Crafton Hills College
Distributed Education Implementation Plan
2007-2010

Crafton Hills College Distributed Education Program Mission
To foster and promote innovation, excellence, and best practices for online instruction and 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 document includes recommendations on how best to implement the Crafton Hills College Distributed Education 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** – Identifies staffing requirements required to support program growth and to assure the effective implementation of the CHC Distributed Education Plan as well as recommendations for the annual planning process.

> **Staff support** – Describes the process for developing and submitting Distributed Education course addendums, Distance Education course design and course approval; Certification for Online Teaching; workshops related to online learning; and communication to the campus regarding the Distributed Education 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 learners. Includes an update on the development of the Online Learning Skills course. Addresses DE accessibility issues and includes recommendations for program improvement in the area of accessibility.

> **Program Growth and Assessment** – Describes growth potential for the program in the next three to five years. Includes recommendations for support of online teaching and learning.

Oversight

The organizational structure of the CHC Educational Technology Committee is listed on page 5 of the CHC Distributed Education Plan. As a standing committee of the Academic Senate, the Educational Technology Committee provides CHC faculty with support and recommendations for teaching online. Specifically, members of the CHC Educational Technology Committee are charged with:
- Participating in Educational Technology Committee (ETC) meetings, activities, and the ETC Blackboard community site.
- Communicating DE issues and progress to the Academic Senate and Curriculum Committee.
- Reviewing and submitting revision recommendations and/or approving the online, hybrid and televised course DE addendums.
- Implementing the process for evaluating faculty readiness standards for teaching online as approved by the CHC Academic Senate.
- Developing a process for evaluating and approving online course structure and content
- Promoting the use of Blackboard for both DE and face-to-face courses

❑ Revising, as needed, the CHC Distributed Education Plan.

The support available for the DE program is currently limited because of time and availability. Ideally, the support and oversight would be broadened by the creation of a Distributed Education Coordinator position, faculty DE mentors, and technical support personnel responsible supporting quality online instruction.

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. Requests for software, hardware, training and support necessary for a effective online program be incorporated into the annual planning process
    d. Localized authority for administration of Blackboard and decisions regarding what faculty needs for teaching including use, features, additions, etc. in consultation with the Dean of Technology and Learning Resources, including the establishment of 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 course management system with ongoing support and funding for retraining sessions.

Goal 1	Crafton Hills College will increase site-based resources for the development, implementation and support of DE courses.			
Obj. 1.1	By June 2010, Crafton Hills College will fund a full time distributed education coordinator/instructional designer			
Benchmarks		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%
Obj. 1.2	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.			
Benchmarks		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%
Obj. 1.3	By June 2008, Crafton Hills College will include the recommendations of the ETC in the annual planning process			
Benchmarks		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%

Obj. 1.4	By September 2007, Crafton Hills College will have a minimum two site-based blackboard administrators (One technical and one ETC faculty member)			
Benchmarks		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 review and make 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 college's Curriculum Committee. At this point, the ETC faculty co-chair serves as the initial point-of-contact for all CHC faculty who wish to seek approval to teach a course online. Additionally, all courses must go through a course review process as outline in the DE plan which at times has been lengthy and time consuming. Both of these factors have contributed to the limited amount of courses that are being offered online. An Distributed Education Coordinator, whose official responsibility is to assist faculty in this process and the need for additional training and support for the DE course review process will improve the efficiency of this process.

2. Certification for Faculty Readiness
   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 Academic Senate has approved a form and process by which faculty can demonstrate their readiness to teach online.

3. Faculty Training and Support for Online Course Design and Delivery
   Site-based support, mentoring and training opportunities 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

Goal 1	Crafton Hills College have a process in place to assure quality content and instruction in all DE courses.			
Obj. 1.1	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%

Obj. 1.2	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%

Goal 2	**Crafton Hills College will provide the training and support necessary to deliver quality online courses.**			
Obj. 2.1	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%
Obj. 2.2	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%
Obj. 2.3	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%

Goal 3	**Crafton Hills College will provide the training and support necessary to effectively use the community side of the Blackboard Learning System**			
Obj. 3.1	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

For 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.

Student now access the 24/7 assistance from Help Desk Online Support Center for San Bernardino Community College District. Customer Care Technicians are available to assist staff and students toll-free at 1-877-241-1756. 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 provided 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 as to how to make the information accessible to students with disabilities.

A full time Distributed Education Coordinator 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 credit/no-credit Introduction to Online Learning course for CHC students.
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 Aid
   c. EOPS
   d. DSP&S
   e. Admissions and Records
5. Verify all CHC DE courses adhere to the 508 Accessibility standards by:
   a. Ensuring all DE courses are accessible to all students.
   b. Increasing cultural awareness of accessibility issues and regulations.
   c. Exploring ways to assist faculty to conform to accessibility standards.
   d. Encouraging use of Universal Design Principles in all courses

Goal 1	Crafton Hills College have a will provide the support necessary to help all students succeed in the online environment			
Obj. 1.1	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%
Obj. 1.2	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%
Obj. 1.3	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%
Obj. 1.4	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%
Obj. 1.5	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%

Growth and Assessment 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. The goal of focusing our Distributed Education efforts in the areas of general education instruction had been established. There also needs to be a plan established to determine which other courses will be offered in via a Distributed format. In order to improve the growth and assessment of the CHC Distributed Education program the following changes are recommended:

1. Develop and obtain approval for an online program assessment process, which would be used to compile statistical data concerning the effectiveness of 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

Goal 1	Crafton Hills College will evaluate the effectiveness of the online program			
Obj. 1.1	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%

Goal 2	**Crafton Hills College will increase its online offering each academic year**			
Obj. 1.1	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%