Plans for Distributed Education

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Name :
Distributed Education
Principal Preparer :
Glen Kuck/Trelisa Glazatov
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1. Mission

1. Assume the reader knows nothing about your unit. Please describe concisely its mission.

Support the learning process through educational technology training and administration.

2. Description

1. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.
    1. Purpose
    2. Functions or services
    3. Clientele(s)
    4. Value of your services to the clientele(s), the Colleges, and the District
    5. Organizational structure and number of personnel by function
    6. Annual budget by object code for the last three years
    7. Hours of operation, location, and other pertinent service characteristics
    8. Significant changes, if any, since the last program review

Distributed Education Department's (DE) purpose is to support the learning process through educational technology training and administration. The department provides several administrative and training services. Administratively, the department manages and provides support for educational technologies. Services offered include technical support, training, access to technologies, and video-streaming. DE also provides end-user training for all educational technology offerings, including Blackboard, iTunes U, EduStream, and other third party online technologies. DE's clients are the San Bernardino Valley College (SBVC) and Crafton Hills College (CHC) faculty, staff, and students. For our clients, DE provides access to technologies that will enhance and support alternative learning modalities for learners.

The department is comprised of 4 people. An Executive Director, Dr. Glen Kuck;a System Administrator, Trelisa Glazatov; an Administrative Assistant, Colleen Leon; and a Clerical Assistant II, Phylis Mitchel. The Distributed Education Department is located at the San Bernardino Community College District Annex, 441 West 8th Street. San Bernardino, CA 92401. Our hours of operation are 8:00am – 5:00pm, Monday through

Friday. The direct phone number is 909-384-4325 and the fax number is 909-885-3035. There is also a 24/7 Help Desk number available to our constituents, which is 877-241-1756. The DE website is http://dets.sbccd.org.

3. Outcomes and Other Measures of Effectiveness

1. Identify at least one essential measure of effectiveness for each major operation of the unit. (See *Effectiveness Measurement Guidelines and Examples*.)
2. Include at least one baseline measure or measure of progress on a well-defined outcome.
3. Include at least one measure showing effectiveness in responding to the Colleges' needs.
4. For each measure, identify the assessment method you used.
5. Please summarize the results of the measures you have applied. If results showing trends over time are available, please report them.

Measure 1

Service Outcome or Objective: Distributed Education systems' uptime will improve.
Measure: Uptime of system at least 98%.
Assessment Method: Logs from DCS. Compare on month-to-month basis.
Results:

Measure 2

Service Outcome or Objective: Customer satisfaction with training will improve.
Measure: Percent of surveyed customers to whom the question is applicable will be "satisfied or very satisfied" at least 85% satisfied.
Assessment Method: Survey per site and FT/PT faculty.
Results: Of the 18 faculty responding to the District Operations Survey, 11 or 61%, were "Satisfied or very satisfied" based on a 1-5 rating scale.

Measure 3

Service Outcome or Objective: Customer satisfaction with service and response times with our technical assistance will improve.
Measure: Surveyed customers will be at least 85% satisfied with response times and services. The overall satisfaction rating will be between 7.00 - 9.00 (Excellent)
Assessment Method: Help-desk surveys for satisfaction.
Results: For the time period Jan 2009 - Dec 2009, there were 473 help desk tickets closed by the DE department. 25 surveys were completed by DE clients (5.2% return rate). Of the 25 surverys, 20 surveys (80%) had an overall satisfaction over 7.00. Overall, the DE customer satisfaction rating was 7.88.

Measure 4

Service Outcome or Objective: Response times with our technical assistance will improve.
Measure: At least 80% of tickets will be closed within 5 days.
Assessment Method: Help-desk surveys for satisfaction.

Results: For the time period Jan 2009 - Dec 2009, there were 473 help desk tickets closed by the DE department. 447 tickets (94.50%) were closed within 5 days. 318 tickets (67.23%) were closed the same day. On average the time to close tickets were 2.49 days.

Measure 5

Service Outcome or Objective: Customer satisfaction with type of technology offered by Distributed Education will improve.
Measure: At least 85% of survey respondents will be satisfied.
Assessment Method: Surveys (FT/PT/Student/Site)
Results: Based on the District Operations Survery, 73% were satisfied or very satisfied overall with educational technology tools offered.

4. External Opportunities and Challenges

1. Describe any external opportunities that might lead to unit improvement over the next three to five years.
2. Describe any external challenges (e.g., legal requirements, budgetary constraints) that might limit operations or improvement over the next three to five years.

Opportunities

- The number of online courses offered by the campuses are increasing. This growth will allow for DE to expand services and resources to meet the campuses needs.
- Emerging technologies, such as Web 2.0 applications and mobile computing, present opportunity for alternative delivery of DE services.
- Faculty's and students' technology skillset is increasing allowing DE to introduce more innovative and emerging technologies and training into the educational process.

Challenges

- Despite the tremendous growth in online offerings, staffing has remained flat. There is no framework to ensure that appropriate personnel and financial resources are allocated to appropriate service the district.
- Ideally, the online learning experience should mirror the campus-based experience. There has been great growth in online offerings, but limited growth in services to online students, such as tutoring, counseling, and other ancillary student services.

5. Analysis and Evaluation

1. Analyze the implications of the assessment results and external factors for your unit.
2. In light of your analysis, what are your unit's main strengths?
3. In light of your analysis, what are your unit's main weaknesses?

Analysis

Overall, perceptions of the Office of Distributed Education appear to be positive. Most of the concerns mentioned refer to support provided by the Central Help Desk and not DE. There are, however, several areas and ways that the Office of DE can enhance their services to better align themselves with the needs expressed by respondents of the survey.

Strengths

Strengths that were highlighted included the quality of training provided and communication and interaction with college staff development areas. 75 - 80% of respondents described themselves as "Satisfied" or "Very-Satisfied" with the Office of DE in the following areas: Helpfullness (75%), Courtesy (85%), Follow-Through (79%), Accuracy (80%), Initial Timeliness (76%), and Final Timeliness (78%).

Weaknesses

Areas in which less than 75% of respondents described themselves as "Satisfied" or "Very-Satisfied" with the Office of DE, included: Technology Tools (73%), Training (69%), Clarity and Consistency (72%), and Opportunity for Input (73%). Comments revealing room for improvement included:
- Communications should be clearer with less "geek" talk;
- Deploying more cutting edge technologies;
- Providing more training;
- Increasing staffing commesurate with online program growth;
- Increasing interactions with the colleges;
- Focusing more on student-specific needs;
- Improving Blackboard Uptime
- Providing Online Student Orientations

6. Three-to-Five Year Vision

1. Describe your unit as you would like it to be three to five years from now.

In three-to-five years, the DE department will offer enhanced services to the campuses. Structured training for the campus community will be available online, through web based tools, and face to face workshops . Through the addition of staff in areas of instructional/curriculum development and instructional technology specialists, DE will also be able to assist departments in online course development. the development of online student services, and the creation online training modules for faculty and students. Infrastructure, with funded replacement cycles, will be in place to allow constituents access to DE information and campus information through computer based websites and application as well as through mobile computing. Any additional resources needed will be analyzed using a model that links staffing, infrustructure, and funding to DE program growth.

Related to the Board Imperative, the DE three-to-five year vision will contribute to meeting two District imperatives, *Learning-Centered Institution for Student Access, Retention and Success* and *Resource Management for Efficiency, Effectiveness and Excellence.*

7. Impact on the Colleges and the District

1. Describe the most significant relationships with other District operations and College operations.
    1. What major impact does your unit have on them?
    2. What major impact do they have on your unit?
2. How do your mission, vision, and goals contribute to the Board Imperatives and the District and/or College mission, vision, strategic directions, and/or goals?

The Office of Distributed Education provides and supports the colleges learning management system and other online/distributed learning technologies. The quality of the services and technologies we provide are depending on meaningful interactions and ongoing communication between the user communities and our office. We need to understand where they are and where they want to go so we can anticipate and position ourselves to accommodate for their needs.

8. Other Pertinent Information

1. Include here any other information you regard as necessary for a full understanding of your unit.

9. Goals, Objectives, and Action Plans

1. Goals (with priority rank) over the next three years
2. Objectives (with priority rank) under each Goal
3. Principal Activities under each Objective, if available
4. Timeline for completion of each Activity or Objective
5. Person responsible for ensuring completion of each Activity or Objective

- **1 - Goal - Provide infrastructure to support DE courses and services**
  Infrastructure, with funded replacement cycles, will be in place to allow constituents access to DE and campus information through computer based websites and application as well as mobile computing.
  Priority Rank:
  1
  Objectives:
  - **1.1 - Objective - Identify district and campus level infrastructure needs**
    Identify hardware, software, technical support, and ancillary material & resources
    Priority Rank:
    1
    Start Date:
    04/13/2011
    End Date:
    12/15/2011
    Responsible Person:
    Trelisa R. Glazatov
    Activities:

- **1.1.1 - Activity - Develop, implement, & review DE technology maintanence plan**
  Start Date:
  04/11/2011
  End Date:
  08/11/2011
  Responsible Person:
  Trelisa R. Glazatov
- **1.2 - Objective - Integrate online student services into DE and traditional courses**
  Further the services required to support DE courses in keeping with the quality afforded to face-to-face and campus programs
  Priority Rank:
  2
  Start Date:
  04/01/2011
  End Date:
  04/01/2014
  Responsible Person:
  Trelisa R. Glazatov
  Activities:
  - **1.2.1 - Activity - Research best practice regarding online student services**
    Responsible Person:
    Trelisa R. Glazatov
  - **1.2.2 - Activity - Identify & prioritize student service areas**
    Identify & prioritize student service areas to augment with online technology
    Responsible Person:
    Trelisa R. Glazatov
  - **1.2.3 - Activity - Develop online student services plan for DE component**
    Responsible Person:
    Trelisa R. Glazatov
- **2 - Goal - DE Staffing Matrix**
  Develop framework to ensure appropriate personnel and financial resources are allocated to the DE department
  Priority Rank:
  2
  Objectives:
  - **2.1 - Objective - Develop Staffing Matrix**
    Priority Rank:
    1
    Start Date:
    08/03/2010
    End Date:

10/20/2010
Responsible Person:
Trelisa R. Glazatov
Activities:

- **2.1.1 - Activity - Identify staffing needs**
  Responsible Person:
  Trelisa R. Glazatov
- **2.1.2 - Activity - Determine staffing requirements**
  Responsible Person:
  Trelisa R. Glazatov
- **2.1.3 - Activity - Develop staff management plan**
  Responsible Person:
  Trelisa R. Glazatov
- **2.1.4 - Activity - Make formal staffing recommendations**
  Responsible Person:
  Trelisa R. Glazatov

- **3 - Goal - Expand DE services offerings**
  Develop prioritize list of potential services and technology that DE may offer at
  the district and campus levels and to support DE constituents.
  Priority Rank:
  2
  Objectives:
  - **3.1 - Objective - Identify potential services that can meet the DE
    constituents' needs**
    Priority Rank:
    1
    Start Date:
    08/12/2010
    End Date:
    12/16/2010
    Responsible Person:
    Trelisa R. Glazatov
    Activities:
    - **3.1.1 - Activity - Survey**
      Survey all constituencies on types of training and technologies
      they perceive they need.
      Responsible Person:
      Trelisa R. Glazatov
  - **3.2 - Objective - Integrate technology that support DE strategic vision**
    Priority Rank:
    2
    Start Date:
    04/13/2011
    End Date:
    04/17/2013
    Responsible Person:

Trelisa R. Glazatov
Activities:

- **3.2.1 - Activity - Research emerging technology**
  Responsible Person:
  Trelisa R. Glazatov
- **3.2.2 - Activity - Identify and recommend feasible technology to implement on campuses/district**
  Responsible Person:
  Trelisa R. Glazatov
- **3.2.3 - Activity - Develop timeline to complete integration of agreed upon technology**
  Responsible Person:
  Trelisa R. Glazatov

- **4 - Goal - Faculty/Staff Training**
  Increase technology skillset to allow DE to introduce more innovative and emerging technologies and training into the educational process
  Priority Rank:
  1
  Objectives:
  - **4.1 - Objective - Identify training opportunities for DE Faculty and Staff**
    Priority Rank:
    1
    Start Date:
    08/24/2010
    End Date:
    12/15/2010
    Responsible Person:
    Trelisa R. Glazatov
    Activities:
    - **4.1.1 - Activity - Survey**
      Survey all constituencies on types of training and technologies they perceive they need.
      Responsible Person:
      Trelisa R. Glazatov
  - **4.2 - Objective - Professional development plan for DE faculty & staff**
    Priority Rank:
    1
    Start Date:
    01/05/2011
    End Date:
    03/09/2011
    Responsible Person:
    Trelisa R. Glazatov
  - **4.3 - Objective - Develop web-based training modules**
    Priority Rank:

1
Start Date:
04/14/2011
End Date:
08/15/2012
Responsible Person:
Trelisa R. Glazatov
- **5 - Goal - DE Staff Development**
Priority Rank:
3
Objectives:
    - **5.1 - Objective - Identify training areas related to DE**
    Priority Rank:
    2
    Start Date:
    08/12/2010
    End Date:
    12/09/2010
    Responsible Person:
    Trelisa R. Glazatov
    - **5.2 - Objective - Create training plan for DE staff**
    Priority Rank:
    3
    Start Date:
    01/13/2011
    End Date:
    02/10/2011
    Responsible Person:
    Trelisa R. Glazatov

10. Resource Requests

1. Progress on or achievement of a given Goal or Objective does not necessarily require additional resources. For Goals and Objectives that do require resources, enter the following information:
    1. Resources required to achieve Goals and Objectives over the next three years, with description and rationale for each
    2. Identification of associated Goals or Objectives
    3. Type of Resource
        1. Expenditure Category
        2. One-time/Ongoing
    4. Estimated annual cost (or savings) for the next three years
- **1 - Goal - Provide infrastructure to support DE courses and services**
    - **1.2 - Objective - Integrate online student services into DE and traditional courses**
        - **1.2.1 - Resource Request - Hardware Description**

District wide solutions that may be used by campus faculty & staff in support of Online student services
Rationale
Resource Type:
Ongoing
Expenditure Category:
Equipment
First Year Cost/Savings:
$0.00/$0.00
Second Year Cost/Savings:
$0.00/$0.00
Third Year Cost/Savings:
$0.00/$0.00

- **1.2.2 - Resource Request - Software**
  Description
  District wide solutions that may be used by campus faculty & staff in support of Online student services
  Rationale
  Resource Type:
  Ongoing
  Expenditure Category:
  Software
  First Year Cost/Savings:
  $0.00/$0.00
  Second Year Cost/Savings:
  $0.00/$0.00
  Third Year Cost/Savings:
  $0.00/$0.00

- **2 - Goal - DE Staffing Matrix**
  - **2.1 - Objective - Develop Staffing Matrix**
    - **2.1.1 - Resource Request - Recruit & hiring of DE staff**
      Description
      Based on staffing matrix, funds to hire additional DE staff to support our services
      Rationale
      Resource Type:
      Ongoing
      Expenditure Category:
      Personnel
      First Year Cost/Savings:
      $0.00/$0.00
      Second Year Cost/Savings:
      $0.00/$0.00
      Third Year Cost/Savings:
      $0.00/$0.00

- **3 - Goal - Expand DE services offerings**

- **3.2 - Objective - Integrate technology that support DE strategic vision**
  - **3.2.1 - Resource Request - Staffing**
    Description
    Staffing to support expanded DE services at district and campus
    levels
    Rationale
    Resource Type:
    Ongoing
    Expenditure Category:
    Personnel
    First Year Cost/Savings:
    $0.00/$0.00
    Second Year Cost/Savings:
    $0.00/$0.00
    Third Year Cost/Savings:
    $0.00/$0.00
  - **3.2.2 - Resource Request - Hardware**
    Description
    Rationale
    Resource Type:
    One-time
    Expenditure Category:
    Equipment
    First Year Cost/Savings:
    $0.00/$0.00
    Second Year Cost/Savings:
    $0.00/$0.00
    Third Year Cost/Savings:
    $0.00/$0.00
  - **3.2.3 - Resource Request - Software**
    Description
    Rationale
    Resource Type:
    One-time
    Expenditure Category:
    Software
    First Year Cost/Savings:
    $0.00/$0.00
    Second Year Cost/Savings:
    $0.00/$0.00
    Third Year Cost/Savings:
    $0.00/$0.00
- **4 - Goal - Faculty/Staff Training**
  - **4.3 - Objective - Develop web-based training modules**
    - **4.3.1 - Resource Request - Software**
      Description

Software to create web-based training modules
Rationale
Resource Type:
One-time
Expenditure Category:
Software
First Year Cost/Savings:
$0.00/$0.00
Second Year Cost/Savings:
$0.00/$0.00
Third Year Cost/Savings:
$0.00/$0.00

- **4.3.2 - Resource Request - Hardware**
Description
Hardware to create web-based training modules
Rationale
Resource Type:
One-time
Expenditure Category:
Equipment
First Year Cost/Savings:
$0.00/$0.00
Second Year Cost/Savings:
$0.00/$0.00
Third Year Cost/Savings:
$0.00/$0.00

- **5 - Goal - DE Staff Development**
  - **5.2 - Objective - Create training plan for DE staff**
    - **5.2.1 - Resource Request - Training funds**
    Description
    Dedicated funds for training of DE staff
    Rationale
    Resource Type:
    Ongoing
    Expenditure Category:
    Services
    First Year Cost/Savings:
    $0.00/$0.00
    Second Year Cost/Savings:
    $0.00/$0.00
    Third Year Cost/Savings:
    $0.00/$0.00

11. Progress Report on Last Cycle's Goals, Objectives, and Actions

1. Estimate progress to date on each of the last cycle's Goals, Objectives, and Activities.
2. Any uncompleted Goals, Objectives, and Activities that are still important should appear in the Goals, Objectives, and Action Plans section above.

12. Process and Participants

1. Describe briefly the main steps of the process that produced this report.
2. List the name and function of each participant in that process.
3. Include as many members of the unit as possible in the preparation and/or review of this document. It should not be the product of the manager alone or of a small proportion of unit members.
4. Describe the plan for future assessment cycles, particularly if not all measures were applied in current cycle.

Dr. Glen Kuck, Executive Director of DETS and Ms. Trelisa Glazatov, DE Systems Administrator, worked collaboratively through meetings and working sessions to produce this report. Dr. Kuck and Ms. Glazatov meet regularly on a bi-weekly basis for project updates, which this document creation was part of the agenda. Drafts were created by Ms. Glazatov and reviewed with comments by Dr. Kuck. Assessments cycles will occur quarterly and the plan witll be updated accordingly.

14. Supporting Documents

- SurveyReports.xls