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Roles and Responsibilities Related to [Distance Education](#)

| Welcome Center | IT Department | Distance Education Coordinator | Distance Education Technician | DE Administrative Assistance | Senior Dean, Distance Education |
|---|--|--|--|---|--|
| <p>Assist NEW students with WebAdvisor and mynvc login issues.</p> <p>The admissions process</p> <p>The assessment and registration processes — including questions about prerequisites, how to challenge a course, submitting petitions for special circumstances and more</p> <p>Answering general questions about the college, its programs and services</p> | <p>Troubleshoot issues related to account settings, system errors</p> <p>Global system outages</p> <p>Courses missing from system</p> <p>Systems Level Instructor issues</p> <p>Instructor account not in Canvas online system</p> <p>Instructor not correctly enrolled in courses</p> <p>Systems Level Student issues</p> <p>Student account not in Canvas online system and/or correct section (s)</p> | <p>Effective practices in instructional design</p> <p>Selection and development of course and/or other instructional materials</p> <p>Standards for syllabi, class schedule/assignment, and course pacing in an online environment</p> <p>Effective practices for ensuring regular, effective contact and communication between instructor and students and promoting student engagement</p> <p>Standards for student orientation</p> <p>Develop materials to provide mentoring for instructors teaching online</p> <p>Work with Office of Instruction staff to develop and deliver trainings for faculty teaching via distance education</p> <p>Create and maintain an online repository of instructional and pedagogical training materials</p> <p>Serve as a resource for the curriculum committee on matters related to distance education standards and issues</p> <p>Stay current in matters related to distance education</p> <p>Third party and LTI integration systems</p> | <p>Assist instructors in setting up and uploading online courses.</p> <p>Provide technical and software support for instructors and student</p> <p>Turnitin.com questions</p> <p>Develop and maintain informational materials for students</p> <p>Perform LMS account administration duties</p> <p>Answer questions and provide information regarding the enabling of course components</p> <p>Receive and respond to student questions submitted by email, telephone and mail</p> <p>Provide information to students regarding any necessary software to properly view online courses</p> <p>Assist with student login configuration</p> <p>Maintain DE webpage</p> | <p>The Distance Education Administrative Assistance will answer all general questions. The admin assistant will redirect your questions to the most appropriate staff member or NVC office.</p> | <p>Provides leadership and administrative oversight for the Distance Education program</p> |