COLLEGE POLICY

POLICY NUMBER: **3109A**

DATE APPROVED: **August 3, 2021**

POLICY TYPE: Academic & Instruction

POLICY TITLE: Timely Student Response and Course Progress Policy

RESPONSIBLE ASSOC. /VICE PRESIDENT: Turina Bakken, PhD, Provost

POLICY PURPOSE:

Policy purpose: To ensure all students in a credit course receive timely responses to inquiries, and timely and accessible information regarding their course progress.

Background: Providing meaningful student feedback and grading is complex and time-consuming work for faculty. Further, assessment and grading practices can vary by course or discipline. However, Madison College faculty and student data and best practice research indicate the critical need for timely response and ongoing course progress information in order for students to make necessary adjustments in their pursuit of course success. In fact, course success is a critical leading indicator of persistence, retention and completion. Access to course progress was identified as a driver of course success. As the expectations outlined in this policy are reasonable and in best interests of students, the spirit of the policy is to encourage and affirm good practice.

POLICY:

To advance student success, every faculty member assigned to teach a credit course at Madison College will ensure that students receive timely responses to inquiries, as well as timely feedback and grades on homework, exams, projects and other graded course elements so that students understand where they stand in the course at any given time of the term.

If circumstances delay responses to student inquiries and/or posting of feedback or grades, faculty should simply inform students of the adjusted timelines, so students know what to expect.

During the term when faculty have assigned courses, faculty are expected to consistently respond to student inquiries as promptly as possible, preferably within 24 hours, but certainly within 48-72 hours. Faculty are also expected to assess and post grades within 7 calendar days of the due date. For longer exams or major projects, faculty are expected to post grades within 2 weeks of the due date. *Final grades for all courses are to be posted within 5 days after the end date of the course as indicated in PeopleSoft.*

This policy applies equally to all delivery modes. Response times are to be adjusted for courses of shorter duration.

It is expected that all faculty utilize the Learning Management System (LMS), currently Blackboard or other Madison College approved engagement platforms, that, at a minimum, includes a posted syllabus*, a welcome announcement and use of Grade Center.

In consultation with faculty, Deans may grant exceptions to this policy based on unique programmatic circumstances.

LINKS TO STATE/FEDERAL REGULATIONS:

N/A