**Distance Education Guidelines**

**Faculty and Student Responsibilities**

For students who are not able to pursue the traditional path to an undergraduate or graduate degree, a distance education program will allow for completion of a degree from one's own location. That being said, successful completion of this program is dependent upon an agreeable reciprocal relationship between both faculty and students. These guidelines are meant to encourage meaningful participation in distance education by both parties. They further establish some of the expectations and requirements for both faculty and students.

**Faculty Responsibilities:**

The following information serves as the basic guidelines for faculty participation in distance education courses at Indiana State University. Be aware that these are guidelines. The individual instructor may choose to enhance these requirements on a class by class basis.

* Respond to student e-mails within 48 business hours.
* It is the responsibility of the instructor to notify students in a timely manner when they will be unavailable due to official university business. Official university sponsored activities will be treated in the same manner as recognized holidays as long as the instructor provides meaningful communication to the student body (within the individual course) and the departmental office.
* Provide feedback to students within 14 business days of receiving materials unless otherwise notifying the individual student or class.
* Upload student syllabus within the first 5 business days after the start of the term.
* Respond to student questions and concerns with respect.
* Because of requirements governing academic freedom, it is within the purview of the individual instructor to decide when homework assignments and materials should be made available to the student.

**Student Responsibilities:**

The following information serves as the basic guidelines for student participation in distance education courses at Indiana State University. Be aware that these are guidelines. The individual instructor may choose to enhance these requirements on a class by class basis. All concerns should be directed to the Departmental Chairperson or department Distance Education Representative Dr. Jennifer N. Grimes at (812) 237-2168.

* Students are responsible for checking the course web site to download the current course syllabus within five days of the start of the semester.
* Students are expected to check the course web site frequently (at least once per week) to ensure they are getting access to the most recent postings and materials.
* Students are expected to complete their work on time. It is at the discretion of the faculty member to accept late materials/work, grant extensions, or provide exceptions to the posted requirements.
* Students are expected to communicate with faculty members and staff in a respectful manner. Although this is a digital medium, students are expected to address faculty members by their appropriate title unless otherwise instructed or given permission. You should be mindful that meaningful communication is dependent upon reciprocity by both parties.
* When contacting the faculty member/instructor in charge of the course, be sure to include a topic relevant to your question in the subject line. Because of IT Administration rules and efforts to ensure the reduction in the spreading of viruses and spam, the e-mail system will place unusual subject line indicators in the junk mail box. Therefore, if you have not received a response from the faculty member within 48 business hours, excluding recognized university holidays, we encourage you to send another request for response with a different subject line. If you still do not receive any response from the instructor, you are encouraged to contact the departmental chairperson for information on how to get in touch with the faculty member or to resolve any other concerns regarding the course.
* Questions regarding the course, student grades, or concerns are required to follow the Informal grade appeals process outlined by the College of Arts and Sciences at the following site: <http://www.indstate.edu/saa/appeals.htm>. In sum, complaints or concerns regarding the course, the instructor, or the process should be made directly to the instructor first. Should no resolution occur, the student is **required** to contact the CCJ distance education departmental liaison before contacting any other administrators or offices within the University. The departmental liaison is required to listen to the student concern and encourage informal resolution. Should no resolution occur, the student is **required** to contact the departmental chairperson before contacting any other administrators or offices within the University. The chairperson is required to listen to the student concern, seek a conversation with the instructor, and encourage informal resolution. Should no resolution be met, the student may choose to engage in the formal process of appeal or to contact the Dean of the College of Arts and Sciences (undergraduate students) or the Dean of the College of Graduate and Professional Studies (graduate students) with the concerns. Should no resolution occur at this level, students may choose to contact the Provost for Academic Affairs.