CWC Best Practices for ICN course delivery  
Approved at Student & Academic Council Meeting  
November 06, 2012

Faculty

*Pedagogical*

1. Set delivery expectations with students (both at course origination site and at outreach site) the first day of class, through a discussion of the technology and its advantages/disadvantages.
2. Have students in all locations introduce themselves to the class on the first day.
3. Intentionally engage outreach students.
4. Be responsive to outreach students’ emails/phone calls and respond within 24 hours.
5. Design course activities to include outreach students.
6. Don’t treat the outreach students as a distraction; don’t ignore them or forget they’re there.
7. Be aware of the delivery delay between sites and occasionally pause so outreach students can comment/ask questions, or actively seek their comments/questions.
8. Be aware that moving about the room (away from the mic) at the origination site negatively impacts the outreach students’ ability to hear the lecture/discussion.
9. Be aware that moving about the room negatively impacts the image quality of the ICN.
10. Be aware of the camera and how students see and hear you.
11. At least once during the semester (preferably near the beginning), arrange to originate the course from the outreach center and deliver to students on main campus.
12. In order for the audio equipment to function properly, do not move furniture at the origination site.
13. Do not use fax to send handouts/quizzes/exams to outreach centers for distribution.
14. Utilize an online survey tool for course evaluations when practical/possible to do so.

*Working with outreach services*

1. Communicate with outreach center staff regarding expectations of assignment/handout distribution and collection.
2. Utilize the CWC Learning Management System to distribute handouts.
3. When practical, utilize the CWC Learning Management System to administer quizzes/tests.
4. If on-site test administration is required, contact outreach staff at least two weeks in advance to arrange proctoring.
5. In order for the audio equipment to function properly, do not move furniture at the origination site.
6. Do not use fax to send handouts/quizzes/exams to outreach centers for distribution.

*Deans*

1. Review faculty readiness for an ICN learning environment; require faculty to sign an acknowledgement of best practices.
Information Technology

1. Provide an ICN checklist and flowchart for origination site faculty and outreach center staff/students to help them trouble-shoot problems.
2. Provide regular training for faculty on ICN equipment operation.
3. Provide monthly checks of ICN equipment in outreach centers to determine continued functionality.
4. Provide additional LMS training to faculty, with special focus on uploading documents.