



Student Rights in an Online and Hybrid Course

Students in online and hybrid courses have a right to:

1. Access a course shell on the first day of the term; the shell should be published on the first day of the term.
2. Access a course syllabus on the first day of the term; the syllabus should be posted on the first day of the term.
3. Receive a reply to an email or Canvas message within 24-48 hours, Monday through Friday.
4. Have contact with the online instructor **at least once per week** in at least one of the following ways:
 - Orientation materials/welcome letter or video
 - Weekly announcements in the course management system
 - Graded (worth points) discussion boards within the course management system
 - Email contact within or outside of the course management system (response to student emails should be within 24-48 hours, Monday through Friday)
 - Timely personalized feedback for student work (recommended within 7-10 days)
 - Instructor response to student work in progress
 - Participation in online group collaboration projects
 - Face-to-face informal meetings (e.g. review sessions)
 - Field trips or class outings
 - Regular podcasts
 - Opportunity for synchronous questions and answers in a chat room
 - Synchronous contact through web conferencing
5. Have the option to participate in synchronous (in real time) contact with an instructor for at least 20 minutes per standard hour through one of the following methods:
 - Questions and answers in a chat room such as the Chat feature in Canvas
 - Web conferencing through Canvas Conferences, ConferNow, CCCConfer, or other virtual meeting platforms
6. If a student feels that his or her rights in an online or hybrid course have been violated, he or she can contact the department chair over the course.