as follows:

#### ***Procedures***

Student Complaints Regarding Conduct of NTU Representatives.

1. Head of Department receives the complaint.
2. Process the complaint within 48 hours for Department Head to perform paperwork.
3. Student referred to Counseling Department.
4. Resolve conflict with all involved individuals.
5. Other resources available include instructional departments (directors and deans) and advising and counseling services.

If difficulty is not resolved informally with the parties listed above, the student may pursue the following formal complaint process:

1. If a determination is made that the complaint is meritorious, the Dean of Student Services will, within 5 days of receipt, propose a resolution and notify the parties.
2. If the proposed resolution is acceptable to all parties, they shall so indicate in writing and the matter shall closed.
3. If the proposed resolution is not acceptable to all parties, either party may request further



review by the Provost of NTU.

4. The Provost shall make a final decision within 3 days of receipt of the complaint

5. Nothing within the Student Handbook shall be deemed to limit an individual's right to pursue other legal action as deemed necessary.

NTU Contact information for the Dean of Student Services is (505) 786-4104. More information can be found at

<http://www.navajotech.edu/images/about/publicDocs/ntuPolicies/ntuStudentHandbook.pdf>.

#### 4 Glossary of Words

**Academic Freedom-** is the belief that the freedom of inquiry by students and faculty members is essential to the mission of the University, and that Faculty should have freedom to teach or communicate ideas or methodologies.

**Asynchronous-** is a student-centered teaching method that uses online learning resources to facilitate information sharing outside the constraints of time and place among a network of people.

**Blended Learning-** refers to a mixing of different learning environments. It combines traditional face-to-face classroom (traditional course) methods with more modern computer and web-based mediated activities.

**Content Management System-** (CMS) allows publishing, editing, and modifying content as well as site maintenance from a central page. It provides a collection of procedures used to manage workflow in a collaborative environment. These procedures can be manual or computer-based.

**Ground Courses** are Traditional Course offered at local campus.

**Hybrid Learning-** "This word is another way to say Blended Learning", refers to a mixing of different learning environments. It combines traditional face-to-face classroom (traditional course) methods with more modern computer and web-based mediated activities.

**Learning Management System-** (LMS) is a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, E-learning programs, and training content.

**Service Level Management-** is the primary management of IT services, ensuring that agreed services are delivered when and where they are supposed to be delivered. The Service Level Manager is dependent upon all the other areas of Service Delivery providing the necessary support that ensures the agreed services are provided in a secure, efficient and cost effective manner.

**Synchronous-** is teaching a group of people learning the same things at the same time in the same place, as with video conferencing tools.

**Totally Online-** When a course is taught entirely in virtual space or cyberspace in regards to computer technology.

**Web-base-** The underlying structure is supported by the Internet. i.e. “world wide web”

## **5 Online Learning Acknowledgement**

I read the student policies and procedures. I understand all the online learning expectations and resources available to NTU online learner.

This acknowledgement is to ensure you have read the student e-learning policy and procedures. Please complete the **student e-learning acknowledgement form** and send email to your online faculty stating your read the student policies and procedures. And you understand the necessary skill and understanding of online learning expectations.

### **FREQUENCY OF REVIEW AND UPDATE**

This policy will be reviewed annually by IT and E-Learning Departments for continued alignment with the appropriate federal regulations and policies and revised as necessary.

For More Information go to NTU Documents and Resources at:

*NTU Student Handbook:*

<http://www.navajotech.edu/images/about/publicDocs/ntuPolicies/ntuStudentHandbook.pdf>

*NTU Catalog:* <http://www.navajotech.edu/images/academics/ntuStudentCatalog.pdf>

*E-Learning:* <http://www.navajotech.edu/campus-life/e-learning>.