



# Practice Exercise

## Using the *Institutional* Checklist Items to Evaluate a Course

The Institutional Checklist is the most extensive part of this model. It considers organization-wide issues.

The checklist here provides a sample of different items from the many Institutional categories: Use this survey to evaluate a course of your choice.

**Tip:** You may want to use the site Search tool and enter a key word (for example, “Application” Or “Tech Requirements” to more quickly locate information to answer a survey item.

### Survey Items:

Does the institution conduct a survey to identify whether e-learning is suitable for learners?

- Yes
- No
- Not applicable
- Other (specify)

Does the e-learning initiative have direct support from the senior administrative staff of the institution?

- Yes
- No
- Not applicable

Is the e-learning initiative dependent on financial sources?

- Yes
- No
- Not applicable
- Other (specify)

If yes, check all that apply:

- Internal funds from the institution
- Tuition and fees from students
- External funds from (check all that apply)
  - Federal or national government
  - State or provincial government
  - County or district government
  - Industry



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- Foundation
- Other (specify)

Check the availability of appropriate hardware and software by the institution for e-learning. Check all that apply:

Hardware and Software	Availability			
	Yes	No	NA	Other (specify)
Servers				
Database				
Learning Management System (LMS)				
Learning Content Management System (LCMS)				
Enterprise Software				
Other (specify)				

Does the institution have a plan to train its staff for any new technological skills that they might need in future?

- Yes
- No
- Not applicable
- Other (specify)

If yes, check all that apply:

- Full-time training staff
- Part-time training staff
- Planned full-time training staff
- Planned part-time training staff
- Staff are sent to get training from outside
- Outside consultants train its staff
- Other (specify)

Does the institution have a system of keeping all stakeholders group informed about the activities of e-learning initiative?

- Yes
- No
- Not applicable
- Other (specify)

If yes, check all that apply:



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Stakeholders	Method of Communication (Rate each method from 1-10 scale where 10 represents the most informed and 1 represents the least informed.)				
	<i>E-Mail</i>	<i>Listserv or Discuss Forum</i>	<i>Newsletter</i>	<i>Community Newspaper</i>	<i>Other (specify)</i>
Learners					
Instructors					
Support Staff					
Other (specify)					

Does the institution clearly identify skills and knowledge required by learners to adopt e-learning?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution have partnerships with other e-learning institutions?

- Yes
- No
- Not applicable
- Other (specify)

If yes, check all that apply:

- Students can take courses from partner institutions toward a degree program
- Students can transfer courses within partner institutions
- Not applicable
- Other (specify)

Can students use library and other learning resources from partner institutions?

- Yes
- No
- Not applicable
- Other (specify)
- 

Check if the institution provides its program and course information via any of the following format:

- Completely on-line



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- Completely print materials
- Partially on-line
- Other (please describe)

What is the format of the course?

- All on-line
- Partially on-line

If partially on-line, what other media are used?

- Face-to-face classes
- CD ROMs
- DVDs
- Interactive TV
- Satellite
- Printed materials
- Other (please describe below)

Are students required to take a prerequisite course before taking an "on-line" course from the institution?

- Yes
- No
- Not applicable
- Does not specify
- Other (specify)

Does the course allow students to preview any part of course materials (or course demo) before registration?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide any information regarding whether the course is transferable to other accredited institutions?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide information about the accreditation status of the course and the institution?

- Yes



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- No
- Not applicable
- Other (specify)

Are students required to be part of a degree program to take this course?

- Yes
- No
- Not applicable
- Other (specify)

What is the course schedule format?

- Fixed start and fixed end date
- Fixed duration (e.g., must be finished within a semester or a year, etc.)
- Open (can start any time and finish any time)
- Not applicable
- Other (specify)

Provide information about the course schedule format:

Quarter / Semester	Year	Course Name	Registration Dates	Course Start Date	Course End Date
Fall					
Winter					
Spring					
Summer					
Other (specify)					

Is the course?

- Intensive (1-2 months duration)
- Quarter-based (3 months duration)
- Semester-based (4 months duration)
- Independent-study (12 months duration)
- Self-paced
- Other (specify)

Check if students can submit Admission Application Form via any of the following methods. Check all that apply:

- On-line
- Regular mail
- Other (specify)



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Do on-line students receive same financial aid programs as the on-campus students?

- Yes
- No, they do not receive any financial aids
- No, they receive special financial aid programs
- Not applicable
- Other (specify)

Does the institution provide on-line procedures for dropping or withdrawing from an e-learning course?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, is any penalty involved?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide on-line procedures for dropping or withdrawing from an e-learning course?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, is any penalty involved?

- Yes
- No
- Not applicable
- Other (specify)

Does the course offer a money-back guarantee?

- Yes
- No
- Not applicable
- Other (specify)



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Do students have any of the following facilities or support from the information technology services?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, check all the apply:

- Borrow a laptop
- Borrow a PDA (Personal Digital Assistant)
- Borrow technical computer books/manuals
- Borrow a scanner
- Borrow a digital camera
- Borrow a video camera
- Borrow a digital video camera
- Borrow e-book reader
- Borrow software
- Receive spaces on the servers for personal Webpages
- Receive e-mail account
- Technical support
- Help desk
- Not applicable
- Other (specify)

Does the institution provide an on-line means for tracking course completion in a program of study?

- Yes
- No
- Not applicable
- Other (specify)

Does the course provide students grades on-line?

- Yes
- No
- Not applicable

If *yes*, check all that apply:

- Weekly grading summary
- Mid-term grading summary
- Term-final grading summary



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- Other (specify)

Is the institution accredited?

- Yes  
 No  
 Not applicable  
 Other (specify)

If yes, indicate the name of the accrediting agency:

Does the institution have it e-learning policies and guidelines?

- Yes  
 No  
 Not applicable  
 Other (specify)

How soon does the instructor reply to students' e-mail questions?

- Within 24 hours  
 Within 48 hours  
 Within 72 hours  
 Within a week  
 Not applicable  
 Other (specify)

Is there a "faculty forum" where geographically dispersed faculty members can communicate and exchange ideas to improve their on-line teaching?

- Yes  
 No  
 Not applicable  
Other (specify)

Do mentors monitor or observe new faculty throughout the semester and provide feedback for improvement?

- Yes  
 No  
 Not applicable  
Other (specify)





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Does the other staff (e.g, librarian, counselor) have adequate computers and connections systems to support on-line courses?

- Yes
- No
- Not applicable
- Other (specify)

In on-line learning, instructor plays roles of a facilitator, mentor and coach. Does the instructor receive training on how to play these roles?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide any of the following handbooks?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, check all that apply:

- Student handbook
- Faculty handbook
- Tutor handbook
- Technical support staff handbook
- Other support services staff handbook
- E-Learning administrator handbook
- Other (specify)
- Not applicable

Does the institution provide faculty development courses on-line? (For example, Capella University provides Faculty Development Courses and Seminars (<http://Capella.edu/aspscripts/centers/faculty/resources/fcforms.asp>).

- Yes
- No
- Not applicable
- Other (specify)



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Does the institution have rewards system to recognize the type of dedication faculty members make in teaching on-line courses?

- Yes
- No
- Not applicable
- Other (specify)

Does the course make previous students' course evaluations available to potential new students?

- Yes
- No
- Not applicable
- Other (specify)

Are students informed about any of the following technical skills that they can use to become successful in on-line learning?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, check all that apply:

- Students can open both a word processor and browser at the same
- Students can take notes in a word processor while using course browser
- Other (specify)

Does the institution provide a student handbook or other guide that contains important information about relevant institutional policies and procedures?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide faculty and staff directories on-line?

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, check all that available in the directories:



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- E-mail address
- Telephone number
- Fax number
- Home page
- Mailing address
- Other (specify)

Check if any of the following provide academic advising?

Advising by	Yes (check hours)			No	NA	Other (specify)
	Hours Per Week					
	1 - 5	6 - 10	Other			
Instructor (full-time)						
Instructor (part-time)						
Teaching Assistant						
Tutor						
Former Students (Paid)						
Former Students (Volunteer)						
Other (specify)						

Does the course provide learner's guide?

- Yes, available online
- Yes, available in print
- No
- Not applicable
- Other (specify)

Check if the institution provides special services for any of the following types of disabilities? Check all that apply:

- Visual impairments (blind or impaired sight)
- Hearing impairments (deaf or hard of hearing)
- Speech impairments
- Mobility impairments (restricted manual skills)
- Dyslexic



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- Mental health difficulties
  - Medical conditions
- Other learning difficulties (specify)

Does the institution have an on-line bookstore where the students can purchase their textbooks?

- Yes
- No
- Not applicable

Can students purchase texts and packages of course-related supplemental reading materials on-line from the campus bookstore?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide links to on-line bookstores where the students can purchase their textbooks?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution have developed partnership with an on-line bookstore where the students can purchase their textbooks with discount?

- Yes
- No
- Not applicable
- Other (specify)

Does the institution provide tutorial services?

- Yes
- No
- Not applicable
- Other (specify)



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Does the institution have a system to accept students' complaints via any of the following?

- Yes
- No
- Not applicable

If *yes*, check all that apply:

- Telephone
- On-line drop box
- E-mail
- Regular mail
- Other (specify)

Does the institution have a student newsletter? (Note: E-mail can be used for short interval and print-based can be used for long interval.)

- Yes
- No
- Not applicable
- Other (specify)

If *yes*, check all that apply:

Newsletter Type	Delivery Format			
	E-mail	Web-based	Print-based	Other (specify)
Daily newsletter				
Weekly newsletter				
Monthly newsletter				
Quarterly newsletter				
Semesterly newsletter				
Other (specify)				