CCC Chancellor's Office 2017-18 Annual Distance Education Survey

2. Distance Education Coordinator Information

1. Provide the following college identification information.

District Name : Riverside Community College District
College Name : Norco College
DE Coordinator First Name : Sheila
DE Coordinator Last Name : Pisa
DE Coordinator E-mail Address : sheila.pisa@rccd.edu
DE Coordinator Telephone Number : 951-222-8561

2. DE Coordinator's Classification (select one)

Administrator

3. DE Coordinator Workload Allocation (select one)

100%

3. Distance Education Course and Curriculum Development

4. How many distance education courses were approved for distance education delivery at your college from July 1, 2017 to June 30, 2018?

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

1

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

16

Existing distance education courses that were re-approved for DE delivery following periodic review of curriculum

0

5. For the courses identified in question #2 above about the number of new, converted, and re-approved distance education courses developed from July 1, 2017 to June 30, 2018, how important were the following elements in their development at your college? (Rate each area from extremely important to not important).

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

6. For courses developed at your college, please rank the following alphabetically listed resources from the <u>most common method</u> of supporting the development of distance education courses and curriculum <u>to the least common method</u>. (You do not have to select all methods.)

1. Faculty's own initiative, working alone (seminar, course, etc.)
2. Online self-paced tutorials
3. Training provided by college staff
4. Flexible Calendar session on how to develop Distance Education courses
5. Instructional designers working with faculty
6. Collaboratively among multiple faculty
7. Faculty Mentors
8. College-funded education
9. Distance Education course development manual (Locally developed or purchased)
10. Training provided by @ONE Project
11. Release time to learn skills for development of distance education courses
12. Stipends or grants to faculty
13. Instructional designers working independently

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

Hosting conferences, best practices from journals, advanced degree in Instructional Design, Adobe, textbook publisher provided training, 3cmedia

8. What percentage of distance education courses taught this year …

Are delivered using Canvas?

>75%

Integrate publisher content (for-profit, non-profit, and/or not-for-profit) in the college-provided Course Management System?

50% - 75%

Please identify applications or publishers.

Pearson MyLab, Cengage

Integrate Open Education Resources (OER) Content?

<25%

Please identify applications or OER sources.

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

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

	Yes, within the district	Yes, outside of the district	No
Collaborated on curriculum development	X		
Used faculty from two or more colleges to teach a course at two or more colleges			X
Shared equipment or facilities to teach a course at two or more colleges			X
Shared course materials	X		
Shared staff development activities between two or more colleges		X	
Collaborated on distance education program development	X		

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

email with other online instructors within the district, conferences, working with Distance Education committees across the district, design of consistent course materials for a course taught at all three colleges - collaboration on materials and teaching methodologies, FLEX sessions,

5. Distance Education Student Authentication (Identity)

11. Select the statement that best describes your district's Board of Trustees approved student authentication policy:

Administrative Procedure Only

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

Student ID/User ID and password or passphrase
ID check at proctored / on-campus exams
Require attendance at in-person presentations or other interactions
Writing style software for anti-plagiarism
Answering questions in the midst of testing
On-campus labs
Live video conferencing

13. Do you verify student identity at exams or other evaluations?

Yes

14. Do you verify student identity multiple times during the semester or term?

Yes

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

No

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

6. Distance Education Student Retention

16. 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
Early alert notification to faculty
Peer advisors contacting students when pre-determined parameters of participation are not reached.
Counselors contacting students when predetermined 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).

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

Retention efforts 1 : Text messages to students to check-in
Retention efforts 2 : regular and rapid feedback to at-risk enrollees

7. State Authorization (for Out-of-state Activities)

18. Serving students via distance education in other States:

Do you serve students via distance education in other States?

Yes

If yes, how many States total?

1

If yes, how many students?

1

19. Applying for authorization to serve students in another State:

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

Yes

If yes, how many?

20. Approvals to serve students in other States:

Have you been approved by any States?

Yes

If yes, how many?

39

If yes, please check the State(s).

Alaska
Arizona
Colorado
Connecticut
Delaware
Florida
Georgia
Hawaii
Idaho
Illinois
Iowa
Kansas
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
North Carolina
North Dakota
Ohio
Oklahoma
Pennsylvania
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Vermont
Virginia
Washington
West Virginia
Wisconsin

Comments:

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

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

First Name

Kaneesha

Last Name

Tarrant

Title

Interim Vice President, Student Services

College Name

 Norco College

Email Address

 kaneesha.tarrant@norcocollege.edu

Phone Number

 951-739-7877

Fax Number (Optional)

Mobile Phone (Optional)

22. For each of the student services listed below, please identify how it is available to the student. (Check all that apply.)

	Not offered	Service or program is offered only on campus	Service or program information is available online	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	Transaction records for this service can be edited by students online
Admissions			X	X	X	X	X
Course/Program Catalog		X	X			X	
Schedule of Classes		X	X			X	
Registration		X	X	X	X	X	X
Student Accounts			X	X		X	X
Transcript Ordering/payment			X	X		X	X
Test Proctoring		X					
Prior Learning Assessment							
Placement Testing			X			X	
Academic Advising and Counseling				X	X	X	
Education Planning			X	X	X	X	X
Orientation to College			X				
Transfer Planning		X					
Orientation to Online Learning			X				
Financial Aid (General Information)			X	X		X	X
Financial Aid			X	X		X	X

Application			X	X		X	X
Financial Aid Award Notification			X	X		X	
Personal Financial Planning (Budgeting, Banking, Loan & Credit Card Management)			X	X		X	
Bookstore Services			X			X	
Library Services			X			X	
Career Counseling & Placement Services			X	X	X		
Job Placement	X	X	X	X	X	X
E-portfolios	X	X		X		
Peer to Peer Mentoring	X					
College Facilitated Peer to Peer Social Media (Facebook, Twitter)	X	X				
Student to Student Communications	X	X				
Faculty to Student Communications		X	X		X	
College to Student Communications	X	X	X	X	X	
Ethical & Legal Services (Ombudsman)		X				
Counseling (Personal)	X					
Health and Wellness Services	X			X		
Student Activities (Recreation, Leadership, Academics, Religion & Spirituality)	X			X		
Early Alert System		X				
Tutoring (Individual & Group)		X	X	X	X	
Self-service tutorials (writing, researching, study skills, time management, procrastination etc.)		X				
Services for Veterans		X	X		X	X

Veterans						
Services for Students of Color		X	X		X	
Services for First Generation College Students		X	X		X	
Services for Students taking Basic Skills Courses		X				
Services for Low Income Students		X	X	X	X	
Other Remediation Services (Name)	X					
Technical Support (Help Desk, FAQS, Tutorials, LMS Guide)			X			
Technical support (FAQs, tutorials, LMS guide)			X			
Student Population Segments Services (International, Alumni, etc)		X	X	X		
Emergency Calls to Telephone			X			
Emergency Text Message to Cellular Telephone			X			
Work Opportunity and Responsibility to Kids (CalWORKS)		X	X	X	X	X	X
Cooperative Agencies Resources for Education Program (CARE)		X	X			
Disabled Student Programs and Services (DSPS)		X			X	
Extended Opportunity Programs and Services (EOPS)		X	X			
Math Engineering Science Achievement (MESA)	X					
Foster and Kinship Care (FKCE)		X	X			
Foster Student Success Initiative (FYSI)		X	X			
Other Retention		X	X			

	Services (Name)		^		^				

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

9. 100% Distance Education Programs and Courses

24. In 2017-18, 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

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 2017-18 by August 30, 2018, please indicate the number.

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.	Business Administration, Management Concentration			X		
2.	Business Information Worker			X		
3.	Business Administration, Accounting Concentration			X		
4.	Business Administration, General Business Concentration			X		
5.	Business Administration, Real Estate Concentration			X		
6.	Computer Programming			X		
7.	Early Childhood Education Assistant Teacher			X		
8.	Small Business Accounting			X		
9.	Small Business Payroll Accounting			X		
10.	Real Estate Salesperson and Transaction			X		
11.				X		
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25. Please upload any additional 100% DE programs here.

26. In 2017-2018, did your college offer any distance education course(s) that satisfy:

the CSU A1 Oral Communications general education requirement?

 Yes

the CSU B4 and IGETC Area 2 Mathematical Concepts/Quantitative Reasoning general education requirement?

 Yes

the CSU B3 and IGETC Area 5/Group C Laboratory Science general education requirement?

 No

27. 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?

 No

If yes, please describe your policies/activities.

10. California Virtual Campus - Online Education Initiative (CVC-OEI)

28. How aware are you of the California Virtual Campus - Online Education Initiative (OEI)

 I am aware of CVC-OEI and have had some engagement with its efforts.

29. How aware are you of the following CVC-OEI products and services?

	Not aware	Aware but don't plan to use	Aware and plan to use	Aware and have facilitated its use
Canvas - Common course management system				X
NetTutor - Online tutoring services				X
Quest for Online Success - Online learner readiness modules			X	
Veracite - Plagiarism detection		X		
Cranium Cafe (ConexED) - Online counseling platform		X		
CVC-OEI Online Course Design Rubric - High quality online course standards			X	
CVC Exchange - Platform including Course Finder, Online Pathways and Cross Enrollment for online courses/students			X	
NameCoach - student-recorded name pronunciations/gender preference software			X	

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

 Full implementation for ALL courses

31. What is the percentage of adoption on your campus for each of these tools?

	Not used on my campus	Up to 25% adoption on my campus	26 to 50% adoption on my campus	51 to 75% adoption on my campus	over 75% adoption on my campus
Canvas - Common course management system					X
NetTutor - Online tutoring services					X
Quest for Online Success - Online learner readiness modules	X				
Veracite - Plagiarism detection	X				
Cranium Cafe (ConexED) - Online counseling platform	X				
CVC-OEI Course Design Rubric - High quality online course standards	X				
CVC Exchange - Platform including Course Finder, Online Pathways and Cross Enrollment for online courses/students	X				
NameCoach - Student-recorded name pronunciations/gender preference software	X				

32. For any items where adoption is under 50% please share why:

Those not used but are in planning stages are quest for success, the OER rubric and the exchange. No plans to use veracite (faculty want to use Turnitin), and Cranium Cafe (thought to be too expensive for what it can do)

33. Is your college participating in the CVC-OEI Consortium?

No

6. If yes, your college is participating in the CVC-OEI Consortium:

What is the impact of your participation in the CVC-OEI Consortium for your College?

What do you see as the impact of your participation in the CVC-OEI Consortium for your students?

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

Satisfied

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