



PRINCETON RESCUE SQUAD EDUCATION DEPARTMENT

701 Stafford Drive Princeton, WV 24740

POLICY: Interruptions in E-Learning Software

Effective Date: September 1, 2018

TITLE: Interruptions to E-Learning Software Access

RATIONALE: To ensure fair response to student records in the event of equipment problems and/or inaccessibility to the Education Director for technical support.

POLICY/PROCEDURE:

The software currently utilized by Princeton Rescue Squad is maintained through the cloud.

Although rare, it is possible that students are unable to access coursework or require technical assistance without access to the Education Director for help. In the event that this happens, assigned instructional faculty will provide reasonable timeframes for coursework to be completed based on these interruptions without placing penalty on the student.

It is the responsibility of the student to make contact, in a timely manner, with the assigned instructor or with the Education Director so that issues may be addressed as quickly as possible to avoid additional issues.

If a student is struggling with coursework due to technical concerns or lack of student confidence in using the software, it may be necessary to set up (at a minimum) one in-seat tutoring session with the Education Director to ensure that the student becomes proficient in accessing and completing the assignments.

Each course using e-learning will provide directions to new students on accessing the system as well as appropriate links to find additional help as necessary. All students using e-learning (whether in part or in whole) will receive initial orientation to the system by the Education Director or the Instructional Faculty assigned as is deemed appropriate.

RESPONSIBLE PERSONNEL:

Education Director and Instructional Faculty.