To: Greg Crouch, Chair, Faculty Senate
From: Mary F. Wack, Vice Provost, DAESA
               Rebecca Van de Vord, Assistant Vice President, AOI
Date: 26 February 2020
Subject: Instructional videoconferencing policy for EPPM
Cc: Bryan Slinker, Interim Provost

Academic Outreach and Innovation and the Provost's Office saw last summer that many policy questions had arisen quickly after the introduction of universal access to zoom. A working group from across the system, faculty and administrators, was convened in Fall 2019 to make recommendations for a flexible policy that nonetheless met federal standards and guidelines as well as those of WSU.

The attached policy was developed by the group and vetted through deans, associate deans and assistant vice chancellors, and the Provost. A full explanation of the rationale for the policy is also attached.

We respectfully request that the policy be added to the EPPM. Thanks.

To:	Deans
From:	Mary Wack, Vice Provost for Academic Engagement and Student Achievement
	Rebecca Van de Vord, Assistant Vice President for Academic Outreach and Innovation
Cc:	Bryan Slinker, Interim Provost and Executive Vice President
Date:	7 January 2020
Subject:	Draft Policy for Instructional Videoconferencing ("zoom policy")

As the result of the change last spring to zoom as the underlying technology for WSU videoconferencing, a stream of questions regarding using zoom for instruction began to pour into both the Global Campus and the Provost's Office last summer. (The attached graphic document illustrates the change). As there was not sufficient time before the fall semester began to formulate longer-range policy to address the various scenarios, an interim statement was issued by the Provost's Office in the annual fall semester memo to all instructional faculty, "Reminder of Key Policies." Campus-based videoconference courses (formerly "AMS courses") were to remain in scheduled videoconference classrooms.

The Provost charged a small working group from across the system to develop a flexible policy that addressed external regulations as well as recent work by ITSAC on quality standards in videoconference instruction and classrooms. The draft policy is attached.

Key points that emerged:

- Anecdotally, a surprising number of courses have already "escaped the classroom" using zoom (no way to track the number).
- Anecdotally, a surprising number of Pullman classrooms are empty during scheduled class hours (no way to track except via walkabout), even as there is a perception of a classroom shortage.
- Once faculty and students are not in the same location, and neither is in a WSU classroom, the activity becomes subject to federal reporting as a distance course.
- Videoconferencing (currently zoom technology) offers options for both faculty and students to engage in course activities rather than cancel class or be absent.
- Faculty are concerned that departments are using or will use VC to exceed course caps and space limits in scheduled classroom courses.
- WSU has an overriding interest in, and responsibility for, the quality of the instructional experience.

The policy therefore provides the following:

- Allows chairs/academic directors to allow exceptions to classroom-based instruction in non-Global Campus courses.

- Creates a mechanism for federal reporting via scheduling choices (scheduling a GC section with 0 seats).
- Requires training for instructors and quality standards for VC spaces.
- Requires classrooms or other spaces used to deliver VC courses to meet ITSAC standards.
- Requires tech support during VC instructional times to meet ITSAC standards. Current technical support processes are intended to support physical classrooms. Students and faculty outside of VC classrooms may not receive the same level of support as can happen with the classrooms. There is potential for a diminished experience.
- Requires courses to schedule a GC section if there will be no physical classroom component.

WSU Videoconference (VC) Course Policy

Video conference courses will originate from and be delivered to VC classrooms located on the WSU Campuses or WSU Extension sites unless otherwise approved by the department chair. This ensures adequate technical and user support, creation of peer communities within the course, and provision of high-touch student support.

Courses delivered via VC *exclusively* to students at a distance (no students are located on any physical WSU campus) are considered "Distance Education" and will be scheduled through Global Campus to comply with definitions established by regulating agencies.

- The Information Technology Strategic Advisory Committee (ITSAC) has developed mandatory room and faculty training requirements for videoconference courses: https://its.wsu.edu/documents/2018/11/wsu-vc-assessment-final-100118.pdf/.

- All faculty teaching a videoconference course are required to participate in WSU-established online training available through HR through the SkillSoft portal *prior to the first day of class*.

Chairs, in collaboration with academic directors, consistent with EP #29, may provide exceptions to this policy on a course-by-course basis. Exceptions to classroom attendance requirements will be decided prior to the first day of class, published in the syllabus, and requested classroom size adjusted accordingly to maximize and accurately report classroom space use. Departments are responsible for ensuring that exceptions do not negatively impact the VC user experience.

- Courses scheduled to be taught in a classroom that does not meet ITSAC standards will require support from departmental IT.

- Students enrolled in courses from a distance will require support from the instructor or departmental IT unless the course is an exclusively distance Global Campus course.

Courses are to be scheduled in Schedule Builder to accurately reflect delivery mode (see scenarios below). Through this process the physical classroom (if required) is assigned and VC links established and populated into the Learning Management System (LMS) course space. **Faculty should not create and disseminate their own VC link, or allow students to join from alternative locations, except in the case of emergencies.**

It is not the intent of this policy that videoconferencing be used to work around classroom size limitations or to serve a number of students beyond the usual course caps.

Chairs report exceptions on a semester basis to the Provost's Office, which will share the information with the University Classroom Committee and other stakeholders as needed.

Scenarios:

All videoconference courses are scheduled using instruction mode 40 and the VC attribute.

1. The course is delivered *both* to students located on WSU physical campuses AND to students at remote/distance sites.
   - Schedule the appropriate campus sections from which students are enrolling.
   - Add a "multiple sites" section (999) for students who are not attending from a physical classroom.

2. The faculty teach from a VC classroom on one campus with no students, all students are located on other campuses.
   - Schedule the appropriate campus sections. (Add a "999" multiple sites section if there are *additional* students at a distance).
   - Schedule "instructor only" on the campus of the instructor.

3. Faculty are teaching from a VC classroom; all students attend from an off-site location: Distance course (no students are attending class from a physical WSU campus)
   - Schedule "instructor only" section on the campus of the instructor.
   - Requires scheduling as a "blended" course with a Global Campus "parent."
     i. Schedule a Global Campus section with 0 seats, instruction Mode 40, VC attribute, location Global Campus.
     ii. Schedule sections on the "home" campus(es) of the students.

4. Faculty and students are all located off-campus: Distance course (no students are attending class from a physical WSU campus)
   - same as #3 with no instructor-only section

February 2020

Implementation Notes

- Fall 2020 is the first term to be scheduled by the terms of this policy. Implementation therefore begins in Spring 2020 with schedule review.

- Schedulers should check the ITSAC website to make sure that VC rooms meet WSU standards: https://its.wsu.edu/documents/2018/11/wsu-vc-assessment-final-100118.pdf/.

- If the room does not meet WSU standards, the scheduler alerts the faculty member, who works with the chair to arrange for departmental IT support.

- If there are students at a distance and the VC course is not offered through the Global Campus, then the faculty member and chair work with departmental IT to ensure that students have adequate technical support in real time.

- Faculty training modules will become available in the SkillSoft system through HRS in spring 2020. Faculty who are assigned to teach via videoconference for Fall 2020 need to complete training before the first day of class. Departments are responsible for monitoring this information.