

# Strategic Plan CHC Distance Education Spring 2007

## **Crafton Hills College Distributed Education**

*To foster and promote innovation, excellence, and best practices for online instruction, to provide Crafton Hills College faculty with assistance, leadership, expertise, and training in new online teaching and learning technologies, including use in the traditional classroom.*

*This strategic plan addresses the concerns and needs of Crafton Hills College faculty and students. The Distributed Education Program continues to provide support and direction concerning the development and implementation of online classes as an alternative mode of instruction. This strategic plan includes recommendations on how best to implement the CHC DE plan. This plan should be viewed as an evolving document, as it will need to be modified regularly in coordination with the CHC Distributed Education Plan. Each issue identified below includes recommendations with respect to oversight, faculty support, student support, future growth and program evaluation in the area of Distributed Education.*

**Oversight** – Delineates staffing requirements to support program growth and to assure the CHC DE plan is being implemented as envisioned. Also includes recommendations for inclusion in the annual planning process.

**Staff support** – Describes the progress for developing and submitting CHC DE course addendums, the process for Distance Education course design and course approval; Certification for Online Teaching; workshops related to online learning; and communication to the campus regarding the development of the DE program. Also describes the faculty support services required to implement a quality online program.

**Student Support and accessibility** – Describes what must be done to prepare students to be successful online students. Includes an update on the development of a one-unit course on Online Learning Skills for students. Describes DE accessibility issues and includes recommendations for program improvement in the area of accessibility.

**Program Growth and Evaluation** – Describes growth potential for the program in the next three to five years. Includes recommendations for online teaching support staff

## **Educational Technology Committee**

### **Organizational structure is listed on page 5 of the DE plan**

#### ***Function***

The Educational Technology Committee provides CHC faculty with support and recommendations for teaching online. Additionally, several members of the ETC currently provide minimal support, as time permits, for faculty who teach Distributed Education classes and for faculty who use Blackboard in their traditional face-to-face (f2f) classes.

Members of the CHC ETC are:

- ❑ Facilitating the Educational Technology Committee (ETC) meetings, activities, and the ETC blackboard community site
- ❑ Communicating DE issues and progress to the Academic Senate

- ❑ Reviewing and submitting revision recommendations and/or approving the online, hybrid and televised course DE addendums
- ❑ Exploring options and providing recommendations concerning the Certification Process for online faculty training and DE teaching certification
- ❑ Developing a process for evaluating and approving online course structure and content
- ❑ Promoting the use of Blackboard for both DE and f2f courses
- ❑ Revising, as needed, the CHC DE plan

The support available for the DE program is currently limited because of time and availability. Ideally, the campus DE support and oversight would be broadened to include a Distributed Education Coordinator, faculty DE mentors, and technical support personnel responsible for the developing quality online courses.

**Oversight**

As the demand for online classes increases and as more traditional classes begin to incorporate Blackboard as an instructional tool, the need for increased support for Online Delivery and Content Management has grown. In order to improve the both the quality and the quantity of the CHC online course offerings the following changes are recommended:

1. Increased site-based support for the development, implementation and support of DE courses to include:
  - a. A full time distributed education coordinator/instructional designer whose responsibilities include the coordination and implementation of the CHC Distributed Education plan.
  - b. Establishment of DE faculty mentors who would also serve as members of the ETC
  - c. Make recommendations for DE software, hardware, training and support as a part of the annual planning process
  - d. Administration of Blackboard and decisions regarding what faculty needs for teaching including use, features, additions, etc. must be made by CHC faculty in consultation with the Dean of Technology and Learning Resources, not by district office technicians. The recommendation is to establish a minimum of one site-based technical staff member and one site-based ETC faculty member trained by the district in how to effectively manage the blackboard CMS with ongoing support and funding for retraining sessions.

<b>Goal 1    Crafton Hills College will increase site-based resources for the development, implementation and support of DE courses.</b>				
<b>Obj. 1.1</b>	By June 2010, Crafton Hills College will fund a full time distributed education coordinator/instructional designer			
<b>Benchmarks</b>		6/08	6/09	6/10
	Identify the roles and responsibilities of a full time DE coordinator/instructional designer.	100%		
	Define funding sources for this position	30%	60%	100%
	Allocate funds to secure a DE coordinator	30%	60%	100%
<b>Obj. 1.2</b>	By June 2010, Crafton Hills College will have 6 DE faculty mentors responsible for the assisting all instructional department in the development and implementation of DE courses.			
<b>Benchmarks</b>		12/07	6/09	6/10
	Identify roles and responsibilities of the DE mentors	100%	100%	100%
	Identify and secure funding to support the mentoring program	100%	100%	100%

Recruit and fund site based DE mentors	2	3-4	6
Provide training on how to mentor staff in DE course design and implementation	100%	100%	100%
<b>Obj. 1.3</b>	By June 2008, Crafton Hills College will include the recommendations of the ETC in the annual planning process		
<b>Benchmarks</b>	6/08	6/09	6/10
ETC will recommend software to be considered in the annual planning process as appropriate	100%	100%	100%
ETC will recommend hardware to be considered in the annual planning process as appropriate	100%	100%	100%
ETC will recommend DE training to be considered in the annual planning process as appropriate	100%	100%	100%
ETC will recommend a stipend to be awarded to the developer/instructor of a new online course. To be awarded at the end of the semester in which the course is first taught.	100%	100%	100%
ETC will recommend DE support to be considered in the annual planning process as appropriate	100%	100%	100%
<b>Obj. 1.4</b>	By September 2007, Crafton Hills College will have a minimum two site-based blackboard administrators (One technical and one ETC faculty member)		
<b>Benchmarks</b>	9/07	6/08	6/9
Provide training for site based staff on Blackboard Administration	100%		
Define roles and responsibilities of the site based administrators	100%		
Identify the on site staff responsible for the administration of blackboard	100%		
Provide district level training on new CMS topics and issues for all site-based Blackboard Administrators as necessary	100%	100%	100%

## **Staff Support**

The members of the CHC ETC, have been reviewing and making recommendations concerning curriculum and teaching expectations as delineated in the CHC DE plan and as documented in the required DE online course addendums. This includes verification that all proposed online courses adhere to Title 5 Regulations of “**regular, effective contact**” between and among DE instructors and students. In order to improve DE courses development and design, instructor certification and online teaching methods the following changes are recommended:

### 1. Distance Education Course Approval Process

All CHC DE courses must have an ETC approved DE Course Addendum. The DE addendum has been integrated into Curricunet. Any existing or newly proposed DE courses must be updated and/or submitted for review by the ETC and the curriculum committee. The ETC-faculty co-chair has served as the initial point-of-contact for all CHC faculty who wish to complete this form. At this time, the college is lacking a Distributed Education Coordinator who has the official responsibility of assisting faculty in this process. This is limiting the number of courses that are being offered online as staff members need additional support for the development of quality DE addendums. Additionally, all courses must go through a course review process as outline in the DE plan. The ETC has developed a form to help guide evaluators through this process. There is a need for additional training and support for the DE course review process.

2. Certification for Online Teaching

Faculty wishing to teach an online course must verify they meet the faculty readiness standards as delineated in the DE Plan before being assigned to teach a Distributed Education course. The ETC has developed and the CHC faculty senate has approved a form for use by faculty to verify they have met the requirements for teaching online.

3. Faculty Training and Support for Online Course Design and Delivery

Site-based support, mentoring and training opportunities must needs to exist in order promote a quality online program. Training opportunities must include workshops addressing:

- a. Effective use of the Blackboard Course and Community Systems
- b. Quality Course Design
- c. Effective Online Teaching Strategies
- d. Effective and regular student Contact and Communications Strategies
- e. Discussion Forums
- f. Online Grade Book Options
- g. Integration of Multimedia Programs and Tools

Faculty Support – Goals

<b>Goal 1 Crafton Hills College have a process in place to assure quality content and instruction in all DE courses.</b>				
<u>Obj. 1.1</u>	By June 2010, all DE courses offered at CHC will comply with the standards of rigor and quality defined in the DE plan			
Benchmarks		6/08	6/09	6/10
Evaluate and update, as necessary, all course DE addendums		100%	100%	100%
Support will be provided in the development of new DE addendums to reflect quality course content and delivery.		100%	100%	100%
Evaluate and update, as necessary, the DE addendum form in curricunet		100%	100%	100%
Review, revise, and improve the DE Course Evaluation Form		100%	100%	100%
Develop an online DE course evaluation process with consistent standards, improved efficiency, and capabilities.			100%	100%
Develop and implement a process for regular ongoing review of DE courses following the DE Course Evaluation process and standards		100%	100%	100%
<u>Obj. 1.2</u>	By June 2010, 100% of DE courses offered at CHC will be taught by instructors who have completed the instructor certification process.			
Benchmarks		6/08	6/09	6/10
Provide all CHC instructors with the DE instructor certification requirements and procedures		100%	100%	100%
Provide support for instructors with the completion of the certification form		100%	100%	100%
ETC will maintain and publish a list of certified DE instructors		100%	100%	100%
ETC will maintain and publish a list of certified DE instructors		100%	100%	100%

<b>Goal 2 Crafton Hills College will provide the training and support necessary to deliver quality online courses.</b>				
<u>Obj. 2.1</u>	By June 2010, 100% of the CHC online faculty will have received training in effective online course design			
Benchmarks		6/08	6/09	6/10
3 courses in online course design will be offered each academic year		1	2	3
Certification in online course design will be developed and implemented			50%	100%
<u>Obj. 2.2</u>	By June 2010, 100% of the CHC online faculty will have received training in effective online teaching strategies			

Benchmarks		6/08	6/09	6/10
3 courses in effective online teaching strategies will be offered each academic year		1	2	3
Certification in effective online teaching strategies will be developed and implemented			50%	100%
<u>Obj. 2.3</u>	By June 2010, 100% of the CHC online faculty will have received training in effective use of the CMS classroom management tools.			
Benchmarks		6/08	6/09	6/10
3 courses in effective use of the CMS management tools will be offered each academic year		1	2	3
Certification in effective use of the CMS management tools will be developed and implemented			50%	100%

<b>Goal 3 Crafton Hills College will provide the training and support necessary to effectively use the community side of the Blackboard Learning System</b>				
<u>Obj. 3.1</u>	By June 2010, 100% of the CHC faculty and staff are proficient in the use and implementation of the CMS community tools.			
Benchmarks		6/08	6/09	6/10
3 courses in effective use of the CMS community tools will be offered each academic year		1	2	3
3 courses in the development and implementation of the community side of blackboard will be offered each academic year		1	2	3
100% of faculty and staff have attended at least one workshop on effectively using the community side of blackboard.		35%	70%	100%

## Student Support and Accessibility

To prepare students to be successful in their online courses, they need to be provided with opportunities for interaction, mentoring, training, and tutoring. The proposed CHC Introduction to Online Learning course will provide students with an introduction to CHC online classes.

With the implementation of Blackboard, students can now access the 24/7 Blackboard Help Desk Online Support Center for **San Bernardino Community College District**. Customer Care Technicians are available to assist staff and students toll-free at **1-877-708-2936**. Online support is available at: <http://supportcenteronline.com/ics/support/default.asp?deptID=1838>

Educational information provided in Distributed Education courses, like traditional classroom courses, must be accessible to students with disabilities, as mandated by state and federal law. Faculty are given information about their obligation to make their DE course(s) accessible, and the means to do so. The accessibility of course material is periodically reviewed by the Educational Technology Committee through the use of the new DE addendum and Online Course Evaluation Form. If crucial information is found to be inaccessible to students, recommendations will be made to the instructor to make the information accessible to students with disabilities.

A full time distributed education coordinator/instructional designer would be able to work with the Disabled Student Programs & Services (DSP&S) Office to make certain all DE course adhere to the Accessibility standards. Additionally the DE coordinator would be responsible for helping instructors in making their course content and materials accessible by all students. In order to improve students access to and success in online courses the following changes are recommended:

1. Develop, offer and refine a one-unit, two week credit/no-credit Introduction to Online Learning for CHC students. One such course is currently being designed by members of the ETC and will be piloted in the summer of 07.
2. Develop student tutorials, to be incorporated into any CHC online course, which will assist students with fundamental online learning knowledge and skills such as:
  - a. Internet navigation
  - b. E-mail basics
  - c. Word processing
  - d. Online library resources
  - e. Online discussion forum
  - f. “Netiquette “
3. Develop and integrate mandatory Online Learning Assessments, for use by students to provide them with diagnostic information to help them assess their readiness to succeed in an online course.
4. Develop online access to CHC student support services including (but not limited to):
  - a. Counseling
  - b. Financial aide
  - c. EOPS
  - d. DSPS
  - e. Admissions and Records
5. Verify all CHC DE courses adhere to the 508 Accessibility standards:
  - a. Ensure all DE courses are accessible to all students.
  - b. Increase faculty awareness of accessibility issues and regulations.
  - c. Explore ways to assist faculty to conform to accessibility standards.
  - d. Encourage use of Universal Design Principles in all courses

Student Support – Goals

<b>Goal 1 Crafton Hills College have a will provide the support necessary to help all students succeed in the online environment</b>			
<b>Obj. 1.1</b>	By Fall of 2008, Crafton Hills College will offer a one-unit, two week credit no-credit “introduction to online learning course.		
Benchmarks	9/07	6/09	6/10
Introduction to online learning is offered each semester	100%	100%	100%
Evaluate and update, as necessary, the Introduction to Online Learning course	100%	100%	100%
<b>Obj. 1.2</b>	By June 2010, Crafton Hills College will provide tutorials to assist students in their online courses		
Benchmarks	6/08	6/09	6/10
100% of online courses include generic tutorials to assist students with the online learning environment	35%	50%	100%
100% of online courses include tutorials specific to the online course content	10%	40%	100%
<b>Obj. 1.3</b>	By June 2010, 100% of students who enroll in an online course will have taken online course readiness assessments		
Benchmarks	12/07	6/08	6/9
Identify or develop online course readiness assessments	100%		
Implement the online readiness assessments		100%	100%
Evaluate and update, as necessary, the online course readiness assessments		100%	100%
<b>Obj. 1.4</b>	By June 2010, 100% of Crafton Hills College student services will have an online		

	equivalent			
Benchmarks		6/08	6/09	6/10
100% of Crafton Hills College student services will have an online equivalent		33%	66%	100%
<u>Obj. 1.5</u>	By June 2010, 100% of Crafton Hills College DE courses will adhere the accessibility standards			
Benchmarks		6/08	6/09	6/10
100% of Crafton Hills College student services will meet the 508 accessibility standard		100%	100%	100%

## **Evaluation and Growth of Distributed Education Program**

The DE program has great potential for growth in the coming three to five years. DE courses can increase the number of students served and can provide flexibility in course scheduling. A well-developed plan for evaluating the quality of the CHC DE courses must be developed. Also there needs to be a plan established to determine which course will be offered in via a Distributed format. In order to improve the evaluation and growth of the CHC Distributed Education program the following changes are recommended:

1. Develop and obtain approval for an online program evaluation tool, which would be used to compile statistical data concerning the implementation and delivery of CHC online courses.
2. Conduct retention and success studies of both hybrid and online classes to evaluate the effectiveness of our online classes.
3. Establish and publish a list of CHC DE courses to be offered online

### Evaluation and Growth of DE Program

<b>Goal 1 Crafton Hills College will evaluate the effectiveness of the online program</b>				
<u>Obj. 1.1</u>	By June 2010, Crafton Hills College will evaluate 100% of the online courses offered each semester.			
Benchmarks		6/08	6/09	6/10
Identify and develop online evaluation tools		100%		
Implement the online evaluation tools			100%	100%
Evaluate and update, as necessary, the online evaluation tools			100%	100%

<b>Goal 2 Crafton Hills College will increase its online offering each academic year</b>				
<u>Obj. 1.1</u>	By June 2010, Crafton Hills College will experience a 300% growth in the online program (baseline = 6 courses fall 07)			
Benchmarks		6/08	6/09	6/10
12 online courses are offered in the fall 08 schedule		100%		
24 online courses are offered in the fall 09 schedule			100%	
48 online courses are offered in the fall 10 schedule				100%