

LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM
Policy # 3.005

Title: Compressed Video & Proctor Training Requirements

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The purpose of this memorandum is to define distance learning and outline general procedures for offering distance learning courses at the colleges or the Louisiana Community and Technical College System – particularly as they relate to proctors for compressed video delivery and reception sites. **Distance Learning** is defined as is defined as a system and a process that connects learner to distributed learning resources.

Distance learning is characterized most notably when the majority of the instruction delivered when the instructor and students are separated by space and/or time. For the purposes of the discussion of Distance Learning (or Electronically-supported Learning [e-learning]) the following terms are hereby defined:

An **interactive television** (or **compressed video**) section of a course is a Mode of distance learning in which instruction is delivered via two-way synchronous transmission of data from one location to another. These transmissions may be from one site to another (point-to-point) or one site to several others (multi-point).

A **proctor** is defined as an individual who is trained to act as a liaison between students and a faculty member separated geographically. Proctors monitor credit, non-credit, and professional development seminars and/or meetings at receive sites for compressed video. Proctors receive specialized training by the LCTCS, the Board of Regents, or the college transmitting the course.

The **Receive Site** is defined as the location where students are present physically, yet separated by the instructor geographically; students and instructor interact via technological means. There may be one or several receive sites of the same course. A trained proctor is required at **each** receive site.

The **Origination Site** is defined as the location the instructor physically resides for the majority of the class meetings. The instructor is separated from the majority of his/ her students physically yet is able to interact with the students via technology.

Proctor Qualifications

Proctors must meet minimum qualifications as defined by the colleges within the LCTCS system. Qualifications must include, but are not limited to the following:

Technical:

Basic working knowledge of the equipment used in the transmission/reception of a compressed video class. This includes basic operation of Codecs, T-1 or ISDN line interface units, monitors, projectors, smartboards, document cameras, microphones, instructor and student Cameras, interface control units, audio speakers, etc.

Troubleshooting when problems arise and the ability to resolve common problems associated with this equipment to avoid instructional delays caused by malfunctions.

Communication Skills:

Ability to articulate conditions and/ or problems encountered to the technical staff at BellSouth Video Operations Center and to interpret and follow basic remedies for problem situations (e.g. re-boot of system , CRC errors, inability to connect, loop-back, etc.).

Academic/ Student Services:

Working knowledge of the Family Education Rights and Privacy Act of 1972 (20USC 1232G) FERPA.

The Family Education Rights and Privacy Act of 1974, also known as FERPA or the Buckley Amendment, applied to any public or private institution receiving federal funds. The law covers enrolled and previously enrolled students. In essence, the employees of the college may not release a student's educational records to anyone but the student (FERPA broadly defined "educational records" as "any record maintained by the institution about a student."). This also includes directory information (address, telephone number, etc.) if the student has requested that it be suppressed. Within the college (Origination and Receive Sites) student's educational records may only be viewed by those employees having a "legitimate educational interest.": To discuss or release a student's educational records to a third party required either (1) written permission by the student or (2) a court order. While exceptions may exist in the case of medical records in emergencies, or in cases of violations of law, it is best to err on the side of caution when handling any student's educational records.

Although it is common to have a student's spouse or parent inquire about his/ her education records or performance, this information cannot be released without written permission from the student.

Potential situation that might lead to inadvertent violation of FERPA

Include:

Remarking about a particular student's class performance or status in the presence of other, or "over the system" conversations between the instructor and proctor while others may potentially overhear;

Giving a student or other proctor student grades over the telephone, e-mail, or facsimile messaging when there is no means of identifying the recipient, or insuring confidentiality of receipt;

Allowing others to see a student's transcripts or records during advising and registration;

Discussing a student's performance to a concerned parent or individual at another college with no means or proper identification of the individual;

Posting grades in public by name or social security number, or faxing a list of grades by names of social security number to remote sites for distribution;

Learning exams, papers, surveys, etc. in the open or sending by facsimile messaging or postal mail where other may see the grades;

Returning exams to students sorted by grade;

Providing grades to employers or clinical sites without the student's permission; and

Sending, by facsimile, official class lists (rosters) to Receive or Origination sites with no confidentiality measures in place.