GRCC College Action Project Update  
Due to SLT Exec Council: August 1, 2013

Project Title: Strengthen the Infrastructure of Distance-delivered education to promote student success
Champion Name: Ric Underhile

August 1 Update Questions

NOTE: All current CAP projects are scheduled to be completed by July, 2014.

The Champion’s responses should be direct and factual to provide a clear picture of its progress, accomplishments, and challenges.

1. We have worked closely with IT and they now have increased their capacity to offer services 24/7. The Help Desk is now available until 11:00 p.m. Mon-Fri and 2:00 p.m. to 10:00 p.m. on Sat/Sun. Once fall semester begins, the Help Desk will be 24x7 Mon-Friday and same hours as noted above for Saturday and Sunday. These extended hours are in response to the HLC recommendation and were tagged as a mandatory budget item for 13-14. In terms of authenticating student identities, Respondus Monitor is in pilot. As a result of the faculty contract being ratified, we are now creating a Master Course professional development curriculum. This will allow for consistent and uniform presentation of online and hybrid courses. The Center for Teaching Excellence, Distance Learning & Instructional Technologies, and the Academic Tutoring Labs have collaborated so that students will now have a centralized service to provide support. The Online / Hybrid Certification Course (OHCC) also was revised in AY 2012-2013 to add more content and skill-building in copyright compliance and adherence to principles of universal design.

2. Describe the next steps for this Action Project for 2013-14
   Deployment of the Master Course professional development training for faculty to create single-versioned courses.
   Renew certification of faculty who are certified to teach online via their participation in the Master Course curriculum.
   Monitor the usage of tutoring labs for students seeking support for their work in online and hybrid courses.
   Include professional development about assurance of copyright clearance in online environments both in the Master Course curriculum and stand-alone professional development.
   Present an Issue Paper to AGC seeking their support for Online Eligibility Requirements for students seeking to enroll in online courses.
   The team also will develop a complete draft of the College’s e-Learning Plan.

3. What challenges, if any, are you facing regarding this Action Project?
   The greatest challenge we face is securing ongoing budget for verifying and authenticating students’ identities while they are completing tests or other “high stakes” assignments in online and hybrid courses.
4. **What are the measures (data) you are using to document success of your project? How are you performing on those measures?**

<table>
<thead>
<tr>
<th>Goal</th>
<th>Description</th>
<th>Completed</th>
<th>In Progress</th>
<th>Lack of Progress</th>
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<tbody>
<tr>
<td>Goal 1</td>
<td>Increase the quality of experience and academic outcomes among students who take distance-delivered courses</td>
<td>During the past academic year and especially since March, 2013 a good amount of progress has been made in developing programs and services that will positively impact this goal. For example, the initiation of Master Courses, collaboration among Distance Learning &amp; Instructional Technologies, the Center for Teaching Excellence and the Tutoring Labs are all new efforts that will increase the quality of the student experience.</td>
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<td>Goal 2</td>
<td>Increase the quality of teaching experiences among faculty who use instructional technologies.</td>
<td>An Issue Paper is being prepared that will propose “entrance and eligibility” requirements for students seeking to enroll in online courses. The Team believes that their experiences of faculty may be increased if students are better prepared to engage in online learning.</td>
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<td>Goal 3</td>
<td>Increase the quality of student support services that are provided online.</td>
<td>Online help desk opportunities have been expanded. During the 2013-2014 AY they will be monitored for usage and impact.</td>
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<td>Goal 4</td>
<td>Ensure adherence to internal and external policies and standards pertinent to distance-delivered education.</td>
<td>Copyright clearance has been embedded into the Master Course curriculum, ensuring that over the next three years, materials in all online and hybrid courses will be audited for adherence.</td>
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1. **Do you anticipate that this CAP will NOT be completed by July, 2014?** If yes, please discuss those components which you anticipate not being completed.
   
   **No**
2. From your perspective as a CAP Champion, how could the strategic planning process be improved?

- Forms should be web-based.
- The CAPS don’t all coalesce in the most meaningful ways. It would be useful to have them presented (visually or in an infographic) in clusters or thematically.