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
Practice Exercise

Using the Institutional Checklist Items to Evaluate a Course

☐ Foundation
☐ Other (specify)

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

<table>
<thead>
<tr>
<th>Hardware and Software</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Servers</td>
<td></td>
</tr>
<tr>
<td>Database</td>
<td></td>
</tr>
<tr>
<td>Learning Management System (LMS)</td>
<td></td>
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<tr>
<td>Learning Content Management System (LCMS)</td>
<td></td>
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<tr>
<td>Enterprise Software</td>
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<tr>
<td>Other (specify)</td>
<td></td>
</tr>
</tbody>
</table>

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:
# Practice Exercise

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

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Method of Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(Rate each method from 1-10 scale where 10 represents the most informed and 1 represents the least informed.)</td>
</tr>
<tr>
<td></td>
<td><strong>E-Mail</strong></td>
</tr>
<tr>
<td>Learners</td>
<td></td>
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<tr>
<td>Instructors</td>
<td></td>
</tr>
<tr>
<td>Support Staff</td>
<td></td>
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<tr>
<td>Other (specify)</td>
<td></td>
</tr>
</tbody>
</table>

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
Practice Exercise

Using the Institutional Checklist Items to Evaluate a Course

- 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
Practice Exercise

Using the *Institutional* Checklist Items to Evaluate a Course

- 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:

<table>
<thead>
<tr>
<th>Quarter / Semester</th>
<th>Year</th>
<th>Course Name</th>
<th>Registration Dates</th>
<th>Course Start Date</th>
<th>Course End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td></td>
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<tr>
<td>Winter</td>
<td></td>
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<tr>
<td>Spring</td>
<td></td>
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<tr>
<td>Summer</td>
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<tr>
<td>Other (specify)</td>
<td></td>
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</tbody>
</table>

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)
Practice Exercise
Using the *Institutional* Checklist Items to Evaluate a Course

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 course offer a money-back guarantee?
- Yes
- No
- Not applicable
- Other (specify)
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 that 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
Practice Exercise

Using the Institutional Checklist Items to Evaluate a Course

☐ 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)
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)
Practice Exercise

Using the Institutional Checklist Items to Evaluate a Course

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 time
- 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:
Practice Exercise

Using the Institutional Checklist Items to Evaluate a Course

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

Check if any of the following provide academic advising?

<table>
<thead>
<tr>
<th>Advising by</th>
<th>Yes (check hours)</th>
<th>No</th>
<th>NA</th>
<th>Other (specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<tr>
<td></td>
<td>Hours Per Week</td>
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<td>1 - 5</td>
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<td>6 - 10</td>
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<td>Other</td>
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<tr>
<td>Instructor (full-time)</td>
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<tr>
<td>Instructor (part-time)</td>
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<tr>
<td>Teaching Assistant</td>
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<tr>
<td>Tutor</td>
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<tr>
<td>Former Students (Paid)</td>
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<tr>
<td>Former Students (Volunteer)</td>
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<tr>
<td>Other (specify)</td>
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</tbody>
</table>

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
Practice Exercise

Using the *Institutional* Checklist Items to Evaluate a Course

- 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)
Practice Exercise

Using the *Institutional* Checklist Items to Evaluate a Course

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:

<table>
<thead>
<tr>
<th>Newsletter Type</th>
<th>Delivery Format</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>E-mail</td>
</tr>
<tr>
<td>Daily newsletter</td>
<td></td>
</tr>
<tr>
<td>Weekly newsletter</td>
<td></td>
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<tr>
<td>Monthly newsletter</td>
<td></td>
</tr>
<tr>
<td>Quarterly newsletter</td>
<td></td>
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<tr>
<td>Semesterly newsletter</td>
<td></td>
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<tr>
<td>Other (specify)</td>
<td></td>
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</tbody>
</table>