College Action Project Update Form
Grand Rapids Community College

NOTE: This project update will be provided to SLT members one week prior to SLT meeting where project is discussed.

Update Date: Oct 12, 2011
CAP #: 2.2.1
CAP Title: Expand the Distance Learning Program
Champion: Eric Kunnen

Project Purpose: Increase the College’s online teaching presence so that 25% of courses offered exist in an online or hybrid modality. This growth should take place over the next 3-5 years and include a comprehensive assessment of current resources, teaching practices, capacity, training needs, and other infrastructural components necessary to fully support accomplishment of the Project.

1. Describe recent accomplishments and the current status of activities related to this project. (Include a updated copy of the Project Worksheet and Timeline along with a narrative discussion of progress.)

The following list describes highlights and accomplishments related to this CAP (since July 1, 2010):

- September 24, 2010 – Initial planning with Frank Conner for establishing research for measuring student retention in online courses with Starfish Early Alert, Student Orientations, and Student Support, etc. criterion.
- October 8, 2010 - Deans Update for DL CAP – Eric Kunnen provided an update at the academic deans work session on the DL CAP.
- October 29, 2010 - 351M is done! – GRCC’s first ever faculty professional development computer lab is finished. This will be an outstanding resource that will enable the CTE and DLIT to provide effective and efficient Blackboard and online/hybrid course training.
- November 5, 2010 - Capacity Study Report – A capacity study report was finalized and submitted.
- November 12, 2010 - Online Student Research Project - Frank Conner is leading a project that looks at what makes students successful in online courses. This research project is set to start next semester and will include a survey of all online students. Here’s the inventory we are looking at http://www.kcat.org/tools/clei.html This has the six scales and the results are given in T scores so we could do the statistical analysis needed for our research.
- December 8, 2010 - Webinar for Accreditation – Eric Kunnen participated in a webinar on accreditation for online programs. "Accreditation Standards for Online Programs" was presented by Jennifer Lerner (jlerner@nvcc.edu), Associate Vice President, e-Learning, Northern Virginia Community College.
- December 14, 2010 - Eric Kunnen delivered a presentation to AGC on the DL CAP.
- December 22, 2010 - April Zimmerman visited GRCC from Alamo Community College System / Palo Alto College. We talked about supporting faculty, increasing online course offerings, as well as online course quality.
- January 5, 2011 - Online Learning - Garry Brand and Steve Abid presented on teaching online/hybrid classes at GRCC at the Faculty Learning Day.
January 14, 2011 – Online Behaviors and Student Success - Research Begins DL with Frank - 1,000 students responded to the survey which makes up about 1/3.

January 27, 2011 - John Cowles provided an update on the Student Success CAP. Referenced in this update was the use of Starfish Early Alert for the full campus including online courses through automated attendance flags.

February 1, 2011 – Deans Sub-committee created to streamline and speed approvals. Eric Kunnen, Mike Vargo, Diane Partick, and Amy Koning are the members.

February 9, 2011 – Eric Kunnen authored a course evaluation rubric through support from the DLIT department. Rubric is available here: https://bb.grcc.edu:443/bbcswebdav/xid-1299808_4

February 21, 2011 - Instructional Designer Job Description Proposed – A position description was drafted for a position that will be intended to provide course development support and faculty assistance for the growth and advancement of Distance Learning at GRCC. [Approved at mid year budget]

February 21, 2011 - Online Student Research Update – Frank Conner provided a quick update regarding the research project for online courses. Research Question: “Is there a relationship between a student’s learning readiness and success in an online class?” There are 3039 total students taking online classes and 1038 responses to the survey. Key areas of focus: Academic Self-Efficacy, Organization and Attention to Study, Stress and Time Press, Involvement with College Activity, Emotional Satisfaction, Class Communication.

March 1, 2011 - ECAR Survey Sent - GRCC has participated in the EDUCAUSE Center for Applied Research Study for the past several years. This survey is conducted by a wide array of universities and colleges. Since GRCC participates we not only receive the end of study report, but we also get individual responses from students at GRCC for comparison. This survey was emailed out on March 1st to a select random group of students in collaboration with Institutional Research.

March 3, 2011 - Academic Deans Presentation - Prepared an Associate Deans Report at Acad Deans work session Thursday. This was on the topic: Process work on online course development.

March 15, 2011 – Presentation to AGC on Student Success in Online/Hybrid/F2F classes with Bruce Morrison and Frank Conner (online student readiness research).

March 18, 2011 – Business plan writing begins. DL CAP Team Meeting – The DL CAP Team met and discussed a template for the Business Plan. The team will select areas and begin writing the plan.

March 25, 2011 – Online Course Review Team Formed – Eric Mullen, Luann Keizer, and Lisa Gloege will be serving on a team to review courses that have been approved to be developed through Deans Council.

June 10, 2011 - Early College Meeting – Diane Patrick; Eric J. Kunnen; Jeffrey Hartman; Michael Vargo; Sara Hill; Daniel Clark; Amy Koning; and Eric Kunnen met to discuss plans for increasing online enrollment through providing Early College courses to high school students. Further, as mentioned above, Eric was able to speak with the Jenison Public Schools superintendent, the administrative assistance for the JIA program, and the assistant principle about the new Jenison International (online) Academy.

June 20, 2011 – Instructional Designer/Technologist begins working in the DLIT department.

July 1, 2011 – Conference Call regarding online opportunities provided by Blackboard’s Developmental Education solution.

July 1, 2011 – The Distance Learning and Instructional Technologies Department received a dedicated campus budget.

July 20, 2011 to current date – A HLC Substantive Change Application for Distance Delivery document is being authored for the inclusion of a new information security degree being implemented by the Computer Apps department.

August 31, 2011 - DL on GRCC Home Page was added to Students menu. And Distance Learning Data Highlight – 19.4% of GRCC students (3,390) are enrolled in at least one online course for the Fall 2011 semester.

August 31, 2011 - HLC Application for Distance Delivery Application was submitted to Deans.

September 8, 2011 - Streamlining Online Course Process – Eric Kunnen met with Bill Faber on the Online Course Development and Process. The goal is to continue to streamline and make more effective this...
process. This first meeting we reviewed the current process and made notes about areas that could be improved, such as when an instructor is compensated for development.

- September 8, 2011 - College Action Plan 5.1.2 – Eric Kunnen joined the Starfish CAP which is to “Integrate the Starfish Early Alert program into all GRCC programs and courses.” The Starfish Early Alert system is an important part of our student retention and student success plans for online learning.
- September 22, 2011 – A project update was presented on the DL CAP to Deans Council.
- September 22, 2011 – Moved Jose Mora and ESP for DLIT to 125M for better alignment.

NOTE: The following table is currently being reviewed and expanded by the DL CAP Team. Additional tasks will be added that link to HLC standards for best practices in electronically offered degree programs.

<table>
<thead>
<tr>
<th>Task</th>
<th>Assigned to:</th>
<th>Date Due</th>
<th>Actions to Date</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>To write a distance learning business plan to assess current resources and capacity while laying out recommendations to expand online learning.</td>
<td>Team</td>
<td></td>
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<tr>
<td>To increase online course offerings.</td>
<td>Team</td>
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<td>To improve online course quality.</td>
<td>Team</td>
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<td>To streamline online course development.</td>
<td>Team</td>
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<td>To increase instructor certifications.</td>
<td>Team</td>
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<td>To enhance online instructor professional development.</td>
<td>Team</td>
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<tr>
<td>To collaborate with student facing departments and systems for improving student readiness, orientation, and retention.</td>
<td>Team</td>
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REVIEWER COMMENTS:

2. Describe the team involved in implementing this project.

The team involved in this project include representation from the majority of the stakeholders involved. The team members are: David Anderson (Information Technology); Fred Bauman (IT Support), Eric Kunnen (Distance Learning and Instructional Technologies - DLIT); Eric Mullen (Student Life); Garret Brand (DLIT and Professor); Heath Chelesvig (Institutional Research); James Schafer (Media Technologies); Pat Ingersoll (Library); Meegan Lillis (DLIT); and Jose Mora (DLIT).

REVIEWER COMMENTS:
3. **To what extent have the measurable criteria established for this project been met? (Prepare a table)**

NOTE: Data on the % of courses is currently being gathered by the DL CAP team.

The following table highlights DL credit data collected by the Institutional Research Department through the “Enrollment Management Scoreboard”:

<table>
<thead>
<tr>
<th>% of all credits</th>
<th>Semester</th>
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<tbody>
<tr>
<td>9.1%</td>
<td>Fall 2011</td>
</tr>
<tr>
<td>21.9%</td>
<td>Summer 2011</td>
</tr>
<tr>
<td>7.3%</td>
<td>Winter 2011</td>
</tr>
<tr>
<td>6.6%</td>
<td>Fall 2010</td>
</tr>
</tbody>
</table>

The following lists highlight the measures that will be tracked for this project. The team is in the gathering data phase.

Access End Measure
- Percent of GRCC courses offered online/hybrid.

The measurable criteria for this CAP project includes:
- The percent of GRCC courses (25% is the goal) offered in the online or hybrid format.
- A course quality system will be established.
- Online instructor certifications will increase.
- New courses will be placed online.
- A business plan will be written.
- HLC accreditation for online programs will be received.

**REVIEWER’s Comments:**

4. **Describe the planned next steps for this project.**

To work with team to prepare project timeline and worksheet as well as to capture accomplishments. The team plans to add 3 or 4 more faculty.

Specifically, the next steps and goals of this project include:

- To write a distance learning business plan to assess current resources and capacity while laying out recommendations to expand online learning.
- To increase online course offerings.
- To improve online course quality.
- To streamline online course development.
- To increase instructor certifications.
• To enhance online instructor professional development.
• To collaborate with student facing departments and systems for improving student readiness, orientation, and retention.
• To receive HLC accreditation for fully online programs.

**REVIEWER’s Comments:**

5. What challenges, if any, are you facing in regards to this CAP project?

Limited staff resources and time impact work on this project. This is related to the increase in the use of instructional technology across the campus, increased technical support needs, project management requirements, and expanding expectations for faculty support and training. In addition, the faculty contract and the decentralized distance learning college model brings both opportunities and challenges.

**REVIEWER’s Comments:**