Unit Accountability Management Plan

Online, Hybrid, and Weekend College

Created on: 04/11/2013 04:24:00 PM PST
Last Modified: 01/22/2015 12:39:37 PM PST

2012-2015 Unit Plan

◈ Create Action Items

Mission Statement

The Distance Education Department is dedicated to supporting and promoting the College's mission and goals of equitable student learning and achievement, academic excellence, and workforce development by delivering high quality distance education training and support services for faculty and students that meet federal, state and accreditation requirements.

Overview/Summary

The Distance Education Department supports Pasadena City College's mission to increase learning outcomes and expand the College's instructional outreach to the community. By offering faculty training and support for courses which utilize the latest technology in electronic delivery methods, students have access to a greater array of opportunities for learning through individualized, learner-centered instruction and more options for accessibility of course content.

Action/Solutions

Online and Hybrid Education Outcome Set

EMP Mission Critical Priorities

A1; D2.1; D2.3; D2.4

A1: Start students right and ensure their path toward goal completion.

D2.1: Build student pathways from noncredit to credit, as well as first year and transfer pathways.

D2.3 Increase the number of transfer pathways.

D2.4 Guarantee timely progression through degree and certificate programs.

▼ **Action/Solution:** Provide support for development of online resources, materials and training for Pathway and First Year Experience

Action details: Working with Pathways faculty, the department will liaison with Lead faculty and additional campus support units (such as the Library) to develop online materials to meet the specific needs of incoming students.

Implementation Plan (timeline): Fall 2014

Key/Responsible Personnel: Pathway Program Lead faculty and support staff, Distance Education Instructional Design faculty and staff, Library faculty.

Budget Implications (what resources will be used?): Minimal, existing resources will be utilized.

Budget request amount: $0.00

Priority: Medium

▼ **Action/Solution:** Support short-term accelerated learning for online, hybrid and Weekend College courses.

Action details: Working with Academic units, the Distance Education Department will help support the establishment of short-term 8 week Model Courses.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean of Instructional Support; Dean, faculty and staff of Distance Education; Academic Deans; adjunct faculty as needed; College Assistants as needed.

Budget Implications (what resources will be used?): Funding from the Model Course program.

Budget request amount: $45,000.00

Priority: High

A2.2; C2.1

A2.2: Develop more hybrid and online courses to expand the availability of transfer & CTE courses.

C2.1: Enhance and grow distance learning programs, hybrid and online courses.

▼ **Action/Solution:** Develop quality, fully online, high demand programs and pathways to increase student success and access.

Action details: Distance Education will provide training, support and direction for faculty in the development of Model Online Courses. Efforts will ensure quality of course design, delivery and assessment of activities linked to identified Student Learning Outcomes (SLOs).

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; faculty from identified academic disciplines.

Budget Implications (what resources will be used?): Increased staff to support expanded course development. Stipends for instructional faculty who develop model course offerings ($5,000/course; 9 courses per year.)

Budget request amount: $45,000.00

Priority: High

B2.1

Provide professional development opportunities for faculty, staff and managers to learn about new trends and effective practices.

▼ **Action/Solution:** Create, deliver and revise Facilitator Training for Model Courses.

Action details: Compensation for faculty to participate in 10-week raining for online course delivery of Model Courses.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, adjunct instructors as needed.

Budget Implications (what resources will be used?): Existing Distance Education faculty and staff; adjunct faculty. Funding will vary depending on number of faculty to be trained ($300/faculty).

Budget request amount: $15,000.00

Priority: High

Supporting Attachments:
  📎 Faculty Training Numbers & Charts (Word Document (Open XML))
  A breakdown of in-house training by School/Division from 2013-2014.

▼ **Action/Solution:** Create, deliver and revise Online Course Developer Institute.

Action details: The Course Developer Institute is a semester-long in-house training program that is a PCC-specific alternative to the training offerings through the @One Project (as stated in the Pasadena Area Community College District Policy for Distance Education #3230). The Institute is designed to meet the same quality standards as @One with a focus on the development and building of courses using Canvas, PCC's Learning Management System.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): Varies depending on if faculty are developing stand-alone or Model Courses.

Budget request amount: $0.00

Priority: Medium

Supporting Attachments:

📎 Faculty Training Numbers & Charts (Word Document (Open XML))
A breakdown of in-house training by School/Division from 2013-2014.

▼ **Action/Solution:** Develop and deliver professional learning workshops for faculty using instructional technology.

Action details: Provide in-house professional learning workshops for faculty to increase knowledge and skill in online teaching and learning. workshops cover online pedagogy and instructional technology. Faculty will have hands-on opportunities to investigate new instructional technologies and how to apply pedagogical best practices in their online course environment, resulting in increased course quality, student engagement and student success.

Implementation Plan (timeline): Fall 2012.

By Summer 2015 provide online versions of workshops as needed.

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; adjunct faculty as needed.

Budget Implications (what resources will be used?): Existing DE faculty and staff; additional adjunct faculty.

Budget request amount: $0.00

Priority: High

▼ **Action/Solution:** Subscribe to Professional Memberships.

Action details: Annual Memberships to professional organizations and digital learning objects repositories including the Instructional Technology Council, The OpenCourseWare Consortium, Intelecom Online Resources Network, and Edustream.

Access to information that improves faculty and staff knowledge in current pedagogical and technological practices in distance education, as well as access to digital learning objects that support student engagement and instruction in distance education and web-enhanced courses.

Implementation Plan (timeline): Annual subscriptions.

Key/Responsible Personnel: Dean of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $3,000.00

Priority: Medium

▼ **Action/Solution:** Support for professional development through conference funding and participation.

Action details: Attendance at annual conferences or seminars to support currency in Distance Education practices and technologies.
1 Dean
2 Classified Staff
3 faculty

Implementation Plan (timeline): Annual

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $12,000.00

Priority: Medium

▼ **Action/Solution:** Support opportunities for @One Project faculty training and statewide certification in online instruction.

Action details: Provide funding for faculty new to online teaching to take curses through the @One Project (as required by district policy) by paying registration fee ($225 each) for faculty. Courses are open to both full time and part - time faculty and are open to faculty who want to develop and refresh their skills.

Implementation Plan (timeline): Ongoing. Beginning with Spring 2011 - Present

Key/Responsible Personnel: @One Trainers, Distance Education Dean and support staff.

Budget Implications (what resources will be used?): External service provider (@One Project)

Budget request amount: $10,000.00

Priority: High

B2.2

Develop consistent training programs to enable faculty, staff and managers to learn new technology as it becomes available.

▼ **Action/Solution:** Deliver training workshops and lab sessions for faculty on the Learning Management System.

Action details: Distance Education technical support staff will provide a variety of training opportunities and modalities (whole group, one-on-one, face-to-face and/or online) to improve faculty proficiency in College-supported instructional technology.

Implementation Plan (timeline): Hire 1 new classified technologist to support training and lab sessions

Key/Responsible Personnel: Dean; Distance Education support staff.

Budget Implications (what resources will be used?): Existing Distance Education staff; plus 1 additional classified position(s) to meet demand.

Budget request amount: $80,000.00

Priority: High

C1.2

Increase the use of technology to enhance productivity and efficiency.

▼ **Action/Solution:** Create LMS training for students.

Action details: Provide in-person, online or hybrid training options for students. This could include:
1. Additional training for tutors in labs

created with ⑤ taskstream

8

2. Online training modules
3. Screencast, videos and other support materials for students
4. Short f2f introductions to the LMS through the various on-campus orientations.

Implementation Plan (timeline): Fall 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Learning Assistance Center; Student Services; Pathways Lead faculty

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

▼ **Action/Solution:** Provide additional course development tools for faculty.

Action details: Implement tools for developing and facilitating more engaging courses, both face-to-face and online. Tools include but are not limited to:

1) VoiceThread
2) Softchalk
3) Respondus Lockdown Browser
4) Camtasia Relay

The Voicethread and Softchalk content authoring software will allow our faculty to create professional, engaging learning content quickly and easily that is also
508 complaint. It enhances teaching and improves the learning experience for students.

Implementation Plan (timeline): Spring 2012

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, Information Technology Specialist

Budget Implications (what resources will be used?):

Budget request amount: $25,000.00

Priority: Medium

▼ **Action/Solution:** Provide anti-plagiarism tools for faculty using the Learning Management System.

Action details: Turnitin is a web-based service that identifies plagiarism in student work and can be used with the LMS.Turnitin assignments can be created and submitted directly in CANVAS. The software then completes an Originality Checking process that compares student work against internet and database sources.

Implementation Plan (timeline): Spring 2012

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $45,500.00

Priority: Medium

▼ **Action/Solution:** Renew & support existing Learning Management System Contract (CANVAS)

Action details: Supporting CANVAS allows for the management of distance education courses to meet Federal, State and accreditation guidelines. This allows us to continue to manage the existing Learning Management System for online teaching and learning in online/hybrid and face-to-face courses. With enhancements through a variety of free and contract API applications. CANVAS increases use of electronic content and instructional technology in face-to-face and online courses. It serves as a comprehensive one-stop location for students to find their course materials.

Implementation Plan (timeline): Ongoing. Summer 2012 - Present

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): Funding of LMS. Use of existing DE technical support staff.

Budget request amount: $270,000.00

Priority: High

C3.1

Provide varied student communication mechanisms (online, smartphones, social networks, etc.) to address students' needs.

▼ **Action/Solution:** Investigate and plan for alternative Proctoring options.

Action details: In order to ensure authentication for online exams and quizzes, the Department will explore various options for proctoring services with the Assessment Center. Options could include but are not limited to: on-campus walk-in proctoring services for online/hybrid students, out-of district proctoring locations/options, and online proctoring.

Implementation Plan (timeline): Research to begin Spring 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Assessment Center

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Low

▼ **Action/Solution:** Provide mobile access to students using the Learning Management System.

Action details: Through the CANVAS Learning Management System, allow for students to access their online, hybrid and web-enhanced courses using iOS or Android mobile interface.

Implementation Plan (timeline): Summer 2012

Key/Responsible Personnel: Dean, staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

▼ **Action/Solution:** Work with DSP&S and other other key campus stakeholders to help ensure campus-wide Accessibility plan.

Action details: In order to ensure that electronic materials and resources are 508 compliant (accessible to all users regardless of ability), the Department will liaison with other departments on campus to inform faculty using instructional technology of the need for 508 compliance. In addition, the Department will provide basic instruction in accessibility for online/hybrid faculty within its

training courses.

Implementation Plan (timeline): Spring 2011 - present: Provide scholarships for faculty to take the @One Accessibility course
Spring 2013 - present: Basic training for online/hybrid faculty in both Online Institute and Facilitator Training

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; @One instructors; DSP&S staff and faculty.

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

C4.1; D4.1

C4.1: Review and update course curricula to address real-world technology demands.

D4.1: Adjust curricula to prepare students for success in a global and multicultural society.

▼ **Action/Solution:** Create plan for Model Course coordination.

Action details: Working with faculty and academic units to regularly update, revise, and review Model Courses. Coordinators would be point people for content questions, concerns and course assessments throughout the semester.

Implementation Plan (timeline): 1. Planning Fall 2014
2. Pilot Spring 2015
3. Program Implementation 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; faculty from departments with Model Courses; online course faculty.

Budget Implications (what resources will be used?): Varies. Possibilities include semester-long stipend or course release.

Budget request amount: $0.00

Priority: High

▼ **Action/Solution:** Develop and implement course revision and review cycle.

Action details: Regular support of faculty to conduct peer-reviews of online and hybrid courses using the Quality Matters Rubric, a nationally recognized instrument designed to ensure quality online instruction.

Implementation Plan (timeline): 1. Planning for course review cycle and training of faculty on QM rubric - 2015 academic year.
2. Voluntary peer review pilot - Spring 2015
3. Peer-review cycle starts - Fall 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; online and hybrid faculty; Quality Matters trainers

Budget Implications (what resources will be used?): Quality Matters subscription and training costs.
Faculty stipends - $500 per course

Budget request amount: $10,000.00

Priority: High

E1.2; E1.3; E5

E 1.2: Provide comprehensive, integrated and sustained support to students (monitor, mentor, and stay-in touch).

E 1.3: Broaden the range of student counseling services, such as in-classroom and online advisement, and informal question-and-answer forums.

E 5: Develop robust student support between student services and instruction and supports student success.

▼ **Action/Solution:** Create and deliver Online Student Orientation.

Action details: Develop an online student orientation to PCC's distance education courses. The interactive video orientation will be available on the Distance Education web site 24/7. The orientation will lend to greater student success and
retention in distance education courses. It will provide essential information to ensure students have a better understand online learning -- including what to expect, tips for success, a tour of an online class and technology considerations.

Implementation Plan (timeline): 1. Fall 2014 development.
2. Spring 2015 pilot
3. Fall 2015 implementation

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; adjunct instructors when needed; Student Services and Counseling

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

▼ **Action/Solution:** Propose and develop Online Student Success Course.

Action details: This course would help students gauge their online learning readiness while at the same time provide students with the tools and strategies they need to succeed in the online environment.

Implementation Plan (timeline): 1. Fall 2014: Begin proposal process through C&I
2. Spring 2015: Development
3. Fall 2015: Implementation

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Curriculum & Instruction Committee

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

▼ **Action/Solution:** Provide 24/7 online tutoring & Student Advisement

Action details: Students will have 24/7 online access to tutoring services (currently provided by Smarthinking.) Fully online options to providing greater access to tutoring services off campus (particularly after hours) to support all students. In particular a 24/7 service would support basic skills students, part-time students, those who commute long distances, or those who are unable to attend an in-person tutoring session for a variety of reasons (i.e. distance education students).

Implementation Plan (timeline): Spring 2012 - Smarthinking
Spring 2015 - AspireEdu

Key/Responsible Personnel: Dean of Distance Education, Direction of the Learning Assistance Center.

Budget Implications (what resources will be used?):

Budget request amount: $55,000.00

Priority: High

F3.1

Create consistent procedures and formats for reports, meeting materials and other documents to develop institution-wide ownership.

▼ **Action/Solution:** Develop and maintain active participation in shared governance.

Action details: The Associate Dean, faculty and staff will actively participate and/or advise various committees including but not limited to:
1. IEC
2. C&I
3. DE Committee
4. Planning & Priorities Committee
5. Professional Learning Committee

Implementation Plan (timeline): ongoing

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

I3

Expand grant-writing activities to increase sources and levels of funding.

▼ **Action/Solution:** Manage websites for outreach and marketing.

Action details: Maintaining the student and faculty websites for marketing and outreach will provide greater support for faculty and students as well as serve as a marketing tool for online/hybrid programs and Weekend College.

Implementation Plan (timeline): Ongoing

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): College Assistants; Technical Writers when needed to update content.

Budget request amount: $10,000.00

Priority: High

▼ **Action/Solution:** Secure external funding to support instructional technology initiatives.

Action details: The Department will research and apply for external sources of funding to support faculty using instructional technology and student success.

Implementation Plan (timeline): Ongoing

Key/Responsible Personnel: Dean of Distance Education; PCC Grants Office; Chancellor's Office

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

I11

Expand International student education program.

▼ **Action/Solution:** Create plan for online & hybrid course offerings to support the International Student population.

Action details: Work with key stakeholders on campus to plan for greater support of basic skills

needed by international student population.

Implementation Plan (timeline): 1. Fall 2014: Determine courses most needed for development.
2. Spring & Fall 2015: Work with faculty in targeted Departments trained in online course design to file Form D with C&I.
3. Fall 2015 Oversee development of courses and determine training needs.

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Academic Departments (English, ESL, Math); International Student Center; Student Services (if applicable)

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

L6
Centralize operations of appropriate services, such as technology support offices, for cost effectiveness and increased productivity.

▼ **Action/Solution:** Secure centralized office space.

Action details: Relocate Distance Education staff to appropriate office space. A more cohesive space/location will provide faculty and students with a definitive place to find and receive assistance, staff will be able to work more effectively with faculty on course development projects.

1. Office for each faculty/classified staff member
2. Office for Dean of Distance Education
3. Reception Desk/Office space for secretary
4. Shared office space for hourly support personnel.

Implementation Plan (timeline): Fall 2014

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, Facilities

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

◈ **Track Action Items**

Action/Solution Statuses

Online and Hybrid Education Outcome Set

EMP Mission Critical Priorities

A1; D2.1; D2.3; D2.4
A1: Start students right and ensure their path toward goal completion.

D2.1: Build student pathways from noncredit to credit, as well as first year and transfer pathways.

D2.3 Increase the number of transfer pathways.

▼ **Action/Solution:** Provide support for development of online resources, materials and training for Pathway and First Year Experience

Action details: Working with Pathways faculty, the department will liaison with Lead faculty and additional campus support units (such as the Library) to develop online materials to meet the specific needs of incoming students.

Implementation Plan (timeline): Fall 2014

Key/Responsible Personnel: Pathway Program Lead faculty and support staff, Distance Education Instructional Design faculty and staff, Library faculty.

D2.4 Guarantee timely progression through degree and certificate programs.

Budget Implications (what resources will be used?): Minimal, existing resources will be utilized.

Budget request amount: $0.00

Priority: Medium

Status for Provide support for development of online resources, materials and training for Pathway and First Year Experience

No Status Added

Action/Solution: Support short-term accelerated learning for online, hybrid and Weekend College courses.

Action details: Working with Academic units, the Distance Education Department will help support the establishment of short-term 8 week Model Courses.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean of Instructional Support; Dean, faculty and staff of Distance Education; Academic Deans; adjunct faculty as needed; College Assistants as needed.

Budget Implications (what resources will be used?): Funding from the Model Course program.

Budget request amount: $45,000.00

Priority: High

Status for Support short-term accelerated learning for online, hybrid and Weekend College courses.

No Status Added

A2.2; C2.1

A2.2: Develop more hybrid and online courses to expand the availability of transfer & CTE courses.

C2.1: Enhance and grow distance learning programs, hybrid and online courses.

Action/Solution: Develop quality, fully online, high demand programs and pathways to increase student success and access.

Action details: Distance Education will provide training, support and direction for faculty in the development of Model Online Courses. Efforts will ensure quality of course design, delivery and assessment of activities linked to identified Student Learning Outcomes (SLOs).

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; faculty from identified academic disciplines.

Budget Implications (what resources will be used?): Increased staff to support expanded course development. Stipends for instructional faculty who develop model course offerings ($5,000/course; 9 courses per year.)

Budget request amount: $45,000.00

Priority: High

Status for Develop quality, fully online, high demand programs and pathways to

increase student success and access.

No Status Added

B2.1
Provide professional development opportunities for faculty, staff and managers to learn about new trends and effective practices.

▼ **Action/Solution:** Create, deliver and revise Facilitator Training for Model Courses.

Action details: Compensation for faculty to participate in 10-week raining for online course delivery of Model Courses.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, adjunct instructors as needed.

Budget Implications (what resources will be used?): Existing Distance Education faculty and staff; adjunct faculty. Funding will vary depending on number of faculty to be trained ($300/faculty).

Budget request amount: $15,000.00

Priority: High

Supporting Attachments:
📎 Faculty Training Numbers & Charts (Word Document (Open XML))
A breakdown of in-house training by School/Division from 2013-2014.

Status for Create, deliver and revise Facilitator Training for Model Courses.

No Status Added

▼ **Action/Solution:** Create, deliver and revise Online Course Developer Institute.

Action details: The Course Developer Institute is a semester-long in-house training program that is a PCC-specific alternative to the training offerings through the @One Project (as stated in the Pasadena Area Community College District Policy for Distance Education #3230). The Institute is designed to meet the same quality standards as @One with a focus on the development and building of courses using Canvas, PCC's Learning Management System.

Implementation Plan (timeline): Spring 2013

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): Varies depending on if faculty are developing stand-alone or Model Courses.

Budget request amount: $0.00

Priority: Medium

Supporting Attachments:
📎 Faculty Training Numbers & Charts (Word Document (Open XML))
A breakdown of in-house training by School/Division from 2013-2014.

Status for Create, deliver and revise Online Course Developer Institute.

No Status Added

▼ **Action/Solution:** Develop and deliver professional learning workshops for faculty using instructional technology.

Action details: Provide in-house professional learning workshops for faculty to increase knowledge and skill in online teaching and learning. workshops cover online pedagogy and instructional technology. Faculty will have hands-on opportunities to investigate new instructional technologies and how to apply pedagogical best practices in their online course environment, resulting in increased course quality, student engagement and student success.

Implementation Plan (timeline): Fall 2012.

By Summer 2015 provide online versions of workshops as needed.

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; adjunct faculty as needed.

Budget Implications (what resources will be used?): Existing DE faculty and staff; additional adjunct faculty.

Budget request amount: $0.00

Priority: High

Status for Develop and deliver professional learning workshops for faculty using instructional technology.

No Status Added

▼ **Action/Solution:** Subscribe to Professional Memberships.

Action details: Annual Memberships to professional organizations and digital learning objects repositories including the Instructional Technology Council, The OpenCourseWare Consortium, Intelecom Online Resources Network, and Edustream.

Access to information that improves faculty and staff knowledge in current pedagogical and technological practices in distance education, as well as access to digital learning objects that support student engagement and instruction in distance education and web-enhanced courses.

Implementation Plan (timeline): Annual subscriptions.

Key/Responsible Personnel: Dean of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $3,000.00

Priority: Medium

Status for Subscribe to Professional Memberships.

No Status Added

▼ **Action/Solution:** Support for professional development through conference funding and participation.

Action details: Attendance at annual conferences or seminars to support currency in Distance Education practices and technologies.
1 Dean
2 Classified Staff
3 faculty

Implementation Plan (timeline): Annual

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $12,000.00

Priority: Medium

Status for Support for professional development through conference funding and participation.

No Status Added

▼ **Action/Solution:** Support opportunities for @One Project faculty training and statewide certification in online instruction.

Action details: Provide funding for faculty new to online teaching to take curses through the @One Project (as required by district policy) by paying registration fee ($225 each) for faculty. Courses are open to both full time and part - time faculty and are open to faculty who want to develop and refresh their skills.

Implementation Plan (timeline): Ongoing. Beginning with Spring 2011 - Present

Key/Responsible Personnel: @One Trainers, Distance Education Dean and support staff.

Budget Implications (what resources will be used?): External service provider (@One Project)

Budget request amount: $10,000.00

Priority: High

Status for Support opportunities for @One Project faculty training and statewide certification in online instruction.

No Status Added

B2.2

Develop consistent training programs to enable faculty, staff and managers to learn new technology as it becomes available.

▼ **Action/Solution:** Deliver training workshops and lab sessions for faculty on the Learning Management System.

Action details: Distance Education technical support staff will provide a variety of training opportunities and modalities (whole group, one-on-one, face-to-face and/or online) to improve faculty proficiency in College-supported instructional technology.

Implementation Plan (timeline): Hire 1 new classified technologist to support training and lab sessions

Key/Responsible Personnel: Dean; Distance Education support staff.

Budget Implications (what resources will be used?): Existing Distance Education staff; plus 1 additional classified position(s) to meet demand.

Budget request amount: $80,000.00

Priority: High

Status for Deliver training workshops and lab sessions for faculty on the Learning Management System.

No Status Added

C1.2

Increase the use of technology to enhance productivity and efficiency.

▼ **Action/Solution:** Create LMS training for students.

Action details: Provide in-person, online or hybrid training options for students. This could include:
1. Additional training for tutors in labs
2. Online training modules
3. Screencast, videos and other support materials for students
4. Short f2f introductions to the LMS through the various on-campus orientations.

Implementation Plan (timeline): Fall 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Learning Assistance Center; Student Services; Pathways Lead faculty

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

Status for Create LMS training for students.

No Status Added

▼ **Action/Solution:** Provide additional course development tools for faculty.

Action details: Implement tools for developing and facilitating more engaging courses, both face-to-face and online. Tools include but are not limited to:

1) VoiceThread
2) Softchalk
3) Respondus Lockdown Browser
4) Camtasia Relay

The Voicethread and Softchalk content authoring software will allow our faculty to create professional, engaging learning content quickly and easily that is also
508 complaint. It enhances teaching and improves the learning experience for students.

Implementation Plan (timeline): Spring 2012

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, Information Technology Specialist

Budget Implications (what resources will be used?):

Budget request amount: $25,000.00

Priority: Medium

Status for Provide additional course development tools for faculty.

No Status Added

▼ **Action/Solution:** Provide anti-plagiarism tools for faculty using the Learning Management System.

Action details: Turnitin is a web-based service that identifies plagiarism in student work and can be used with the LMS.Turnitin assignments can be created and submitted directly in CANVAS. The software then completes an Originality Checking process that compares student work against internet and database sources.

Implementation Plan (timeline): Spring 2012

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $45,500.00

Priority: Medium

Status for Provide anti-plagiarism tools for faculty using the Learning Management System.

No Status Added

▼ **Action/Solution:** Renew & support existing Learning Management System Contract (CANVAS)

Action details: Supporting CANVAS allows for the management of distance education courses to meet Federal, State and accreditation guidelines. This allows us to continue to manage the existing Learning Management System for online teaching and learning in online/hybrid and face-to-face courses. With enhancements through a variety of free and contract API applications. CANVAS increases use of electronic content and instructional technology in face-to-face and online courses. It serves as a comprehensive one-stop location for students to find their course materials.

Implementation Plan (timeline): Ongoing. Summer 2012 - Present

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): Funding of LMS. Use of existing DE technical support staff.

Budget request amount: $270,000.00

Priority: High

Status for Renew & support existing Learning Management System Contract (CANVAS)

No Status Added

C3.1

Provide varied student communication mechanisms (online, smartphones, social networks, etc.) to address students' needs.

▼ **Action/Solution:** Investigate and plan for alternative Proctoring options.

Action details: In order to ensure authentication for online exams and quizzes, the Department will explore various options for proctoring services with the Assessment Center. Options could include but are not limited to: on-campus walk-in proctoring services for online/hybrid students, out-of district proctoring locations/options, and online proctoring.

Implementation Plan (timeline): Research to begin Spring 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Assessment Center

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Low

Status for Investigate and plan for alternative Proctoring options.

No Status Added

▼ **Action/Solution:** Provide mobile access to students using the Learning Management System.

Action details: Through the CANVAS Learning Management System, allow for students to access their online, hybrid and web-enhanced courses using iOS or Android mobile interface.

Implementation Plan (timeline): Summer 2012

Key/Responsible Personnel: Dean, staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

Status for Provide mobile access to students using the Learning Management System.

No Status Added

▼ **Action/Solution:** Work with DSP&S and other other key campus stakeholders to help ensure campus-wide Accessibility plan.

Action details: In order to ensure that electronic materials and resources are 508 compliant (accessible to all users regardless of ability), the Department will liaison with other departments on campus to inform faculty using instructional technology of the need for 508 compliance. In addition, the Department will provide basic instruction in accessibility for online/hybrid faculty within its training courses.

Implementation Plan (timeline): Spring 2011 - present: Provide scholarships for faculty to take the @One Accessibility course
Spring 2013 - present: Basic training for online/hybrid faculty in both Online Institute and Facilitator Training

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; @One instructors; DSP&S staff and faculty.

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

Status for Work with DSP&S and other other key campus stakeholders to help ensure campus-wide Accessibility plan.

No Status Added

C4.1; D4.1

C4.1: Review and update course curricula to address real-world technology demands.

D4.1: Adjust curricula to prepare students for success in a global and multicultural society.

▼ **Action/Solution:** Create plan for Model Course coordination.

Action details: Working with faculty and academic units to regularly update, revise, and review Model Courses. Coordinators would be point people for content questions, concerns and course assessments throughout the semester.

Implementation Plan (timeline): 1. Planning Fall 2014
2. Pilot Spring 2015
3. Program Implementation 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; faculty from departments with Model Courses; online course faculty.

Budget Implications (what resources will be used?): Varies. Possibilities include semester-long stipend or course release.

Budget request amount: $0.00

Priority: High

Status for Create plan for Model Course coordination.

No Status Added

▼ **Action/Solution:** Develop and implement course revision and review cycle.

Action details: Regular support of faculty to conduct peer-reviews of online and hybrid courses using the Quality Matters Rubric, a nationally recognized instrument designed to ensure quality online instruction.

Implementation Plan (timeline): 1. Planning for course review cycle and training of faculty on QM rubric - 2015 academic year.
2. Voluntary peer review pilot - Spring 2015
3. Peer-review cycle starts - Fall 2015

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; online and hybrid faculty; Quality Matters trainers

Budget Implications (what resources will be used?): Quality Matters subscription and training costs.
Faculty stipends - $500 per course

Budget request amount: $10,000.00

Priority: High

Status for Develop and implement course revision and review cycle.

No Status Added

E1.2; E1.3; E5

E 1.2: Provide comprehensive, integrated and sustained support to students (monitor, mentor, and stay-in touch).

E 1.3: Broaden the range of student counseling services, such as in-classroom and online advisement, and informal question-and-answer forums.

E 5: Develop robust student support between student services and instruction and supports student success.

▼ **Action/Solution:** Create and deliver Online Student Orientation.

Action details: Develop an online student orientation to PCC's distance education courses. The interactive video orientation will be available on the Distance Education web site 24/7. The orientation will lend to greater student success and
retention in distance education courses. It will provide essential information to ensure students have a better understand online learning -- including what to expect, tips for success, a tour of an online class and technology considerations.

Implementation Plan (timeline): 1. Fall 2014 development.
2. Spring 2015 pilot
3. Fall 2015 implementation

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; adjunct instructors when needed; Student Services and Counseling

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

Status for Create and deliver Online Student Orientation.

No Status Added

▼ **Action/Solution:** Propose and develop Online Student Success Course.

Action details: This course would help students gauge their online learning readiness while at the same time provide students with the tools and strategies they need to succeed in the online environment.

Implementation Plan (timeline): 1. Fall 2014: Begin proposal process through C&I
2. Spring 2015: Development
3. Fall 2015: Implementation

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Curriculum & Instruction Committee

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

Status for Propose and develop Online Student Success Course.

No Status Added

▼ **Action/Solution:** Provide 24/7 online tutoring & Student Advisement

Action details: Students will have 24/7 online access to tutoring services (currently provided by Smarthinking.) Fully online options to providing greater access to tutoring services off campus (particularly after hours) to support all students. In particular a 24/7 service would support basic skills students, part-time students, those who commute long distances, or those who are unable to attend an in-person tutoring session for a variety of reasons (i.e. distance education students).

Implementation Plan (timeline): Spring 2012 - Smarthinking
Spring 2015 - AspireEdu

Key/Responsible Personnel: Dean of Distance Education, Direction of the Learning Assistance Center.

Budget Implications (what resources will be used?):

Budget request amount: $55,000.00

Priority: High

Status for Provide 24/7 online tutoring & Student Advisement

No Status Added

F3.1
Create consistent procedures and formats for reports, meeting materials and other documents to develop institution-wide ownership.

▼ **Action/Solution:** Develop and maintain active participation in shared governance.

Action details: The Associate Dean, faculty and staff will actively participate and/or advise various committees including but not limited to:
1. IEC
2. C&I
3. DE Committee
4. Planning & Priorities Committee
5. Professional Learning Committee

Implementation Plan (timeline): ongoing

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

Status for Develop and maintain active participation in shared governance.

No Status Added

I3
Expand grant-writing activities to increase sources and levels of funding.

▼ **Action/Solution:** Manage websites for outreach and marketing.

Action details: Maintaining the student and faculty websites for marketing and outreach will provide greater support for faculty and students as well as serve as a marketing tool for online/hybrid programs and Weekend College.

Implementation Plan (timeline): Ongoing

Key/Responsible Personnel: Dean, faculty and staff of Distance Education

Budget Implications (what resources will be used?): College Assistants; Technical Writers when needed to update content.

Budget request amount: $10,000.00

Priority: High

Status for Manage websites for outreach and marketing.

created with 🖥 taskstream

No Status Added

▼ **Action/Solution:** Secure external funding to support instructional technology initiatives.

Action details: The Department will research and apply for external sources of funding to support faculty using instructional technology and student success.

Implementation Plan (timeline): Ongoing

Key/Responsible Personnel: Dean of Distance Education; PCC Grants Office; Chancellor's Office

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

Status for Secure external funding to support instructional technology initiatives.

No Status Added

I11
Expand International student education program.

▼ **Action/Solution:** Create plan for online & hybrid course offerings to support the International Student population.

Action details: Work with key stakeholders on campus to plan for greater support of basic skills needed by international student population.

Implementation Plan (timeline): 1. Fall 2014: Determine courses most needed for development.
2. Spring & Fall 2015: Work with faculty in targeted Departments trained in online course design to file Form D with C&I.
3. Fall 2015 Oversee development of courses and determine training needs.

Key/Responsible Personnel: Dean, faculty and staff of Distance Education; Academic Departments (English, ESL, Math); International Student Center; Student Services (if applicable)

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: Medium

Status for Create plan for online & hybrid course offerings to support the International Student population.

No Status Added

L6
Centralize operations of appropriate services, such as technology support offices, for cost effectiveness and increased productivity.

▼ **Action/Solution:** Secure centralized office space.

Action details: Relocate Distance Education staff to appropriate office space. A more cohesive space/location will provide faculty and students with a definitive place to find and receive assistance, staff will be able to work more effectively with faculty on course development projects.

1. Office for each faculty/classified staff member
2. Office for Dean of Distance Education

3. Reception Desk/Office space for secretary
4. Shared office space for hourly support personnel.

Implementation Plan (timeline): Fall 2014

Key/Responsible Personnel: Dean, faculty and staff of Distance Education, Facilities

Budget Implications (what resources will be used?):

Budget request amount: $0.00

Priority: High

Status for Secure centralized office space.

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

◈ Create Improvement Actions (Program/Unit)

◈ Track Improvement Actions (Program/Unit)

◈ Data Sets and Reference Materials

File Attachments:

1. **Distance Ed District.xls**

2. **Distance Ed Grades by Ethnicity.xls**

3. **Distance Ed Student Demographics 1.xls**

4. **Distance Ed Student Demographics 2.xls**

5. **Distance Ed Students.xls**

6. **Grades - Only Courses w DE sections.xls**