

# Summary of Guidelines for Provider and Host Colleges’ Credit Course Responsibilities

3-19-03

## Provider College

*Provides instruction to host college  
for agreed upon instructional lease fee.*

## Host College

*Receives instruction from provider college.  
Enrolls student and provides support services.*

<b><i>INSTRUCTIONAL ISSUES</i></b>	<b><i>INSTRUCTIONAL ISSUES</i></b>
<p><b>1. Course content, activities and syllabus</b></p> <ul style="list-style-type: none"> <li>Define course content and activities</li> <li>Develop or obtain instructional materials.</li> <li>Provide course syllabus to the student during or before the first class specifying all course requirements.</li> <li>Retain the master syllabus and, if a special need or circumstance arises, provide a copy to the host college upon request.</li> </ul> <p><i><b>Note:</b> Providers do not send syllabi to host colleges prior to enrollment as a routine procedure.</i></p>	<ul style="list-style-type: none"> <li>Provide local on-site information on course content, activities, and instructional materials to students, faculty, advisors, and other staff as appropriate.</li> </ul> <p><i><b>Note:</b> Host colleges request course syllabi from the provider college only if a special need or circumstance arises. Providers do not send syllabi to host colleges prior to enrollment as a routine procedure.</i></p>
<p><b>2. Copyright instructional resources</b></p> <ul style="list-style-type: none"> <li>Assure copyright compliance for all materials and resources.</li> <li>Advise host college of any needs for additional local licenses, e.g. telecourses.</li> </ul>	<ul style="list-style-type: none"> <li>Work with the provider college to comply with copyright requirements.</li> <li>Obtain local licenses as required, e.g., telecourses.</li> </ul>
<p><b>3. Course prerequisites and requirements</b></p> <ul style="list-style-type: none"> <li>Specify required and recommended course prerequisites on the VCT online course listing form.</li> <li>Specify on the online listing form: <ul style="list-style-type: none"> <li>-the computer skills required of a student enrolled in an online course;</li> <li>-the level of computer and internet connectivity required for online courses.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Inform students of host and provider prerequisites and enforce provider's prerequisites if they are different from those stated in host's catalog.</li> <li>Ensure that students have required computer-skills and access to the level of computer and Internet connectivity specified by the provider.</li> </ul>
<p><b>4. Class orientation information</b></p> <ul style="list-style-type: none"> <li>Instructor develops orientation information and provides access to the information in a manner appropriate to the course delivery mode.</li> </ul>	<ul style="list-style-type: none"> <li>Provide access to orientation information, using appropriate methods, per agreement with the provider college.</li> </ul>
<p><b>5. Scholastic honesty standards</b></p> <ul style="list-style-type: none"> <li>State clearly on the syllabus the scholastic honesty standards for the course.</li> <li>Report suspected violations to the host college and work with host college staff to resolve incidents.</li> </ul>	<ul style="list-style-type: none"> <li>Enforce scholastic honesty standards stated on syllabus through local policies and procedures.</li> <li>Work with provider's instructor to resolve reported incidents.</li> </ul>

<b>6. ADA course related requirements and resources</b> <ul style="list-style-type: none"> <li>• Work with the host college to accommodate students with special needs.</li> <li>• Advise how course meets ADA standards and course adaptations for students with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify students with special needs and work with the provider college to accommodate them appropriately.</li> <li>• When necessary, inform office for students with disabilities of ADA issues. ADA compliance is the responsibility of the host college.</li> </ul>
<b>7. Assessment of student performance (testing)</b> <ul style="list-style-type: none"> <li>• Instructor develops the assessment instruments and procedures to measure student performance and sets the standards for course grading.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide proctored on-site testing and, when appropriate, grade non-essay exams, provide feedback to students, collect assignments and forward them to the instructor.</li> </ul>
<b>8. Quality control and course evaluation</b> <ul style="list-style-type: none"> <li>• Conduct course evaluation using the provider college's standard evaluation process.</li> </ul>	<ul style="list-style-type: none"> <li>• Accept the provider's course evaluation.</li> <li>• Conduct supplementary evaluation for local use if desired.</li> </ul>
<b>9. Live interactive classes (one-way or two-way video using compressed video via telephone lines or satellite)</b> <ul style="list-style-type: none"> <li>• Set technology standards, e.g., transmission bandwidth, and ensure compatibility of system with host college sites.</li> <li>• Set maximum number of participating host colleges and sites.</li> <li>• Test system before first class.</li> </ul>	<ul style="list-style-type: none"> <li>• Cooperate with the provider to determine compatibility of systems.</li> <li>• Provide access to appropriate technologies and, when appropriate, an on-site facilitator or proctor.</li> <li>• Arrange for on-site technical assistance to be available during live instruction.</li> <li>• Test system before first class.</li> </ul>
<b><i>STUDENT RESOURCES ISSUES</i></b>	<b><i>STUDENT RESOURCES ISSUES</i></b>
<b>10. Help with instructional issues for students and host college staff</b> <ul style="list-style-type: none"> <li>• Determine the content of help provided students, staff required, and the methods for providing it as appropriate to the course and the delivery mode. (Help should be accessible on-line, but also may be available by print, email and toll-free telephone number).</li> <li>• Inform host college how help is to be provided and what, if any, special resources need to be available locally.</li> </ul>	<ul style="list-style-type: none"> <li>• Designate an individual to serve as a local point-of-contact to answer questions regarding instructional logistics (e.g. local testing, labs, etc.) and to serve as a liaison to the provider college when appropriate.</li> <li>• Inform faculty and staff of methods used by the provider to make help accessible to students on instructional issues.</li> <li>• Provide local on-site access to print materials and staff as appropriate.</li> <li>• Inform students of provider and host help resources.</li> </ul>
<b>11. Technical assistance for students.</b> <ul style="list-style-type: none"> <li>• Offer technical assistance to students regarding its Web-based and other course-required software.</li> </ul>	<ul style="list-style-type: none"> <li>• Offer to VCT students the type of assistance with connectivity and equipment problems that it provides to distance learning students enrolled in locally originated distance learning courses.</li> </ul>
<b>12. Access to instructional materials &amp; resources</b> <ul style="list-style-type: none"> <li>• Instructor identifies textbooks, computer hardware, software and other resources that</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that students can procure textbooks and other basic instructional materials from host or provider</li> </ul>

<p>students are required to use in the course, at home or on-site.</p> <ul style="list-style-type: none"> <li>Identify specific resources that students, the provider college, the host college or another participant may be responsible for providing.</li> </ul> <p><b>Telecourses:</b></p> <ul style="list-style-type: none"> <li>Decide with host whether host or provider will copy and distribute telecourse tapes to students. Copy and distributes tapes if host and provider agree that this is the provider's responsibility.</li> </ul>	<p>colleges or other vendors.</p> <ul style="list-style-type: none"> <li>Provide local access to resources such as computer labs, wet labs, and language labs when they are required by the provider college.</li> </ul> <p><b>Telecourses:</b></p> <ul style="list-style-type: none"> <li>Make telecourse tapes available to students, per agreement with provider.</li> </ul> <p><i>Note: Host colleges are not involved with telecourse license issues. The provider college ensures that telecourse producers are compensated in accordance with their license agreements.</i></p>
<p><b>13. Library resources</b></p> <ul style="list-style-type: none"> <li>Identify required and optional library resources.</li> <li>Determine if materials are available via TEXSHARE and, when appropriate, ensure that copies are provided to the host college library.</li> <li>Mail resources to students as appropriate.</li> <li>Identify library staff for VCT distance learning students.</li> </ul>	<ul style="list-style-type: none"> <li>Provide students full access to its own library and TEXSHARE.</li> <li>Shelve reserve materials as sent by the provider college.</li> <li>Identify special library staff for VCT students.</li> </ul>
<p><b>14. Tutoring</b></p> <ul style="list-style-type: none"> <li>Notify host college of any tutoring services that may be requested by students. Tutoring may be provided via toll free numbers, e-mail and other technologies.</li> </ul>	<ul style="list-style-type: none"> <li>Provide on-site tutoring services as appropriate.</li> </ul>
<p><b>15. Web information and email</b></p> <p><u>College Website</u></p> <ul style="list-style-type: none"> <li>To the highest degree locally possible, ensure that course-related information, support services, and contact persons are accessible at provider college's Web site.</li> <li>Ensure that Web site information is accurate and up-to-date. Emphasize to faculty and staff the importance of responding promptly to e-mail.</li> </ul> <p><u>VCT Website</u></p> <ul style="list-style-type: none"> <li>Ensure that information at the VCT website is current and accurate, including the online catalog and contact information for the VCT Coordinator and VCT Provider Course Contact.</li> </ul> <p><i>Note: Update at the VCT website the VCT catalog and coordinator and course contact information by using the website's update capabilities.</i></p>	<ul style="list-style-type: none"> <li>Maintain an up-to-date and accurate Web site.</li> <li>Emphasize to faculty and staff the importance of responding promptly to email.</li> <li>Ensure that information at the VCT website is current and accurate for the VCT Coordinator and VCT Host Course Contact.</li> </ul> <p><i>Note: Make changes to coordinator and course contact information at the VCT website by using the website's update capabilities.</i></p>

<i><b>ADMINISTRATIVE ISSUES</b></i>	<i><b>ADMINISTRATIVE ISSUES</b></i>
<b>16. Student assessment</b> <ul style="list-style-type: none"> <li>Not involved in <i>new</i> student assessment process.</li> <li>May have optional or mandatory course-specific assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Assess new students and determine if they meet college and state standards.</li> <li>Enforce mandatory course-specific assessment policy.</li> </ul>
<b>17. Registration</b> Not involved in the registration process.	Register students in host college.
<b>18. Financial aid</b> Not involved in financial aid.	Provide financial aid according to established college policies.
<b>19. Student refunds</b> Not involved in student refund process.	Upon a student's withdrawal from a VCT course, give refunds of tuition and fees in accordance with host college's refund policy. The refund will be based upon the host's day of record.
<b>20. Class and grade reports</b> Instructors: <ul style="list-style-type: none"> <li>Record grades</li> <li>May initiate withdrawals; inform host.</li> <li>Enforce conformance to minimum student progress; submit grade reports to the host college in a timely manner.</li> <li>When provider and host colleges have different semester calendars, resolve with the host college how grades will be reported.</li> </ul>	<ul style="list-style-type: none"> <li>Designate the person (typically the host course contact) to receive grade reports from the provider college.</li> <li>Process reports in a timely manner.</li> <li>Work with the provider college to resolve errors and student disputes.</li> <li>Resolve calendar-related grade reporting issues with the provider.</li> </ul>
<b>21. Course section limits</b> <ul style="list-style-type: none"> <li>Determine maximum number of enrollments in a section and specify the number allotted for VCT on the VCT online course listing form. (The provider is not obligated to increase allotments for VCT enrollments during the registration time period.)</li> <li>Provider may reduce unused allotments at any time. Provider also may increase allotments at anytime.</li> </ul>	<ul style="list-style-type: none"> <li>Will not enroll more students in a course than the spaces allotted by the provider college.</li> </ul>
<b>22. Cancellation of class or section</b> <ul style="list-style-type: none"> <li>Inform the host sites in a timely manner if a class or section is cancelled.</li> </ul>	<ul style="list-style-type: none"> <li>Inform the provider college in a timely manner if a hosted class or section is cancelled.</li> <li>Follow normal policies of host college regarding cancelled classes.</li> </ul>

<p><b>23. College &amp; student contact information for staff</b></p> <ul style="list-style-type: none"> <li>• Receive from the host a list of students to be enrolled in each course, complete with mail and e-mail addresses and phone numbers.</li> <li>• Make available to the host the phone and email information for contact persons at host college for support activities: VCT Coordinator, provider course contact, and contacts for grades/rosters, invoices/payments, testing, and bookstore.</li> </ul>	<ul style="list-style-type: none"> <li>• Give the provider a list of students it has enrolled in each of the provider's courses, complete with mail &amp; e-mail addresses and phone numbers.</li> <li>• Make available to the provider the phone and email information for contact persons at host college for support activities: VCT Coordinator, host course contact, and contacts for grades/rosters, invoices/payments, testing, and bookstore.</li> </ul>
<p><b>24. Accreditation and agency standards</b></p> <ul style="list-style-type: none"> <li>• Meet standards set by the Commission on Colleges of the Southern Association of Colleges and Schools, Texas Higher Education Coordinating Board, professional associations, and any other accrediting bodies.</li> </ul>	<ul style="list-style-type: none"> <li>• Work as a partner with the provider to meet standards of accrediting agencies.</li> </ul>
<p><b>25. Academic calendar</b></p> <ul style="list-style-type: none"> <li>• Establish the academic calendar, including start and end dates of courses, holidays, and other key college dates, with the exception of withdrawal dates, which will be established by host colleges in accordance with their internal policies.</li> <li>• Inform host college of the above dates.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the academic calendar established by the provider college regarding course start and end dates, holidays, and other key college dates with this exception: the host college follows its own withdrawal date policies.</li> </ul>
<p><b>26. Statement of Qualifications</b></p> <ul style="list-style-type: none"> <li>• If requested by host to meet a <i>special need or circumstance</i>, and with documented permission of the instructor teaching a course offered via VCT, mail or fax to the host college a copy of transcripts and/or supporting documents that serve as the instructors' Statement of Qualifications to teach under the guidelines of the accrediting agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• If needed to meet a special need or circumstance, request instructor's Statement of Qualifications (transcripts and supporting documents) from provider and maintain the SOQ as appropriate.</li> <li>• <i>Note: SACS has approved VCT's practice of maintaining faculty credentials only at the provider college under normal circumstances, with the provision that they can be made available for review to the host if a need arises.</i></li> </ul>
<p><b>27. Data collection</b></p> <ul style="list-style-type: none"> <li>• Collect and make available data that may be needed for evaluation, to ascertain VCT utilization, to determine the cost of instruction, and to meet accreditation requirements, e.g., THECB and SACS.</li> </ul>	<ul style="list-style-type: none"> <li>• Collect and make available data that may be needed for evaluation, to ascertain VCT utilization, to determine the cost of instruction, and to meet accreditation requirements, e.g., THECB and SACS.</li> </ul>
<p><b>28. Interactive classroom standards</b></p> <ul style="list-style-type: none"> <li>• Ensure that each interactive classroom at the provider college is appropriately equipped for the course delivered, e.g. gives students access to an emergency telephone, FAX machine, and the Internet and is equipped with student, instructor, and document cameras, and a VCR.</li> </ul>	<ul style="list-style-type: none"> <li>• Host college meets interactive classroom standards appropriate to the course.</li> </ul>

<b>29. Remediating technical problems</b> <ul style="list-style-type: none"> <li>• Develop procedures for addressing and remediating technical problems that occur at provider's end.</li> <li>• Give phone numbers and e-mail addresses of technical personnel whom the host college should contact in the event of problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop procedures for addressing and remediating technical problems that occur at its end.</li> <li>• Provide phone numbers and e-mail addresses of technical personnel whom the provider college should contact in the event of technical problems.</li> </ul>
<b>30. Transcripts</b> <ul style="list-style-type: none"> <li>• Provider college is not involved with transcripts of host colleges students.</li> </ul>	<ul style="list-style-type: none"> <li>• Upon course completion, add course to student's transcript.</li> </ul>
<b>31. Marketing</b> <ul style="list-style-type: none"> <li>• List courses available through VCT in the VCT online catalog</li> </ul>	<ul style="list-style-type: none"> <li>• Publicize courses available from provider colleges through VCT in various ways, eg.: <ul style="list-style-type: none"> <li>- Publish the URL of the VCT Web site in its local course schedule;</li> <li>- Inform students of VCT options during advisement;</li> <li>- Use other means as appropriate.</li> </ul> </li> </ul>