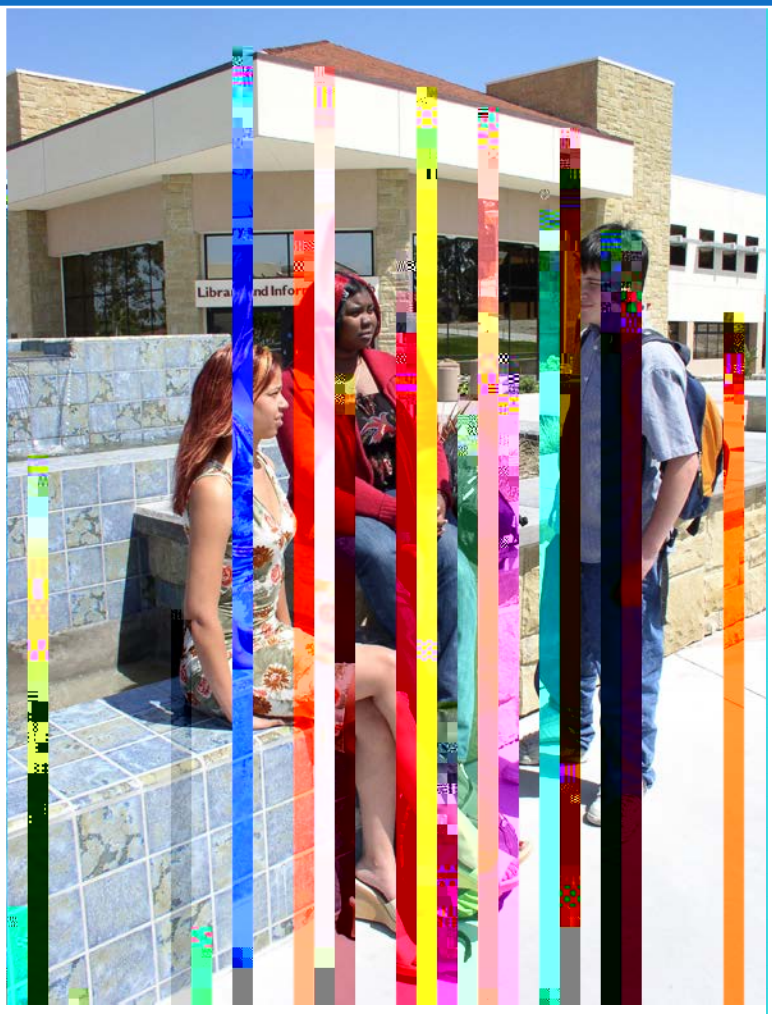
Closure of 2011-2014 Online Education Plan



MiraCosta College

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Contents

Background 3

Introduction 3

1. Evaluate progress towards a comprehensive online site 4

2. Integrate online education explicitly within Program Review 5

3. Support and coordinate existing faculty and staff leadership 6

4. Commit resources for infrastructure, innovation, and development of our online campus 7

5. Identify and sequentially introduce complete degrees and certificates delivered 100% online, and ensure that these degrees and certificates are approved by the ACCJC for offering online 9

6. Provide the necessary and appropriate student services fully online 10

Conclusion 12

3. Support and coordinate existing faculty and staff leadership
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6. Provide the necessary and appropriate student services fully online

The introduction went on to provide somewhat more detailed examples of actions needed to fulfill the plan's purpose of increasing "access and success for online students." The remainder of the document was

- Ensuring that the online site is congruent with the MiraCosta mission, and in turn that the online site is fully represented in MiraCosta's strategic planning processes and documents.
- Considering enhancements to course assignment procedures/resources for online faculty.
- Determining how best to market online courses and programs.

Changes

- Investigation of alternative scheduling in summer and winter intersession revealed that implementing these ideas would be extremely challenging.

Emergent needs

- Monitoring implementation of the CCC ID for single or same sign-on across the CCC system in conjunction with the Online Education Initiative, and working with AIS to determine how that will impact MiraCosta systems and students.

Summary/Remarks

In addition to the important technical and policy-level groundwork achievements mentioned in this section, other areas of progress on the institutionalization of Online Education systems and services are described throughout this document. Collectively, these have helped move MiraCosta closer to offering and supporting sufficient services in a systematic manner to consider MiraCosta's online programs as a fourth site. However, clear articulation of a vision for this "fourth site" and obtaining buy-in from all stakeholders is a significant step still to be taken. Development of the next Online Education Plan could serve as the catalyst for that step.

2. Integrate online education explicitly within Program Review

References: 2011 Online Education Plan sections VI.D.1-2

Fulfillments

- In 2013, the Office of Institutional Effectiveness (OIE) and Instructional Services cooperated to produce Program Review data that included disaggregated information on success, retention, and other key areas for DE course sections.
- OIE is completing work on a Success System, scheduled to be available in early 2014, that will make regular reporting and analysis of DE data easier.
- The Program Review Handbook was updated in 2011 with the recommended changes to better recognize program elements related to online education.

Other accomplishments

- Online Education is now recognized as a program for Program Review purposes, and participated in Program Review for the first time in fall 2013.
- TracDat was modified in 2013 to enable association of CSLOs with course modalities.

Ongoing needs

- Academic departments and student service areas need to continue to evaluate outcomes in online education and plan/budget accordingly via the program review process.

- Determining transfer and completion of “primarily or exclusively online students” should be enabled when the Success System becomes operational in 2014.

Changes

- None.

Emergent needs

- Online Education needs to establish Service Area Outcomes as well as other benchmarks and metrics to assess progress. These should be considered in the next Online Education Plan.
- Continued updating of the Program Review REFLECT form to fully address distance education outcomes data.

Summary/Remarks

Ongoing needs

- Considering changes in course assignment & evaluation procedures/resources for online faculty, full- or part-time.
- Considering alternatives for course evaluation formats/approaches for online courses.
- Developing a comprehensive workshop series on technology/pedagogy to prepare and support faculty for online teaching.
- Establishing annual reports on DE to the board and other governance bodies.
- Establishing permane

Fulfillments

- Most Moodle users have been consolidated onto a Moodlerooms system which is now integrated with SURF. Work is ongoing to integrate the Coastline Moodle for authentication purposes.
- MiraCosta discontinued support for ETUDES NG (June 2011).
- AIS is completing a major Internet connection to SEC separate from the OC connection in

Summary/Remarks

MiraCosta is fortunate to have an excellent technology infrastructure in place in support of online teaching and learning. Further, support for this infrastructure is strong, and opportunities for innovation abound. Highlights over the last two years include consolidation of course management systems and greater compliance with federal requirements for authenticating students, as well as addition of new technologies supporting innovation.

At the state level, new infrastructure may emerge through the Online Education Initiative and its related Education Planning and Common Assessment projects. When considering new technologies such as a student portal, the possibility of taking advantage of state-provided resources must be considered.

Online Education must also work with AIS and the shared governance structure to establish and adhere to clear guidelines for adopting and evaluating its online education technologies. As innovations continue to emerge throughout higher education that involve online education, from MOOCs to flipped classrooms, MiraCosta's technical and curricular systems should support an active engagement of faculty and students with such opportunities.

5. Identify and sequentially introduce complete degrees and certificates delivered 100% online, and ensure that these degrees and certificates are approved by the ACCJC for offering online

References: 2011 Online Education Plan sections III.A-C, F.3

Fulfillments

- Significant work has been completed on a substantive change proposal to be submitted to the ACCJC in spring 2014 for over 90 degree and certificate programs approved for offering at least 50% via DE.
- Based on a thorough reassessment of DE course approvals, it has been determined that many programs (Plan A degrees and numerous certificates) are, at least in theory, available 100% via distance education.
- The Faculty Director of Online Education has been added as an ex-officio C&P member.

Other accomplishments

- A fresh look at MiraCosta enrollment data reveals that a significant portion of the MiraCosta student population (over 10%) takes only DE courses.

Ongoing needs

- Monitoring status of programs with regard to being available over 50% via DE. (C&P plans to address this during spring 2014.)
- Communicating with department chairs (and deans) about DE program/quality issues.
- Marketing of DE programs.
- Identifying additional courses not yet online which would expand opportunities for online program completion; helping to remove barriers to developing and approving those courses for online offering.
- Scheduling of courses to enable timely completion of DE programs.

Changes

- The Communication department in 2013 decided it is not interested at present in developing an

- Counseling offers online advising and online sections of Counseling 110 every semester. Counseling 110 includes elements related to online student success. Counseling is piloting additional forms of online synchronous counseling and mobile advising.
- An orientation to online learning for students was developed and piloted in fall 2013 and offered in spring 2014.
- There has been a dramatic expansion of available eBook titles; all bookstore services are now available online at a unified site; textbook information is linked into SURF; EOPS offers a new online process for textbook lending.
- The library continues to expand its collection of online resources; the library site has been made mobile-friendly; links to library resources are now embedded in Blackboard and Moodle; an online self-paced information literacy tutorial is available through the library site.
- Student surveys conducted in 2012 and 2013 assessed student support needs, focusing especially on online tutoring in 2012 and student orientation to online learning in 2013.
- Student help desk support continues to expand in terms of hours and resources.

Other accomplishments

- A unified website directing students to the various academic support services is now available at http://www.miracosta.edu/instruction/tutoring/
- Instructor updating of the online course schedule (www.miracosta.edu/OnlineClasses) to provide more thorough information about online and hybrid classes to prospective and enrolled students has increased from less than 50% in spring 2011 to nearly 95% of all online/hybrid course sections in fall 2013.

Ongoing needs

- Offering online placement testing. The statewide Common Assessment initiative promises to provide this.
- Offering asynchronous online counseling. Privacy issues are challenging but can be addressed with sufficient resources and attention.
- Offering online education planning. Both locally and at the state level this is currently being addressed.
- Enabling online bookstore voucher redemption.
- Providing synchronous counseling/support in areas such as DSPS and career services.
- Expanding proctoring services; investigation of remote proctoring possibilities.
- Developing a central resource site aimed at providing students with a gateway to all online support services, which could take the form of a student portal.

- Develop a communication plan that will keep students informed about MiraCosta online education.

Summary/Remarks

MiraCosta has made remarkable progress toward offering comparable student services for online students. MiraCosta's student services leaders understand that these efforts potentially benefit not just "online students," but increase access to support for all MiraCosta students. As these efforts continue, it will also be important to monitor the progress of the CCC Online Education Initiative which is intended to provide many desirable student supports, including tutoring, counseling, tech support, and a portal site to enable easy access to both statewide and local services. As online student services expand and mature, it is important that all MiraCosta faculty, staff, and students are aware of their utility rather than considering them exclusive to DE courses and students.

Conclusion

The 2011 Online Education Plan called out many important areas for growth and change in order to increase student access and success via online education. Many of these areas have been addressed and fulfilled or are actively being worked on. Other areas remain for continued work.

The overarching notion of the 2011 Online Education Plan - that MiraCosta should work toward enabling students to complete educational programs through online learning -

policies and practices for evaluating the quality of DE instructors, courses, and programs. Others connect to CCC statewide initiatives that may provide new resources and opportunities in support of online