EXECUTIVE SUMMARY

The purpose of the Modesto Junior College Distance Education Plan is to provide a roadmap for the growth and sustainability of instructional and student support services through online, hybrid (partially online), and other technology-enhanced educational modalities.

Strategies in four fundamental categories have been identified to address the needs of distance learning at the college: 1) Student Support; 2) Faculty Support; 3) Technology and Infrastructure; and 4) Governance, Guidelines and Budget. The plan recommends creating a Distance Education Office that provides training and support for teaching and learning approaches that improve student success. Other recommendations include integration of student services through online delivery; high-quality assessment tools for course design evaluation; faculty mentors; and ongoing, aggressive exploration of effective new technologies, including Learning Management System evaluations.

Goals and objectives were developed to provide activities, measures and outcomes leading to effective distance education and support for students who seek flexible methods of learning.

Goal #1: Student Support  Deliver online support services for students, including those enrolled in Distance Education courses, to persist and succeed in their educational goals.

1.1 Establish online and face-to-face services to assist DE students with instructional and technical support at MJC.
   - Expanded telephone support hours, Orientations, Tier One knowledge base

1.2 Develop an intuitive portal to provide students with online access to instructional and student support services and technical assistance.
   - Online tutorials; Checklist of essential steps to register, add, and log-in to DE courses; Online learning student readiness assessment; Online-faculty profiles

1.3 Develop specific instructional support services students can access online
   - Online tutoring (possible consortium solution)

1.4 Integrate online library services
   - 24/7 Tier I reference and consultation; Document delivery; Electronic access to reserve materials; Work with YCCD to develop District copyright policies; Library user instruction program; Online tutorials; Embedded librarian

1.5 Expand the number of degrees and certificates that are 100% available online.
   - Degrees, certificates, and university transfer programs; Investigate fully online speech and science lab courses

1.6 Develop online access to student counseling and advising.

1.7 Provide current on-campus student services through online delivery
   - Financial aid, assessment/placement, student petitions, degree audit, online education plans, financial and economic literacy, college/life management skill development

1.8 Provide appropriate matriculation/orientation services via DE technology for all students
Goal #2: Faculty Support  Establish minimum standards and provide initial and ongoing faculty training and support to effectively teach online and hybrid courses.

2.1 Develop an application process to manage the training and eligibility of faculty interested in teaching online.

2.2 Develop a tiered approach to faculty training to better match training with faculty needs, through accredited online instruction programs and/or MJC training.

2.3 Establish a faculty academy that provides faculty training in the technological and pedagogical best practices for online instruction.
   - Minimum standards, faculty Drop-in Center, Advanced Academy for online teaching

2.4 Develop a Faculty Website for Online Instructors
   - Best Practices repository, online chat for faculty

2.5 Provide Instructional Design Support to Online Faculty
   - Instructional delivery templates, peer review of courses, faculty mentoring

Goal #3: Technology and Infrastructure  Acquire, maintain, and support technologies that increase the effectiveness of distance learning.

3.1 Provide software or LMS solutions to enhance student interaction and improve outcomes
   - Lecture capture, SLO tracking, embedded web 2.0 tools, web cams, video and voice student interaction, online degree audit & e-advising, online math/English assessment, online career assessment, online student collaboration capacity

3.2 Provide technology that enables students with disabilities to achieve the same level of communication and course-taking experiences as students without disabilities.

Goal #4: Governance, Guidelines and Budget  Establish governance, guideline, and budget standards to effectively implement and monitor the college Distance Education Program.

4.1 Develop a staffing structure to carry out the activities and support related to a successful DE program
   - Dean whose duties include overseeing Distance Education
   - Instructional Design Coordinator (faculty) – (with Faculty Mentors)
   - Instructional Technologist (classified)
   - Online Student Services Specialist – (Help Desk workers)

4.2 Work with YCCD to develop formal policies and procedures that address federal and state regulations and ensure the highest level of integrity, access, and assessment for distance learning

4.3 Develop regular methods and timeframes in which to evaluate DE delivery and student outcomes and satisfaction

4.4 Develop clear guidelines and procedures regarding copyright clearance of instructional materials

4.5 Identify minimum budget levels to support an effective DE program