**Appendix B:**

**The Software, Equipment and Standards:**
1. C.C.E. College has the following hardware equipment to accommodate program delivery:
2. Three Intel-based mainframe servers on hosting the platform for OLMS,
3. Six slave servers to control the backend management and DE delivery,
4. Seven workstations for educators to deliver the DE program,
5. Seven HD webcams
6. The Internet speed, DSL or equivalent wired or wireless at students own place of access
7.

**All hardware and software are compatible to perform following:**
- The ability to upload/download format independent content
- Interactivity, buttons, actions, animations and branched scenarios
- The user interface and dashboard is easy to navigate and maintain
- SCORM Compliance: Scalable Content Object Reference Model
- APIs: Application Programmable Interface
- Mobile learning has HTML5 programming
- Tests support: Supporting and reporting tests

**All learning materials (required and optional):**
- Will be the responsibility of the student, any material provided by the college will be made Available on the LMS system and free of charge

- **Instructors will be available to answer any inquiry via LMS system or live forum**

- **The details regarding the 24/7 tech support access is available online via the website with a comprehensive Q & A and tutorials**

- **The school does not lend any equipment(s)**

# Additional Schedule and Forms (Distance Education)

## 1.Training Delivery

At CCEC, Online (DE) courses are delivered through the CCEC-LMS.  All online lectures are 100% interactive and real time based on face to face delivery of course contents.  Students have the same level of interactive learning ability as of those who are attending the course in class.  Online learning is interactive and collaborative, combining discussions with peers and the instructor in real time as well as scheduled video streaming, threaded discussions, scheduled discussions, live blogs and forums.

## 2. Learning Management System

CCEC-LMS supplements every Credit Program's distance course and provides 24/7 support.

CCEC_LMS is a set of systematic online education processes especially designed to meet course related specific learning objectives.  CCEC-LMS is developed and designed by its in house staff fully qualified in computer software programming.  This also gives us the ability to make changes and keep the system up to date based on changes on as and when required basis. The same staff who has designed CCEC-LMS is responsible for training instructors and related staff and also providing 24/7 on-line support to students.

CCRC-LMS is interactive and collaborative, combining discussions with peers and the instructor.

All online lectures are 100% interactive and real time based on face to face delivery of course contents.  This also included whiteboard to attendees and sharing updates in real time. It's like attendees are standing right there!

Once the program is delivered in live online format, it is made available in an online video streaming basis via the secured and monitored system.

During online live interactive lecture students can ask questions live, share feedback and comment in real time with the instructors.  During live or off line function, the student can also share and comment via a web based secure blog and forum based threaded discussions.  The instructor will have access to the same feature and may respond to any question and feedback.

## 3. Secure Log in and attendance monitoring

CCEC-LMS consists of a protocol where student access to live or video class is monitored via a secure log in process system where only a student with proper secured code and password can access. This also creates a log and an online attendance.

CCEC-LMS also provides one stop delivery of all course instructions, materials, and support via secure LMS web page.

This concludes following: (Once log in to secure LMS page)

- o  Course orientation,

- o  Delivery and access instructions

- o  Course access training via step by step tutorial videos

- o  Course outline

**Appendix C:**

# The service standards in relation to the DE program at the time of enrolment

At the C.C.E.C., Distance Learning we strive to ensure that our student services support required academic needs. To ensure student, have a clear understanding of what you can expect from our student services staff, we have established a detailed set of service standards.

When a student contacts us, he/she can expect the following:

| Service | Standard | Contact |
|---|---|---|
| Telephone Inquiries | 1-5 Minute Response | **Phone:** 1.905-499-3631 EXT 0 |
| Email Inquiries (Acknowledgement) | Immediate | **Email:** admin@lapec.org |
| Email Inquiries (Detailed Response) | 1 Business Days | **Email:** student@tru.ca |
| Course Registration (Online) | Immediate | **Website:** www.cancollege.org |
| Course Registration (Staff Assisted) | 2 Business Days | **Phone:** 1.905-499-3631 EXT 103 |
| Course Material Delivery | 5 - 10 Business Days | **Phone:** 1.905-499-3631 EXT 102 **Email:** admin@lapec.org |
| Course Cancellation | 1 Business Day | **Phone:** 1.905-499-3631 EXT 103 **Email:** admin@lapec.org |
| Course Withdrawal | 1 Business Day | **Phone: 1.905-499-3631 EXT 103 Email:** admin@lapec.org |
| Course Extension Request | 1 Business Day | **Phone: 1.905-499-3631 EXT 103 Email:** admin@lapec.org |
| Request for Information Package | 1 Business Day (5 - 10 Business Days for Delivery) | **Phone: 1.905-499-3631 EXT 102 Email:** admin@lapec.org |
| Official Transcript Request (Online/Student Portal) | 1 Business Day | **Website:** www.cancollege.org |
| Official Transcript Request (Manual Request) | 3 - 5 Business Days | **Phone: 1.905-499-3631 EXT 102 Email:** admin@lapec.org |
| Refunds | Within 4 Weeks | **Phone: 1.905-499-3631 EXT 101 Email:** admin@lapec.org |
| Technical Support for Students | Less than 24 business hours | **8am-8pm EST. Monday-Friday** |
| Technical Support for Instructors | 8am-8pm EST. Monday-Friday | **Phone: 1.905-499-3631 EXT 221 Email:** support@lapec.org |

# Additional schedule and forms (Distance Education)

## Appendix D: Definitions

**Distance Education** – a process of transferring knowledge without teacher and student physically present in the same room, where both are making use of correspondence, audio, video, and/or computer-based technologies or any combination thereof.

**Hybrid programs** – a program where at least 20%* of the program's duration (excluding practicum)** is offered face-to-face or via the synchronous mode and this 20% or more consists of:

Classroom time or real-time interaction with a subject-matter instructor; Student evaluation and/or Laboratory/clinical work (Excluding practicum/work placement).

* Unless otherwise required by a regulatory body.
**Practicum/work placement is excluded from the calculation of the program total time. For example: a program 1000 hours in duration of which 200 hours are the practicum portion of the program would be required to ensure that 20% of the 800 hours (1000 hrs total – 200 hrs practicum) are face-to-face.

**Synchronous mode** – where instructor-led courses are conducted in real time with students participating in virtual classrooms through audio and visual means.

**Asynchronous mode** – where instructors provide materials, lectures, tests, and assignments that can be accessed by students at any time.

**Superintendent** – includes a designate of the Superintendent, often the PCC's assigned Inspector.