

Golden West College
INSTRUCTIONAL PROGRAM REVIEW
Spring 2016

Division Name: Distance Education

Program Contact Information:

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<i>Division Director</i>	<i>Phone #</i>	<i>Office Location</i>	<i>E-mail Address</i>
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<i>Department Chair</i>	<i>Phone #</i>	<i>Office Location</i>	<i>E-mail Address</i>
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NON-INSTRUCTIONAL PROGRAM REVIEW PROMPT

Online Instruction Department

PROGRAM INFORMATION:

Assume the reader doesn't know anything about your program/department. Briefly describe your department and how your department supports one or more of [Golden West College's mission and goals](#). **This description will likely be used on your department's website.**

The Online Instruction Department ("OI") supports Golden West College's (GWC) goal of reducing barriers to learning and increasing access to educational opportunities through the use of technology. The Department supports online learning and instruction by assisting faculty in the development and maintenance of courses within the GWC learning management system and providing students with technical support for online education.

The Online Instruction Department plays an important role in helping our campus leverage technology resources to facilitate student learning by providing faculty with assistance in the delivery, maintenance and support of their online and hybrid courses. Online instruction assists faculty with the development and instructional design of online and hybrid courses, and provides one-on-one and group training to assist them with effectively teaching online using GWC's learning management system.

Program Contributions: Describe how your department contributes to the campus. Consider areas such as diversity, campus climate, student success, campus processes, student support, and other college goals below.

OI supports instruction for all of GWC. Therefore, in OI's identity is as a support resource for faculty and students. Also, OI provides ample contributions to an ever-growing faculty and student demand for online or hybrid courses. OI is open to the diversity of the student body and the faculty, contributes to climate change by focusing on effective teaching practices that are based on technology, eases educational processes for the faculty and students, supports and attends to GWC's goals.

College goals (check all that apply):

- Institutional Mission & Effectiveness
- Instructional Programs
- Student Support Services
- Library and Learning Support Services
- Student Engagement
- Student Equity
- Human Resources
- Facilities & Campus Environment

- Technology
- Fiscal Resources
- Planning Processes
- District Collaboration
- Community Relations
- Business, Industry, Governmental Partnerships

External Requirements: Indicate any requirements that are imposed on your program/department by the state, federal regulations, or other external accrediting bodies (If applicable).

There are no external requirements directly placed on OI, other than the ones customary for support programs at GWC (e.g., accreditation).

REVIEW OF LAST CYCLE PROGRAM REVIEW

Provide assessment of your previous program review initiatives. Summarize any accomplishments that your program/department achieved. (2 pg limit) [Link to Previous Program Review Reports](#)

The OI accomplishments are directly related to its intended and expressed initiatives, as submitted during the last program review. Specifically, OI accomplished the following: 1) improve student experience of adaption to online instruction at Golden West College. The first initiative was accomplished by fulfilling the following: a) creating a larger library of Blackboard Training materials for students; b) creating a shortcut integrated within Blackboard to grab students' attention when they first log in, and direct them to a resource area; c) create a campus-wide email to all registered students, at the beginning of each semester, with information about accessing Blackboard, and d) adding a "browser-checker" to the Blackboard login page. A second set of initiatives are as follows: 2. avoid increased managed hosting fees due to exceeding our storage limits, by establishing a routine process. This initiative addressed 2a. maintaining a redundant copy of course archives onsite (in addition to our managed hosting), and 2b. removal of old courses from the server when they are no longer needed for our campus' data retention policies, to free up server space for current classes. The initiative was accomplished by a. removal of any archived courses from the Blackboard Learn server, which we are no longer required (by our campus' data retention policies) to keep active, and b. reduction of our storage space on the Blackboard Learn server. A third initiative - 3. Increase campus- wide adoption of Blackboard course usage and campus communication through Blackboard tools (Modules, Announcements, and Organizations) was accomplished by the following: a. creation of new modules on the Blackboard "My Institution" page, linking students to relevant information from departments, such as Library and ACE and b. wider adoption (through outreach) of Blackboard Organization shells for committee, department, and club collaborations. The fourth initiative – 4. begin the process of utilizing SLO tracking in Blackboard was not accomplished and will be readdressed with the implementation of Canvas. However, the fifth initiative - 5. collaborate with OCC's Online Instruction department to improve student/faculty experiences at both colleges through shared resources and knowledge, has to be reevaluated with the implementation of the new LMS, Canvas.

SWOT ANALYSIS

Strengths:

- What does your program/department do well?
- What do you believe your students, potential employers, or transfer institutions see as your program's/department's strengths?

OI does several matters well. Specifically, 1) it guides faculty and students through the process of learning and acclimating to the online e-learning environment; 2) Generate s a positive and supportive environment where faculty and students know that they will receive answers from a quick and responsive help desk team; 3) provides unlimited course design and creation assistance to online instructors; 4) creates and disseminates training materials to assist faculty outside of office hours; 5) assumes new responsibilities with existing department resources when campus-wide needs arise, such as providing a campus-wide, web-based help desk application.

Weaknesses:

- In what areas does your program/department need to improve?
- What are your program's/department's immediate needs?
- What limitations or barriers is your program experiencing?

There are a few weaknesses that OI needs to attend to. For example, OI needs to attend to 1) the integration of the most current technologies into the online program; 2) establish policies and procedures relevant to online education; 3) adapting and using an SLO-tracking tool for online and hybrid courses; 4) better prepare the staff to assist instructors and students; and 5) link local efforts with those of the District's central office and the sister colleges.

Opportunities

- What opportunities exist for your program/department?
- What opportunities exist that may allow your program/department to expand/improve on efficiency?
- What external funding opportunities are available for your program/department? (If applicable)
- What partnerships/collaboration (internal, district-wide, external) can be established or expanded to the benefit of your program/department?

There are several opportunities to improve the services provided to GWC by OI. For example: 1) encourage instructors whose e-courses are necessary for the AA Degree to teach their courses online, so a fully online AA degree program can be established; 2) offer more degree completion opportunities, beyond the CJAA Program, for students who have completed Career or Certificate programs at GWC; 3) continue to support enrollment growth in online courses; 4) provide the means and resources to draw a diverse student population to GWC; and 5) develop online courses attractive to high school students.

Threats/Challenges

- What challenges exist for your program/department?
- What budgetary constraints is your program/department facing?
- Are there upcoming changes to state and federal regulations that will impact your program? Elaborate.

The most present challenge is the migration from Blackboard to Canvas. However, OI has developed a cogent and feasible process to address the transition. The Dean responsible for the OI has presented a budget for the additional support needed (below). Additionally, GWC now has a Distance Education Committee, and participates in a District-wide committee to address the transition. There are no other challenges as pressing on OI as the Canvas implementation.

PROGRAM DATA AND ANALYSIS

Measures of Scope of Program (Who does your department serve? How many do you serve?)

- Student Number of Students Served: all of the on-line and hybrid courses
- Faculty Number of Faculty Served: all faculty who teach fully on-line, hybrid courses, or post information on the LMS.
- Staff Number of Staff Served: N/A
- Managers Number of Managers Served: all managers to oversee instructional programs

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Measures of Effectiveness/Customer Satisfaction?

- What type of data did you use to measure customer satisfaction? Provide your analysis of the data.

OI is creating a survey instrument to collect faculty perceptions/opinions of its support effectiveness. Additionally, OI will collect student satisfaction surveys.

- What type of data did you use to measure departmental accomplishments? Provide your analysis of the data

OI has not used numerical data to assess the completion of its objectives. Rather, the “metric” used is completion of its projects and the expressed satisfaction of the faculty and students as they complete the courses.

Measures of Efficiency/Productivity

- What type of data did you use to measure improvements in efficiency and productivity?
 - Focus on:
 - o Time
 - o Personnel

- Other Resources

In the future, OI will collect objective data from all constituencies. Today, the measure of efficiency and productivity is completion of projects and faculty members' ease in using the LMS. Also, we gage students' ease in using the LMS.

Review of Budget/Expenditures

Provide a breakdown of your allocated budget and actual expenditures

(Please summarize here and provide excel spreadsheet of your budget as an attachment)

The OI budget is limited and has been stable for the past few years. Beginning in the Spring of 2016, the transition from Blackboard to Canvas has forced reconsideration of the department's needs and function. Therefore, the Director OI and the Dean of the LRC have presented the following budget to the VPI.

Fiscal Year				2013-14					2014-15					2015-16				
Fund	Orgn	Account	Program	Adopt Budg	Adj Budg	Actuals	ENC	Avail Bal	Adopt Budg	Adj Budg	Actuals	ENC	Avail Bal	Adopt Budg	Adj Budg	Actuals	ENC	Avail Bal
110001-Curr Unres General Fund	347501-Distance Learning	2339-Class Hrly Overtime	615000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$3,055	\$0	(\$3,055)
		4312-General Supplies	615000	\$1,000	(\$246)	\$259	\$0	\$495	\$1,000	\$0	\$261	\$0	\$739	\$1,000	\$0	\$214	\$285	\$500
		4315-Supplies Technology	615000	\$10,000	(\$1,644)	\$498	\$5	\$7,853	\$10,000	(\$1,386)	\$709	\$5	\$7,900	\$10,000	(\$4,090)	\$1,055	\$5	\$4,850
		4320-Copy Charges	615000	\$0	\$59	\$58	\$0	\$1	\$0	\$0	\$15	\$0	(\$15)	\$0	\$0	\$0	\$0	\$0
		5638-Service Maint Agreement	615000	\$0	\$37	\$0	\$0	\$37	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		5699-Software License Fees	615000	\$6,294	\$366	\$5,459	\$0	\$1,201	\$6,294	\$1,386	\$4,080	\$0	\$3,600	\$6,294	(\$330)	\$1,800	\$0	\$4,164
		5831-Postage	615000	\$0	\$150	\$127	\$0	\$23	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		5899-Other Services	615000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$330	\$330	\$0	\$0
6412-Equipment Technology	615000	\$0	\$1,278	\$1,278	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$4,090	\$4,090	\$0	\$0	
Total by COLUMNS				\$257,165	\$27,579	\$249,296	\$4,028	\$31,420	\$257,387	\$269	\$375,102	\$636	(\$118,082)	\$260,510	\$100,726	\$279,298	\$5,953	\$75,985

PROGRAM PLANNING

Based on your analysis of previous program review and current data/information:

- **What does your program want to accomplish in the next three years?**

The focus of OI for the next 1.5 years is on the transition between Blackboard and Canvas. Therefore, the central focus and aim to accomplish is a smooth transition between the two LMS systems.

- **What areas does your program plan to improve?**

There are numerous dynamics, products, and processes that OI aims to improve. Guided by the District's Distance Education Committee; the GWC Distance Education Committee; Instructure, Inc. (organization overseeing the transition); and faculty members' needs; the DED will develop an evolving quality management system given the new LMS platform.

- **What specific actions will you take to improve upon those areas?**

The timing of the upcoming transition is forcing fluidity in OI. Therefore, the improvements made will be related to the guidance by the aforementioned committees, and consulting organization but also as the transition takes place. OI anticipates numerous checks and balances to insure smoothness in the transition and its operation.

- **How will you assess whether your program has accomplished those goals?**

See above. Upon the return of the Director responsible for OI, the department will create goals and objectives in light of the transition to Canvas.

RESOURCE ALLOCATION

In order to accomplish those goals, what resources do you need? You will need to fill out the resource request forms and include them with your Program Review Report. [Link to resource request form.](#)

- Staffing
- Facilities
- Technology
- Equipment
- Funding for Professional Development

Notice the budget submitted to support the transition to Canvas, below. Once the transition takes place, OI may return to its customary budget levels. However, being that we believe that this is a mayor endeavor to support the faculty at GWC, we believe that full funding is warranted. Additionally, the Dean and Director have examined the Division's and the Department's budget to lessen the impact on GWC's basic budget.

Canvas Transition Budget Request

Total Requested: \$75,319.98

Stipend for classified employee to oversee transition until June 30th, 2016 (absence of associate dean) - \$ 4,000

A total of two 28-hour per week professional experts is requested for a period of 15 months (starting 4/1/16 and ending 6/30/17). See itemized list of expenses for professional experts below.

Additionally, funds are being requested for a total of 2 LHE of [release/overload] for a Faculty Coordinator and Trainer. The role of this faculty member will be aligned with the expectations of the District and GWC.

Itemized List of Proposed Staff Expenses Including Benefit Costs													
		Period	Hours per Week	Hourly Rate	Weekly Average	Daily Average	Monthly Average	Months	Salary	Benefits Cost (1.5%)	Medical Coverage	Total per Person	Totals
1	Prof. Expert	4/16 - 6/16	28	\$16.76	\$469.28	\$93.856	\$2,041.368	3	\$6,124.104	\$91.86	\$2,290.08	\$8,506.05	\$17,012.09
2	Prof. Expert	7/16 - 6/17	28	\$16.76	\$469.28	\$93.856	\$2,041.368	12	\$24,496.416	\$367.45	\$2,290.08	\$27,153.94	\$54,307.88
Total Requested for 15 months:												\$71,319.98	

Department Chair and Dean Review

Complete this section after reviewing all program review information provided. The Department Chair and Dean are to separately indicate the level of concern for the program that exists regarding the following Program Vitality Review (PVR) criteria. Add comments for any item marked with a 1 or 2. Identify whether the comment is made by the IUA or the Dean.

(Scale: 0 – No concern at all, 1 – Some concern, 2 – Serious Concern)

Chair/Dean

- () (0) a. Significant declines in enrollment and/or FTES over multiple years
- () (0) b. Significant change in facility and/or availability and cost of required or necessary equipment
- () (0) c. Scarcity of qualified faculty
- () (0) d. Incongruence of program with college mission and goals, state mandates, etc
- () (0) e. Significant decline in labor market
- () (0) f. Continued inability to make load for full-time faculty in the program
- () (0) g. An over-saturation of similar programs in the district and/or region
- () (2) h. Other: **Migration from Blackboard to Canvas (Learning Management System)**

Program Review Check-list

(x) Department Contact Information is up to date: Department Chairs, full-time faculty, classified

(No) Organization Chart: Verify that it is up to date: (q:\college information\org charts)
Report necessary changes to the Director of Personnel

(No) Both the Dean and Department Chair have completed the Dean and Department Chair Review section. The director of the Distance Education Department is out until 6-20-'16

Signatures, Individual Comments

Date of Department Discussion: April/May, 2016

Discussion Modality

- Department Meeting Emails Online/Skype
 Other : Ongoing meetings with the Department’s representative and the Distance Education Committee, GWC and the Districts.

Summary of Discussion Outcome: Creation of a timeline, review of the job description for the part-time employees, conferences with the District’s Committee, weekly conferences with the Canvas transition team, consultation with GWC’s Distance Education Committee, etc. This has been a very active group of people to ensure the success of the transition.

Departmental Recommendation

(x) No further review necessary

() We recommend this program for Program Vitality Review

I have read the preceding report and accept the conclusions as an accurate portrayal of the current status of the program. Signatures are on file in the division office. Type the names of the faculty.

- (x) Julia Van Dorn
- (x) Julie Nguyen
- (x) David Vasquez

I have read the preceding report and wish to add signed comments to the appendices. Signatures are on file in the division office.

- ()
- ()
- ()

Department Chair: Jorge Ascencio
Comments: Unavailable until 6-20-‘16

Date:

Division Dean: Alex Miranda, Ph.D.
Comments: None

Date: 4-30-‘16