

Classroom Facilitators Policies & Procedures

Mission Statement

Utah State University integrates teaching, research, extension and service to meet its unique role as Utah's land-grant University. Students are the focus of the University as they seek intellectual, personal and cultural development.

Distance Education embraces the latest innovations in technology to enhance Utah State University's ability to serve students in all parts of the world, and increasing flexibility regarding the time, place, and pace of study. A highly interactive, learner-centered environment has been created that is marked by increased access to faculty expertise and elements of the University's mission, including: satellite courses and teleconferences, Web-based courses, and video teleconferences.

The Division of Independent and Distance Education will continue its leadership role on USU's campus to serve as a catalyst for educational change and to develop nontraditional programs and delivery systems to translate and disseminate the institution's research and scholarship services, pursuing with vigor the employment of the latest technological developments for delivery of educational programs to new audiences.

The Division of Independent and Distance Education serves both as an administrative support service to the University community and as a catalyst to extend University resources to meet the lifelong learning needs of people of Utah

Classroom Facilitator Role

The classroom facilitator plays a crucial role in Distance Education. Classroom facilitators will interact with faculty and students of diverse interests. Therefore, excellent communication and interpersonal skills are required, including the ability to convey information accurately. Attentiveness is a must! Facilitators will assist instructors and students by operating electronic classroom media that is appropriate to the delivery of each class session. Facilitators also distribute and collect class materials, proctor exams and quizzes, and report class needs or problems as they occur.

Remote Classroom Facilitator Role

Facilitators act as the "eyes and ears" of the instructor who is not physically present in the remote classroom. Both instructor and students rely on the facilitator to bridge the physical distance that separates them by minimizing technological and administrative obstacles. Facilitators must be assertive and be able to maintain classroom discipline. They must be able to interact comfortably with faculty and students. Facilitators will be required to give directions and make announcements, answer questions, and consult with full-time staff.

Policies

I. Classroom Protocol

- Be prompt! Facilitators are required to show up 15 minutes prior to scheduled class time to conduct a site check, communicate any problems with the TOC, and set up the VCR to record class.
- Facilitators will be present throughout the duration of every class or program.
- Facilitators are provided 15 minutes after the class terminates to complete their duties. However, facilitators should not leave until after all students and the instructor are gone.
- The facilitator's top priorities are the instructors and students. Therefore, homework, friends, and other projects are not permitted in the control room.
- A professional attitude is expected when interacting with administrators, Independent and Distance Education staff, instructors, students, engineers, the TOC, and project leaders.
- Any class materials that are collected during class must be filed in the homework drop box. The Receiving Manger will collect, stamp, and deliver the materials to the instructor.
- When the instructor has finished their class rewind the videotape and place it in the videotape drop box.
- At the end of each class the facilitator will fill out a Program Report Log. The purpose of this log is to document any problems that occurred during class. The report should list information about technical problems, missing class materials, needs or concerns reported by the instructor or students, or other information pertinent to the class.

II. Performance Assessment

- All new facilitators will have a probationary period of a semester in which, the lead facilitator and site coordinator will review their performance in the classroom.
- Facilitator's performance will be monitored on a regular basis by a site coordinator and participate in a one-on-one evaluation and feedback session each semester with the lead facilitator.

II. Staff Meetings

- Bi-monthly meetings will be conducted with facilitators and site coordinators and or/administrators to review and address procedures, problems, and changes. Additional meetings will be held as needed.

III. Dress Code

- Please wear appropriate clothing for your duties. You are the first contact that instructors and students will have with the Distance Education Division.
- No ball caps
- No short shorts or short skirts
- No sweats
- No tank tops or sundresses.

IV. Telephone

- Telephones are not to be used for excessive personal phone calls. Should long distance access codes be used for personal calls-it is grounds for immediate dismissal.

VI. Facilitator Substitutions

- You are responsible for finding a replacement for your regularly assigned classes, if you cannot work.
- Let the lead facilitator know about all work changes.
- Allow plenty of time (24 hours) to find a substitute. Don't wait until the last minute.
- If there is a legitimate emergency contact the site coordinator _____.

VII. Socializing

- Please be conscious of the volume of your voice. Noise from the control room is very distracting to students and instructors.
- If you are in the control room prior to or after your shift, or if you need to check your drop box, please keep conversations to a minimum.
- Individuals who are not employees of Independent and Distance Education, engineers, project leaders, or administrators are prohibited from the control room (i.e. friends and significant others).

IX. Time Cards

- Time shown on your time card should correspond with scheduled class time plus an additional one-half hour for start-up and shut down time. Any additional time should be approved by _____.
- Time cards should accurately document the time a facilitator has spent functioning in the classroom, performing the duties described in the duties section above.
- Time cards will be signed by _____ for approval in order for the facilitator to get paid.
- Write all substitutions on the back of your time card.
- Time cards must be turned in the _____ of every month.

XI. Grievances

- Termination may occur at any time. There is no stated length of time that notice must be given.
- Insubordinate behavior will be documented on an employee situation report and placed in your file. Repeated documentation of policy violations will result in immediate dismissal.
- Insubordinate behavior is not limited to violations of the above stated policies.

XII. Homework

- Is only allowed during receive events and only if the classes needs have been met first.

XIII. Videotaping

- Video taped copies of classes are not provided to students for any reason. Permission should not be given to students wishing to view a tape. Copies are made for technical reasons, and are not to be offered to students who miss class. Instructors and students should assume that tapes do not exist, when arranging make-up work.

Signature

Date