

# Ohlone College

## Program Review Report

### **Program Description and Scope:**

1. *Program Review Title:* Distance Education Program Review
2. *Academic year:* 2011/2012
3. *Review Type:* Instructional Services

In the attached files area are current lists (April 09) of courses offered as either Fully Online and/or Hybrid Formats.

11. *Discuss the impact of the program on the community and the impact of the community on the program.*

Distance Education's impact to the community is not limited to just the Fremont and Newark Campuses; rather, it reaches beyond our immediate community borders to learners within our international sister campuses; such as those in China and India. Because of time differences and today's busy, fast-paced family and work schedules, both students and faculty need to have access to their online materials 24/7. The Distance Education department works to make this happen.

Distance Education is community-driven in that, should there be a sudden demand for a special course, program, or even training, Distance Education can accommodate these needs easily with the technology it has access to.

#### • **College Mission**

1. *Core Values, Goals & Objectives:*

##### **College Core Values**

- We provide life-long learning opportunities for students, college personnel and the community.
- We open access to higher education and actively reach out to under-served populations.
- We practice innovation and actively encourage risk-taking and entrepreneurship.

##### **College Goals/Objectives**

- 1. Through innovative programs and services, improve student learning and achievement.**
- 4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.**
  4. By 2010, define categories of technology-enabled classrooms to establish and maintain minimum technology levels within each category.
  6. By 2011, create organizational structures and procedures to continually improve efficiency and effectiveness of services to students through technology.
- 7. Increase access to higher education of under-served and under-represented demographic groups in the District and**

**local communities.**

**8. Engage all members of the college community in active, continual institutional improvement.**

2. *Briefly describe how the program supports the college mission, vision and one or more of the college values.*

Distance Education supports the college mission by facilitating a wide range of delivery methods for educational instruction. Ohlone offers not only the traditional classroom setting for courses, but can also offer either fully online or hybrid format (some seat time, some online) courses. Distance Education opens the door for learner-centered, anytime, anywhere educational models.

3. *Briefly describe how the program supports the selected college goals.*

Distance Education supports college goals #1, #7 and #8.

**Goal #1. Through innovative programs and services, improve student learning and achievement.**

Distance Education offers many programs and services that help improve student learning and achievement. Distance Education does this through the use of the current course management system, Blackboard NG.91, and the innovation and support of the Distance Education team and its AVP, Dr. Leta Stagnaro.

**Goal #7**

**Increase access to higher education of under-served and under-represented demographic groups in the District and local communities.**

Distance Education allows for classes to be delivered via alternate media, supporting the academic success of those students who cannot travel to the main campus to take face to face classes.

**Goal #8:**

**Engage all members of the college community in active, continual institutional improvement.**

Distance Education, as stated above in Goal #7, allows for an alternate medium for classroom delivery and thus allows students who otherwise could not attend school to do so. Similarly, the Ohlone faculty and staff who could not otherwise take or teach courses can participate in our online courses at times that are convenient to them.

4. *Briefly describe how the program supports the selected college objectives.*

Distance Education has been shown to, as one of the objectives states;

*"Engage all members of the college community in active, continual institutional improvement. "*

Distance Education has demonstrated its support for the college community by organizing the sponsorship of 22 faculty in an online certification program focusing on effective online teaching practices. The Certification program commenced 11/1/2010 with 12 faculty attending. The remaining 10 faculty will commence their program in Spring 2011.

• **Student Learning Impacts**

1. **Student Learning Impact -**

**Increased percentage of classes delivered online. This will provide our students with more choices, enable them to participate away from the classroom, and accommodate their busy study and work schedules.**

a. *Enter assessment results for "Student Learning Impacts" and analyze student success.*

1) Below are statistics gathered that show the increase in Online.edu service sections since 2007.

2007 147 sections online inside CMS system WEBCT  
(Hybrid/WebEnhanced/Fully Online )  
2008 695 sections online (Hybrid/WebEnhanced/Fully  
Online )  
2009 830 sections online (Hybrid/WebEnhanced/Fully

Online)  
2010 TBD

Statistics recorded within the Course Management System (WEBCT).

Annual student surveys since 2005 indicate a growing appreciation and continual satisfaction with online courses by the majority of Ohlone online students. Surveys are archived at [www.surveymonkey.com](http://www.surveymonkey.com)

b. *Future Action.*

Current level of focus maintained.

2. **Student Learning Impact -**

**Expand faculty capabilities to deliver online education by broadening faculty's knowledge of suitable online education tools.**

- a. *Enter assessment results for "Student Learning Impacts" and analyze student success.*

Faculty use of modern tools such as Camtasia, iTunes, CCCConfer, and many more, demonstrate the opportunity and value of self-made educational materials when delivered in an engaging and compliant environment. Faculty can prepare these materials either on campus or remotely.

What are some of these tools? What do they do?

**Camtasia** is a software allows the end user to: *Record* onscreen activity, *Edit* it into a polished video, *Caption* it and *Share* it with others. Camtasia Studio works on both PC and Mac computers, which broadens its target audience.

**iTunes** is a media player used for playing and organizing digital music and video files. Faculty at Ohlone are issued folders on the Ohlone webpage where they can store their own iTunes files and easily access them. iTunes works on both the Mac and PC platforms.

**CCCConfer** is a software program that allows faculty, staff, and students to meet together online in real time, in groups of two or more. Using just a PC (or Mac), a telephone, and an Internet connection, faculty can engage with their students as

though they were actually in a classroom together. They can share documents, present PowerPoints, poll students, and use a white board for taking notes. There are public and private chat features, and users have the ability to archive the entire meeting for later playback. This tool has been ideal for faculty teaching online, because this freely-sponsored software allows them to see their students and collaborate with them synchronously.

### **RESEARCH PROJECT, FINDINGS:**

In Summer 2008, a research project was conducted to see how many faculty were using available Course Management System (CMS) content tools and plug-ins such as CCCConfer.org.

The questions that were posed are as follows:

- Are the Ohlone Online CMS & faculty delivering?
- What are people using (what's happening) out there in the eCampus?
- Are faculty utilizing the CMS tools?
- Are faculty utilizing the CMS tools effectively?
- Are CMS tools helping faculty enhance their teaching?

293 course shells from Spring 08 were examined. (Attached at the end of this PR is another file that shows the count of shells since the inception of the Online program).

Course shells were divided into fully online, hybrid and web-enhanced usage.

Stats received were adjusted to accommodate "blank shells." These are shells ordered by faculty and never used.

Field criteria included: IM, Videos, Orientation tours....and others

The Distance Learning team had facilitated workshops that taught faculty how to use many of the CMS tools and plug-ins, and the results of this research project showed an increase in the number of faculty using such tools.

While not all tools available inside one course were used, faculty chose to use some new ones they had not used before.

Findings can be found inside the attached file called Action\_Research\_Project.pptx

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Please note, that the annual Chancellors Yearly Online Student Surveys were not made available for review publicly for years 08-09. (09-10 may be collected in June of 2010, subject to the Chancellors Office. Ohlone will conduct its own end of year survey in early May).

b. *Future Action.*

Current level of focus maintained.

3. **Student Learning Impact -**

**Enhanced awareness that sustainability practices can be implemented using online medium.**

a. *Enter assessment results for "Student Learning Impacts" and analyze student success.*

Distance Learning meets Ohlone's sustainability goal in a variety of ways. One instance of this can be seen with those instructors who post their syllabi (and other course materials, which would otherwise be printed) online, inside a web-enhanced course. In addition, many professors are now scanning students' return work to their email. The scanning statistics below show the cost and sustainability savings of materials not being printed.

Total Scanning needs for year 2009: 41,157

Total Scanning needs for year 2010 (missing December):  
41,773

b. *Future Action.*

Current level of focus maintained.

• **Student/Program Achievement**

1. *List area-specific outcomes.*

Distance Education needs to:

1. Continue to offer/increase variety of online offerings, as student needs demand.

2. Maintain continual awareness of ADA compliance. (The Distance Education team has actually been assisting DSPS with captioning short instructional videos).

3. Provide awareness of how the program can fulfill sustainability goals for all campuses.

4. Improve retention rate by engaging more faculty in using newer interactive content tools.

2. *Identify internal and/or external benchmarks and regulations.*

Retention, Accessibility, Section 508.

WASC DE Guidelines.

Substantive Course Proposal Change

Authentication

3. *Enter assessment results for area-specific outcomes and analyze trends.*

4. *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

The main budget concerns for Distance Education are:

1. Continued Funding for the following areas

-Course Management System (CMS)

- Future upgrades to the CMS and other functional software integration tools

- Additional plug-in software and interactive tools

- 24/7 help desk support
  
- The Dean
  
- Blackboard Technician
  
- Continual training for upgrades etc.
  
- Updating training area ITC, from TITLE III grant.

(TITLE III ends October 30th, 2010)

- Computer equipment on which CMS runs (client and admin needs).

5. *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
6. *Describe any additional notable program achievements(optional).*
7. *Additional Program Table Data*
8. *Future Action*  
Current levels of achievement indicators maintained.

- test

- **Program Analysis**

Based on your assessments in the previous sections, focusing on Student Impacts and student/program achievements analyze and summarize your findings. This information will be used to develop your Program Improvement Objectives (PIOs).

1. *Describe program achievements and successes.*

In summary, Distance Education has:

1. Increased # of sections delivered via online tools.
2. Increased faculty awareness of the many technical options that they can use to assist them in delivering online content.

This was (is) achieved by the many workshops Distance Education holds, both face to face, online, and via online self-paced trainings. For examples of current workshop offerings, click on the Faculty Training link found on the Ohlone College eCampus homepage.

3. Increased awareness of the new ADA regulations associated with online learning (when new tools are introduced, Accessibility always comes into focus).

4. Enhanced student awareness of how to conduct learning in an ecologically defensible manner.

2. *Describe plans for improvements for student impacts and/or student/program achievement.*

Continue to search for new online content tools and maintain current high standards of faculty learning, innovation, and knowledge.

Achieve cross-platform synchronization with the Course Management System WebCT (migrating to BBNG9.1) and Datatel.

Continue increasing sections, to a reasonable and supportable number.

Submit Substantive Course Proposal - March 2011, that will formally allow Ohlone to offer online degrees.

• **Program Improvement Objectives:**

1. **Objective:**

Prepare and Submit a Substantive Change Proposal to the Chancellor's Office.

PIO COMPLETED MARCH 2011.

a. *Action Plan*  
*Year 1:*

Complete the Substantive Change Proposal form with Dr. Leta Stagnaro. Begin Approval Process. Data has been collected. Pay Registration Fees.

*Year 2:*

Continuation of Approval Process- Board Nov. 2010.

b. *Staffing*

*Year 1:*

Buehler (data and compilation) and Stagnaro (compilation)

c. *Technology (Include items that fit under IT budget codes)*

*Year 1:*

Computer generated reports.

d. *Other(Include other resources needed)*

*Year 1:*

Funds for Registration.

e. *Assessment Plan: List Assessment Strategies*

*Year 1:*

Review the number of courses we currently offer fully online and hybrid. Try to increase these offerings as demand dictates.

*Year 3:*

f. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

1. Through innovative programs and services, improve student learning and achievement.

Rationale:

More students will be able to obtain certificates and degrees via online medium.

More options for the students.

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

By allowing students to enroll online, take courses online, complete a degree on line it allows them one-stop shopping.

8. Engage all members of the college community in active, continual institutional improvement.

Rationale:

Several teams at Ohlone integrate with this process, from A&R to Finance to educational departments. This is a win win for all teams.

## 2. **PIO Assessment**

a. *Enter assessment results with analysis.*

COMPLETED!

b. *Future Action*  
Completed.

### 1. **Objective:**

Develop and implement complete synchronization of Datatel registration process with WebCT 8.0 (Migrating to BBNG9.1).

PIO is still WIP. ETA of Completion End of Spring 2012

a. *Action Plan*  
*Year 1:*

Group with IT CIO, Director and Director: Application Services, DE Dean (Buehler) & Course Management

Technician, Quan Nguyen to construct Project Plan

*Year 2:*

WIP

*Year 3:*

WIP...switched to new platform Blackboard NG 9.1. Coding still in testing mode. Should be completed Spring 2012.

b. *Staffing*

*Year 1:*

No new staffing, work with current employees. Don Penrose, Nathan Brown, Shirleen Ho, Bruce Griffin, Daman Grewal, Quan Nguyen and Dean Buehler

*Year 2:*

as year one

*Year 3:*

as year one

c. *Technology (Include items that fit under IT budget codes)*

*Year 1:*

Use of Datatel Software, Programming Script S/w ( no need to acquire-have in place already)

*Year 2:*

as year one

*Year 3:*

Acquiring new script code.

d. *Other(Include other resources needed)*

*Year 1:*

Part of DBA as the Distance Education team and IT

*Year 2:*

Part of DBA as the Distance Education team and IT

*Year 3:*

Part of DBA as the Distance Education team and IT

e. *Assessment Plan: List Assessment Strategies*

*Year 1:*

The main integration for Datatel and Blackboard is still a work in progress.

At this time though, the components that are working within this integration and which have been implemented include; automatic enrollments and drops from student uploads into Blackboard. Sections being able to be combined into one shell, but students added in manually. (Working on automation- because of the cross referencing issues this causes coding issues).

*Year 2:*

Testing code on test server.

*Year 3:*

Continue to test code on test server. Need to work out bugs for combining sections, cross ref. courses and the ability for datatel to let BB know which is primary course vs. secondary.

f. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

Using technology for students and faculty to achieve one stop registration and course entry.

## 2. **PIO Assessment**

### a. *Enter assessment results with analysis.*

Work In Progress.

### b. *Analyze the impact of reallocation or addition of resources. If money or resource was not used, give rationale.*

Everything was in place. Only time to run program scripting was costly.

### c. *Future Action*

## 1. **Objective:**

Maintain current, consistent and effective support services that facilitate student learning practices using the Ohlone online course management system.

### a. *Action Plan*

*Year 1:*

This PIO can be fulfilled by hiring a part time support person to work with the Distance Education (eCampus) team. The Job Description will clearly define the needs of current and future online students as well faculty and staff.

### b. *Staffing*

*Year 1:*

Requires hiring a part time support person to work with Distance Education team.

### c. *Technology (Include items that fit under IT budget codes)*

*Year 1:*

Laptop (pc/MAC) with necessary operating software for this support person to use to access the Distance Education website and Blackboard Course Management System and assist students and faculty with their needs.

d. *Assessment Plan: List Assessment Strategies*

*Year 1:*

Review services and needs for the Distance Education Dept. Submit a survey to clients to see how the new employee addition is making a difference.

e. *Which college goal(s) does this program improvement objective work to achieve? Clearly describe how your PIO will help achieve one or more of the college goals and objectives, has impact beyond the particular department, and contributes to student learning/success.*

1. Through innovative programs and services, improve student learning and achievement.

Rationale:

The Distance Education department is growing rapidly, both in its function as a bridge between Ohlone's two physical campuses, and as a separate third campus. It has boosted enrollment numbers and college revenue, and has assisted in bringing college offerings into the 21<sup>st</sup> century. The growing demands being made of the Distance Education team demonstrate how crucial this department has become to online students and faculty members. In order to keep up with these demands, and to maintain the high level of service that the college has come to expect of this team, it is necessary to hire an additional support position. This position would oversee technical needs and online course content issues if the current members of this team are unavailable or already occupied.

4. Use human, fiscal, technological, and physical resources responsibly, effectively, and efficiently to maximize student learning and achievement.

Rationale:

Maintain the current services and support for student learning and achievement by having the addition of regular part time person.

**2. PIO Assessment**

a. *Enter assessment results with analysis.*

Nothing to assess at this time.

b. *Future Action*

• **Attached Files**

1. [MASTERHYBRDOL2010FALL11.xlsx](#)
2. [facultyandstudentWEBCTresultsFall06rev.ppt](#)
3. [LB3-10SUBSTANTIVE CHANGE PROPOSAL\\_ECampus\\_March\\_1.docx](#)
4. [CMSResearchProject2010.pptx](#)
5. [EcampusStats1.pptx](#)