

# Mt. San Antonio College Update to Academic Senate – June 2011

## Distance Learning Committee

### Contact & Resources Information

**Program:** Distance Learning

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**Committee:** Distance Learning Committee

**Members:** Meghan Chen and Mary Johnson, co-chairs, Members: Michael Dowdle, Paul Kittle, Tamra Horton, Jill Wilkerson, Will Daland, Charles McGruder, Sandra Weatherilt, Rich Patterson, Shanti Atashpoush, Carol Webster

### **URLs:**

<b>Distance Learning Committee Home Page</b>	<a href="http://www.mtsac.edu/instruction/learning/dlc/">http://www.mtsac.edu/instruction/learning/dlc/</a>
<b>Distance Learning Program Home Page</b>	<a href="http://www.mtsac.edu/instruction/learning/distlearn/">http://www.mtsac.edu/instruction/learning/distlearn/</a>
<b>Distance Learning Program Faculty Resources Page</b>	<a href="http://www.mtsac.edu/instruction/learning/olsc/facultyresources.html">http://www.mtsac.edu/instruction/learning/olsc/facultyresources.html</a>
<b>Distance Learning Program Student Resources Page</b>	<a href="http://www.mtsac.edu/instruction/learning/distlearn/">http://www.mtsac.edu/instruction/learning/distlearn/</a>
<b>Online Learning Support Center Home Page</b>	<a href="http://www.mtsac.edu/instruction/learning/olsc">http://www.mtsac.edu/instruction/learning/olsc</a>
<b>Classroom Visitation Evaluations of Distance Learning Faculty</b>	For Blackboard evaluations, send a request to <a href="mailto:DLVisits@mtsac.edu">DLVisits@mtsac.edu</a> listserv
<b>Student Evaluations of Distance Learning Faculty</b>	Faculty login: <a href="http://elearn.mtsac.edu/admin/surveys/review2008/">http://elearn.mtsac.edu/admin/surveys/review2008/</a> Student login: <a href="http://elearn.mtsac.edu/admin/surveys/evals2008/">http://elearn.mtsac.edu/admin/surveys/evals2008/</a>
<b>Skills &amp; Pedagogy for Online Teaching (SPOT)</b>	<a href="http://www.mtsac.edu/instruction/learning/dlc/spot/">http://www.mtsac.edu/instruction/learning/dlc/spot/</a>
<b>Blackboard Login (through MtSAC Portal)</b>	<a href="https://myportal.mtsac.edu">https://myportal.mtsac.edu</a>

## **Distance Learning Committee Purpose and Function**

**PURPOSE:** The purpose of the Distance Learning Committee is to discuss, review, and evaluate distance learning modes of instruction, and recommend and promote best practices and new opportunities for distance learning and teaching.

**FUNCTION:** The Committee's functions are to

- evaluate and recommend approval of Distance Learning Course Amendment Forms
- recommend policy changes pertaining to distance learning
- evaluate and promote a variety of effective practices and standards for distance learning
- provide a forum for sharing and collaboration among distance learning faculty by sponsoring informational meetings, discussions, and workshops pertaining to distance learning

### **Program Mission**

The mission of the Distance Learning Program is to foster and promote innovation, excellence, and best practices for online instruction, to provide Mt. SAC faculty with assistance, leadership, expertise, and training in new online teaching and learning technologies, including use in the traditional classroom.

### **Number of Students Served in 2010-2011**

With the transition from ICCIS to Banner, we were unable to get statistics for the 2009-2010 school year. This information is now available through an ARGOS report from Banner.

<b>Term</b>	<b># Sections</b>	<b># Students*</b>
Summer 2010	42	1,444
Fall 2010	168	5,549
Winter 2011	56	1,544
Spring 2011	172	5,539
<b>Total 2010-2011</b>	<b>438</b>	<b>14,340</b>

\*as of Census Date

## **Student Retention & Success, 2010-2011**

The Distance Learning Program did not have access to student data last year, as ICCIS information was being transitioned to Banner. Retention and success results are listed below, based on Argos reports.

<b>Term</b>	<b>Retention (Online)</b>	<b>Retention (Hybrid)</b>	<b>Retention (Traditional)</b>	<b>Success (Online)</b>	<b>Success (Hybrid)</b>	<b>Success (Traditional)</b>
Summer 2010	81.34	84.75	88.4	63.47	75.25	76.5
Fall 2010	81.28	81.89	87.08	55.63	61.29	68.15
Winter 2011	84.25	89.97	92.12	68.76	80.27	81.32
Spring 2011	79.81	79.49	86.38	Unknown	Unknown	Unknown

## **Goals & Accomplishments 2010-2011**

### **Goals:**

<b>Committee Goal</b>	<b>Link to College Goal #</b>
<b>GOAL # 1:</b> <ul style="list-style-type: none"> <li>Conduct an inquiry/comparison of various Online Learning Management Systems (LMS) currently available</li> </ul>	<b>#2, #5, #12</b>
<b>GOAL # 2:</b> <ul style="list-style-type: none"> <li>Review, revise, recommend and write (4 R's) all DL policies</li> </ul>	<b>#2, #5, #11, #12</b>
<b>GOAL # 3:</b> <ul style="list-style-type: none"> <li>Continue to address items/issues that can improve DL student success</li> </ul>	<b>#2, #5, #7, #8, #11</b>
<b>GOAL # 4:</b> <ul style="list-style-type: none"> <li>Increase communications with campus on DL issues</li> </ul>	<b>#2, #11, #13</b>

**Progress on 2009-2010 Goals:**

<b>DLC Goal # (Completed in 2010-2011)</b>	<b>Intended Objectives</b>	<b>Progress</b>
<b>1</b>	Update the Guidebook for Distance Learning Program so processes and practices are documented for future review and improvement	Given to new Assistant Distance Learning Coordinator (ADLC) for use  Continue to update documentation
<b>1,2,3</b>	Resolve and implement new College processes and practices that may increase student success in DL courses (Resolution 2009-11)	Scheduling of all on-campus meetings in Banner started Fall 2011  DL web pages are resource for registering and enrolled students  New workshops created for replacement of mandatory meetings and new regulations on captioning
<b>1,2</b>	Move toward compliance with student participation in DL courses through authenticated processes	Additional information provided via Task Force as alternatives for meeting the authentication recommendation
<b>2</b>	Improve student readiness for DL courses	SOLAR Quiz still needs revisions/updating – not completed  Need to create accessible student tutorials – not completed

**Progress on 2010-2011 Goals (from DLC Goals submitted to C & I Council):**

	Goal #	Completed Outcomes/Accomplishments
<p><b>GOAL # 1:</b></p> <ul style="list-style-type: none"> <li>Conduct an inquiry/comparison of various Online Course Management Systems (CMS) currently available</li> </ul>	<p><b>#2, #5, #12</b></p>	<ul style="list-style-type: none"> <li>Invited four vendors to demonstrate their Learning Management Systems (LMS). Faculty and managers were invited to these demonstrations</li> <li>Conducted full-term pilots using the 3 top vendor products (Desire2Learn 9.2.0 SP1, MoodleRooms 2.0, Blackboard 9.1); reviewed 4 vendors</li> <li>Held “sandbox play days” to allow faculty to test out the various LMS alternatives</li> <li>Inquiry completed – recommendation sent to C &amp; I with minutes of April 26, 2011 meeting.</li> <li>Worked closely with IT on the LMS recommendation</li> <li>Arranged demonstrations of Blackboard 9.1 and Desire2Learn on March 19, 2010</li> <li>Arranged demonstrations of MoodleRooms and Sakai Etudes on November 5, 2010</li> <li>Communicated with three other schools on their experience with MoodleRooms (Natalia Grigoriants – Pierce College, Terri helfand – Chaffey College, Peter Bruni – San Mateo Community College District)</li> </ul>
<p><b>GOAL # 2:</b></p> <ul style="list-style-type: none"> <li>Review, revise, recommend and write (4 R’s) all DL policies</li> </ul>	<p><b>#2, #5, #11, #12</b></p>	<ul style="list-style-type: none"> <li>Made major changes to the DL Form to make it easier to complete.</li> <li>Reviewed 12 DL Amendment forms (only 1 fully approved)</li> <li>Reviewed and documented various DL procedures</li> <li>Clarified the Authentication mandate via a Task Force and created a document for additional information on authentication</li> <li>Started dialogue to investigate Bb Basics certification process-No decision made -discussion ongoing</li> </ul>

	Goal #	Completed Outcomes/Accomplishments
<p><b>GOAL # 3:</b></p> <ul style="list-style-type: none"> <li>Continue to address items/issues that can improve DL student success</li> </ul>	<p><b>#2, #5, #7, #8, #11</b></p>	<ul style="list-style-type: none"> <li>Held various training workshops – bootcamp both summer 2010 and winter 2011</li> <li>Created a new workshop for winter 2011 bootcamp called Virtually Yours: Ideas for DL Student Orientations and another called Captioning Your Digital Media-DIY Short-format Video Captioning</li> <li>Facilitated Blackboard Basics Online process - 37 faculty completed this year</li> <li>Facilitated the Skills and Pedagogy for Online Teaching (SPOT) certification process – 10 faculty completed the process this year</li> <li>Attended workshop on the State Authorization Rule for Out-of-State Students; new procedures are in progress</li> <li>Created a pilot group on moving classroom content from elearn to official Mt. SAC server using OmniUpdate; second pilot is currently in progress</li> <li>Supported 453 faculty in Blackboard courses</li> <li>Supported 14,340 students in 437 sections of Distance Learning courses</li> <li>Completed a Student Satisfaction Survey of DL courses</li> <li>Facilitated 2 verifier’s training sessions</li> </ul>
<p><b>GOAL # 4:</b></p> <ul style="list-style-type: none"> <li>Increase communications with campus on DL issues</li> </ul>	<p><b>#2, #11, #13</b></p>	<ul style="list-style-type: none"> <li>Created various Portal announcements to Distance Learning faculty and Blackboard-trained faculty</li> <li>Invited faculty and managers to demonstrations of possible candidates for new Learning Management System (LMS)</li> <li>Conducted a Distance Learning Dialogue with the TLC to allow for the sharing of Distance Learning successes and opportunities</li> <li>A representative from DLC sits on Curriculum &amp; Instruction Council</li> <li>A representative from DLC sits on Information Technology Advisory Committee</li> <li>A representative from DLC sits on Faculty Professional Development Committee</li> </ul>

<b>Committee Goal</b>	<b>Link to College Goal #</b>	<b>Completed Outcomes/Accomplishments</b>
<b>Other Accomplishments</b>	<b>various</b>	<ul style="list-style-type: none"> <li>• Attended Blackboard World 2010 conference – July 2010</li> <li>• Created DLVisits listserv for classroom visitations (evaluations)</li> <li>• Created a forum for discussion of Distance Learning topics, called DLDiscussions</li> <li>• Completed the development of online delivery of SPOT certification</li> <li>• Facilitated the DL Student Evaluation process</li> <li>• Evaluated SurveyDIG as a replacement for the current Student Evaluations process</li> </ul>

**Strategic Actions to take toward reaching our Goals (Could be part of 2011-12 Goals, if approved by the DLC):**

DL goal #	Strategic Actions
1	<p><b>Implementation of the next LMS (Based on campus decision)</b></p> <ul style="list-style-type: none"> <li>• Research and determine the “best” default settings in the LMS</li> <li>• Complete “Train the trainer” workshops to prepare for the new LMS</li> <li>• Get approval for new workshops (through FPDC) to help faculty set up and use the new LMS</li> <li>• Work with IT to conduct pilots or partial conversions to ensure that faculty are ready to use the new LMS</li> <li>•</li> </ul>
2	<p><b>Review, Revise, Recommend, and Write (4R’s) DL Processes/Practices</b></p> <ul style="list-style-type: none"> <li>• Evaluate online Blackboard Basics training materials and modify as needed for the new LMS</li> <li>• Develop online and in-class materials to include advanced topics for the new LMS</li> <li>• Update the guidebook that includes current DL practices and procedures, for DL Program information</li> <li>• Revise SPOT certification for the new LMS</li> <li>• Review and update the Classroom Evaluation process to match with the new LMS and the contract</li> <li>• Modify the Student Evaluation process to use a method that is easily adaptable to new semesters</li> <li>• Continue to assist faculty in transition to authenticated processes in DL courses</li> <li>• Review DL practices and usage for input to IT on next contract negotiation</li> <li>• Continue to update DL procedures manuals</li> </ul>
3	<p><b>Improving DL Student Success</b></p> <ul style="list-style-type: none"> <li>• Assist IT in implementation of online faculty directory, which includes flags for Bb training and SPOT certified</li> <li>• Support IT in promoting the strict use of Mt. SAC email for all College communications</li> <li>• Provide redundant information on DL courses on Mt. SAC web pages</li> <li>• Move all OLSC and DLC-related websites to “instruction” websites using OmniUpdate</li> <li>• Continue to offer online Student Evaluation process for DL students</li> <li>• Track success of DL students in DL courses for 2010-2011 academic year</li> <li>• Compare success rates of last academic year to 2008 baseline values</li> <li>• Improve SOLAR Quiz as a tool in assisting students to evaluate their chances for success in DL courses</li> <li>• Research possible DL trainings for students</li> <li>• Develop tutorials that students can use online or in the Learning Lab</li> <li>• Develop infrastructure such as tutor training for online environment</li> </ul>

DL goal #	Strategic Actions
4	<p data-bbox="338 269 1199 297"><b>Communications with the Campus regarding Distance Learning Issues</b></p> <ul style="list-style-type: none"> <li data-bbox="386 337 667 362">• New Faculty Seminars</li> <li data-bbox="386 367 989 391">• Luminis portal – DLC Group, DL Faculty Group usage</li> <li data-bbox="386 396 905 420">• Continue DL-related POD workshop offerings</li> <li data-bbox="386 425 1430 449">• Continue to send email messages or portal announcement message to DL faculty and students</li> <li data-bbox="386 454 932 479">• Continue to update the College’s DL web pages</li> <li data-bbox="386 483 1430 508">• Work closely with IT on access and use of instructional technologies, including the current LMS</li> <li data-bbox="386 513 982 537">• Reoffer the Deans and Department Chair workshops</li> <li data-bbox="386 542 863 566">• Speak at Division meetings on DL Topics</li> <li data-bbox="386 571 1409 596">• Continue to support the DLDiscussions listserv as a place for open DL discussion with faculty</li> <li data-bbox="386 600 1717 625">• Work with IT to post a searchable faculty list on the Mt. SAC website that includes flags for Bb Trained and SPOT certified</li> <li data-bbox="386 630 1419 654">• Work with EDC to include DL Form as part of the “official” Mt. San Antonio College curriculum</li> </ul>

**Other related goals for future projects:**

**Related to Blackboard (or the current LMS):**

- Work with vendor to provide a high level of support for faculty and students
- Review faculty needs to provide better resources for faculty

**Related to teaching and instructional infrastructure:**

- Continue to review all DL Course Amendment forms to ensure that all DL courses are designed to be accessible to all students – ongoing
- Continue a close working relationship with Information Technology and Web Team
  - Participate on Information Technology Advisory Committee (ITAC): Distance Learning representative
  - Create Distance Learning-IT regular topic-based meetings, e.g., LMS student Help Desk, college webpage improvement (OmniUpdate)
- Continue to assist faculty in developing alternative options to on-campus meetings in DL courses
- Continue to facilitate faculty process of completing certification for teaching DL courses (SPOT)

**Related to accessibility:**

- Promote accessibility and Universal Design at all points of entry for students using the Mt. San Antonio College websites, computer systems, and software

- Continue to promote faculty awareness of accessibility issues and regulations, and support their efforts toward compliance through joint faculty workshops with DSPS
- Explore ways to assist faculty to comply with accessibility standards

**Related to current regulations:**

- Continue to work toward meeting the requirements of the Program Integrity Regulations (State Authorization regulations) as they relate to out-of-state students – ongoing, must be completed by 2014
- Assist all DL faculty with using the LMS for authenticated delivery of DL courses – ongoing

**Issues & Resources needed by the program**

Goals	Resources Needed
#1 – Conduct an inquiry/comparison of various Online Learning Management Systems (LMS) currently available	<ul style="list-style-type: none"> <li>• Collaboration with IT on next LMS contract negotiation</li> <li>• Collaboration with IT on appropriate default “settings” for LMS</li> <li>• Collaboration with IT and faculty on implementation of next LMS</li> </ul>
#2 - Review, Revise, Recommend, and Write (4R’s) DL Processes/Practices	<ul style="list-style-type: none"> <li>• More personnel or more hours for existing personnel to complete tasks</li> <li>• Collaboration with Educational Design Committee on making changes to Distance Learning Course Amendment Forms</li> </ul>
#3 - Improving DL Student Success	<ul style="list-style-type: none"> <li>• Available Online faculty directory for use by both faculty and students</li> <li>• Official promotion of adherence to AP 3720 with regard to strict use of Mt. SAC email for all College communications</li> <li>• Success and retention rates for DL students for academic year 2011-2012</li> <li>• Collaboration of Instruction with faculty on improving the scheduling process of DL courses</li> <li>• Personnel to work on improving the SOLAR (Skills for Online Learning – Assessment of Readiness) Quiz for DL students</li> </ul>
#4 - Improve Campus Communications	<ul style="list-style-type: none"> <li>• Maintain College web pages with correct and up-to-date information</li> <li>• Money to pay for workshop presenters</li> <li>• New Argos reports that inform the DLC of current DL faculty and students each term</li> </ul>