CCC Chancellor's Office 2014-16 Annual Distance Education Survey

Distance Education Coordinator Information

1. Provide the following college identification information. *

District Name

College name

DE Coordinator First Name

DE Coordinator Last Name

DE Coordinator E-mail Address

DE Coordinator Telephone Number

Distance Education Course and Curriculum Development

2. How many distance education courses were developed at your college from July 1, 2014 to July 1, 2016?

New courses that did not exist before and are delivered by distance education:

Existing courses that were converted from face to face to distance education:

3. For the courses identified in question #2 above about the number of new and converted distance education courses developed from July 1, 2014 to July 1, 2016, how important were the following in their development at your college?
(Rate each area from extremely important to not important).

	Extremely Important	Very Important	Important	Somewhat Important	Not Important
Curriculum development/approval	○	○	○	○	○
Articulation/Transfer	○	○	○	○	○
State apportionment formula	○	○	○	○	○
Institutional fund/resources distribution	○	○	○	○	○
Faculty compensation	○	○	○	○	○
Faculty training	○	○	○	○	○
Teaching load	○	○	○	○	○
Class size	○	○	○	○	○
Scheduling	○	○	○	○	○
Technical support	○	○	○	○	○
Equipment/facility	○	○	○	○	○
Copy right/intellectual property right	○	○	○	○	○

Slide the resource listed into the rank order that you believe best represents how courses are developed at your college.

4. This question addresses how courses are developed at your college. Please rank the following **alphabetically** listed resources from the most common method of developing distance education courses and curriculum to the least common method.

Drag items from the left-hand list into the right-hand list to order them.

Collaboratively among multiple faculty

College-funded education

Distance Education course development manual (Locally developed or purchased)

Faculty Mentors

Faculty's own initiative, working alone (seminar, course, etc.)

Flexible Calendar session on how to develop Distance Education courses

Instructional designers working independently

Instructional designers working with faculty

Online self-paced tutorials

Release time to learn skills for development of distance education courses →

Stipends or grants to faculty →

Training provided by @ONE Project →

Training provided by college staff →

5. Please describe any other resources used to develop distance education courses and/or curriculum at your college.

6. What percentage of faculty developed courses …

Use the functionality of a
Course Management System (CMS)?

```
>75%
50% - 75%
25% - 49%
<25%
Data Not Available
```

Integrate publisher content?

```
>75%
50% - 75%
25% - 49%
<25%
Data Not Available
```

Please identify applications or publishers.

Integrate Open Education Resources (OER) Content?

```
>75%
50% - 75%
25% - 49%
<25%
Data Not Available
```

Please identify applications or OER sources.

California Community College Collaboration of Faculty in the Development and Teaching of Distance Education Courses

7. Has your college collaborated with other colleges to develop, teach, or deliver distance education courses by any of the following methods?

	Yes	No
Collaborated on curriculum development	○	○
Used faculty from two or more colleges to teach a course at two or more colleges	○	○
Shared equipment or facilities to teach a course at two or more colleges	○	○
Shared course materials	○	○
Shared staff development activities between two or more colleges	○	○
Collaborated on distance education program development	○	○

8. Please describe some collaborative efforts your college has been involved in.

Distance Education Faculty and Student Interaction

9. For each of the following methods of faculty-student interaction, rate on a scale of 1 to 5 (where 1 = least common to 5 = most common use) how common do you believe DE faculty use each method when interacting with their DE students.

	1 - Least common	2	3	4	5 - Most common
Meeting face-to-face on campus	○	○	○	○	○
Telephone meetings (either one on one or group conference calls)	○	○	○	○	○

E-mailing	○	○	○	○	○
Text messaging via cell phone	○	○	○	○	○
Faculty Blog	○	○	○	○	○
Online Discussion Board	○	○	○	○	○
Class Chat Room	○	○	○	○	○
Video Conferencing with students (Skype, Google Hangout, Face time, etc.)	○	○	○	○	○
Class Facebook Page	○	○	○	○	○
Class Twitter Feed	○	○	○	○	○
Other Social Networking Sites	○	○	○	○	○
Mailing materials to students (Public/Private Postal Services)	○	○	○	○	○
Faxing materials to/from students	○	○	○	○	○
Telephone conferencing, e.g. CCC Call Confer	○	○	○	○	○
Telephone/computer conferencing, e.g. CCC Meet and Confer	○	○	○	○	○
Telephone/computer conferencing for teaching, e.g. CCC Teach and Confer	○	○	○	○	○
Telephone/computer conferencing for meeting with students, e.g. CCC Confer Office Hours	○	○	○	○	○
Course Management System (CMS)	○	○	○	○	○
Enter another option	○	○	○	○	○
Enter another option	○	○	○	○	○
Enter another option	○	○	○	○	○
Enter another option	○	○	○	○	○

Distance Education Student Authentication (Identity)

10. Select the statement that best describes your district's Board of Trustees approved student authentication policy:
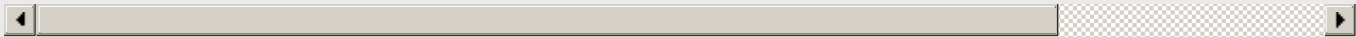
- ○ Board Policy Only
- ○ Administrative Procedure Only
- ○ Board Policy and Administrative Procedure
- ○ No Board Policy or Administrative Procedure
- ○ Board Policy and/or Administrative Procedure in process of development

11. If your Board of Trustees does have an approved policy and/or an administrative procedure, briefly summarize it/them and provide the approval and/or implementation date(s).

If you indicated that the Board Policy and/or the Administrative Procedure was in the process of development please provide draft language **(this is optional for the draft language)** and the anticipated date of adoption and/or implementation.

	Description of Policy or Procedure	D Appr Implen
Board Policy Description		

Administrative Procedure Description

12. You can also upload a copy of your board's student authentication policy and/or administrative procedure here.

Browse...

13. What student identity verification methods are you currently using? (Select all that apply)

☐ Student ID/User ID and password or passphrase

☐ Physical proctoring for exams

☐ Webcam monitoring devices

☐ In-person presentations or other interactions including voice recognition

☐ Writing style software for anti-plagiarism

☐ Answering questions in the midst of testing

☐ Biometrics to authenticate identity

☐ Challenge questions

☐ Skype interviews with photo taken and kept in student files

☐ Voice recognition and/or fingerprint recognition

☐ Text matching tool to monitor original work

☐ On-campus labs

☐ Identify students by mouse usage

☐ Live video conferencing

☐ Lock down browser

☐ Bi-directional video

☐ Other

14. Do you re-verify student identity at exams or other evaluations?

○ Yes

○ No

15. Student Authentication on the Course Management System

The next two questions address the Course Management System and student authentication. Please use the comment section to identify any other methods used in the course mangement system. <u>Responses to these questions will require consultation with the Course Management System Administrator</u>.

Do you authenticate student identity on the Course Management System using...

	Yes	No
ERP Authentication	○	○
A Username/Password	○	○
Biometric measures	○	○

Comments

What tools do you use for authentication on the Course Management System?

	Yes	No
Shibboleth	○	○
Active Directory	○	○
LDAP	○	○

Comments

16. Do you offer online test proctoring through your Course Management System?

- ○ Yes

- ○ No

17. If yes, does your college have an alternate method of authenticating students for online test proctoring if the primary authentication system is not functioning?

- ○ Yes

- ○ No

Distance Education Student Retention

18. Please identify the student retention efforts your college is using to improve student completions in distance education classes. (Check all that apply)

- ☐ Faculty contacting students when pre-determined parameters of participation are not reached.

- ☐ Early alert notification to student and/or faculty via e-mail

- ☐ Peer advisors contacting students when pre-determined parameters of participation are not reached.

- ☐ Counselors contacting students when pre-determined parameters of participation are not reached.

- ☐ Instructional redesign of the curriculum to assure more learner centered engagement of students.

- ☐ Predictive analytics using data collected from the Learning Management System (LMS).

19. Identify any other student retention techniques used by your college to improve distance education student retention.

Retention efforts 1

Retention efforts 2

Retention efforts 3

Retention efforts 4

Retention efforts 5

State Authorization (Serving students in other states)

20. Serving students via distance education in other states:

Do you serve students via distance education in other states?

○ Yes

○ No

If yes, how many states total?

If yes, how many students?

21. Applying for authorization to serve students in another state:

Have you initiated an application(s) for authorization to serve students in another state?

○ Yes

○ No

If yes, how many?

[   ]

22. Approvals to serve students in other states:

Have you been approved by any states?

Yes ○

No ○

If yes, how many?   If yes, please check the state(s).

[   ]

Alabama ☐	Maine ☐	Oklahoma ☐
Alaska ☐	Maryland ☐	Oregon ☐
Arizona ☐	Massachusetts ☐	Pennsylvania ☐
Arkansas ☐	Michigan ☐	Rhode Island ☐
Colorado ☐	Minnesota ☐	South Carolina ☐
Connecticut ☐	Mississippi ☐	South Dakota ☐
Delaware ☐	Missouri ☐	Tennessee ☐
Florida ☐	Montana ☐	Texas ☐
Georgia ☐	Nebraska ☐	Utah ☐
Hawaii ☐	Nevada ☐	Vermont ☐
Idaho ☐	New Hampshire ☐	Virginia ☐

Illinois ☐		Washington ☐
	New Jersey ☐	
Indiana ☐		West Virginia ☐
	New Mexico ☐	
Iowa ☐		Wisconsin ☐
	New York ☐	
Kansas ☐		Wyoming ☐
	North Carolina ☐	
Kentucky ☐		
	North Dakota ☐	
Louisiana ☐		
	Ohio ☐	

Comments

Student Services Offered On-campus, Online, and/or via Telephone

23. Please provide the contact information for your Chief Student Services Officer.

First Name

Last Name

Title

College Name

Email Address

Phone Number

Fax Number (Optional)

Mobile Phone (Optional)

24. For each of the student services listed below, please identify how it is available to the student. (Check all that apply.)
This is an assessment of the online services your college provides to the entire college student population (not just DE students).

Indicate if the student service is any of the following:

- Not offered
- Service or program is offered only on campus

- On campus service described on static web pages
- Some of this service is provided via interactive web pages (no records kept)
- Some of this service is offered via phone or live chat
- Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
- Some of this service allows students to complete transaction without coming to campus
- An online record of this service is saved by the institution and can be accessed by students
- An online record of this services is saved and can be edited by students

(Please note: There are 9 answer columns in this table, please resize the window to display all columns or use the slider at the bottom of the section to move the table left or right to see all columns.)

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Admissions	☐	☐	☐	☐	☐	☐
Course/Program Catalog	☐	☐	☐	☐	☐	☐
Schedule of Classes	☐	☐	☐	☐	☐	☐
Registration	☐	☐	☐	☐	☐	☐
Student Accounts	☐	☐	☐	☐	☐	☐
Transcript Ordering/payment	☐	☐	☐	☐	☐	☐

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Test Proctoring	☐	☐	☐	☐	☐	☐
Prior Learning Assessment	☐	☐	☐	☐	☐	☐
Placement Testing	☐	☐	☐	☐	☐	☐
Academic Advising and Counseling	☐	☐	☐	☐	☐	☐

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Education Planning	☐	☐	☐	☐	☐	☐
Orientation to College	☐	☐	☐	☐	☐	☐
Transfer Planning	☐	☐	☐	☐	☐	☐
Orientation to Online Learning	☐	☐	☐	☐	☐	☐
Financial Aid (General Information)	☐	☐	☐	☐	☐	☐
Financial Aid Application	☐	☐	☐	☐	☐	☐
Financial Aid Award Notification	☐	☐	☐	☐	☐	☐
Financial Planning (Budgeting, Banking, Loan & Credit Card Management)	☐	☐	☐	☐	☐	☐
Bookstore	☐	☐	☐	☐	☐	☐

Bookstore Services	☐	☐	☐	☐	☐	☐
Library Services	☐	☐	☐	☐	☐	☐

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Career Counseling & Placement Services	☐	☐	☐	☐	☐	☐
Job Placement	☐	☐	☐	☐	☐	☐
E-portfolios	☐	☐	☐	☐	☐	☐
Peer to Peer Mentoring	☐	☐	☐	☐	☐	☐
College Facilitated Peer to Peer Social Media (Facebook, Twitter)	☐	☐	☐	☐	☐	☐
Student to Student Communications	☐	☐	☐	☐	☐	☐
Faculty to Student Communications	☐	☐	☐	☐	☐	☐
College to Student Communications	☐	☐	☐	☐	☐	☐
Ethical & Legal Services (Ombudsman)	☐	☐	☐	☐	☐	☐
Counseling (Personal)	☐	☐	☐	☐	☐	☐

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Health and Wellness Services	☐	☐	☐	☐	☐	☐
Student Activities (Recreation, Leadership, Academics, Religion & Spirituality)	☐	☐	☐	☐	☐	☐
Early Alert System	☐	☐	☐	☐	☐	☐
Tutoring (Individual & Group)	☐	☐	☐	☐	☐	☐
Self-service tutorials (writing, researching, study skills, time management, procrastination etc.)	☐	☐	☐	☐	☐	☐
Services for Veterans	☐	☐	☐	☐	☐	☐
Services for Students of Color	☐	☐	☐	☐	☐	☐
Services for First Generation College Students	☐	☐	☐	☐	☐	☐
Services for Students taking Basic Skills	☐	☐	☐	☐	☐	☐

Courses

	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Services for Low Income Students	☐	☐	☐	☐	☐	☐
Other Remediation Services (Name)	☐	☐	☐	☐	☐	☐
Technical Support (Help Desk, FAQS, Tutorials, LMS Guide)	☐	☐	☐	☐	☐	☐
Disabled Student Services	☐	☐	☐	☐	☐	☐
Student Population Segments Services (International, Alumni, etc)	☐	☐	☐	☐	☐	☐
Emergency Calls to Landline Telephone	☐	☐	☐	☐	☐	☐
Emergency Calls to Cellular Telephone	☐	☐	☐	☐	☐	☐
Emergency Text Message to Cellular Telephone	☐	☐	☐	☐	☐	☐
Work Opportunity and Responsibility to	☐	☐	☐	☐	☐	☐
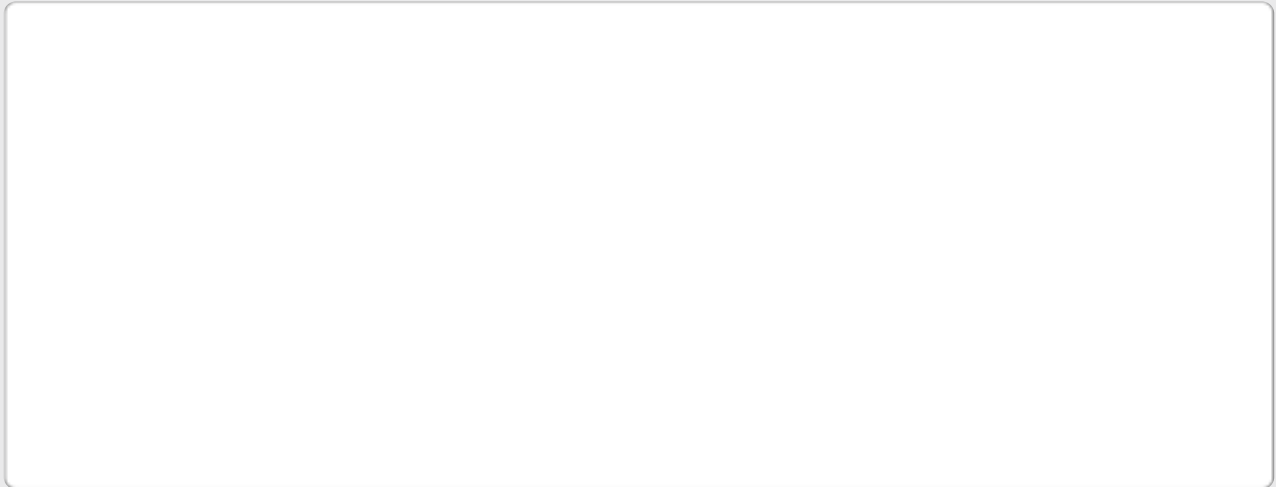
Service	Not offered	Service or program is offered only on campus	On Campus Service described on static web pages	Some of this service is provided via interactive web pages (no records kept)	Some of this service is offered via phone or live chat	Some of this service is offered using video conferencing (workshops, appointments or drop-ins)
Responsibility to Kids (CalWORKS)	☐	☐	☐	☐	☐	☐
Cooperative Agencies Resources for Education Program (CARE)	☐	☐	☐	☐	☐	☐
Disabled Student Programs and Services (DSPS)	☐	☐	☐	☐	☐	☐
Extended Opportunity Programs and Services (EOPS)	☐	☐	☐	☐	☐	☐
Math Engineering Science Achievement (MESA)	☐	☐	☐	☐	☐	☐
Foster and Kinship Care (FKCE)	☐	☐	☐	☐	☐	☐
Foster Student Success Initiative (FYSI)	☐	☐	☐	☐	☐	☐
Other Retention Services (Name)	☐	☐	☐	☐	☐	☐

25. Please describe plans your institution has for developing any of the above areas.

[ ]

AA/AS/Certificate of Achievement Awards via 100% Distance Education Programs

26. In 2014-15 and 2015-16 did your college offer an AA or AS degree or a Certificate of Achievement program where the student could complete the program 100% through distance education?

○ Yes

○ No

If you answered yes to question #26, please list all of the programs by name. Indicate if it is an **AA, AS, or Certificate of Achievement**. If the program is offered both as a degree and a Certificate of Achievement please list them on separate lines.

If you track distance education student graduates and there were any distance education graduates in the programs for the academic year 2014-15 by August 30, 2015, please indicate the number. If there were no graduates or you don't track this information please put in zero.

Fill in the year the program started being offered 100% via distance

education. (If you have more than 50 programs please upload a Word or Excel file with the additional programs listed.)

	Program Name	Degree Type			Number of Awards	Year Started
		AA	AS	Certificate of Achievement		
1.		○	○	○		
2.		○	○	○		
3.		○	○	○		
4.		○	○	○		
5.		○	○	○		
6.		○	○	○		
7.		○	○	○		
8.		○	○	○		
9.		○	○	○		
10.		○	○	○		
11.		○	○	○		
12.		○	○	○		
13.		○	○	○		
14.		○	○	○		
15.		○	○	○		

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34.

35.		○	○	○		
36.		○	○	○		
37.		○	○	○		
38.		○	○	○		
39.		○	○	○		
40.		○	○	○		
41.		○	○	○		
42.		○	○	○		
43.		○	○	○		
44.		○	○	○		
45.		○	○	○		
46.		○	○	○		
47.		○	○	○		
48.		○	○	○		
49.		○	○	○		
50.		○	○	○		

**27. Please upload any additional 100% DE programs here.**

Browse...

28. A distance **educational pathway** is a **road map** guiding a student through distance education courses required for a chosen career destination at your college. It makes it easy for a student to be aware that they are able to complete degree requirements online.

Has your college developed streamlined **educational pathway** policies/activities for distance education students?

○ Yes

○ No

If yes, please describe your policies/activities.
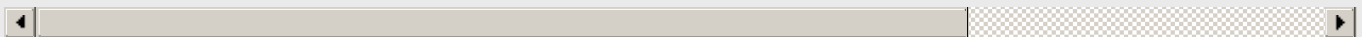
Online Education Initiative (OEI)

29. How aware are you of the Online Education Initiative (OEI)?

○ I have never heard of it.

○ I am aware but not involved with its efforts.

○ I am aware and have had some engagement with its efforts.

○ I am aware and am actively engaged with its efforts.

30. How aware are you with the following OEI products and services?

	I have never heard of it.	I am aware but have not facilitated its use on my campus.	I am aware and plan on facilitating its use on my campus.	I am aware and do not plan on facilitating its use on my campus.	I am aware and have facilitated its use on my campus.
Canvas - Common course management system	☐	☐	☐	☐	☐
NetTutor - Online tutoring services	☐	☐	☐	☐	☐
Quest for Online Success - Online learner readiness modules	☐	☐	☐	☐	☐
Ally - Accessibility	☐	☐	☐	☐	☐
Veracite - Plagiarism detection	☐	☐	☐	☐	☐
Cranium Cafe (ConX) - Online counseling platform	☐	☐	☐	☐	☐
OEI Course Design Rubric - High quality online course standards	☐	☐	☐	☐	☐
Exchange - Platform for the exchange of online courses/students	☐	☐	☐	☐	☐

31. If your campus is using Canvas, what is your stage of implementation?

○ Planning

○ Initial/pilot

○ Full implementation for all online courses

○ Full implementation for ALL courses

○ Unsure

32. How satisfied are you with the support received by OEI during your implementation of Canvas?

○ Not at all satisfied

○ Somewhat NOT satisfied

○ Somewhat satisfied

○ Satisfied

33. If you selected Not at all Satisfied or Somewhat not satisfied, please share why.

34. Given your initial experience with the following OEI product(s) and service(s), how useful do you see them being on your campus?

	Not at all useful	Somewhat not useful	Somewhat useful	Useful	Not applicable/Have not used
Canvas - Common course management system	☐	☐	☐	☐	☐
NetTutor - Online tutoring services	☐	☐	☐	☐	☐
Quest for Online Success - Online learner readiness modules	☐	☐	☐	☐	☐
Ally - Accessibility	☐	☐	☐	☐	☐
Veracite - Plagiarism detection	☐	☐	☐	☐	☐
Cranium Cafe (ConX) - Online counseling platform	☐	☐	☐	☐	☐
OEI Course Design Rubric - High quality online course standards	☐	☐	☐	☐	☐
Exchange - Platform for the exchange of online courses/students	☐	☐	☐	☐	☐

35. For any items where you selected "Not at all useful or Somewhat useful," please share why:

[text box]

36. Overall, how satisfied are you with the products and services OEI is providing to support online teaching and learning?

- ○ Not at all satisfied
- ○ Somewhat not satisfied
- ○ Somewhat satisfied
- ○ Satisfied

37. If you selected "Not at all satisfied" or "Somewhat not satisfied," please share why:

[text box]

38. What, if any, additional products and services does your campus need to support online teaching and learning?

California Community Colleges Chancellor's Office