Pima Community College

PimaOnline = Student Success
## Online is Growing

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>2008 - 2009</th>
<th>2009 - 2010</th>
<th>2010 - 2011</th>
<th>2011 - 2012</th>
<th>2012 - 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes offered completely on-line</td>
<td>1,118</td>
<td>1,380</td>
<td>1,537</td>
<td>1,575</td>
<td>1,534</td>
</tr>
<tr>
<td></td>
<td>10%</td>
<td>13%</td>
<td>14%</td>
<td>16%</td>
<td>17%</td>
</tr>
<tr>
<td>Total classes (CRNs) offered</td>
<td>11,057</td>
<td>10,954</td>
<td>10,711</td>
<td>9,853</td>
<td>8,942</td>
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</tbody>
</table>
Our Charge

- Create a distance education campus to promote quality distance education programs and innovation
- Support all distance education students and faculty at the college
- Implement distance standards
- Position Pima for the future
To Date

- October 2013
  - Formed ePima Task Force with a 120 day window to submit recommendations

- February 2014
  - Recommendations submitted to Chancellor

- March 2014
  - Concept approved by Chancellor’s Cabinet

- August 2014
  - Began implementation planning and process
HLC Requires

Planning
• Proof of institutional planning of distance-delivered offerings (DDO)

Quality and Support
• Compliance
• Training
• Continuous Quality Assessment
• Quality Design
• Faculty Support

Student Support
• Dedicated student services
• F2F = DDO
• Advising
• Fin. Aid
• Tutoring
• Testing
• Clear paths
The Phases

**Basics**
- Communicate
- Move all online to one dedicated structure
- Put budget in place
- Make necessary administrative hires

**Develop**
- Training
- Quality Standards
- Clear Pathways
- Environment for Innovation

**Launch**
- Programs
- Advanced Training
- CLT
- Support and Training
- Quality Review

**Grow**
- Global Relationships
- Enrollments
- Opportunities
- Online Student Services
Timeline

Fall 2014
- Gather Input
- Communication Plan
- Training Announcement
- Positions
- Budget

Spring 2015
- Build Training
- Policies
- Quality Standards

Fall 2015
- Pilot Scheduling
- Evaluate
- Launch Tier 1 Training

Spring 2016
- Launch Program
- Launch Tier 2-3 Training
- Refine Policies
- Evaluate
Learning, Teaching, Quality

High Quality Programs and Learning

High Quality Courses and Teaching
- Clear Paths for Students
- Quality Assurance and Continuous Quality Improvement
- Faculty Training in 21st Century teaching strategies
Tiered Faculty Training

Master

• Master online training

Advanced

• In depth tools
• Online Pedagogy
• Compliance
• Assessment
• Social media
• Good for those teaching hybrid

Core

• All faculty who use LMS
• Basics of distance and compliance
• Limited access to LMS tools
3 Year Quality Course Review Cycle

- Teach
- Review and Adjust
- Review and Adjust
- Teach

Continuous Improvement
Timeline – Quality Assurance

Fall 2014
- Dec 5th free Quality Matters (QM) training
- Supplemental Assignment Announcement
- Interviews

Spring 2015
- Feb 1st: Applying the rubric training must be completed
- March 1st: QM Peer Reviewer training must be completed
- Building the review tools

Fall 2015
- Pilot review tools

Spring 2016
- Begin course review cycle
Possible Faculty Positions

- **Department Head**
  - Pilot position, review classes, review syllabus, scheduling, meets with other chairs, supervise faculty, review reports, QA, textbooks

- **Course Coordinators**
  - Maintain courses, minor changes, access to Masters, student reviews of class (not of faculty), organize cyclical reviews

- **Innovators**
  - Outreach to campuses and all faculty, training, promote innovation
Student Development: Current Status

Virtual Services Already Occurring

- At all campuses, services through phone and e-mail modalities (admissions, registration, advising, counseling, veteran’s, and financial aid support)
- **Oversight of basic skills assessments via distance**
- **The Virtual Advising Center** (numerous student service functions-asynchronous)
- **Weekly PimaChat** (synchronous student service functions, limited in its frequency)
- **Additional counseling support** via online Student Success (STU) courses, counseling resources online, New Student Orientation online, and Student Success Modules online.
Future Goals: Enhancement of the Online Student Experience

- **Clear Central Point for Services**
  - PimaOnline Student Development Department

- **Use of Marketing to Direct Virtual Flow**
  - Public Website and MyPima Platform-Student Flow and Linkage with Online Services

- **All Functions Will be Comprehensively Enhanced**
  - The *Virtual Advising Center* will be improved.
  - More synchronous virtual services will be implemented.
  - Virtual Student Support Outreach will be increased.
  - Possibilities for virtual “Student Life” experiences will be explored.
Future Goals: Enhancement of the Online Student Experience

Student Support (Instruction)

• **Testing**
  ◦ Will build out proctored (distance) instructional testing

• **Tutoring**
  ◦ Will incorporate more online tutoring services for numerous disciplines

• **Library**
  ◦ Will establish a clear online library presence and enhance virtual services to students from librarians
Scheduling and Budget

**Scheduling**
- District-wide online departments
- Equitable Scheduling among all faculty
  - Load and overload
  - Streamlined approval
- Course coordinators guaranteed two sections
- Campus-based and occupational programs unchanged for now

**Budget**
- Driven by the online program, not vice versa
- Invest in improved services to increase enrollment growth
- Campuses will be held harmless as online sections are moved to PimaOnline
Break into Groups

We Look Forward to Your Feedback