"Faculty & Proctor Response Q & A"

Presentation Material:

Additional changes will be added from the Summit after May 10th, 2019

Syllabus

1. Students are given wrong syllabus

   Ans: Having syllabus in place on CANVAS will allow access and help addressing concerns.

2. Lack of following/understanding syllabus, proctors should guide students with directions

   Ans: Highlights in the standard syllabus should be provided, some instructors will have an orientation the first week of school at our local prisons.

3. Syllabus is sent 1 month later after the start of the semester.

   Ans: Advise CDCR that the problem is systemic, we will be implementing "Canvas" so it can be accessible to all interested groups. All students are expected to complete the syllabus receipt.

4. Syllabi is being sent late to the proctors/CDCR's (needs to be sent at least a week before semester starts)

   Ans: Syllabus will be uploaded and ready by the 1st day of class for each semester.

5. Syllabi for correspondence needs to be different from the face-to-face. There is no need for instructors' phone number or e-mail

   Ans: We have community students enrolled as well. You are advised to see the counselor/DLO to get the correct format. The faculty manual will have a recommended syllabus for correspondence and another for face-to-face students.

   Ans: Instructors will need to make sure their section # is posted in the syllabus, so students can follow the requested format.

Textbooks

6. Students with old texts/book availability is a concern to instructors, students, and proctors.

   Ans: Instructors should clarify the correct textbook used for the semester. If an instructor allows multiple editions, please note it on your syllabus.

7. Books not being uploaded into e-readers, although digital version exists

   Ans: Having the proctor check into it, also add it to the orientation. (webinars to be developed and the handbook is in process).

8. Students don't seem to understand or comprehending the reading of the textbooks, does ISP and CVSP provide peer tutoring service

   Ans: This is ongoing issue; we will be working on the matter progressively. We will mention at orientation at the prisons.

Integrity

9. Academic honesty issues?

   Ans:
   Instructors need to complete proctoring request sheet. This will provide the guidelines to the testing expectations. Instructors should make it clear the integrity of academic honesty in their syllabus.

10. CDCR proctor/calendar not followed

> **Ans:** We need to be prepared to address these matters in advance. Changes do happen consistently, so instructors need to be aware of deadlines and consistently review CDCR calendars. Correspondence office will have uploaded on the website & canvas current versions of calendar dates.

11. Distance Ed. Program under staffed

> **Ans:** We have to work with the 50% law. We have to make sure state law is followed. Steps are being taken at the local prisons to have people there and we're in the process of hiring a tech II at the prison (half time).

12. Too many prisons

> **Ans:** We are in the process of hiring a tech II person, so we can address the structure and create a better working atmosphere. As an institution we need to make sure we have a wish/check list for institutions to follow.

13. Need to set up criteria for prison program acceptance.

> **Ans:** We could create a check list and distance education committee to address areas of concerns.

14. Students are not getting materials from proctors

> **Ans:** We will have webinar, orientations, and a handbook to distribute to faculty. Distance education is also going to be working on a handbook for proctors to follow.
>
> **Ans:** Instructors need to submit their request (quizzes, tests..etc.) 2 weeks in advance. Instructors need to be very diligent about getting their exams out in advance. Canvas will help also to disseminate the information out to the prisons.

15. Students who register late, end up getting No Showed (Syllabus/correspondence is received late)

> **Ans:** Will need to fax last few registration enrollments directly to "A&R."

16. Mail issues

> **Ans:** Understanding the CDCR and PVC logistics and the faculty handbook will help.

17. Differing expectations when teaching face to face on the various yards. Material used at one yard cannot, be used in the same manner at another yard.

> **Ans:** Each yard should be self-sufficient in terms of resources and they should not be depended on other yards..

18. Only one roster is sent, we need updated rosters.

> **Ans:** This violates FERPA – A&R will send out schedules via email three times during the registration period (early-mid-late).

19. Enrollment cards are received a month or two later, by then students are "No Showed."

> **Ans:** A&R are getting additional personnel to process the cards faster.

20. Only a small percent of students are registered for classes, not enough classes offered

> **Ans:** By developing ADTs and guided pathways for the various degrees, we can restrict the options to the students. Also, we are hiring a lot of adjuncts to full-fil our demands.

21. Work is not being, returned to students on time; it is usually, received at the end of the semester.

> **Ans:** Faculty handbook will advise on substantial contact for high quality for correspondence education.

22. Grade appeal petitions are not being returned in a timely manner, some are received 3-4 months later even longer.

> **Ans:** We will set a deadline, a 6 month application requirement. Students to be prepared for delay for spring semester appeals, while summer and fall will be handled on expedient basis (within 30 days).

23. Notification when students are dropped (No Show)

> **Ans:** Correspondence Coordinator will have access to the rosters, we will be able to inform students in a timely manner.

24. Grace period when PVC changes the instructors for a section. Students are sending work to the original instructor at the beginning. Once they find out that they are registered with a new instructor, it is too late and students are listed as "No Show."

Ans: **Instruction office will ensure notification is made promptly to all affected areas. Access to rosters will also be helpful.**

25. Deadlines for Add/Drop cards should be taken by A&R when they postmarked by the VEP/proctor, not when they make it to PVC. Students end up receiving a W

Ans: **Additional personnel for the A&R office will alleviate the problem.**

26. Registration cards are incompete?

Ans: **We need to have its location and yard, student ID, and signature on the card.**

Assignments

27. Students are not writing full name/class on assignments

Ans: **Having a cover sheet will help, and information will be provided during orientation.**

28. Students claim to not get work on time?

Ans: **Logs should provide evidence the moment of correspondence. In case of complaints, the situation will be remedied.**

29. Lack of following exam instructions

Ans: **Orientation and proctoring cover sheet will answer to that.**

30. Work is being sent in a weekly basis for every class, can all work be sent in one packet at the beginning of class

Ans: **Canvas will help to improve the situation, and proctors support the exams will be administered as scheduled.**

31. Flexibility with students who turn in late tests, do to unforeseen circumstances. They are, docked for turning in the test late?

Ans: **The syllabus should state the testing exceptions, accommodations, time frame, etc.**

32. More communication in general from instructors and students. Send work back, or even cover sheets with grades for assignments.

Ans: **Instructors are encouraged to send back feedback & grade to help improve the students' knowledge.**

Modality

33. Late submissions of work to instructors

Ans: **Instructors will determine according to the syllabus guideline, whether or not to accept the work or not.**

34. Students claim that they are not getting the scantrons

Ans: **Once the instructors send out the exams out 2 weeks before, ample amount of time will be provided to have access to scantrons.**

35. Non enrolled students (they're not in the roster) are getting work, as well as, graded work returned.

Ans: **Proctors will need to be more vigilant who gets course material and doesn't.**

36. Instructors do not want to create personalized schedules, rules apply to everyone

Ans: **Instructors will determine according to the syllabus guideline, whether or not to accept the work or not.**

37. Instructors do not want to go to prisons

Ans: **Administration is encouraging faculty to attend at least one orientation session at the local prisons.**

38. Issues with research requests from inmates

Ans: Request need to be made in advance and has to be relevant to the course, otherwise, it will be returned back to the student unprocessed.

39. No ART-110 materials needed for class were sent

Ans: Further research will be made on this matter.

40. CD's for Spanish unable to play, wrong format.

Ans: Research is being done to work with IT department at PVC.

41. If proctored exams are, received Thursday, it takes about 2-3 days to ducat the students. When exams are, received close to the instructor's deadline, it is impossible to have them returned.

Ans: We have a 2-week prior deadline in advance for sending out testing materials.

42. Some instructors ask students to watch videos, although the videos are not provided

Ans: Based on facilities at the prisons, the instructors will need to modify the syllabus accordingly to the modality.

43. Do not send graded test back and then reuse them the following semester. (increases cheating potential)

Ans: Instructors are encouraged to use new exams every semester. Feedback will not include the actual exam only general areas for improvement.

44. Proctored exams should be limited. Open book, open note exams do not need to be, proctored. To many proctored weekly test/quizzes for some courses, it takes to much proctor's time.

Ans: Open book and notes still require proctoring processes. Please note, group work is not part of the process; no interaction is allowed.

45. Do not dock students for having a cover sheet, it is mandatory for CDCR to have one

Ans: Instructors will be notified at the summit, and during flex day on CDCR matters. It is strongly recommended a cover sheet is submitted to avoid mixing or mishandling the material.