

# Distance Education Policies and Procedures Guide





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## INTRODUCTION

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### About Native Education and Training College of Business, Healthcare, Human Service & Technology (NETC)

Native Education and Training College (NETC) is an education and training institute in our 27th year of successful online operation. Situated in the picturesque city of North Bay, Ontario, the NETC offers students unique online educational experiences and opportunities for community employees and members. We are committed to meeting the education and training needs of Aboriginal learners by providing life-long learning through capacity building and development in a culturally sensitive learning environment. All of our current program offerings can be delivered online or on-site anywhere in Canada.

### Mission Statement

To provide First Nation, Metis, Inuit and Aboriginal organizations, staff and management skills development training diploma programs for communities across North America while encouraging, edifying, enabling, equipping and educating our students and corporate clients to complete their life-long learning goals.

### Native Education and Training College Ethical Code of Conduct

We pledge to abide by all the provisions laid down to us by our board of directors. Further, we commit to provide students with a high standard of training in a professional, caring and trustworthy learning environment. Accordingly, we pledge to adhere to the following:

- To demonstrate financial, legal and ethical accountability.
- To ensure that the institution, through its representatives, or advertising and promotional material do not make any inaccurate, misleading or exaggerated claims.
- To determine to the best of our ability that the student is fully informed and has made an appropriate choice for a training program.
- To ensure each student is advised in writing, at the time of registration, details of the entire cost of their course of instruction including all textbooks and related equipment and to inform each applicant how payment of fees is to be made.
- To inform the student of program objectives, content, resources, evaluation, and methodology used in training.



# Distance Education Policies and Procedures

- To fully inform the students regarding their rights and obligations related to Student Financial Assistance.
- To maintain safe facilities, and to comply with all civic and provincial regulations about the fire, health, and safety.
- To provide adequate and up-to-date equipment to meet the needs of the program.
- To maintain open communication between the administration and the student.
- To assess and report on the student's progress regularly.
- To provide employment counselling and advice to all students enrolled in a career program.
- To issue to the student a certificate or diploma on successful completion of training and fulfillment of student obligations to the College.

## Distance Education Policies and Procedures Guide Overview

The distance education policies and procedures guides are the technical and supportive resource for Native Education and Training College when providing distance education to students.

The elements within the policies and procedures guide form the guiding principles in direct alignment with regulatory compliance aspects when offering distance education at a Private Career College in Ontario.

In constructing these policies and procedures, the following documents will continue to serve as important resources:

- Policy Directive #9 Distance Education Programs at Private Career Colleges
- Fact Sheet #10 Approval of Distance Education Programs at Private Career Colleges
- Fact Sheet #3 Third Party Program Assessments (Adult Education; Subject Matter Expert; Distance Education); supporting Program Assessment Reports

This handbook is the property of Native Education and Training College (NETC). Permission to reproduce its contents must be gathered in writing from NETC.

Should requirements change, this policy and procedures document will be updated accordingly to ensure ongoing compliance with distance education offerings at NETC.

## Distance Education Definitions

The following definitions are in alignment with the Superintendent's Policy Directive #9:



# Distance Education Policies and Procedures

**Distance Education** – a process of transferring knowledge without teacher and student physically present in the same room, where both are making use of correspondence, audio, video, and computer-based technologies or any combination thereof.

**Hybrid programs** – a program where at least 20%\* of the program's duration (excluding practicum) is offered face-to-face or via the synchronous mode and this 20% or more consists of:

- Classroom time or real-time interaction with a subject-matter instructor;
- Student evaluation and
- Laboratory/clinical work (Excluding practicum/work placement).

\* Unless otherwise required by a regulatory body.

\*Practicum/work placement is excluded from the calculation of the program total time.

**Synchronous mode** – where instructor-led courses are conducted in real time with students participating in virtual classrooms through audio and visual means.

**Asynchronous mode** – where instructors provide materials, lectures, tests, and assignments that can be accessed by students at any time.

## Distance Education Policies and Procedures Guide Components

"Distance education is defined as a process of transferring knowledge without teacher and student physically meeting each other; where both are making use of correspondence, audio, video, and or computer-based technologies or any combination thereof. "Policy Directive #9

NETC will offer distance education programs in a hybrid format; meaning that at least 20% of the program's duration (excluding the CBT and Practicum) will be offered through face-to-face instruction or via a synchronous mode consisting of:

- Classroom or real-time with a qualified (see the PCC Act 2005 for qualifications) subject-matter instructor;
- Student evaluation; and
- Laboratory/clinical work.

Students, upon registration, are provided with a unique program outline and time table for distance education studies. The outline and time table will align in sequential order to the list of subjects. Refer to the model calendar and program subjects unique to each program.



## LEARNING MANAGEMENT SYSTEM

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### Reliable, Sufficient and Scalable LMS

The features and tools available with NETC's Learning Management System (eLeap™) are detailed below and meet the distance education standards and best practices.

### About eLeap™

eLeap eliminates any such problems. The eLeap learning management system (LMS) takes a headache out of organizing training and enables your organization to make big financial savings. eLeap gives you exactly what you need, at a price that you can afford, and with a level of support and accessibility unparalleled in this industry.

The eLeap LMS empowers you to rapidly and easily create intuitive online learning courses from your existing files. With eLeap online learning software, you can incorporate PowerPoint, PDF, pictures, audio, video, Microsoft Office, SCORM and many more file types into your personalized courses. Or if you find that your busy schedule leaves you unable to find the time to create your courses, you can even send us the files, and we'll use our vast course creation experience to build courses for you to your specifications.

**Supporting resources include:**

<https://www.eleapsoftware.com/files/user-guides/eLeap-Administrator-User-Guide-V3.pdf> or **tutorials section** (<https://www.eleapsoftware.com/tutorials/>) for this information

### eLeap™ LMS System Availability

- Online teaching and learning systems are available 24 hours a day and seven days a week within the program dates functionality.
- The eLeap™ LMS is a secure, easy to use, web-based training platform delivering rich, powerful, intuitive e-learning in a multimedia environment using Web 2.0 technologies.
- The eLeap™ LMS is one of the first e-learning platforms to deliver easy to use web-based training in a secure 128 Bit encrypted environment.
- The eLeap™ LMS maintains current in both the account management and user experience with sequential updates. Recent updates are documented in the User Manual dated 2015.
  - The Trainee/Employee/Student User Guide is organized into seven sections including (this provides a great instructor training document and for providing guidance and assistance to students)



## Distance Education Policies and Procedures

- Course access and tools
  - Training Paths
  - Quiz/Assessment center
  - Whiteboard course specific
  - Productivity tools
  - Portfolio builder/my stuff
  - Support help center
- 
- As additional updates become available, NETC will share this with the administration and instructor team. A record will be kept as evidence.
  - The eLeap™ LMS also provides a comprehensive Administrator's Manual. This is a 220-page document and will be used by the administrative team at NETC and will support instructors and students. The main guide is organized into several key areas including:
    - Company profile
    - Course additions and modifications
    - Content editor
    - Feedback assessment tool
    - Instructor resource capabilities
    - Setting up quizzes, events and other student activities
    - Users and user groups
    - Quiz results and forums
    - Reports
    - Help and support
  - eLeaP™ supports a wide range of file types and presentation media. Some additional highlights include:
    - SCORM: eLeaP™ is fully compatible with SCORM 1.2 and SCORM 2004, and is ready to accept your existing SCORM courses.
    - Flash: If you have recorded a presentation in Flash format (.swf, .flv), eLeaP™ can incorporate this into your lessons.
    - Video/Audio: eLeaP™ supports any type of embeddable web-based video, including YouTube videos. You can also upload video files directly from your computer (.mpg, .mpeg, .mov, .wmv, .mp3, .mp4, .m4v).





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- PowerPoint: You can upload a Microsoft PowerPoint presentation for your students to download and review, or you can import your presentation through the use of a Flash or SCORM conversion program.
- More: Have another file type that you would like to use? eLeaP™ can handle it.
- After you have created and uploaded your courses, launching them is easy with eLeaP™.
- Assign users to a course with the click of a button, either as individuals or in a batch using our Excel template.
- Create deadlines for course completion, set up automatic reminders, and receive non-completion notifications.
- Apply time limits to individual lessons.
- Allow quiz retakes, or not – it's up to you!
- Track, manage and learn from your training results.
- You can use eLeaP™ to create and deliver course completion certificates.
- Track how many users have completed a course, how well they did on tests, and user feedback and comments.
- View and export PDF/Excel-compatible reports of user activity for each course.
- Creating online training can be complex so we designed eLeaP to be simple yet sophisticated so you can design, create, launch and manage your online courses and training. Quickly upload any file type including SCORM, videos, audio, PowerPoints, YouTube and more. Looking for pre-created business training courses?
- eLeaP is a web-based, fully hosted learning management system; no pesky software to install. Whether you are a global enterprise or local operation, you can leverage the power, simplicity, and scalability of eLeaP to connect your customers, partners, employees or students in a seamless self-service, on-demand e-learning system automatically getting new features and free backup.
- Instructor-Led Training (ILT). Schedule and Track Live Classroom Training. Classroom training can still play an important part in overall training. Use the eLeaP Instructor-led training tracking system to schedule, track and document traditional training or classroom-based training. The system has powerful tools to automate notifications and track event attendance.



## Troubleshooting Support

- Forgotten password system works via the registered email of the user. They click on the [I can't access my account] link to get the password reset process started.
- Troubleshooting level one and level two support that includes a help desk with a live person is available at a minimum of 12 consecutive hours a day, five days a week except for public holidays functionality.
- Level three support is reflecting an LMS functionality that may require system programming change support is provided ongoing by eLeap™.

## Storage and Back-Up Protocols

- Storage, back-up, disaster recovery plan and security, and emergency protocols functionality with the LMS back-up systems, so student curriculum files, attendance, progress, and evaluation are always available in the event of a system breakdown.
- The purpose of this data storage and a backup plan is to prepare Telania, LLC. and Telania's staff in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, human-made events), and to restore services to the widest extent possible in a minimum time frame. This storage and backup plan are also to serve as a supplemental informational document only to be provided to outside parties if the need exists.
- Telania takes great care to protect restricted, confidential or sensitive data from a loss to avoid reputation damage and to avoid adversely impacting our customers. The protection of data in scope is a critical business requirement.

The storage and back up protocols are located within the word file entitled "**telania Data and Back-Up Plan.**"

## Historical Logs

- Historical logs and physical documentation of exceptions, breaches, capacity usage, upgrades and work around functionality are in place as part of the LMS capability.

## Student Verification of Identity

- Firmly established systems for timely, accurate and adequate verification of student identity both synchronous and asynchronous studies functionality are in place as part of the LMS reporting capability.



## Confidentiality of Assessments

- Proper measures to assure that assessments of a student and evaluations of work are kept private and confidential functionality are in place as part of the LMS security capability.

## LMS Scalability

- LMS is scalable to the proposed number of students; capability and capacity in alignment to the number of student registrations. Currently, the number is set to 1000 and is easily increased given the demand for additional capabilities.

eLeap™ provides the following online resource PDFs for administration and training of instructors and student support.

- **Administrator User Guide Version 3**
- **Trainee User Guide Version 3**

## DISTANCE EDUCATION RESOURCES, POLICIES, AND PROCESSES

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### Orienting Instructors and Students

To adequately deal with orienting instructors and students on the use of technologies employed by NETC to delivery distance-education programs training is provided both on existing and new technologies as they are adopted. This includes the following elements:

- ✦ Instructors – LMS orientation and best practices in online pedagogy along with regular opportunities for ongoing professional development.
- ✦ All training will be documented regarding LMS attendance (who) or the name of the professional development course, the learning that took place, the training date and when the first distance education program is taught.
- ✦ Students – Each student will be provided with a clear statement of the standards required of each student when utilizing their equipment and working with the NETC LMS for optimal functionality within the program of study.

**A statement of how the students will be prepared for distance education and the use of the technology:** students upon enrolment receive a detailed subject outline and calendar of timelines and events along with the system



requirements. In preparation, students will receive a unique user name and id and participate in an initial orientation of the LMS platform ensuring functionality and access before beginning their program.

## **Contracting with Third-Parties in Distance Education Delivery**

The program's distance education is the sole responsibility of NETC in its delivery. A clear set of guidelines are in place that confirms the following:

- Acknowledgement that the authority to deliver the distance education program is NETC's responsibility and is not transferable to a third party.
- NETC bears the entire responsibility for all aspects of the program's delivery.
- The third part performance expectations are clearly defined, and quality control measures are in place to audit to that performance.

## **Naming Convention for Distance Education Program**

All distance education programs offered at NETC will so designate the program the program as Distance Education following the program name. The program's structure and mode of delivery will be reflected on the website and in all advertising and marketing materials.

## **Distance Education Student Contract Requirements**

NETC uses the Superintendent's approved student contract containing an Addendum related to the distance education program along with the information required by the Addendum.

### **The contract with students includes:**

- Details about the program's mode of delivery;
- Description of the software and hardware and degree of technical competence in using them that is required of the student;
- Student's attestation that he or she has access to the required software and hardware and possesses the technical skills to use them; and
- Identification of all learning materials (required and optional) including cost, the requirement to purchase resources;
- Superintendent-provided-addendum outlining NETC's responsibility within the distance education framework;
- Clear identification of minimum Internet speed access, equipment, and software required by students to take courses.



A copy of the Distance Education Student Contract is found within the word file entitled "Student Enrolment Procedure and Contract" and follows the Superintendent's Policy Directive #9 for compliance.

## Distance Education Expulsion Policy

The **expulsion policy** has been updated to reflect the student's enrolment in the distance education program with the relevant sections highlighted in yellow. A copy of the policy is found within the word file entitled "Code of Conduct, Academic Policy and Student Expulsion Policy."

## Distance Education Service Standards

NETC provides each student with a copy of the Service Standards in support of Distance Education Programs at the time of enrolment. Students are made aware of the following areas:

- Service Standard agreement that makes clear what response time they can expect for:
  - An email query sent to the instructor regarding the course and their academic needs; **response time = 3 days**
  - Turnaround time for an assignment or assessable activity submitted electronically or in person; **response time = 3 days**
  - Response time from the PCC concerning responding to a student email; **response time = three days**
  - Response time from the PCC concerning technical issues associated with the LMS; **response time = one day**
  - Response time from NETC concerning emails associated with assessments and grades; **response time = one day**
  - Response time from the finance department for an email or telephone query concerning a student's financial issued; **response time = 3 days**

## Distance Education Program Schedule of Instruction

NETC provides each student and instructor with a description of the duration of the distance education program and each course that is a component of the program.

The **description** (See Appendix A) includes:

- Hours and weeks; and



## Distance Education Policies and Procedures

- Minimum and maximum duration and a start and end date.

The **schedule** includes:

- The program and detailed individual course schedule timelines
- Details clearly articulating the components within each course that are offered through face-to-face or real-time instruction and the timing of these components within the program; and
- Details are clearly articulating the course components that are offered through asynchronous learning.

The **evaluation protocol** includes:

- Before the half-way point of the distance education program and before the end of the program. Students will have the opportunity to spend up to 12 hours online within each subject.
- Also, students may request a separate online discussion or telephone meeting on their progress or through dialogue via email. Most specifically before the ½ way point in the 1000-hour theory component, the student and teacher will set up a specific meeting to discuss the student's progress.
- The meeting notes will be taken by the instructor and a copy shared with the student who will acknowledge the notes are correct; then a copy will be placed in the student's file.

The **instructor availability** includes:

- A clear overview of the instructor office hours at the start of the course and when the instructor will be available online to respond to queries immediately or in real time.
- Response time to student queries outside an instructor's office hours within two business days.
- Exception-based response times.

### Distance Education Program Schedule of Instruction

All students and instructors receive a copy of the course learning materials (such as books and the program outline) before the start of the program and for the full duration of the program. A list of textbooks specific to each course, the publisher and where to access the textbook will be provided to both students and instructors before the start of the program. Any additional resources such as notes, PPT slides or instructor hand out materials will be made available per course throughout the program.



# Distance Education Policies and Procedures

Students receive instruction on their program technology requirements. Instructions will include: To access the custom learning and training system, learners must have a live Internet connection, an Internet browser such as Microsoft's Internet Explorer 8.0, Mozilla Firefox 3.0 or better (you can also use Google Chrome or Apple Safari. We do not offer support for the various generic, manufacturer, or service provider browsers that are pre-installed on many mobile devices. A supported browser app can be downloaded from your phone's application provider). For multimedia presentations, you may need Adobe Flash or another media player such as Windows Media Player or Apple QuickTime.

## Distance Education Program Schedule of Instruction via Go-to-Meeting

All synchronous hours will be facilitated online via the go-to-meeting platform, a highly recognized and stable online meeting, desktop sharing and video conferencing software that enables the user and instructor to meet in real time.

**A copy of the lesson content and outline are reflected in the screenshots below:**

The screenshot shows a course page for 'Face-to-Face Lecture Information (GotoMeeting)'. The page includes a navigation menu with options like HOME, COURSES, USERS, USER GROUPS, TRAINING PATHS, QUIZ RESULTS, FORUM, REPORTS, and ECOMMERCE. The course title is 'Face-to-Face Lecture Information (GotoMeeting)'. Below the title, there are tabs for COURSE HOME, INSTRUCTORS, ASSIGNED USERS, ASSIGNED USER GROUPS, COMPLETION REPORT, STATS, QUIZ, and SETTINGS. The main content area includes a 'Content' section with the following text: 'FACE-TO-FACE LECTURE INFORMATION (GOTOMEETING) At designated times throughout this subject, you will be required to participate in scheduled live meetings with your instructor using the GotoMeeting web conferencing software. These sessions will range from 1 hour to 2.5 hours in length depending on the topic covered.' Below this, there is a 'REQUIRED SESSIONS' section stating 'For this subject you are required to participate in a total of (6) scheduled sessions using the GotoMeeting web conferencing software for a total of twelve (12) of live face-to-face instruction. Please refer to your course calendar for specific dates and times of scheduled meetings.' Finally, there is a 'GOTOMEETING QUICK GUIDE FOR ATTENDEES' section with a list of instructions: 'Here are a few things you need to know before joining your first GoToMeeting online meeting. You can join the meeting from your Mac or Windows desktop or just about any smartphone or tablet. This guide shows you how to join and participate. MobileGet started with GoToMeeting on your mobile device by downloading the GoToMeeting app from the App Store, Google Play or Windows Phone Store. Then join the meeting by opening the app and entering the meeting ID you received in an email from the meeting organizer. Learn more about the free GoToMeeting mobile apps at gotomeeting.com.' The page also features a 'Files' section with an 'upload file' button and an 'embed below' option, and a 'Content' section with 'add lesson' and 'back to course' links.





# Distance Education Policies and Procedures

COURSE HOME | INSTRUCTORS | ASSIGNED USERS | ASSIGNED USER GROUPS | COMPLETION REPORT | STATS | QUIZ | SETTINGS | Help

Name: Subject 1: Health Promotion Fundamentals (60 Hours) [edit course details](#)

Active: YES [archive](#)

Category: Health and Community Services [duplicate course](#)

Assigned Users: 7 [delete course](#)

[meta](#)

Lesson: [Title] at the end [Add lesson](#) [import scorm](#)

To add content to your lesson, click the lesson name below.

### Chapters & Lessons

Title	Active	Order		
<a href="#">Subject Overview</a>	✓	↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Required Textbooks and Subject Materials</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Face-to-Face Lecture Information (GotoMeeting)</a>	✗	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Reading 1.1</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Reading 1.2</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Reading 1.3</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Reading 1.4</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Reading 1.5</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Subject 1 Video Presentation</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Online Group Discussion</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">Subject 1 Assignment</a>	✓	↑ ↓	<a href="#">edit title</a>	<a href="#">delete</a>
<a href="#">End of Subject 1 Checklist</a>	✓	↑	<a href="#">edit title</a>	<a href="#">delete</a>

[back to Courses](#)

## DISTANCE EDUCATION INSTRUCTOR QUALIFICATIONS

### Orienting Instructors

Instructors delivering Distance Education programs at NETC will meet the following requirements in addition to meeting the instructor qualifications in Ontario Regulation 415/06:

- Have experience in DE as evidenced by previous employment experience and related credentials; and
- Have received appropriate training in the use of the PCCs technology and systems before the commencement of their teaching duties.

### Orienting Instructors

Instructors participate in ongoing professional development activities including:

- Instructors mandatory PD training is provided by NACC Instructor Development Program online <http://nacc.ca/january-2016-the-new-nacc-instructor-development-program/> and a 2018 Instructor Development Day.
- Furthermore, NETC is a partner with Contact North which represents 24 community colleges and promotes/markets online learning and provides a requested read by instructors via a bi-weekly email for online learning resources/trends and training workshops for instructors, see link [http://send.successbyemail.com/prvw\\_message2.aspx?chno=3e37a1b0-2448-493b-ab48-397f61f071bb](http://send.successbyemail.com/prvw_message2.aspx?chno=3e37a1b0-2448-493b-ab48-397f61f071bb).





- E-leap provides online training for our LMS upgrades and new LMS instructors via webinars; this is coupled with in-campus LMS training.

## MAINTAINING APPROVAL

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### Course Revision and Currency

NETC shall review the content of the course annually as per Appendix B and ensure the course relevancy and currency. Where required and within the approval period, NETC may submit course changes bearing in mind if the review and review of the program results in a substantive change under section 13 of Ontario Regulation 415/06, NETC will submit all necessary documentation and obtain prior approval to offer the program with changes.

### Quality Control Procedures

NETC shall document the required Key Performance Indicators as set out by the Ministry; the student enrolment and graduate file details are submitted three times a year with audit procedures defined including survey calls with students.

Also, NETC will undertake its own LMS survey at the end of the program, and this will guide the feedback on instructors, and program criteria. This information will be analyzed and utilized to maintain the currency of the program.

### Aggregate Mid-Program and Final Program Grade Reporting

NETC shall college, validate and report aggregate mid-program and final grades for the Distance Education programs and submit the grades per the Superintendent's directive. Per the Superintendent's Policy Directive # 9 NETC acknowledges that the college "must collect, validate and report mid-program and final grades for all students in all DE programs and report these to the PCC's Inspector in the following table format. Data must be submitted electronically every January 10th and July 10th.

The total number of students reported on in any six months must be greater than five. If any six-month period a PCC has five or fewer students, they may report in the next period when there are more students. In this case, the PCC must report this to their Inspector."

PCC Operating Name	Campus	Program Name	Evaluation Method: Quiz, Test, Exam	Mid-Term/Final or other	Date Administered	Grades
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