

# PACS ONLINE INSTRUCTION OVERVIEW

## BEST PRACTICES

### Overview and Background

The purpose of this document is to outline course delivery modes and best practices for online (remote) instruction in PACS. As part of the development, review, and approval for each PACS course, a delivery mode and instructional format are assigned. Course delivery mode refers to the method of delivery, or how a course is offered. Instructional format indicates the chosen approach to teaching and learning.

Course delivery modes are:

- In-Person: A class in which 80% or more of the contact hours between the instructor(s) and students represent in-person engagement.
- Online: A class in which less than 20% of the contact hours between the instructor(s) and students represent in-person engagement.
- Hybrid: A class in which 20-79% of the contact hours between the instructor(s) and students represent in-person engagement; the time with in-person engagement is reduced, but not eliminated. Students must participate in both modalities.

All instructors must follow the course delivery mode assigned for the course(s) they are teaching. PACS must deliver its courses in the delivery mode established for that course, per accreditation requirements.

For more information on course delivery modes and for information on instructional formats, please visit the Office of the University Registrar's website (<https://registrar.washu.edu/classes-registration/courses-delivery-mode-instructional-format-guide/>).

### Best Practices for Online Instruction

- The preference for all online instruction in PACS is that it is conducted synchronously.
- In-person instruction should only be switched to online instruction under exceptional circumstances (e.g., inclement weather).
  - Students must be notified of such changes via Canvas.
- The PACS Office must be notified of such changes via email at [pacs@wustl.edu](mailto:pacs@wustl.edu). If a class is cancelled, that instruction time must be made up within the regular semester dates.
- The Center for Teaching and Learning as resources available for times when teaching must be switched to online; please visit <https://ctl.wustl.edu/resources/last-minute-remote-teaching/> for information.

## POLICIES

*The sections “Practices for Verification of Student Identity” and “Protection of Student Privacy” are excerpted from the Washington University in St. Louis report to the Higher Learning Commission (February 2024) and are applicable to all students enrolled at the institution.*

### Practices for Verification of Student Identity

In accordance with HLC Policy Number FDCR.A.10.050, Washington University establishes that the student who registers in a distance education course is the same student who participates in and completes and receives the academic credit through the use of secure login and pass code. The Registrar sends email to WashU students who have been matriculated into the system that provides information on how to select a unique WashU Key Login ID, based on a student’s name. The link provided to the student also allows them to create a unique log-in password.

The WashU Key is a student’s unique login credentials to manage course enrollment and course participation. WashU Key credentials are described by WU Information Technology at <https://it.wustl.edu/items/wustl-connect/>. The university’s password policy is provided at <https://informationsecurity.wustl.edu/items/password-policy/>.

Online courses are accessed on the Canvas LMS by a student using his/her/their WashU Key. Students only have access to the courses for which they are registered. Online assignments, including exams, are accessible via Canvas.

In addition, some online courses may require in-person exams, while some online courses use Respondus as a third-party service that WashU has an institutional license for video proctoring.

### Protection of Student Privacy

WashU uses WashU 2FA, a multifactor authentication method, to ensure that the individual logging into a WashU account with a WashU Key is genuinely the authorized user. Enrollment into 2FA (two-factor authentication) is mandatory to access university 2FA-enabled systems and services, such as the Canvas LMS. Protecting a student’s WashU Key helps protect a student’s privacy by preventing access to personal information and records.

More information about two-factor identification is provided by WU Information Technology at <https://it.wustl.edu/items/wustl-connect/>. Additionally, all data is encrypted at rest and in-transit. Therefore, if student data is exposed, it would be in unreadable encrypted format. By policy and practice, the WashU Key (ID and password) are not tied to personal information such as social security number or birthdate.

Links to additional WashU policies governing student privacy and the privacy and security of student data, including student records:

- <https://registrar.wustl.edu/student-records/ferpa-privacy/>
- <https://registrar.wustl.edu/student-information-systems/access-to-sis-data/>
- <https://informationsecurity.wustl.edu/policies/>
- <https://data.wustl.edu/data-governance/data-governance-policies-2/>

### Other Resources

WashU Medicine has additional resources for instructors available on best practices for online courses, which can be found in the [PACS Faculty Handbook](#).

### Additional PACS Information

For any PACS courses or class sessions that meet remotely, students are expected to attend with cameras on and instructors should include camera expectations into the syllabus.