

Creating a WICHE ICE Implementation Team

Each institution is encouraged to form a WICHE ICE Implementation Team which functions at three levels: upper administration, college or department, and administrative support. Communication is a key to successful implementation. Strong leaders are needed at each level. Each proposed member has intimate knowledge of an area of the institution and can assist in putting the systems in place to interact with WICHE ICE.

Level 1 – Institutional Administration Team

Team members include a representative from academic affairs, finance, registration, advising, and distance education. This team puts institutional systems into place for academic support for schools/departments wishing to share courses, setting of tuition and fees, invoicing and remitting payments, support for articulation agreements, marketing for courses/programs, and technical support including getting exchange students into the course management system (ie. Blackboard, WebCT, etc.).

Team Members	Duties
Level 1	Institutional Administrative Team
1. Academic Affairs 2. ICE PIC 3. Finance 4. Registration 5. Counseling/advising 6. Distance or Continuing Education	1. Provide academic support for schools/departments wishing to share courses. Serves as Steering Board member 2. Provides hands-on leadership of project 3. Set tuition and fees. Develop invoice and payment systems 4. Provide support for articulation agreements 5. Market course & programs to students 6. Provide technical support including getting WICHE ICE student participants into the course management system (ie blackboard, WebCT, etc.)

Each team member should think though the following questions for their area and share the information with the entire team:

Academic Affairs

1. Within your institution, who needs to be involved in the decision to share courses through the WICHE Internet Course Exchange (ICE)?
2. Who would sign a memorandum of agreement for your institution to participate in WICHE ICE?
3. Are the institutional policies regarding the academic grievance and appeal processes available online?
4. What grading system does your institution use?
5. Who has the authority to adapt enrollment policies to accommodate an online inter-institutional curriculum?
6. Is compensation for developing an online course covered by a union agreement?
7. Is compensation for teaching an online course covered by a union agreement?
8. Who decides how faculty will be compensated for developing and teaching online courses?
9. Who owns the online course content at your institution?

10. Does your institution provide training to teach online?
11. Does the training address the needs of students with disabilities?
12. Does your institution provide instructional-design support to faculty requesting assistance in developing an online course or module?
13. How is the development of an online course funded at your institution?
14. How is the delivery of an online course funded at your institution?
15. Do you have an online form for online students to evaluate their instructor's performance?
16. Does your institution have a policy requiring that online student be provided an opportunity to evaluate their instructor's performance?
17. Does your institution have an academic integrity or honesty policy or statement for students?
18. Do you have an online form for online students to evaluate the technical assistance they received while taking a course online?

Finance

19. Is your institution authorized to set the tuition for its own online courses?
20. Is your institution authorized to set fees for its own online courses?
21. Who sets the price for online courses?
22. Are distance-delivered course priced differently for in-state and out-of-state students?
23. What is the price per credit hour for online courses for the current year?
24. Are the development and delivery of online courses funded in the same manner as traditional courses?
25. Who determines how online courses are funded at your institution?
26. Is the revenue from online courses handled differently from the revenue from traditional courses?
27. Who determines how the revenue from online courses is distributed at your institution?
28. What is the current distribution of revenue for instructor, department, school/college, continuing/distance education and central administration?

Distance or continuing education

29. What is the course management system (Blackboard, Web CT, other) used by your institution?
30. Do you provide an online tutorial for students to learn to use the course management software?
31. When is technical assistance available by phone/email to students and instructors experiencing problems with your online course management system?
32. Are online students provided with access to online library and database resources?

Registration

33. Can students enroll online in online courses?
34. Does your online course enrollment system provide a mechanism where instructor permission must be obtained before a student may enroll in the course?

Financial aid

35. Does your institution have a policy concerning financial aid for distance education students?

Counseling/Advising

36. Has a plan been developed to train counselors and advisors to help students to access online courses?
37. Is there a way for counselors/advisors to inform departments of student need for online courses?

Level 2 - Academic Team

Academic Team members include the dean, director, department chair and faculty from a particular school or department wishing to participate in exchanges. This team creates a Course Offering Plan and initiates transfer approval for courses they wish to access from other institutions. The team also determines the course or courses they will share with other institutions through WICHE ICE.

Team Members	Duties
Level 2	Academic Team
Dean, director, dept. chair, faculty in the course exchange	Create Course Offering Plan for course to share with other institutions and courses to receive from other institutions. Initiate transfer approval for desired courses from other institutions

Some course exchange participants work together to create a full curriculum for a complete program. Other course exchange participants simply share courses. It is up to each institution to determine if a course from another institution will meet the requirements of a specific course. The registrar’s office is a good place to begin to determine if a course meets institutional requirements. If the course has never been accepted for transfer, it could go through the same committee system it would go through for transfer.

Complete information include course syllabus and faculty vita can be found on WICHE ICE: [Defined Course Information Set](#)

Level 3 – ICE PIC Team

The most important leadership role in the implementation of WICHE ICE is the ICE Program Information Coordinator (PIC). Campus operations may be enhanced by the designation of an ICE Program Information Coordinator (ICE PIC) who is knowledgeable of university procedures and of the capabilities and limitations of the WICHE ICE Consortium. The coordinator may or may not be the WICHE ICE Steering Board member, but should be involved in all Steering Board meetings. A coordinator may accomplish much of the process and coordination work described in the three levels.

Role of the WICHE ICE Coordinator

1. Work with the Academic Leadership to develop and maintain a comprehensive online distance education Course Offering Plan for the institution.
2. Set articulation agreements in place if needed. Check first with registrar to see if course has been transferred. If not, utilize institutional committee structure to accept courses or programs.

3. Input all online courses identified to be shared each semester into WICHE ICE according to the [course-sharing timeline](#) developed by the course exchange participants.
4. Make a last check with the departments on the number of seats they need prior to making the request. Sometimes the plan is not always the same as the last-minute reality.
5. Request seats in courses identified in your institution's Course Offering Plan at the time designated by the course-sharing timeline.
6. Grant or decline requests for seats in a timely manner (see timeline).
7. Create a course in you system (Banner, People Soft, etc) with the granted seats.
8. Market the courses at your institution.
9. Assure student name and email is put up on the course roster in WICHE ICE to be accessed the *teaching* institution to get students into the CMS (course management system like Blackboard).
10. Access student name and email from WICHE ICE roster for those students accessing seats in your institution's online courses.
11. Get faculty permission to access grades for your students
12. Invoice *home* institutions for seats in your courses.
13. Pay invoice for seats in *teaching* institution courses.
14. Assure appropriate representation on the WICHE ICE Steering Committee and faithfully attend electronic and face-to-face meetings.

The ICE PIC Team includes administrators and staff who coordinate exchanged offerings with the teaching institution (for imported courses), the enrolling institution (for exported courses) and with WICHE for student enrollments, payments and records. This team inputs courses to be shared into WICHE ICE with the designated number of seats, requests seats from other course exchange participants through WICHE ICE, creates a course in the institutional database with the requested seats, reports enrollments for billing purposes, posts/retrieves rosters on WICHE ICE, and posts/retrieves grades on WICHE ICE. Some institutions handle this at the department level. Others run it through the unit managing distance education in collaboration with the department.

Team Members	Duties
Level 3	ICE PIC Administration Team
ICE Program Information Coordinator (ICE) and administrative assistant.	<ol style="list-style-type: none"> 1. ICE PIC manages all aspects of sharing courses & programs. <ol style="list-style-type: none"> A. Works with departments/colleges to update Course Offering Plans. B. Markets courses/programs to other institutions C. Shares courses/programs others have to offer w/ WICHE ICE Team. D. Directs completion of the following: <ol style="list-style-type: none"> a. Input of courses to be shared into WICHE ICE system with designated number of seats. b. Request seats from other collaborative partners through WICHE ICE and create course in the institutional database with the requested number of seats. c. Report enrollments for billing purposes d. Upload/retrieve rosters on WICHE ICE e. Upload/retrieve grades on WICHE ICE

