Standard Operating Procedures
Online Course Development

January 2014

Standard Operating Procedures

Aurora University, in collaboration with The Learning House, Inc., sets forth the following standards of operating for fully online course development and publication.

To successfully launch any online program or independent courses, Aurora University will develop a quality curriculum strategy. AU will take into consideration the institutional goals, demand for the program, and school resources for delivering the program.

AU has a support services department to support the **online course development** for programs. The following staff will be supportive in the partnership with TLH's Curriculum Team.

Aurora University Resources:

Dean of AU Online – Dr. Carmella Moran

Acts as primary liaison between AU and TLH Course Designer. Participates in the training of Subject Matter Experts on how to develop online courses and elements for online. Oversees all partnership services, as well as day-to-day operations of the LMS with TLH. Supports the Office of Academic Affairs, Marketing, Enrollment, Retention, IT and Faculty in planning, preparing and offering online courses for AU. Assists in developing faculty proficiencies in various platforms by conducting individual and group training.   Helps ensure that both existing and newly developed online courses meet the selected assessment criteria.

Director of AU Online – Kate Male

Oversees all partnership services, as well as day-to-day operations of the LMS with partner. Supports Office of Academic Affairs, Marketing, Enrollment, Retention, IT and Faculty in planning, preparing and offering online courses for AU.

Senior Course Designer (The Learning House) – Dr. Joann Lau

Partners with instructors in creating and publishing their own client-written courses. She receives content from instructors and helps organize course materials for effective online teaching, while offering consulting on best practices in online course development. She reviews all courses and implements a structured timeline in order for all courses to launch at a level 3 or higher on our Quality Review rubric.

The following section contains a timeline & suggested expectations regarding new development courses.

120 days out	Instructor identified to TLH team by AU. TLH Course Designer sends introductory email to instructor requesting conference call. AU Instructor Packet attached to this email as well. (Email includes the appropriate development templates)
120 days out	Training protocol managed by AU via TLH Partner Portal • **MT 202** enrollment established; 　　On demand training course 　　(requires 5-10 hours) • **BP 501** enrollment established; 　　5-week semi-facilitated online course
120 days out	Course shell created in category
115 days out	Instructor has completed 50% of syllabus
110 days out	TLH Course Designer contacts instructor for support; instructor may submit materials as they are completed, but must present at least 50% of content developed to date at 80 days out. ✓ Conference call completed ✓ Syllabus received from writer ✓ Tentative course outline received ✓ TLH Course Designer will provide reminder of 80-day milestone to instructor cc: Carmella Moran. ✓ Instructor has visited TLH Library and reviewed multi-media for direct use or modification of existing media to fit their class. TLH Course Designer will provide feedback on any content submitted by the instructor

100 days out	TLH Course Designer continues contact with instructor for support; ✓ Instructor and TLH Course Designer have discussed possible media options ✓ Instructor expected to present any content developed to date ✓ Begin review of submitted content, & TLH Course Designer presents instructor with feedback within 7 days
100 days out	TLH Course Designer presents instructor with feedback of content submitted at 90 day milestone • TLH Course Designer has received 50% of course content
90 days out	TLH Course Designer continues contact with writer for support and multi-media for the course decided upon
80 days out	**100% of final course content submitted to TLH Course Designer** ✓ TLH Course Designer presents writer with feedback within 10 days
70 days out	Complete review of final submitted content; provide feedback to instructor
65 days out	Multi-Media presented to instructor for approval; All content has been proofread and sent to instructor for approval
60 days out	Instructor has accepted/declined final proofreading and editing changes for all content ✓ Any changes to multi – media requested

55 days out	Course is published to portal; instructor has been granted "non-editing" instructor access to review materials
50 days out	Specific course/module activity settings discussed with instructor
45 days out	Instructor has reviewed all lessons on the portal and requested any modifications
40 days out	Technical inspection (TLH) has been completed
38 days out	Syllabus/course technical alignment has been completed
30 days out	Instructor has been granted editing access; course due dates have been programmed
25 days out	Instructor has reviewed the course one final time to ensure accuracy
7 days out	Quality Review has been completed by TLH on course and results have been sent to Carmella Moran and Kate Male
Friday before start of term	Courses have been made available to students

Note: A Quality Review will be conducted on any new development course when the course is complete.

New Development Course: contains original content that a Subject Matter Expert writes, contracted by AU. While the contracted SME will provide content, TLH Course Designer will be available to collaborate with and help develop that content.

Instructor Resources

Learning House provides course development, training, professional development and technical support to instructors, students and adjuncts at our partner institutions.

Training & Professional Development

Learning House offers technical training on the Moodle learning management system (LMS), and professional development courses focused on best practices in online education.

Moodle 2.x Training

MT 202 – Faculty Moodle 2 Orientation: Five self-paced lessons, designed for completion in about an hour. Contains written documentation and brief on-demand tutorials covering getting started, course navigation, community tools, assignment types, quiz/exam setup, grade book, and live classroom tools. At the end of each lesson, a short quiz is included to help you assess your understanding.

Professional Development Courses

BP 501: Foundations of Online Delivery: BP501 focuses on the delivery of online courses. This five-week course walks instructors through the delivery and facilitation of an online course. The course focuses on instructor social presence and feedback; it also gives special consideration to retaining students and communicating standards and policies. Finally, the course discusses strategies for increasing forum participation and pacing students' progress.

BP 502: Enhancing Student Engagement: BP502 provides instructors the tools necessary to implement a community of inquiry, emphasizing student engagement. This five-week course defines engagement in the online environment, presents antecedents of student engagement, and outlines specific methods that facilitate a community of inquiry. The course discusses strategies for leveraging the advantages and overcoming the barriers of each tool in the context of scenario critiques.

To enroll in any of these, or other training courses, please e-mail training@learninghouse.com. Include your name, school, and the course name.

Learning House Contacts

Senior Course Designer – Dr. Joann Lau is the primary contact through new course development. Her contact information is **jlau@learninghouse.com** or **(502) 815-0778.**

Faculty Support Specialist – Tim Kestler is the primary contact for assistance in any online courses developed previously with TLH. His contact information is **tkestler@learninghouse.com** or **(502) 815-0636.**

24/7 Help Desk – For any online course technical issues, please contact our 24/7 Help Desk at **support@learninghouse.com** or **1-800-985-9781**. **Live-Chat** assistance is also available via the online course site.