

# ONLINE LEARNING POLICIES AND DEFINITIONS

## NC-SARA Distance Education Compliance

D'Youville University offers several programs leading to professional licensure within the State of New York. D'Youville is an approved member of the National Council for State Authorization Reciprocity Agreement (NC-SARA) which allows us to provide distance learning programs (both online and in the form of supervised field experiences) and coursework to residents of states other than New York. For more information about NC-SARA, visit their website at <https://nc-sara.org/>.

### Complaint Policies and Procedures

At D'Youville University, we are committed to addressing and resolving all student complaints in a fair and timely manner. Before escalating a complaint to external entities, all students, including those covered under NC-SARA, must first follow our internal complaint procedures:

#### 1. Submit a Complaint:

- Use our online complaint form: Register a Complaint ([https://forms.office.com/Pages/ResponsePage.aspx?id=MfbxaJ48R0KASZngkyB87f\\_P-26Xv19BsENxYrliiBNUQTITTOJWRk1XRDNBBIK500M4MJoYVONINC0IQCN0PWcu](https://forms.office.com/Pages/ResponsePage.aspx?id=MfbxaJ48R0KASZngkyB87f_P-26Xv19BsENxYrliiBNUQTITTOJWRk1XRDNBBIK500M4MJoYVONINC0IQCN0PWcu))

#### 2. Complaint Processing:

- You will receive an acknowledgment of your complaint within 2 business days.
- A designated staff member will review your complaint and may contact you for additional information.
- We aim to resolve most complaints within 10 business days.

#### 3. Resolution:

You will receive a written response detailing the outcome of your complaint.

Following the completion of the internal process, or if no resolution is reached, a student may appeal to New York State because D'Youville University is approved to participate in NC-SARA through the institution's home state.

A student may appeal against the institution's decision to the SARA State Portal Entity (<https://www.nysed.gov/college-university-evaluation/sara-student-complaint-process/>) in New York State within two years of the incident about which the complaint is made.

Please note: In accordance with SARA policies, this process does not cover complaints related to grades or student conduct violations.

The NC Sara website (<https://www.nc-sara.org/student-complaints>) (<https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nc-sara.org%2Fstudent-complaints&data=05%7C02%7C%7Cf2fcb5665357417227b708ddda7106d2%7C68f1f6313c9e4247804999e095207ce0%7C0%7C0%7C638906901164972454%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWU5IiYiOiwlLjAuMDAwMCIslIAA%3D%3D%7C0%7C%7C%7C&sdata=PgtynyEl6n9uApTX2zeCkShGHd9pXs3m3PZIAJ85HQ4%3D&reserved=0>) outlines the appeal process as a resource for students.

### NC-SARA and Out-of-State Distance Education Students

The National Council for State Authorization Reciprocity Agreements (NC-SARA) is an agreement among member states that establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. It is designed to make it easier for students to take online courses offered by postsecondary institutions based in another state.

For D'Youville University students residing outside of New York State and enrolled in distance education programs, NC-SARA provides an additional layer of consumer protection. If you have exhausted our internal complaint procedures and the issue remains unresolved, you may escalate your complaint to the SARA State Portal Entity.

We are committed to providing a high-quality educational experience and addressing any concerns our students may have. If you have any questions about this complaint procedure, please contact Henry Boateng, Executive Director of Institutional Research [boatengh@dyu.edu](mailto:boatengh@dyu.edu).

For more information about Professional Licensure and Certification Requirements please visit our Professional Licenses Disclosures (<https://www.dyu.edu/node/387/>) page.

## Definitions of online learning terminology

Online education is referred to in various ways. The two most common ways to categorize online classes are:

1. The percentage of in the classroom "seat time" that is replaced with online course work
  - a. **A web-enhanced course** is a class which has the same frequency and amount of in-person classroom meeting times. Seat time is **not** replaced but components of the course will be accessible 24/7 through the University's Learning Management System.
  - b. **A hybrid course** is typically a course where some, but not all, of class meeting times are replaced by course delivery through distance learning, also referred to as "blended," or "multi-mode" course.
  - c. **A fully online** (distance education) class is one where all the content (including assignments and exams) are delivered online.
2. Whether online (distance learning) work is conducted primarily in an asynchronous or synchronous modality.
  - a. **Synchronous delivery** is defined where students access content and non-face-to-face course activities occur at regular specific predetermined scheduled times. The scheduled meetings usually take place via a web conferencing system (WebEx).
  - b. **Asynchronous delivery** is one in which the student accesses and completes instructional material and activities within a scheduled time frame but with no required synchronous meeting times.

### Definitions:

**Web-enhanced courses** meet with the same frequency and amount of in-person classroom meeting times. Seat time is **not** replaced but components of the course will be accessible 24/7 through the University's Learning Management System (LMS). The amount of online activities will vary depending on the professor and course requirements. 100% of class meeting times are in-person at the scheduled time and location.

**Hybrid courses** are courses where some, but not all in-person classroom meeting times are replaced by course delivery online. These courses may also be referred to as “blended” or “multi-mode” courses. Designed to take advantage of the best features of face-to-face and online activities.

At least 30% of in-person classroom meeting times are replaced with online course activities. Individual departments may have different guidelines.

**Online courses** are courses where all content (including assignments and exams) is delivered online. Online course may be synchronous or asynchronous in format. There are no required on-campus sessions. If an online course requires regular synchronous meetings, those times will be noted in the class schedule.

100% of class meeting times are replaced with online course activities. In an online course that comprises both a lecture and a lab section, the lecture including the lab and exams are undertaken solely online.

#### Guidelines for Credit Hours and Mode of Instruction

The following guidelines come from the New York State Education Department which defines one semester credit hour as at least 15 hours (of 50 minutes each) of instruction and at least 30 hours of supplementary assignments. [1]

The following table is meant to serve as a guideline for faculty to determine if their online or hybrid course has an appropriate amount of instruction material. The guidelines are meant to be informative and a reference tool for faculty. Just as in an on-ground course, faculty will not be expected to calculate the amount of time students will spend in their online course.

Number of instructional hours offered relative to credit hours and mode of instruction.

Credit hours	100% Online Instruction	Hybrid – At
least 30% of Online Instruction		
1	750 mins	At least 225
mins		
2	1,500 mins	At least 450
mins		
3	2,250 mins*	At least 675
mins		
4	3,000 mins	At least 900
mins		

[1] (p. ) Codes, Rules and Regulations of the State of New York, Title 8 – Education Department, Chapter II – Regulations of the Commissioner, Subchapter A – Higher and Professional Regulations, Part 50 – General, Section 50.1.

\* To fulfill the 2,250 minute requirement, a typical 3 credit hour course meet either three times per week for 50 minutes or two times per week for 75 minutes.

## Policy on Notification of Projected Additional Student Charges for Identity Verification

### Policy Statement

D'Youville University is committed to maintaining transparency regarding all student charges, including any costs related to the

verification of student identity for students enrolling in distance education. In accordance with federal regulation **34 CFR 602.17(h)** and the requirements of the **Higher Learning Commission (HLC)**, the University will notify students in writing of any projected additional charges associated with the verification of student identity at the time of registration or enrollment.

### Purpose

The purpose of this policy is to ensure compliance with federal and accreditation requirements and to provide students with clear, timely, and accurate information regarding any fees that may be incurred for identity verification processes required for participation in distance courses.

### Scope

This policy applies to all D'Youville University programs that:

- Offer **distance education** courses or programs,

It covers all students enrolling in such programs, regardless of whether they are degree-seeking, non-degree seeking, or visiting students.

### Definitions

**Distance Education:** Education that uses one or more technologies to deliver instruction to students who are separated from the instructor.

**Verification of Student Identity:** A process used to confirm that the student who registers for a distance course is the same student who participates in, completes, and receives credit for the course. Methods may include, but are not limited to:

- Secure login and password
- Proctored examinations
- Biometric authentication
- Third-party identity verification services

### Responsibilities

#### Office of the Registrar:

- Ensures written notification of any projected identity verification charges is provided to students at the time of registration or enrollment.
- Maintains updated information on all applicable fees.

#### Online Learning/Distance Education Office:

- Identifies any technologies or services used for student identity verification that may incur additional charges.
- Communicates fee changes to the Registrar and relevant academic units.

#### Student Accounts/Bursar:

- Ensures charges are accurately reflected on billing statements.
- Provides clear explanations of fees associated with identity verification.

### Notification Procedures

#### 1. Written Notification at the time of Registration/Enrollment:

- All students enrolling in distance education will receive written notice of any projected additional student charges associated with identity verification. Notification may be delivered via:

- *Student Planning registration site*
- Enrollment confirmation emails
- Tuition and fee schedules posted on the University website

**1. Clear Disclosure:**

- Notices will clearly identify the purpose of the fee, the verification service or method used, and whether the fee is one-time or recurring.

**2. Fee Updates:**

- Any changes to identity verification charges must be updated promptly on all student-facing platforms and disclosed prior to the next registration period.

**Examples of Potential Charges**

Examples of charges that may be associated with identity verification include:

- Proctored exam fees (in-person or virtual)
- Fees charged by third-party online proctoring services
- Fees associated with biometric or secure authentication technologies

If no such charges apply for a given program or semester, students will be notified that **no additional fees are projected**.

**Compliance and Review**

This policy will be reviewed annually by the Office of Academic Affairs, the Registrar, and the Distance Education Office to ensure compliance with federal regulations and accreditor requirements.

Non-compliance with this policy may result in findings during accreditation review or federal compliance audits.

**Effective Date**

This policy becomes effective immediately upon approval and remains in effect until amended or rescinded.