

### Roles and Responsibilities Related to Distance Education

<b>Welcome Center</b> (707) 256-7215 welcomecenter@napavalley.edu	<b>IT Department</b> (707) 256-7550 support@napavalley.edu	<b>DE Trainer</b> (707) 256-7411 cgillis@napavalley.edu	<b>DE Technician</b> (707) 256-7154 btofanelli@napavalley.edu	<b>DE Committee</b>	<b>Dean of Instruction</b> <b>María Villagómez</b>	<b>Instructor</b> Contact your Instructor(s)
<p>Assist NEW students with WebAdvisor and mynvc login issues.</p> <p>The admissions and financial aid processes</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>Conduct training for new instructors assigned to teach in a distance education format.</p> <p>Develop resources for distance education instructors on best practices, distance education pedagogy, and software platforms.</p> <p>Provide individual and/or small group mentoring for faculty teaching in a distance education format</p> <p>Participate in Distance Education Committee meetings</p> <p>Turnitin.com questions</p> <p>Update Online Instructor Forum</p>	<p>Provide technical, administrative, and software support for instructors and student</p> <p>Assist instructors in setting up and uploading online courses.</p> <p>Develop and maintain informational materials for student</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>The purpose of the committee is to identify and recommend best practices for the delivery of distance education in instructional departments and appropriate District and Academic Senate committees</p>	<p>Provides leadership for Distance Education programs</p>	<p>Inform students about where to find the syllabus</p> <p>Communicate to students the online platform being used for the class and direct them to login instructions and send them information regarding orientation</p>