

Online Teaching FAQ

General

What is the difference between an ID and an IT?

Instructional Designers (IDs) work with faculty experts to design master courses and they provide coaching to instructors on how to effectively teach online courses and meet the university's online teaching requirements. Contact your ID when you have questions about your course design or teaching requirements.

Instructional Technologists (ITs) build master courses based on plans created by IDs and faculty experts and accessibility requirements. They also provide technical support to instructors in their online courses. Contact your IT when you have a technical question about your online course.

When you are teaching an online course, your course support team consists of an ID and IT. Reach out to both of us if you are not sure who to contact. It's common for us to consult each other when resolving a support concern. You can also reach out to our general support at onlinehelp@jwu.edu if you are not sure who to contact.

What do my ID and IT do during a semester?

We check your course occasionally during the semester to do quality checks and identify ways you can improve your teaching. This helps you bring your teaching into alignment with COE teaching requirements. Think of us as coaches who offer just-in-time feedback to support your success in the online classroom.

Can my students contact my ID and IT?

No. IDs and ITs support you, not your students. We cannot mediate conversations between you and your students. If students need assistance with ulearn, please have them contact IT at it@jwu.edu.

What is the difference between "ONL" and "RES" sections?

An "ONL" section is designated primarily for students enrolled in the College Professional Studies. Section codes will always begin with O (OL1, O12, O21, etc.). These sections consist of "nontraditional learners," or students who are generally working adults.

A "RES" section is designated primarily for students enrolled at one of the physical campuses. Section codes will always begin with R (RES, RDS, RDN, etc.). These sections consist of traditional on-campus students.

The two populations rarely cross, although it does happen occasionally when students need an override into the other type of section to accommodate scheduling needs. If you are interested in the primary campus of your students, check the [JWU Roster Report](#) in your ulearn course site(s).

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The two types of sections use the same master courses. The distinction is made since you may notice differences in the level of experience and background of your students.

I have questions about my online course. Who do I contact?

Please contact your ID or IT with your specific questions. If your ID and IT are unavailable, please reach out to onlinehelp@jwu.edu.

I have questions about ulearn for my on-ground course. Who do I contact?

The Instructional Design & Technology (IDT) team now supports both online and on-ground courses. The ID and IT for your online course can help you with your on-ground course, or you can reach out to either onlinehelp@jwu.edu or idt@jwu.edu (both emails go to the same team).

Before the Semester

Can I make changes to my course?

Yes, you can make changes to your course. However, we ask that you work with your ID and IT to make most changes, as we need to ensure that all content in our courses is accessible and that the grade centers are calculating final grades correctly. If you want to change content, assessments, or broken links, please contact us for assistance. If you want to change a typo, you are welcome to do so, but please let us know so we can also fix it in the master course and other sections. You are welcome to adjust rubrics on your own and add supplemental content through the announcements.

How do I get a copy of the textbook?

Please reach out to the publisher to request a desk or exam copy. Sampling access may also be available on [Vitalsource](https://www.vitalsource.com). Your ID can help you connect with a publisher rep if needed.

What are third parties and what is involved in their setup?

In some courses, third-party materials are part of the required purchases for students. Common third-party publishers are Harvard Business, Cengage, Pearson, McGraw Hill, etc. If you are teaching a course with third-party materials, you must create an instructor account with the third party and set up the materials so your students can access them. Refer to the Instructor Materials section of your course to get started and contact onlinehelp@jwu.edu for assistance.

My course section in ulearn is empty. What do I do?

We revise our courses on a regular basis, and sometimes revision projects take longer than anticipated. Our team is likely working on finalizing the master course before we copy it to your section. Please do not copy another section into the empty section. Thank you for your patience.

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I am teaching two sections of the same course. When will my second section be ready?

Once your first section passes its preterm check, we will copy your first section into the second section. Please do not copy the second section yourself – our team does this for you.

Do I need to make my course available?

No, you do not need to make online courses available. Unlike on-ground sections, online sections automatically become available to students three days before the start date so that students can get a head start and drop your course, if needed.

During the Semester

I am going to be out of office. Do I have to respond to students within 24 hours?

Please notify your students of your limited availability using a course announcement. Our students are accustomed to 24-hour response time, but are understanding of temporary changes to that expectation when notified in advance. We also recommend including a specific message to your students in your out-of-office reply (ie. “If you are student in JWU1001, I will respond...”).

I am behind on grading. What do I do?

Students rely on timely grades and feedback so they know how to improve the quality of their future work. If you ever get behind on grading, please let your students know when they can expect their grades to be updated. Try to get caught up as soon as you can, and please grade work within seven (7) days of the due date going forward.

I am waiting on a student to submit late work. Can I delay entering zeros?

Please enter zeros for non-submitted work, even if you are waiting for late work from a student. Without the zeros, final grades will project higher than they truly are, which is misleading to the students. Additionally, academic advisors have analytic tools that allow them to see student grades so they can proactively reach out to students at risk of failing. Without the zeros, advisors will not have an accurate view of student grades. We recommend entering zeros and contacting the students, assuring them that you will remove the zero once you receive the late work.

Can I host synchronous class video sessions?

You are welcome to do so. Many students value this interaction opportunity. However, synchronous sessions must be optional and cannot count for course credit. Our courses are designed to be *asynchronous* and are advertised as such, so students cannot be expected to participate in live sessions. We recommend recording your sessions and posting them so students unable to attend can still benefit from them.

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What is the procedure for giving an incomplete grade?

It is at your discretion as an instructor whether or not to grant an incomplete to a student. In general, incompletes should be avoided because they delay academic progress and can impact a student's registration and financial aid. Contact your ID for strategies about how to navigate the incomplete process.

Per university policy: "A grade of I is issued to students if they are unable to complete course requirements because of authorized absences due to service commitment or illness. Outstanding work must be completed within two weeks of the final exam class day or the grade will automatically become an F and be included in the semester and cumulative grade point averages. For classes graded S/U (Satisfactory/Unsatisfactory), an Incomplete (I) will change to a U."

Source: [Academic Policies: Credits & Grades](#)