



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

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2013 Fall Plenary Session
November 7, 2013



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



Online Degrees & Programs

| Certificate Programs | Associate Degrees (NACTEL) | Bachelor Degrees (Accelerated) | Masters Degrees | Doctoral Programs |
|---|---|--|--|--|
| Undergraduate <ul style="list-style-type: none"> Introduction to Telecommunications Advanced certificate in Emerging Telecommunications Technology Introduction to Broadband Broadband Essentials Wireless Networking Essentials Graduate <ul style="list-style-type: none"> Business Aspects of Publishing | AS In Applied Information Technology with concentrations in: <ul style="list-style-type: none"> Telecommunications Personal Computer Applications Wireless Network AS in Applied Information Technology in Networking Technology | <ul style="list-style-type: none"> BS in Professional & Organizational Studies BS in Internet Technologies of e-Commerce BS in Telecommunications | <ul style="list-style-type: none"> MS in Publishing MS in Internet Technology for e-Commerce MA in Nursing Education Executive MBA* Masters in Finance for Professionals* MA in Management for Public Safety & Homeland Security Professionals | <ul style="list-style-type: none"> Doctor of Professional Studies in Computing Doctor of Nursing Practice* |

* Blended Program

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/

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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

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DE Substantive Change Report

5.3 New Instructional Delivery Mode

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

(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



 Your online gateway to the California Community Colleges [Español](#)

[Home](#) [Colleges](#) [Apply](#) [Money](#) [Parents](#) [Help](#)

Apply Today

Select a community college

CCCApply.org is your online gateway to the California Community Colleges. Each year at our 112 colleges, nearly three million students from all over the world build their career skills, prepare for transfer to four-year colleges and universities, or simply enrich their lives through learning.

 Welcome to the new CCCApply.org. Choose a college, and you will be routed to the college's website for complete instructions to apply for admission online.


If you started an application from our previous website, or have a CCCApply email account, you can log into your account [here](#), or log in by choosing to apply on the college's website.

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?



The screenshot shows the 'MAIN MENU' for Citrus College's Online Orientation. The page features a blue header with the college logo and a 'PROGRESS' indicator. Below the header, there is a welcome message and a list of menu items: DEGREES & CERTIFICATES, TAKING CLASSES, STUDENT SERVICES, GUIDELINES FOR SUCCESS, and AROUND CAMPUS. A large photo of five students is also visible on the right side of the page.

MAIN MENU Citrus College Online Orientation

PROGRESS

Welcome to Citrus! This orientation is divided into 5 segments. Each segment title is listed in the legend below.

Visit each segment and be sure to answer all the quiz questions. Once you've completed each segment, you'll receive instructions on how to receive credit for finishing this orientation.

To begin, click on a segment title or select one of the student guides at right.

- DEGREES & CERTIFICATES
- TAKING CLASSES
- STUDENT SERVICES
- GUIDELINES FOR SUCCESS
- AROUND CAMPUS

ENTER

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 1 e)

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”

myCERRITOS Welcome MyCerritos Home

Search Cerritos

[MyCerritos Home](#) [Student Life](#)

News & Events

- Campus Announcements**
Keep current with Cerritos College Campus Announcements.
- Campus & Academic Calendar**
Important dates including registration deadlines, holidays and exam schedules, sports and other campus events
- Athletics/Team News**
Sporting events calendar, activities, and top news stories
- Talonmarks Newspaper**
Online edition of the campus newspaper produced by the Journalism department
- Student Activities**
Learn about opportunities to participate in social, cultural, intellectual, recreational, health and governance programs on campus
- Emergency Information**
Sign-up to receive emergency text alerts via your cell phone

Apply to Cerritos College

- Student Application - Online**
Apply to Cerritos College using the online application

Catalog and Course Schedule

- Schedule Plus**
Quickly and easily browse classes by department, session, and status including open, closed, held and cancelled.
- Class Schedule**
Browse the PeopleSoft class schedule by department or search by course number or other criteria.
- Course Catalog**
The catalog lists course number and title, provides detailed course descriptions, graduation and transfer requirements, and links to available class sections.

Sign in to MyCerritos

*User ID:
Password:

***User ID's are 7 digits in length.**
(6 digit ID's require a leading zero)
Password: Date of birth (MMDDYY)

[Student ID Lookup](#) [Forgot your password?](#)

[Need Help?](#)

Academic Resources

- Student ID Lookup**
Provide search of Cerritos Student ID
- Help for New Students**
New students homepage
- Academic Departments**
View programs, requirements for majors, certificates and transfer programs
- Student Services**
View a list of available programs and services dedicated to help students achieve success

iFalcon
Six habits of mind that will help you succeed in your academic and professional goals

Social Networking

- [Facebook](#)
- [YouTube](#)
- [Twitter](#)
- [Google Maps](#)

Maps & Directions

- Virtual Tour**
Photographic tour of the college campus
- Directions to Campus and Map**
Cerritos College is located on the corner of Alondra Blvd. and Stuebaker Road at 11110 Alondra Blvd. Nonwalk, CA. 90650

Graduation and Transcripts

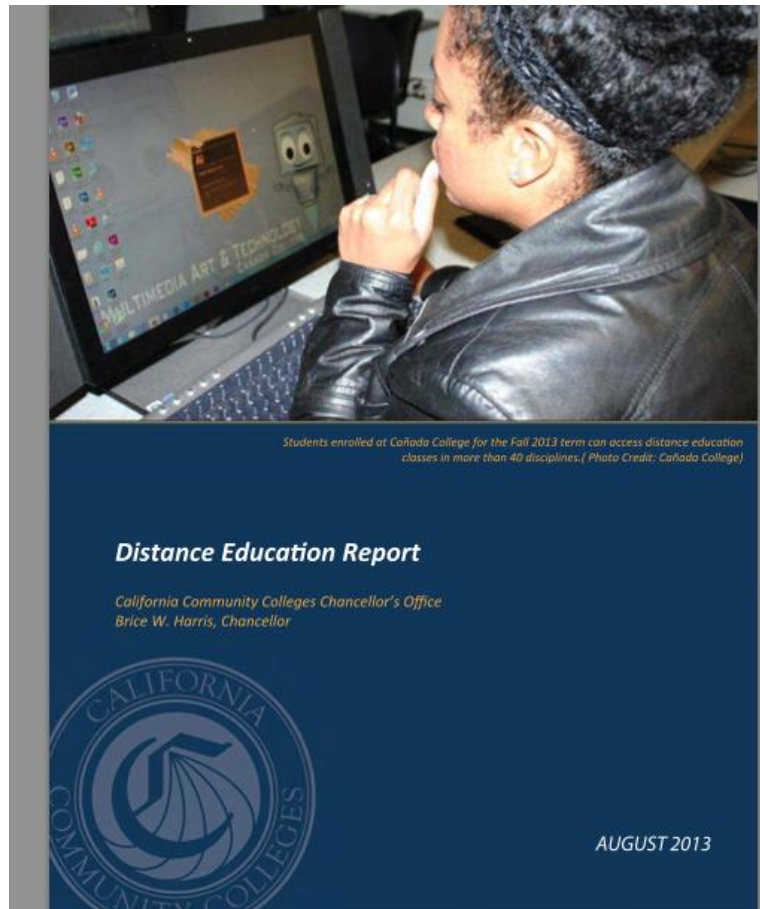
- Online access to graduation documents
 - PDF form
 - Online form
- Transcript Orders
 - Online processing / third party
 - Online forms
 - Certification requests
 - E-transcript

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)



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

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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 CCCCCO 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!