

The page features a decorative graphic on the right side consisting of three overlapping circles in shades of blue, arranged vertically. Two thin blue lines intersect at the top right, forming a large 'V' shape that frames the circles. The largest circle is at the top, a medium one in the middle, and a smaller one at the bottom. The circles are partially cut off by the right edge of the page.

# Distance Education/ Online Learning Annual Report

2009-2010 Chabot College

Report Prepared by:

Lisa Ulibarri, Chabot Web Services, Instructional Designer

Content provided by:

Minta Winsor, Chabot Web Services, Coordinator

Ramona Silver, The Committee On Online Learning, Chair

Thomas Clark, Dean of Business & Applied Technology

**December 2010**

## Contents

INTRODUCTION	2
DISTANCE EDUCATION COURSE OFFERINGS	3
QUALITY DISTANCE EDUCATION	5
CHABOT WEB SERVICES	5
TRAINING	5
BLACKBOARD 9.0 (LEARN)	6
THE COMMITTEE ON ONLINE LEARNING (COOL)	6
EXPLORING NEW TECHNOLOGIES	8
ONLINE LEARNING STUDENT SUPPORT	9
IMPROVED WEB RESOURCES	9
BLACKBOARD SYNC/MOBILE	10
GENERAL STUDIES 1: INTRODUCTION TO ONLINE LEARNING	10
ONLINE TUTORING	10
FUTURE PLANS	11

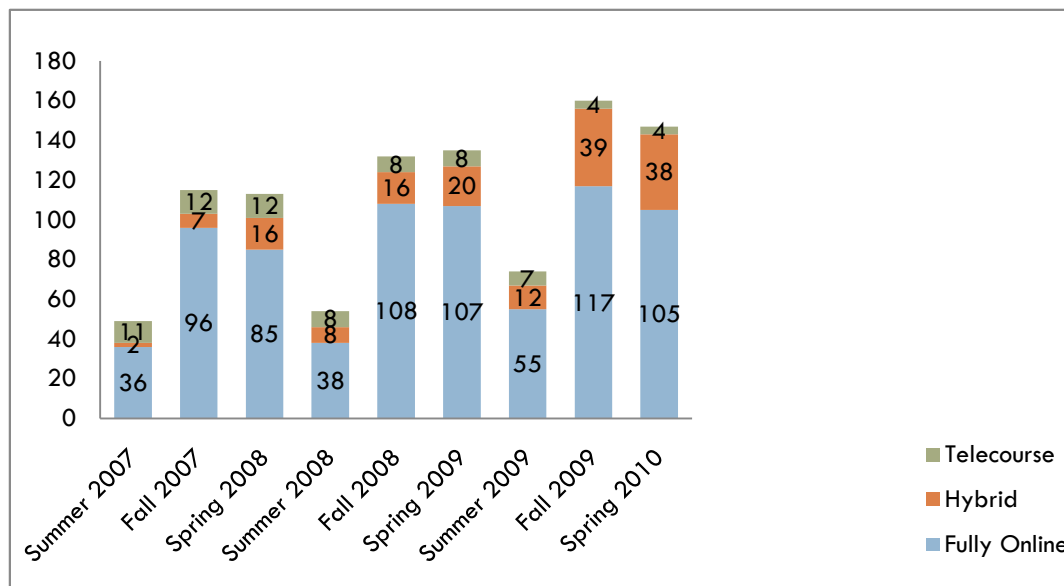
## Introduction

Over the course of the 2009-2010 Academic Year, Distance Education remained a prominent segment of Chabot College. With a robust and active group of faculty supporters, along with the growing range of online learners, Distance Education has made its way into the mainstream of education. Despite budget changes, online and hybrid courses (online courses with meetings) have continued to be a significant portion (approximately 10%) of the college's course offerings in the effort to provide accessible education to our student demographic. In this effort, the Committee On Online Learning (COOL) and Chabot Web Services (CWS) have continued to strive to provide high-quality courses and resources to benefit online learners. During the final accreditation report session in October 2009, the spokesperson for the accreditation team acknowledged Chabot's success in increasing student access through online course expansion. The Committee On Online Learning and Chabot Web Services staff plan to continue the many efforts described in this report to benefit the college as a whole.

## Distance Education Course Offerings

According to the California Community Colleges Distance Education Guidelines, the term distance education refers to instruction in which the instructor and student are separated by distance and interact through the assistance of communication technology. Chabot College distance education courses include fully online courses, hybrid courses (online courses with required meetings), telecourses, and other multimedia courses. These courses function through the assistance of technology, including the Blackboard course management system. As a prominent segment of Chabot College courses, online & hybrid courses have continued to grow in number. The following chart represents the Distance Education course types each term.

**Figure 1: Number of Distance Education Sections by Section Type, 2007-2010**



Distance Education courses steadily represent a significant portion of the total course sections offered at Chabot College. In Summer 2009, Online / Hybrid courses made up 74 sections out of a college total of 373 sections (approximately 20% of all sections). Fall 2009 brought 160 Online / Hybrid course sections, roughly 10% of the total college-wide 1,492 sections. And in Spring 2010, there were 147 Online / Hybrid course sections, out of the college total 1,450 sections (approximately 10%) (Office of Institutional Research).

As a result of the growing number of Distance Education courses at Chabot in 2009-2010, we now offer 37 degrees or certificates where 50% or more of the program, certificate, or degree is offered

through Distance Education. The following degrees and certificates are new additions for this academic year:

**Degree:**

AS - Electronic Systems Technology

AA - French

**Certificate of Achievement:**

Business - Transfer

Business - Health Care Management

Business - Human Resources Assistant Management

Electronic Systems Technology: Consumer Technology

Electronic Systems Technology: Industrial Electronic Technology

## Quality Distance Education

### Chabot Web Services

In August 2009, the Instructional Technology Center was renamed Chabot Web Services (CWS). This change represents an attempt to more accurately describe the predominance of web-based services provided as demanded by faculty & staff, and the need to focus on those services and tools. This coincides with the proliferation of web-based technology tools and the expectation for the ability to utilize and obtain resources for these tools anytime, anywhere. Chabot Web Services (CWS) is made up of the Distant Education Coordinator/Blackboard System Administrator (Minta Winsor), the Instructional Designer/Developer / Blackboard System Administrator (Lisa Ulibarri), the Chabot Webmaster (Abdullah Yahya), and the Online Learning Student Support staff (previously Randi Ray, now vacant). The excellent leadership of Chabot Web Services and Distance Education at the college has so thoroughly been spearheaded by Dean, Thomas Clark. Dean Clark understands the unique needs of online students and the distance education program. His leadership was essential in the development and outstanding growth of quality online learning at Chabot and he continues to support both the Committee On Online Learning and Chabot Web Services in their efforts to provide superior services to the college.

While CWS continues to provide substantial support for online learning and Blackboard, several other web-based tools were implemented, including a very easy-to-use Faculty Website Builder and a Slideshow Generator which allows faculty to easily create photo slideshows. These tools in particular have been greatly utilized by DE faculty for both their instructional websites and Blackboard course sites. Some instructors have found these tools offer an easy way to use technology they may not otherwise integrate into their courses.

### Training

CWS offers faculty training and assistance for Blackboard. During 2009-2010, approximately 31 Chabot instructors enrolled in the Introduction to Blackboard course, which has been offered in an online format since August 2007. The two Blackboard System Administrators also meet individually with faculty for instructional sessions, initial consultations for the online course approval process, online course design/development, and a wide variety of topics on Blackboard. Two Blackboard-integrated programs highly utilized by DE faculty are the Respondus test converter/publisher and the SafeAssign plagiarism prevention service. Several Instructors that have not previously used Blackboard began using Blackboard in order to make use of SafeAssign. This type of integrated plagiarism detection has been particularly helpful for our English, Business, and History departments.

## **Blackboard 9.0 (Learn)**

Between the spring and summer semesters in 2010, the district-wide Blackboard server <https://clpccd.blackboard.com> was upgraded to version 9.0, referred to as "Blackboard Learn."

Blackboard Learn 9 offers the most significant changes since the college began using Blackboard in 2003. From the design, to the user interface, to new and improved tools, this version finally brings the system a modern look and feel. Changes include social learning tools such as blogs and journals, Web 2.0 innovations such as drag-n-drop, as well as the completely redesigned/renamed Grade Center. A marked improvement for this version is in accessibility and function with assistive technology (such as the screen-reader JAWS).

In preparation for this upgrade, an introductory workshop was offered during the October 2009 Flex Day as a collaborative effort by the COOL chair Ramona Silver and CWS Blackboard support staff. This workshop offered faculty a first-glance at the new system. In the effort to reach out to all faculty, including part-time faculty, web resources became a focus for preparation training. Over the spring 2010 term, web resources were widely distributed and included several video orientations to the new version. Other training opportunities included an @One web series viewed as a group where questions could be asked and answered, Drop-in Blackboard 9.0 Test Drives, and utilization of a "test-server" and Blackboard 9.0 "Demo accounts and courses" where faculty could get hands-on practice with the new Blackboard version at their convenience. Several faculty commented on the thoroughness of the training opportunities offered in different formats.

Future plans include the upgrade of the Blackboard system to version 9.1 for the summer 2011 term.

## **The Committee On Online Learning (COOL)**

Since 2006, the Committee On Online Learning (COOL) has expanded their scope beyond curriculum approval to include a much broader involvement in several aspects of online learning, such as providing online teaching skill development opportunities, mentoring for faculty, recommending and assisting in implementation of online student support programs, and advising on the DE faculty support needs. The committee plays a large role in helping to create a quality distance education program at Chabot.

All faculty who wish to teach a distance education course must complete the online course approval process as indicated on the Online Course Proposal form, submit the completed form to the Committee On Online Learning (COOL). The process which includes doing some background research and obtaining input from colleagues and administrators, and explaining student benefits,

how the course content will be delivered, the nature of instructor-student and student-student interactions, how student learning will be assessed, how technology will be utilized, and how students with disabilities will be accommodated ([www.chabotcollege.edu/cool](http://www.chabotcollege.edu/cool)).

The COOL reviewed and facilitated a total of 38 courses through the online course approval process in 2009-2010:

**Online Courses:**

CAS-99W  
BUSINESS 15  
BUSINESS 21  
BUSINESS 45  
BUSINESS 72  
ECD-62  
ENGLISH 1A (2 Sections)  
ENGLISH 4  
ENTR-1  
ENTR-10  
ENTR-20  
FILM 60  
FRENCH 1A  
HEALTH 8  
PSCN-10  
RE82-A  
SPANISH 1B  
PACE/STUDENT SUCCESS: I, II, 111

**Hybrid Courses** (online courses with required on-campus meetings):

BIO 50  
BUSINESS 44  
CHEM 10  
ECD-90  
FILM 14  
FIRE TECH 50  
FIRE TECH 52  
FRENCH 1B, 2A, 50A & 50B  
MATH 55  
MATH 65  
NURSING 60  
PHED-10  
PHYSIOLOGY-1  
PSCY-2



The committee also created a revised streamlined online/hybrid proposal form to help facilitate a more directed proposal experience for faculty. Additions to the proposal included a set of clear Guidelines for “Regular Effective Contact Hours” to be sure that faculty understood the necessity of providing appropriate contact instruction in an online or hybrid course.

In addition to helping faculty to plan their Distance Education courses, the COOL also provides information regarding facilitating an online/hybrid course. For example, the committee provides a regular blog which focuses on topics such as authentic assessment in an online course. The committee has also provided individual mentoring for new online instructors. Though this mentoring was done on a larger scale in previous years, despite budget cuts, the committee chair has continued to provide this service. In addition, the committee members also reach out to their own divisions to provide advice to new online faculty. Future plans include a series of workshops on the benefits of blended learning for both online and on-campus courses.

### **Exploring New Technologies**

Stemming from the excitement of multimedia integration in online classes, Chabot College explored options for cost-effective methods to provide this service to faculty. Sujoy Sarkar in the Chabot Television Studio assisted a small group of DE faculty by filming and producing lectures (in studio). While the results were high-quality, it raised the need for streaming server space. EduStream was offered free to the California Community College System through the San Bernadino Community College District. In the Spring of 2010, Chabot College gained approval to use EduStream and set up the first instructor pilot of the system. Future plans include an EduStream pilot for a small group of instructors in Fall 2010, with a full pilot in Spring 2011.

## Online Learning Student Support

In August 2009 Online Learning Student Support (OLSS), a part of Chabot Web Services, was created with a full-time staff member dedicated to the needs of online learners. While the gap between the growth in online learning and the unchanged level of faculty support continues, increasing the Online Learning Student Support (OLSS) allocation directly impacts students, and is therefore held at the highest priority.

Online Students have prompt access to Blackboard support through a web-based form. Students are given a response to their support request within 24 hours of submission (including weekends). In addition to providing Blackboard support through an easily accessible online help form, the OLSS staff member provided a series of on-campus workshops and orientations to train students in Blackboard and Online Learning. In each orientation session, students are guided through the Blackboard log in process, a sample online course, the basic steps for using Blackboard, how to get help from Online Learning Student Support, and how to access or update their Blackboard email address.

Future plans include the re-hire of the Online Learning Student Support position, as it is currently vacant.

### Improved Web Resources

As online students often need flexible access to resources, Online Learning Student Support focused on the development of web-based resources. Through a partnership with the Chabot Television Studio, and staff Sujoy Sarkar, the OLSS staff created an on-demand video of the Online Learning Orientation. A full session was recorded and edited for optimal viewing by students. While attendance remained steady at the on-campus orientation sessions, a large number of students viewed the online version. Through this web-based resource, we were able to reach a larger portion of the online student population than we could through the use of solely on-campus resources.

As part of a growing trend of reaching students in the online, in December 2009 the Chabot Technology Committee approved the creation of a Chabot College Facebook page. This Facebook page, created and managed by the OLSS staff person, provides announcements and important information to students in the online environment so much a part of their daily lives.

Future plans include the development of in-depth resources for online students in multiple modes of technology.

## **Blackboard Sync/ Mobile**

In addition to providing web-based resources, Chabot explored the Blackboard App for mobile devices. Blackboard Sync was released and researched by the college in 2009-2010 with the determination to launch this application for Chabot Blackboard users as part of the upgrade to Blackboard 9.0 in June 2010. However, Blackboard made the decision to discontinue the Blackboard Sync App and release a new version called Blackboard Mobile. Chabot launched Blackboard Mobile in the summer of 2010. The popularity of this mobile app has provided inspiration for the future development of other web-based resources optimized for mobile viewing.

## **General Studies 1: Introduction to Online Learning**

Formerly an experimental course (General Studies 4910), General Studies 1 was added to the college curriculum as a regularly-offered course. In this 3-week, half-unit, online course, students learn the basics of Blackboard, how to get help in online classes, and strategies for success as an online student, including time management, study skills, and netiquette. Roughly three to four sections of GNST are offered at varying points in the semester. This course provides a solid foundation to prospective and current online students, therefore increasing their chances of success.

## **Online Tutoring**

Currently, online tutoring is in its budding stage at Chabot College. As part of the Title III initiative, a Faculty Inquiry Group (FIG) was formed to investigate core needs and practices in online tutoring. Throughout the 2009-2010 year, the online tutoring FIG explored options in software and technology. Working in conjunction with the Learning Connection, the online tutoring FIG, which includes the chair of the COOL, has since decided to use CCC confer (a free technology available to the CCC System) for online tutoring needs. Future plans include a small pilot in Fall 2010 and a larger scale pilot in Spring of 2011.

## Future Plans

Through teamwork between Chabot Web Services and the Committee On Online Learning, we strive to improve resources for distance education students and faculty. This improvement is planned in several arenas including faculty training for a new Blackboard version (9.1), web resources for students and faculty, further support for students and faculty using assistive technology for online/hybrid courses, and awareness about online learning modes throughout the campus. One major goal of both CWS and the COOL is to meet the Distance Education Guidelines set forth by the Department of Higher Education. This includes progress on both online tutoring and online counseling, as well as general availability of college services in an online environment. While budget woes have hindered progress on many fronts, the COOL and CWS are determined to explore the use of free web-based technologies in order to meet the needs of our students and faculty. It is through innovation and a creative thinking that we can continue to fully support the changing dynamics of Chabot College Distance Education.

We sincerely appreciate your time and attention to learning more about the state of Distance Education at Chabot College.

Thank you,



Lisa Ulibarri

Instructional Designer/Developer, Chabot College