What Do You Mean We Have to Offer Student Services Online?

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What brings you here?

What would you like to learn?

What would you like to share?

Student and Learning Support Services Online…

Why?

Accreditation Requirements

Emphasis on Increased DE Offerings

Equity

Accreditation Requirements

GUIDE TO EVALUATING DISTANCE EDUCATION AND CORRESPONDENCE EDUCATION

A Publication of the Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges

For use in conjunction with the Guide to Evaluating Institutions

JUNE 2013
Edition

http://www.accjc.org/wp-content/uploads/2013/08Guide_to_Evaluating_DE_and_CE_2013.pdf/

Accreditation Requirements

Regardless of delivery mode, all learning opportunities must have:

- Equivalent quality

- Accountability

- Focus on student outcomes

(From ACCJC Policy on DE and CE)

Distance Education and Accreditation Requirements

Institutions must:

- **Provide the resources and structure needed** to accomplish these (student learning) outcomes.

- Provide the Commission advance notice of intent to initiate delivery through distance education **through the substantive change process.**

- Provide the Commission advance notice of intent to offer a program, degree or certificate in **which 50% or more of the courses are via distance** through the substantive change process.

(From ACCJC Policy on DE and CE)

Substantive Change?

SUBSTANTIVE CHANGE MANUAL

A Publication of the Accrediting Commission for Community and Junior Colleges

Western Association of Schools and Colleges

JULY 2013
Edition

http://www.accjc.org/wp-content/uploads/2013/08/Substantive_Change_Manual_2013.pdf

DE Substantive Change Report

5.3 New Instructional Delivery Mode

Evidence that student support services, i.e. counseling, tutoring, etc., are <u>comparable to face-to-face services</u>

(From ACCJC Substantive Change Manual)

DE Substantive Change Report

5.3.1 Considerations for Distance Education Programs

Institutional processes that impact student access and completion of online programs (selected):

- Admissions
- Orientation
- Registration
- Advising
- Financial aid
- Communication with students
- Tutoring services
- Graduation applications
- Transcript requests
- (Others?)

(From ACCJC Substantive Change Manual)

How Are Services Delivered?

- Internet – static web page

- Internet – interactive web page

- Web Conferencing – live interaction

- Telephone – live or prerecorded message

- Embedding of services into courses

Admission: CCCApply

- Centralized Online System:
  - User-friendly
  - Ability to apply to multiple locations / campuses from same site

Assessment

- Not quite there!
- Online assessment methods?
  - Examples?
- Multiple measures for placement
  - Test Scores from another CCC
  - EAP scores
  - HS Transcripts?
  - Open Enrollment / no prerequisites?
  - Other?

Orientation

- Many colleges have online orientations already developed
  - Orientation to the College
  - Orientation to being an online student
  - Orientation to a specific course or discipline
- Can be as simple as PPT or more comprehensive modules with mastery content / skill areas.
- What should be covered?

Online Counseling / E-Counseling

- "Ask a Counselor"
  - Information regarding classes, programs and services
  - Transferability of courses
  - Referrals to campus and community resources
  - College procedures and academic policy
- Interactive Chat
- Virtual Appointments
  - Skype, Go-to-meetings, CCC Confer
- Electronic Educational Planning
  - DegreeAudit Systems, online SEP courses
- Embedded Counseling (within a course)

Financial Aid

- FAFSA – online application
- Campus based awarding
  ◦ Online
- Electronic documents (send/receive)
- Financial Literacy modules
  ◦ Understanding financial aid types
- Clarity with disbursements
  ◦ "HigherOne"

Library

- Online Databases
  - Ebsco-Host, Online Catalogs
- "Ask a Librarian"
  - Online chat services / reference desk
- Library 101
  - Online library instruction
- Embedded Librarians
- Library Orientations in Online Classes
- Links to external sources
  - KnightCite
    - http://www.calvin.edu/library/knightcite/
  - InfoMine
    - http://infomine.ucr.edu/

Tutoring Services

- Writing Resources
  - Online Writing Lab OWL @ Purdue
- Math Resources
  - Khan Academy
- Embedded tutors
  - Added to LMS as "Course Assistant"
  - Supplemental instruction model
  - Respond to questions
  - Clarify material
- Outsourced: "Smart Thinking"
- Tutoring via Confer from a Center

Challenges for Online Tutoring

- Online Tutorials vs. Online Tutoring
- Platforms for Synchronous Tutoring (CCC Confer, Blackboard Course Sites etc.)
- Log In/Tech Issues
- Hours of Service/Demand
- Lack of verbal and non verbal cues
- Feedback
- Relationship (personal encouragement and motivation)
- Need for online tutor training (technology and communication)
- Assessment of Services

Contracting/Outsourcing Services and Accreditation

When the institution relies on or collaborates with other institutions or other sources for library and other learning support services…

- It documents that formal agreements exist

- That such resources and services are adequate

- Are easily accessible and utilized

- These services are evaluated on a regular basis

- Assures the reliability of all services provided

(From ACCJC Standard IIC 1e)

Follow-up Services

- Remediation:
  - Probation / Disqualification
  - Online PPT / Quiz?
  - Specialized counseling service
- Transfer Services
  - Online workshops, website with references
  - Web conferenced online "transfer fair"
    - CCCConfer, Hangouts on-air, ?

Disabled Students

- Online services very limited
- Online Content – ADA
- Is everything ADA / 508 compliant?
  - Screen Reader Ready
  - Alt tags for pictures
  - Captioned Videos?
  - Publisher Course Packs?
  - Partner Links?
- Resource site: http://teach.ucf.edu/resources/creating-accessible-course-content/
- High Tech Center Training Unit: http://www.htctu.net

ADA/508 Standards

- Text equivalent for every non text element shall be provided (Images, alt texts)
- Equivalent alternatives for any multimedia presentation shall be synchronized with presentation (synchronized captions)
- Text only page with equivalent information or functionality shall be provided
- Text should be able to be read by assistive technology (PDF difficulties)

Other areas

- EOP/S
  - How to customize services for this population?
- Health Services
  - Online health promotion

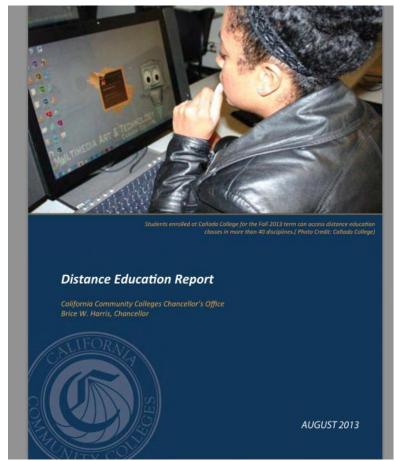# Comprehensive Services / One Stop "MySites"

Graduation and Transcripts

- Online access to graduation documents
  - PDF form
  - Online form
- Transcript Orders
  - Online processing / third party
  - Online forms
  - Certification requests
  - E-transcript

Embedding Services

- Offers Online Students a single Personal Contact
- Integrate directly into the CMS (discussion boards, chat, email)
- Opportunities to work with faculty to customize services
- Work at the pace of the class
- Small number of students with large amount of staff/student worker time

How Are We Doing?
Distance Education Report to BOG
(August 2013)

Students enrolled at Cañada College for the Fall 2013 term can access distance education classes in more than 40 disciplines.(Photo Credit: Cañada College)

Distance Education Report

California Community Colleges Chancellor's Office
Brice W. Harris, Chancellor

AUGUST 2013

http://californiacommunitycolleges.cccco.edu/Portals/0/reportsTB/REPORT_DistanceEducation2013_090313.pdf

Student/Learning Services
Interactive Web Page– More than 50%

- Registration – 74.3%

- Library Services – 67.6%

- Admissions – 62.5%

- Bookstore Services – 58.6%

- Transcript Ordering/Payment – 51.8%

(From CCCCO Report to BOG, August 2013)

Student/Learning Services
Interactive Web Page – Less than 50%

- Counseling/Academic Advising – 45.0%
- Financial Aid – 45.0%
- Orientation – 44.1%
- Tutoring – 26.4%
- Assessment/Testing – 23.4%
- Disabled Student Services – 21.4%
- EOPS/International/Veterans etc. – 20.9%
- Remediation Services – 12.7%
- Health Services – 4.5%

(From CCCCO Report to BOG, August 2013)

What may the future hold? Online Education Initiative…

**Chancellor's Office
California Community Colleges
Academic Affairs and Technology, Research and
Information Systems Divisions**

Request for Applications

**California Community College
Online Education Initiative**

RFA Specification No. 13-082
2013-14 Fiscal Funding Year
2013-14 Program Year

**Instructions, Terms and Conditions
Application Deadline: Applications must be
received at the Chancellor's Office by 5:00 p.m. on
October 14, 2013**

What may the future hold? Online Education Initiative…

- Mandated by 2013-2014 Budget Act

- Creates exchange for online courses offered by participant colleges through the California Virtual Campus

- Proposes to offer online students in each course:
  ◦ Online counseling/advising
  ◦ Online tutoring
  ◦ Retention services
  ◦ Assessment (link to Common Assessment system)
  ◦ Education planning (link to Ed Planning system)
  ◦ Other?

Questions?

Thank you!