Purpose

The purpose of this procedure is to demonstrate Florida State College at Jacksonville's (FSCJ) compliance with the requirements of the Higher Education Opportunity Act-2008 (HEOA) and the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) *Principles of Accreditation* in regard to distance education.

Procedure

As required by the HEOA and the SACSCOC *Principles of Accreditation* (Standard 10.6), the College has established procedures to ensure that a student registered in a distance education course or program is the same student who participates in, completes, and is awarded credit for course or program completion. The College verifies the identity and protects the privacy of students enrolled in distance education courses or programs.

A. Distance education at the College consists of instructor-led online courses that follow the established curriculum and academic term and session calendar as on-campus classes. Instructors may use a variety of learning methods and assignments in online courses as are used in on-campus classes. Interaction between the instructor and studbents occurs via a learning management system (LMS) and various technology and virtual connectivity tools.

B. FSCJ Online, in collaboration with program and technology staff, administers and supports fully online course and program offerings. FSCJ Online, additionally, designs College-owned master courses in collaboration with faculty subject matter experts and program staff for distribution to, and adoption by, faculty.

C. Student registration, enrollment in, and access to distance education courses currently occur via the FSCJ Student Web portal (MyFSCJ), and is administered by Student Services.

D. The Chief Information Officer develops, or encourages development of, information technology policies and procedures and manages communication to stakeholders.

E. The Executive Director of Training and Organizational Development plans for and administers faculty and staff distance education training and professional development.

F. The College verifies the identity of students, including distance learners, with a secure login with a unique user-ID and password. The user-ID and password are used to access the College's student Web portal and the LMS.

   1. A student account with a unique user-ID and password and enrollment via the College's registration system is required to gain access to the online classrooms in the LMS. Policies and procedures relative to secure login, network account and access control, computer services acceptable use and the user agreement are detailed in the *Technology Policies and Procedures Manual*.

   2. In addition to unique student computing accounts for LMS access, proctored testing is available to ensure that students completing tests are the same as those taking the online course. Students may complete proctored examinations in a physical location or using approved online proctoring software. Student are notified at the time or registration or enrollment of proctored testing requirements and the potential for associated fees. Proctored testing procedures are detailed in the *Distance Learning Proctored Testing Handbook for Proctors*.

G. The College protects the privacy of students, including those enrolled in distance education courses and programs, by adherence to requirements of the Family Educational Rights and Privacy Act (FERPA) of 1976 (P.L. 93-568, Sec. 2), the College's *Acceptable Use and Internet Privacy Policies*, and technology policies and procedures. These policies and procedures, and applicable online course quality initiatives aligned with the *State University System of Florida's 2025 Strategic Plan for Online Education*, are summarized below, and are intended to protect the privacy of students' data and sensitive information; students' centralized, authenticated access to network resources, including the LMS; student communications; and the privacy of student user-IDs and passwords.

1. APM 10-0601, Release of Student Information, outlines the procedures that College personnel must follow when receiving requests for access to or release of student information.

2. The College's Acceptable Use Policy, as posted online and in the *Technology Policy and Procedures Manual*, governs the use of College-owned computer resources and services.

3. The *Technology Policies and Procedures Manual* provides written procedures for the protection of privacy, data and sensitive information which include administrative, technology, and physical controls. Students' centralized, authenticated access to network resources, including the LMS, and the policy and procedures for the privacy of user-IDs and passwords, are posted in the Acceptable Use Policy and further explained in the manual.

4. Application of the College's posted Internet Privacy Policy protects the privacy of all College website users, including distance learners. This policy stipulates that the College does not collect personal information about students or the public when they visit the College website unless they affirmatively choose to make such information available to the College.

5. Enrolled students are provided a unique student email account. As indicated in the *Technology Policy and Procedures Manual*, this account is used for College communication with the student, including internal courseware communications.

6. Distance education courses using third party websites and LMS integrations include links to the owners' privacy policies for student review.

7. To the maximum extent possible, students' coursework in distance education courses is submitted via secure login to the online classroom. Shared work is available to class members only. If social media or external sites are used, students' attention is drawn to the need for reviewing and adjusting privacy settings.

REFERENCES: Family Education Rights and Privacy Act (FERPA), Higher Education Opportunity Act – 2008 (HEOA), F.S. 1001.64, 1001.65, 1011.81, Southern Association of Colleges and Schools Commission on Colleges (SACSCOC)

Adopted Date: 08/11/2020