Per State Distance Education Guidelines

55211. Instructor Contact.
In addition to the requirements of section 55009 and any locally established requirements applicable to all courses, district-governing boards shall ensure that: (a) All approved courses offered as distance education include regular effective contact between instructor and students, through group or individual meetings, orientation and review sessions, supplemental seminar or study sessions, field trips, library workshops, telephone contact, correspondence, voice mail, e-mail, or other activities.

The Pedagogy and Technology Committee recommends that all course syllabi contain the following sections pertaining to Instructor Contact.

Contact Hours and Methods. Include office hours (not required for adjunct instructors), contact information (email address, telephone number, voice, Instant Messaging, etc.). The committee recommends use of all appropriate contact hours and methods.

Response Time Expectations. Describe the turnaround time for communication between students and instructor's response. The committee recommends 48 hours or less, and that the instructor includes information about exceptions (holidays, weekends, etc.).

Interaction Format. Describe the methods of regular, effective, faculty-initiated contact between the instructor and students.The committee recommends that instructors regularly (at least twice a week) initiate contact with students in the online classroom to determine that they are accessing and comprehending course materials, and that they are participating regularly in the activities of the course. In addition, the committee recommends that instructors should concurrently monitor student-to-student interaction. Types of interaction may include the following:

- Email
- Threaded discussion pages
- Chat room
- Skype
- Telephone/Voicemail
- Early alert
- CCC Confer
- Adobe Connect
- Instant messaging
- Moodle Announcements/News
- Assignment and assessment feedback
- iTV classroom discussion
- Traditional classroom discussion

Grading Turnaround Expectations. Describe the turnaround timeframe for students to expect feedback, grades, and current grade status. The committee recommends that assessments are graded, posted, and available no later than two weeks after the due dates and that exceptions are fully described. The committee recommends that students be able to view or determine their current grade.