14 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:


- 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.

14.1 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.
   a. Schedule the appropriate campus sections from which students are enrolling.
2. The faculty teach from a VC classroom on one campus with no students, all students are located on other campuses.
   a. Schedule the appropriate campus sections. (Add a “999” multiple sites section if there are additional students at a distance).
   b. 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)
   a. Schedule “instructor only” section on the campus of the instructor.
   b. 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)
   a. same as #3 with no instructor-only section

14.2 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.

February 2020