

Academic/Institutional Support Program Review Spring 2018

Online Education

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General Information (Academic/Institutional Support Program Review Spring 2018)

Standing Requirements

Program Mission/Description (Mission Statement)

MISSION: The mission of the Online Education program is to provide quality online and hybrid education and support to students and to support faculty teaching online through development and sharing of best practices and training.

DESCRIPTION: Online education refers to instruction that is delivered to students online. To facilitate access to this option, all students are given a Citrus College email account when they register. Technical support is provided by the Online Education office weekdays from 8:00 am to 5:00 pm, via online, telephone, and in person. Support to facilitate students' success with this instructional delivery system is provided by the Online Education Supervisor, the faculty Online Education Coordinator, an Information Tech Support Specialist, the Learning Center staff, and the Library/Learning Resource Center staff. If an online education course requires on-campus testing, these tests are administered and proctored by the Citrus College Testing Center, and/or instructor.

Approximately 170 courses in 35 disciplines are approved for online instruction and approximately 150 sections (~625 FTES) including hybrid courses are offered each semester. Twelve associate degrees and/or certificates may be completed totally online in the following areas: Accounting, Administration of Justice, Administrative Office Occupations, Business Administration, Emergency Management and Homeland Security, History, Language Arts, Liberal Arts: Humanities, Social and Behavioral Sciences, Sociology, and Writing Competency.

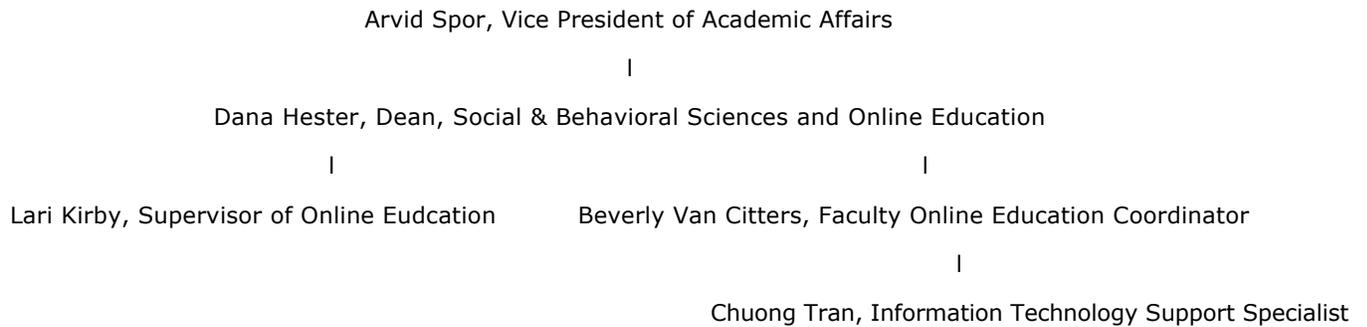
Committee Members

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Ary Nichole
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Hartman Steve
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Herrera Rafael
Holmes Alison
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Johnson Sandra
Kary David
Keelin Christine
Kim Andrew
Langford Bruce
Levine Brianne
Love Jamie
Lubisich Senya
Medrano Esmeralda
Miller-Thayer Jennifer
Paulson Nicholas
Peters Gerhard
Provencher Henry
Rachford Maryann
Ray Eric
Richard Levi
Rickman Tracy
Rivadeneyra Justina
Rudd Rebecca
Rusch Lori
Ryba David
Salvi Lisa
Salwak Dale
Samoff Sheryl
Schmiedt Patrick
Shaw Nickawanna
Smolin Robert
Solheim Bruce
Solis Roberto
Styles Christine
Swatek Cheryl
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Van Horn Tasha
Van Leersum-Morano Amanda

Villa Elizabeth
 Villeneuve Theresa
 Volonte Daniel
 Waddington Brian
 Washington Lee
 Wheeler Andrew
 White Gailynn
 Woolford Ryan
 Yee Stephanie
 Zawahreh Lui

Organizational Chart



Key Functions

- The College provides a range of support services for Online Education students including online access to library resources, tutoring, counseling, and the bookstore.
- Training and support are provided to all faculty teaching online.
- This program also provides learning management system (LMS) support for many face- to- face courses.

Program Student Learning Outcomes

Online Education SLOs	
Outcome	
Outcome	Mapping
Online Education SLO 1 Utilize LMS and other technology to effectively enhance distance education and face-to-face courses.	Strategic Plan Focus Areas: 3.1 Innovative curriculum and instructional pathways, 3.2 Exemplary pedagogy, 8.1 Technology to support innovative teaching, USA- WASC- ACCJC- Accreditation Standards (2017): II.A.2, II.A.7

Online Education SLO 2
Students will attain online degrees and certificates in a timely fashion.

Strategic Plan Focus Areas: 2.1 Scheduling, 3.1 Innovative curriculum and instructional pathways,
Strategic Plan Objectives: 10. Degree completion, 11. Certificate completion,
USA- WASC- ACCJC- Accreditation Standards (2017): II.A.6, II.A.7

Online Education SLO 3
Students will have access to online support services including but not limited to counseling, admissions and records, financial aid and tutoring.

Strategic Plan Focus Areas: 5.1 Enhance services through technology, 5.3 Effective student support services, 5.5 Increase participation in support programs, 5.6 Diversify methods to connect with students,
USA- WASC- ACCJC- Accreditation Standards (2017): II.B.1, II.C.3

Online Education SLO 4
Online courses will support students seeking transfer to 4-year universities.

Strategic Plan Focus Areas: 2.1 Scheduling,
Strategic Plan Objectives: 12. Transfer to four-year colleges and universities,
USA- WASC- ACCJC- Accreditation Standards (2017): II.A.6, II.A.7

Online Education SLO 5
Online faculty will seek to increase OER options utilized in online courses.

Strategic Plan Focus Areas: 3.3 Professional development opportunities and resources

Online Education SLO 6
The Online Education program will improve success and retention by 1% in primary terms.

Strategic Plan Focus Areas: 3.2 Exemplary pedagogy, 3.3 Professional development opportunities and resources,
Strategic Plan Objectives: 4. Course completion of disproportionately impacted groups,
USA- WASC- ACCJC- Accreditation Standards (2017): I.B.1, I.B.4, II.A.2

2017 Assessment Cycle/2018 Planning Cycle

Executive Summary

The Online Education program has achieved several accomplishments through the last academic year including expanding training for new and experienced online faculty, expanding adoption of OER materials, and supporting students and faculty through the transition to Canvas, a new learning management system. The number of sections offered throughout the year has increased by 46 courses (a 44% increase) compared with 2016-17. Considering the increase, stable student success and retention rates are maintained. Although program success and retention rates remain 8-10% lower than the college average, they are still higher than the state average for online education. Program faculty strategize methods to improve student success and retention in online classes and have committed to ongoing faculty training as a measure to address this issue; implementation of changes in the online course setting is incremental and as a result may take time to noticeably affect success and retention. An additional new goal of requiring students to complete an orientation or training prior to taking an online course is expected to help improve success and retention rates. Program faculty hope to have this goal implemented by fall 2019.

Previous Recommendations/Goals (What have we done?)

	Previous Recommendations	Progress/ Persons Responsible	Status	Estimated Completion
1	Examine/evaluate Proctorio or other proctoring software	Faculty coordinator/committee	In Progress	Spring 2018
2	Expand introductory training to support the recruitment of new online faculty	Dean, faculty coordinator	Completed and Ongoing	Ongoing
3	Expand other @One training for faculty who have completed the introductory course	Dean, faculty coordinator	Completed and Ongoing	Spring 2018
4	Provide whatever support is needed in the transition to Canvas	Online education program staff and faculty coordinator	Completed	Spring 2018
5	Monitor staffing needs related to migration to Canvas	Online education program staff and faculty coordinator	Ongoing	Fall 2017
6	Ensure that the name change to Online Education is implemented throughout the college	Online education program staff, faculty coordinator, and committee	Completed	Fall 2017

Student Learning Outcome and Assessment (SLOA) - 2017

Measures

Online Education SLOs

Outcome

Outcome : Online Education SLO 1

Utilize LMS and other technology to effectively enhance distance education and face-to-face courses.

▼ **Measure :** Faculty and Student survey

Assessment: How did you assess the outcomes? What method did you use? :

Surveys regarding satisfaction with support (including LMS) for online teaching and learning are completed each semester.

Outcome : Online Education SLO 2

Students will attain online degrees and certificates in a timely fashion.

No measures specified

Outcome : Online Education SLO 3

Students will have access to online support services including but not limited to counseling, admissions and records, financial aid and tutoring.

No measures specified

Outcome : Online Education SLO 4

Online courses will support students seeking transfer to 4-year universities.

No measures specified

Outcome : Online Education SLO 5

Online faculty will seek to increase OER options utilized in online courses.

▼ **Measure** : OER Usage in Online Classes

Assessment: How did you assess the outcomes? What method did you use? :

Identify and list faculty using OER in online education courses.

Outcome : Online Education SLO 6

The Online Education program will improve success and retention by 1% in primary terms.

▼ **Measure** : Success and Retention Data Analysis

Assessment: How did you assess the outcomes? What method did you use? :

The Online Education Committee will review and analyze the current and longitudinal success and retention data.

🔗 **Learning Outcome and Assessment (SLOA) Findings 2017 (What were our results?)**

Finding per Measure

Online Education SLOs

Outcome

Outcome : Online Education SLO 1

Utilize LMS and other technology to effectively enhance distance education and face-to-face courses.

▼ **Measure :** Faculty and Student survey

Assessment: How did you assess the outcomes? What method did you use? :

Surveys regarding satisfaction with support (including LMS) for online teaching and learning are completed each semester.

Findings for Faculty and Student survey

Summary of Findings :

Generally speaking, faculty are satisfied with the transition to Canvas. Many report that the 24/7 support is a helpful feature in comparison to Blackboard. Face-to-face faculty were provided a link to a free, self-paced course offered by @One on teaching with Canvas. Several faculty have reported the training to be helpful. Students continue to report that they have issues with time management and also computer/technology being of a sufficient level to support online classes.

Change: What will you do differently as a result of what you learned from the assessment? :

Based upon the training survey and student feedback, the committee will look into a more intrusive student training prior to taking online classes.

These Findings are associated with the following Action s:

Proctorio - remote proctoring software (Computers / Software (TeCS) Resources Requested; 2018 Resource Requests (What do we need to

achieve our goals?))

Outcome : Online Education SLO 2

Students will attain online degrees and certificates in a timely fashion.

No measures specified

Outcome : Online Education SLO 3

Students will have access to online support services including but not limited to counseling, admissions and records, financial aid and tutoring.

No measures specified

Outcome : Online Education SLO 4

Online courses will support students seeking transfer to 4-year universities.

No measures specified

Outcome : Online Education SLO 5

Online faculty will seek to increase OER options utilized in online courses.

▼ **Measure :** OER Usage in Online Classes

Assessment: How did you assess the outcomes? What method did you use? :

Identify and list faculty using OER in online education courses.

Findings for OER Usage in Online Classes

Summary of Findings :

Courses utilizing OER materials are now designated in the online class schedule with a Low-Cost/No-Cost associated symbol. 75 sections were offered in the spring.

Change: What will you do differently as a result of what you learned from the assessment? :

The Online Education committee will continue to support OER adoption efforts and will work with the library and academic senate to recruit more faculty.

Outcome : Online Education SLO 6

The Online Education program will improve success and retention by 1% in primary terms.

▼ **Measure :** Success and Retention Data Analysis

Assessment: How did you assess the outcomes? What method did you use? :

The Online Education Committee will review and analyze the current and longitudinal success and retention data.

Findings for Success and Retention Data Analysis

Summary of Findings : There are small improvements in the primary and intersession terms. Training will continue to be provided for new online faculty and additional @One courses will be provided for faculty who have completed the introductory course.

Change: What will you do differently as a result of what you learned from the assessment? : Although faculty report a change in teaching methodology as a result of participation in training, additional measures are needed to increase student success and retention. The committee will pursue a more intrusive (possibly required) student training as a result.

Overall Recommendations

No text specified

Overall Reflection

No text specified

Recommendations/Goals for 2018 (What do we want to achieve?)

Recommendations/Goals 2017-18

Outcome

Outcome

Informal Training

Mapping

Online Education SLOs: Online Education SLO

1. The Online Education Committee will discuss/train each other with "tips and tricks" for retention and other teaching methodologies.

1, Online Education SLO 5, Online Education SLO 6,

Strategic Plan Focus Areas: 3.2 Exemplary pedagogy, 3.3 Professional development opportunities and resources,
USA- WASC- ACCJC- Accreditation Standards (2017): II.A.7

Student Voice

2. The OE Committee will invite a cohort of online students to discuss their experience with online courses.

Strategic Plan Focus Areas: 3.2 Exemplary pedagogy, 3.3 Professional development opportunities and resources, 5.4 Mitigation of challenges to student success,
USA- WASC- ACCJC- Accreditation Standards (2017): II.A.7

Required Student Training

3. The OE program will require students to complete an "orientation" to online success prior to taking their first online course.

Strategic Plan Focus Areas: 5.4 Mitigation of challenges to student success,
USA- WASC- ACCJC- Accreditation Standards (2017): II.A.7

2018 Resource Requests (What do we need to achieve our goals?)

- ◆ **Certificated Personnel (FNIC) Resources Requested**
- ◆ **Certificated Personnel (FNIC) Status Report**
- ◆ **Classified Personnel Resources Requested**
- ◆ **Classified Personnel Status Report**
- ◆ **Staff Development (Division) Resources Requested**
- ◆ **Staff Development (Division) Status Report**
- ◆ **Facilities (Facilities) Resources Requested**
- ◆ **Facilities (Facilities) Status Report**
- ◆ **Computers / Software (TeCS) Resources Requested**

Actions

Online Education SLOs

Outcome

Outcome : Online Education SLO 1

Utilize LMS and other technology to effectively enhance distance education and face-to-face courses.

▼ Action : 24/7 Peer Tutoring

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :

Providing 24/7 peer tutoring will provide the appropriate level of support for online

	students. We need to offer online students the same services provided to face-to-face students.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	\$23.50/hour is provided from College Buys - a company that partners with the Online Education Initiative. You purchase the hours up front and then your account is debited as students use the hours.
Budget request amount :	\$4,700.00
Priority :	Medium

▼ **Action** : Cameras to record testing - associated with Proctorio purchase

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	The cameras will allow for students to be recorded during the testing in the testing center and will provide an extra level of testing security.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Approximately \$22 per camera including tax - 70 cameras are needed including IS 107 and DSPS testing computers.
Budget request amount :	\$1,540.00
Priority :	Medium

▼ **Action** : Proctorio - remote proctoring software

This Action is associated with the following Findings

Findings for Faculty and Student survey
(Student Learning Outcome and Assessment (SLOA) - 2017 and Learning

Outcome and Assessment (SLOA) Findings 2017 (What were our results?); 2017 Assessment Cycle/2018 Planning Cycle)

Summary of Findings:

Generally speaking, faculty are satisfied with the transition to Canvas. Many report that the 24/7 support is a helpful feature in comparison to Blackboard. Face-to-face faculty were provided a link to a free, self-paced course offered by @One on teaching with Canvas. Several faculty have reported the training to be helpful. Students continue to report that they have issues with time management and also computer/technology being of a sufficient level to support online classes.

Impact :	The purchase and implementation of remote proctoring software will provide additional security during assessments in online classes. This will potentially allow for more faculty utilizing completely online testing methods.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	\$16,000/year for unlimited usage; it is recommended to augment either Online Education's or Academic Affairs budgets to pay for this cost in an on-going fashion.
Budget request amount :	\$16,000.00
Priority :	Medium

Computers / Software (TeCS) Status Report

Action Statuses

Online Education SLOs

Outcome

Outcome : Online Education SLO 1

Utilize LMS and other technology to effectively enhance distance education and face-to-face courses.

▼ **Action : 24/7 Peer Tutoring**

Impact :	Providing 24/7 peer tutoring will provide the appropriate level of support for online students. We need to offer online students the same services provided to face-to-face students.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	\$23.50/hour is provided from College Buys - a company that partners with the Online Education Initiative. You purchase the hours up front and then your account is debited as students use the hours.
Budget request amount :	\$4,700.00
Priority :	Medium

Status for 24/7 Peer Tutoring

No Status Added

▼ **Action : Cameras to record testing - associated with Proctorio purchase**

Impact :	The cameras will allow for students to be recorded during the testing in the testing center and will provide an extra level of testing security.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Approximately \$22 per camera including tax - 70 cameras are needed including IS 107 and DSPS testing computers.
Budget request amount :	\$1,540.00
Priority :	Medium

Status for Cameras to record testing - associated with Proctorio purchase

No Status Added

▼ **Action :** Proctorio - remote proctoring software

Impact :	The purchase and implementation of remote proctoring software will provide additional security during assessments in online classes. This will potentially allow for more faculty utilizing completely online testing methods.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	\$16,000/year for unlimited usage; it is recommended to augment either Online Education's or Academic Affairs budgets to pay for this cost in an on-going fashion.
Budget request amount :	\$16,000.00
Priority :	Medium

Status for Proctorio - remote proctoring software

No Status Added

- 🔧 **Equipment Resources Requested**
- 🔧 **Equipment Status Report**
- 🔧 **Supplies (Division) Resources Requested**
- 🔧 **Supplies (Division) Status Report**
- 📊 **Review Summary**