



E-Learning @ FAA: Services & Guidelines

College of Fine + Applied Arts

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University of Illinois at Urbana-Champaign

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E-Learning @ FAA Services and Guidelines

The College of Fine + Applied Arts at the University of Illinois at Urbana-Champaign offers online classes and degree programs as an alternative to attending class in-person. E-Learning @ FAA (ELFAA for short) is the College's office for e-learning initiatives and support. The services and guidelines outlined in this document explain the operations of ELFAA, as well as the group's relationship with faculty.

0 E-Learning Instruction Types

Online Courses

Online classes are taught completely online. Learners access primary content and instruction from an online environment using a variety of tools including email, chat, discussion boards, web pages, and multimedia technologies. Specific technologies employed will vary by course and instructor. Depending on the teaching style of the instructor 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.

Flipped/Hybrid Courses

Hybrid classes are taught half in the classroom and half online. Students must attend face-to-face class instruction and login to their online flipped/hybrid course each week for the duration of the semester. In both online and hybrid courses, specific technologies employed will vary by course and instructor.

E-Learning-Enhanced Courses

E-learning-enhanced classes are taught as traditional face-to-face courses that use online environment to expand student learning beyond the boundaries of the classroom.

1 Working with E-Learning @ FAA

1.1 E-Learning @ FAA Instructor Support

Service

ELFAA is happy to work with any FAA instructor at any time to incorporate e-learning practices and technologies into their courses, online or otherwise, on a consulting basis. Instructors in the College of Fine + Applied Arts may request to utilize the department's full range of instructional design development services for new online courses using the [College of FAA Online Course Approval Form](#). It is recommended that instructors participate in an initial consultation with ELFAA before submitting the College of FAA Online Course Approval Form.

You may request e-learning consultation or support by emailing elarning-faa@illinois.edu.

Guidelines

Any FAA instructor may request a consultation with ELFAA for topics relating, but not limited to: e-learning best practices, using e-learning tools (including, but not limited to Illinois Compass 2g, Moodle, Canvas, other Learning Management Systems, Blackboard Collaborate, other video conferencing systems, Illinois Media Space, and content and media creation tools), multimedia production, and online course development. In this consulting capacity, ELFAA will provide:

- Guidance on e-learning best practices
- Guidance on integrating technology and instruction
- Technical documentation as needed
- Connect instructors with other campus, campus-affiliated, or third-party resources as needed
- Online help desk for student and instructor troubleshooting needs

Again, instructors in the College of Fine + Applied Arts may request to utilize the group's full range of instructional design development services for new online courses using the [College of FAA Online Course Approval Form](#). An initial consultation with ELFAA is recommended before submitting the College of FAA Online Course Approval Form. Development on approved courses will begin once the course has been approved by the appropriate Curriculum Committee and, if applicable, the General Education Committee.

The full range of instructional design development services for new online courses includes all of the services listed in the consulting capacity plus:

- Weekly meetings with ELFAA Instructional Design staff
- Online course template and site building
- Content creation assistance and refinement
- Course labeling and branding
- Assignment/Assessment consultation
- Small-scale multimedia production
- Guidance for facilitating student engagement
- Collaboration with other campus departments, such as CITL (Center for Innovation in Teaching and Learning) or Technology Services at Illinois, if needed
- Integration of ELFAA staff for any course management or modification needs¹
- Other services as needed

1.2 Content Delivery

Service

All finished course content to be refined and/or delivered by ELFAA should be submitted to ELFAA **at least one week in advance of the desired delivery date (earlier depending the number of materials)**. ELFAA cannot guarantee the delivery of content by any date that is less than one week after source materials are submitted and staff are notified of the submission.

All source materials for course content to be created by ELFAA should be submitted to ELFAA **at least two weeks in advance of the desired delivery date (earlier depending on the number of materials)**. ELFAA cannot guarantee the delivery of content by any date that is less than two weeks after source materials are submitted and staff are notified of the submission.

¹ See item [1.4 Transition of Online Course Administration](#).

Guidelines

Instructors may submit course-related materials to ELFAA via Box (preferred) or University of Illinois email. If submitted via Box, it is best practice to notify ELFAA staff via email in order to ensure to quickest turnaround time possible.

1.3 Content Delivery—Audio & Video

Service

Newly Created Audio/Video Materials

Because audio and video content takes much more time to produce, all source audio and video materials to be created or refined by ELFAA are to be submitted to ELFAA **at least two weeks in advance of the desired delivery date (earlier depending the number of materials)**. ELFAA cannot guarantee the delivery of content by any date that is less than two weeks after source materials are submitted and staff are notified of the submission.

Pre-Existing Audio/Video Materials

All pre-existing audio/video materials (i.e. material hosted on platforms such as Illinois Media Space, YouTube, Vimeo, SoundCloud, etc.) to be delivered by ELFAA are to be submitted to ELFAA **at least one week in advance of the desired delivery date (earlier depending the number of materials)**. ELFAA cannot guarantee the delivery of content by any date that is less than one week after source materials are submitted and staff are notified of the submission.

Guidelines

Instructors may submit audio/video materials to ELFAA via Box. When submitted via Box, it is best practice to notify ELFAA staff via email in order to ensure to quickest turnaround time possible.

1.4 Transition of Online Course Administration

Service

The administration of newly developed online courses will be transitioned from ELFAA to the course instructor **after one year**. At this time, ELFAA staff will be happy to serve in a consulting basis for the particular course.

Guidelines

Developing a new online course with ELFAA grants the instructor of the course one year of ELFAA staff integration in the new course for any course administrations or modification needs. During this period, ELFAA will complete or assist with, as well as offer guidance on, any course administration needs. These needs include, but are not limited to: course transfer (between semesters), course content updates, course redesign, etc.

After the one-year period, ELFAA will be happy to serve in a consulting basis for the developed course. Instructors will have access to any and all departmental services included in this consulting capacity².

Instructors can always apply to utilize the department's full range of instructional design development services for other new online courses using the [College of FAA Online Course Approval Form](#).

1.5 Contacting ELFAA

Service

ELFAA will respond to emails within 72 hours, and most often within 24 hours.

Guidelines

ELFAA staff work to respond to any instructor, staff, or student inquiries as soon as possible, and in the order received. If you have not received any communication from an ELFAA staff member after one week of sending a message, please let us know.

1.6 Availability

Service

ELFAA operates Monday – Friday, 9 AM – 5 PM, excluding campus holidays.

Users experiencing **technical emergencies** outside of ELFAA normal operating hours should contact Technology Services at Illinois for assistance immediately.

Guidelines

Instructors may send communications or project development materials to ELFAA staff at any time. ELFAA works to address communications and materials needs as soon as possible.

If you experience a **technical emergency** outside of ELFAA's normal operating hours, please contact Technology Services at Illinois for assistance immediately using the contact information below.

[CONTACTING TECHNOLOGY SERVICES AT ILLINOIS](#)

The Technology Services at Illinois Help Desk provides phone, email, and walk-in consulting for technology services and other computing needs to students, staff, faculty and other affiliates of the University of Illinois at Urbana-Champaign.

- **Phone:** (217) 244-7000 or (800) 531-2531
- **Email:** consult@illinois.edu
- **Fax:** (217) 333-4368
- **Address:** Technology Services Help Desk
1211 Digital Computing Lab
1304 W. Springfield Ave, Urbana, IL

² See item [1.1 E-Learning @ FAA Instructor Support](#).

Technology Services Hours

- Walk-in support is available: **Monday - Friday, 8:30 a.m. to 5:00 p.m.**
- Walk-in support is **not** available on **Saturday and Sunday**.
- Phone and Email support are available **Monday - Friday from 8:30 a.m. to 5:00 p.m.**, and from **12:00 p.m. - 5:00 p.m. on Saturday and Sunday**.

1.7 Notice of High-Traffic Periods

ELFAA experiences high-traffic in terms of support and development requests in the two weeks before and after the *beginning of a new semester*, as well as the two weeks before and after the *end of a semester*. It would be beneficial to plan for slower response time from ELFAA during these periods, though we will work to address all communications as soon as possible during these high-traffic periods.

2 Guidelines for Online Courses at FAA

2.1 Before You Begin: Instructional Development Training, Training Opportunities, and Services

Service

It is strongly recommended that any instructor considering developing an e-learning-enhanced or online course participate in some form of trainings on both online teaching and the technology used for the course (such as Illinois Compass 2g, etc.). Whether or not you are utilizing the department's full range of instructional design development services for new online courses, ELFAA will connect instructors with training resources and provide one-on-one trainings throughout the online course development process. ELFAA will also provide various other trainings on e-learning tools and practices.

Guidelines

You may request e-learning consultation or support by emailing elarning-faa@illinois.edu. ELFAA provides documentation and tutorial videos, which are also available upon request.

While ELFAA does not have a set workshop schedule, CITL offers a variety of hands-on workshops on using Illinois Compass 2g and other educational technologies. Visit CITL's workshops calendar for schedules: <http://go.illinois.edu/citlcalendar> .

Documentation for using Illinois Compass 2g is also available online at Technology Services at Illinois' knowledgebase: <https://answers.uillinois.edu/illinois/search.php?q=&cat=4651>.

Blackboard Inc., the company that owns and operates Blackboard Learn (the technology behind Illinois Compass 2g), provides a vast library of tutorial videos for instructors: https://en-us.help.blackboard.com/Learn/Reference/Blackboard_Learn_Videos.

[Lynda.com](#) is also available for a variety of online learning needs with a library of over 1,200 courses and 73,000 tutorials organized by subject, software, and instructor. Students, faculty, and staff at the University of Illinois have free access to Lynda.com courses. Taught by industry experts, these videos

are available 24/7 to accommodate your busy schedule and to allow you to learn at your own pace. Log into Lynda.com and search for "Blackboard Learn" to view related video tutorials: go.illinois.edu/lynda.

2.2 Best Practice

Service

FAA online courses are modeled to follow the [Quality Matters Higher Education rubric](#).

Guidelines

You can learn more about this rubric on the [Quality Matters website](#).

2.3 Course Approval

Service

ELFAA is happy to work with any FAA instructor at any time to incorporate e-learning practices and technologies into their courses, online or otherwise, on a consulting basis regardless of the course's course approval status. However, if requesting to utilize the department's full range of instructional design development services for new online courses using the [College of FAA Online Course Approval Form](#), courses are to be approved by the appropriate Curriculum Committee and, if applicable, the General Education Committee. This is the same as is required for approval of face-to-face courses.

Guidelines

If you are interested in teaching an online course you should contact the Chair of your department to discuss the development and offering possibilities.

2.4 Copyright Guidelines

Service

Faculty members must comply with University of Illinois copyright policies and federal law when duplicating print materials and periodical publications, and when including video or broadcasting programming, software materials, digital materials, music, or web-based materials in their courses.

Guidelines

For detailed information on copyright law, faculty members should consult the UIUC University Library's website on the subject at <http://www.library.illinois.edu/sc/services/copyright/index.html>. The site provides general copyright information, as well as tips for navigating copyright issues.

Instructors who create their own course materials own the copyright for those materials. In the event that the course materials are co-created with any other creators, the copyright is shared between/among the co-creators. As with other scholarly/artistic works, creators may use their course materials to contribute to the preparation of other courses, and to prepare textbooks, journal articles, conference presentations,

and other scholarly works or professional activities. Copyright owners are also entitled to prepare derivative works from the copyrighted materials for other scholarly or academic purposes.

2.5 Intellectual Property

Service

ELFAA will help to connect instructors with Intellectual Property questions to the proper campus authorities on the subject.

Guidelines

From “Article III. Intellectual Property” of the General Rules Concerning University Organization and Procedure (which can be found at <http://www.bot.uillinois.edu/general-rules>):

“The first purpose of this intellectual property policy is to provide the necessary protections and incentives to encourage both the discovery and development of new knowledge, its transfer for the public benefit and its use for development of the economy; a second purpose is to enhance the generation of revenue for the University and to provide financial and reputational benefits for the creator(s); and a third purpose is to preserve the University's freedom to conduct research and to use the intellectual property created by that research or pursuant to an institutional initiative.”