Meeting Summary
Response to WASC Recommendation #3
Monday, May 16, 2011

Present: Angelina Duarte, Susan Andrien, Alisa Klinger, Becky Reetz, Marshall Northcott, Luz Moreno, Greta Siegel, Faye Mueller-Delia

Absent: Ingrid Kelly

Recommendation #3
In order to meet standards, the team recommends that the college allocate resources to create a sustainable infrastructure to support a distance education program that can deliver high quality curricula and support student access and success.

1. Financial Support: Administration(Principal and VPSL), Academic Senate, PRAC, and UDWC collaborate to locate resources to enable us to create infrastructure
   • Online Learning Resource Faculty Instructor
   • Conference calls with colleges that have migrated
   • Remote Learner, staff training

2. Academic Senate Distance Education Committee(ASDE):
   • fall 10: selected single LMS
   • spring 10: recommended online evaluation form
   Evidence: ASDE Charge, Issues of DE@COM, PRAC minutes

3. Online Learning Resource Faculty Instructor:
   • Fall 10: Ali was hired at 0.27, conducted six trainings, ongoing online and telephone support to individuals.

   • Fall 10: made presentations to the Curriculum Committee and the Academic Senate regarding best practices in DE, and advised the Academic Senate regarding Title 5 and WASC requirements for DE.

   • Ali was hired at 0.53 FTE. A presentation was led by a team from Santa Barbara Community College (SBCC) on their successful Moodle migration attended by 26 faculty and staff and followed by a working lunch with the Moodle Migration.

   Evidence: job descriptions for OLFRF position in fall 10 and spring 11. Award letters from UDWC, flyers and CD from SBCC Moodle Presentation. Minutes of AS meeting mention DE meeting w/Curriculum Committee
4. **Moodle Migration:**

- In fall 2010, ASDE reviewed Blackboard and Moodle; recommended Moodle as the single LMS to be used at COM, twelve “golden modules” from Remote Learner.

- Three faculty completed Moodle training in fall 10 or spring 2011 so that they can pilot Moodle in summer 2011.

- A total of 23 faculty have been scheduled to complete Moodle training in spring and summer 2011. Training consists of formal training through Remote Learner.

- This summer, the Online Learning Faculty Resource Instructor is scheduled to provide hands-on follow-up with faculty who have completed the online training in Moodle or @ONE to assist them in migrating their courses.

- migrate to Moodle all courses that are currently in Blackboard for fall 11, then to migrate all courses using other LMS for spring 12.

Evidence: SBCC flyers, email on faculty for summer trainings, Alisa and Darcy Asbe Moodle Migration article, contract with RL, contract with Moodle, EEIF grant proposal, Turnitin attendance list, Angeiina’s announcements of Moodle Migration Team formation and Stages of Migration, DE@COM announcements, Golden Modules email from Ali, Academic Senate resolution on Moodle

5. **Student Success:**

- The rate of student success in DE courses continued to improve from spring 09 (52%) to fall 10 (54%). This reflects an upward trend from 33% in fall 07.

(Evidence: Faye’s success and retention chart across semesters.)

6. **ADA:**

- Meetings with former VPSL Nick Chang, Al Harrison, Ali, and Chris were held in fall 2010 to address recommendation of the Technology Plan 2010-1026 on accessibility of technology at COM to comply with Section 508.

- fall 10 and spring 11: Bobby Bradford reviewed 6 online courses for ADA compliance.

- Spring 11:flex presentation on ADA compliance by Jayme Johnson of the High Tech Center Training Unit on 1/20, 2011 attended by twelve faculty and staff. Remote Learner provides ADA compliance.

- Fall 11: Meetings continue led by Cathy Summa-Wolfe and involving Chris Schultz, Bobby Bradford, Susan Andrien, Ali Klinger, Luz Moreno, and Shook Chung. Bobby will post ADA checklist on DE webpage.

(Evidence: Bobby?).

7. **Library:**

- An online librarian was piloted in fall 10 and in spring 11 to provide direct online access to reference desk services to DE students.
• The position of Digital Services and Instructional Librarian has been recommended by PRAC (December 2010) and is funded. Hiring spring 2012
(Evidence: John E's announcements to DE faculty, DE@COM announcements, Digital Services and Instructional Librarian job description, Joan Risch's letter to DE faculty in summer 11)

8. **Webpage Infrastructure:**

• fall 10: DE Homepage updated to standardize welcome letters and provide more student and faculty support content, links to issues of DE@COM,

• The College DE page was also revised to provide greater access to services:

• spring 2011, procedures were developed for ensuring that faculty updates to their course information occur in a timely manner.

• spring 2011: a new DE tab on MyCOM is now being implemented by a team led by the Director of Communications and Community Relations: tab will include links to student services to support student success: Welcome, announcements/what's new section, Counseling, OWC, Tutorials, and Library, Tech support/help desk contact information, DESC, and link to DE webpage.

• Spring 11: revision of Board Policies AP and BP 3720: added a reference to "learning management systems" to BP & AP 3720 Information Technology Use and also added the AACJC Guide to Distance Education to the citation list. (Kathleen Kirkpatrick, Susan Andrien, Melinda Molly, and Alisa Klinger)

• Board Policy 5500 Standards of Conduct was revised in draft by Alisa Klinger and tabled for fall 2011.

• spring 2011: Schedule of Classes and Catalog for DE were Streamlined and updated (Alisa Klinger & Carl Torres).

9. **Ask DE@COM**

• Susan will draft a timeline for developing this resource for the WASC report w/persons responsible for each task below: (May 26).

• Greta will request an email address for each of the following: Admissions and registration, Counseling, Financial Aid, Tutoring, DSPS, EOPS.

• Counseling requests will go to central location then be routed to primary counselor for that population

• Academic Services: Susan will request an email address for Library, DESC, OWC

• Susan will contact Cathy Summa-Wolfe and Shook to ask that the page be set up this summer.

• By fall 11: each area will develop FAQs, services available and which are password-protected, protocols for response time, protocols for forwarding messages to another email address, automatic messages for students (should include "if you would prefer a telephone call, please call this number," and language for prompting students to post questions) plan for assigning specific staff, live chat?
• This pilot is for online academic counseling; online personal counseling on horizon after we work out the FERPA requirements.
• Summer 11: Greta is developing designated hours for DE Counseling services (phone number and designated hours?)
• An Institutional Research and Development grant has been awarded to Luz to develop online counseling which will be available to DE students during designated times. Research was completed in fall 10; Development phase will be completed at the end of Online Tutoring Request Application in development.
• Tutoring schedule will be posted online starting this summer. Online tutoring platform will be piloted this summer. Talking to instructors and IS's at IVC to determine when to add in-person tutoring.
(Evidence: We need copy of a copy of Luz's IR and D grant and award letter (Luz) Phone number and designated hours for DE tab (Greta)

8. DESC:
• fall 10: DESC streamlined and updated student support and assessment procedures and changes were made to the web page for DESC including adding steps for success in online courses and greater access to DESC support through telephone support (Evidence: DESC documents)
• spring 11: DESC plans to develop student video lessons on basic DE and online skills for students: how to attach a file, how to cut and paste, troubleshooting your connection, pdf skills, etc.

C. Analysis:

We need to develop a mechanism for including DE qualifications within recruiting and hiring processes. Susan will contact Linda. With infrastructure in place, Moodle Migration achieved, and a process established for recruiting and hiring faculty who are qualified to teach new DE courses, the Strategic Goal of determining specific targets for distance education course offerings by discipline should be retargeted for spring 2012. This goal should be referred to the ASDE committee for advisory input.

E. Planning: A timeline is needed.
Draft of report with timelines will be sent by May 26. Please respond as soon as possible with your corrections and suggestions.