

**ADDENDUM**  
**TO**  
**SUBSTANTIVE CHANGE PROPOSAL:**  
**DISTANCE EDUCATION**

Addition of Courses that Constitute 50% or More of a Program Offered  
Through Distance Education

**Institution Name: Norco College**

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## **Participant List**

The following Norco College staff members participated in the preparation of this Addendum to the Substantive Change proposal:

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Dr. Diane Dieckmeyer, Dean of Instruction

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Strategic Planning Co-Chairs Council

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## **Introduction**

The Substantive Change Proposal to offer degrees and certificates through the distance education mode was submitted to the Accrediting Commission for the Community and Junior Colleges (ACCJC) for approval in March 2010. The degrees with more than 50% of the required courses offered through distance education are Associate in Science Degree, Associate in Arts Degree in General Education, Associate in Arts/Sciences Degree. The state- approved certificates of achievement with more than 50% of the program's courses offered through distance education are all under the Business Administration department. Areas of Concentration for the certificates are: Accounting; Banking and Finance; General Business; Human Resources; Logistics Management; Management; Marketing; Real Estate.

On July 21, 2010, College President Davis received the letter from ACCJC stating "The Committee acted to defer approval pending additional information about 1) student success and retention data for distance education programs; 2) evidence of student services online, specifically counseling and advising; and 3) more detail about human resources, the administration of distance education and the staff development for faculty." Immediately, the appropriate committees and administrators were notified to prepare the information requested.

### **A. Student Success and Retention Data for Distance Education Programs**

The definitions for various instructional modalities and success/retention are listed below:

**Online:** Online courses are taken exclusively over the Internet; there are no on-campus meetings. One hundred percent of the course is offered when the student is separated by location from instructors, resources and other students.

**Hybrid:** Hybrid courses meet both on-campus and online.

**Face-to-face:** All other course offerings including but not limited to lecture, lab, web enhanced, work experience, large lecture.

**Success:** Percent of enrollments receiving A-C, or P grade.

**Retention:** Percent of enrollments not receiving a W grade or a successful grade.

To insure that students have the capability to succeed in electronically delivered courses and programs, Norco College students are advised on the Open Campus (Distance Education) website that an online course requires specific web browser settings and Java. In addition to the technical equipment required, students are asked to log into a "Sample Class" to experience an actual lesson taught totally online. A "Frequently Asked Questions" section explains the technical skills and commitment required to succeed in an online course.

On the Open Campus page in the Schedule of Classes, the following limitation on enrollment is displayed.

# Online Courses

**Online course Limitation on Enrollment:**

Enrollment in online courses offered through the Riverside Community College District is limited to students who have demonstrated competency in working in the online environment.

Before you can register for an online class, you must demonstrate that you have the computer and Internet skills you need to be successful. Your enrollment in online classes will be blocked until you have met this requirement.

You may demonstrate competency and meet the requirements of this limitation on enrollment in two ways:

**1. Successful completion of an online class (grade of "C" or better).**

If you successfully completed an online course at Riverside Community College District prior to fall 2010, your record has already been cleared and you may register immediately (if you are unable to register, please contact the Matriculation Specialist at [matric.specialist@rcc.edu](mailto:matric.specialist@rcc.edu)).

If you successfully completed an online course at another accredited college or university, please call the prerequisite hotline (951) 222-8808 for directions about how to provide documentation to clear this limitation on enrollment (since verification of your successful class completion will not be immediate, you are encouraged to simply complete the short Online Skills Workshop described in Item 2 below).

**OR**

**2. Log into WebAdvisor and complete the "Online Skills Workshop".**

The Online Skills Workshop takes only a few minutes to complete and will verify your ability to perform the functions required in an online class, such as posting to a discussion board, uploading assignments, sending an e-mail, attaching a document, etc. Once you have successfully completed the workshop, you will be cleared to register for online classes.

## Online versus Face-to-Face Enrollment and Outcomes

Norco College enrollment for online courses is displayed by academic year below:

Online Course Enrollment		
2006-07	Number of enrollments	2609
	% of total enrollments	7.8%
2007-08	Number of enrollments	3519
	% of total enrollments	9.5%
2008-09	Number of enrollments	3685
	% of total enrollments	9.3%
2009-10	Number of enrollments	4746
	% of total enrollments	11.1%
Total (2006-10)	Number of enrollments	14559
	% of total enrollments	9.5%

The number of enrollments in online courses has continued to grow even when overall sections have been reduced. Online courses represented 7.8%, 9.5%, 9.3% and 11.1% of the total enrollments for the 2006-07, 2007-08, 2008-09, and 2009-10 academic years, respectively.

Outcomes for online and face-to-face courses during the academic year of 2009-2010 are displayed below as evidence of the effectiveness of online instruction when compared to traditional face-to-face instruction.

<b>Term</b>	<b>Instruction Method</b>	<b>Success %</b>	<b>Retention %</b>	<b>Number of Student Enrollments (Duplicated Headcount)</b>
09SUM	Online	71.01%	85.83%	1228
09SUM	Face-to-face	78.73%	90.85%	4415
09FAL	Online	56.97%	79.82%	2661
09FAL	Face-to-face	68.31%	86.08%	19,266
10WIN	Online	71.81%	82.89%	415
10WIN	Face-to-face	83.23%	92.18%	2313
10SPR	Online	59.03%	79.75%	2592
10SPR	Face-to-face	69.03%	84.28%	17892

Since longitudinal data provides the best insights, a comparison of success and retention rates for online and face-to-face courses from the 2006-2010 academic years (fall and spring terms only) is displayed below:

<b>2006-2010 Outcome</b>	<b>Course Type</b>	<b>Rate</b>
<u>Success</u>	Online	62.4%
	Face-to-face	69.1%
<u>Retention</u>	Online	85.6%
	Face-to-face	87.2%

The success rate during this four-year period was 67.4% and 69.1% for online and face-to-face classes, respectively. The retention rate during the same four-year period was 87.2% and 87.5% for online and face-to-face classes, respectively; therefore, distance education is educationally effective. The end of course success and retention rates for online courses are comparable to the traditionally-delivered courses and programs.

Norco College evaluates the effectiveness of online courses in the same manner that traditional courses are evaluated except that the course is observed online. New courses go through a rigorous process determining the appropriateness of presenting the material online. Faculty are evaluated regularly by their peers, the same course outline of record is used and the same student learning outcomes are assessed as courses offered in a different modality.

## **B. Evidence of Student Services Online (Specifically Counseling and Advising)**

The Counseling Discipline has worked collaboratively with other departments to develop many innovative methods to increase counseling/advisement accessibility and efficiency with the utilization of technology such as: online orientation, online counseling, newly designed website, e-SARS (which allows students to schedule their own counseling appointments via the web), and revamping of veteran counseling services.

**Academic Online Orientation/Advising:** During the 2009-10 year counseling has embraced technology as a tool to increase efficiency and service to students. A new Assessment, Orientation, and Counseling (AOC) process was implemented Winter, 2010. Students view an online orientation and must successfully complete a quiz in order to submit their educational plan for review by counseling. An advisor/counselor reviews course selection and adds additional courses that are appropriate for that student based on placement scores for their first two terms at Norco College.

**Online Counseling Services Norco College:** Students who are enrolled in online courses also have the opportunity to schedule online counseling appointments for all of the same issues that are handled in face-to-face appointments—i.e: development of Student Educational Plans, advising, career guidance, or referral to other services. There is a link to “Make an online counseling appointment” on the homepage of all online courses.

**Website:** The counseling discipline website allows students accessibility to general education requirement information and forms. All Norco College programs, California State University’s, University of California’s Intersegmental General Education Transfer Curriculum (IGETC), Associate Degree, and transfer requirements are available to students online.

**e-SARS Electronic Scheduling:** Norco College students are now able to schedule their own counseling appointments via the internet through a program called e-SARS. In the past, students could only schedule these appointments by coming into the office or calling and they often had to wait in line just to find that there were no appointments available.

**Veteran Services:** Counseling, admissions, veterans, and evaluations have worked collaboratively to streamline the process for students applying for Veterans Affairs benefits. All departments now rely on a shared file. Processing Veterans Affairs students’ required paperwork is a priority.

In addition to the student services online, academic tutoring is available. All enrolled students are given access to online tutoring provided by SMARTHINKING. With SMARTHINKING, students, especially online/open campus students, have access to one-on-one tutoring 24 hours a day from any internet connection - at no cost to the students. SMARTHINKING provides faculty tutors, all with a minimum of a master’s degree in their respective disciplines, to work with students live on a wide range of subjects including

writing, math (basic math through calculus II), accounting, statistics, finance, economics, biology, human anatomy and physiology, physics, chemistry, and Spanish. Students can also submit their writing from any course to SMARTHINKING's Online Writing Lab for a tutor to review. The tutor will provide the student with detailed, personalized feedback about their essay, typically within 24 hours. There is a direct link to the online tutorial services on the website.

Appropriate learning resources are available to all students through the library. The library catalog is online with a wealth of eBooks, multimedia and streaming media. The librarians have also posted selected websites and guides to available internet resources. The Norco College library has over 40 electronic data bases which are accessible anytime and anywhere by current Norco students.

The students technical support for Blackboard login problems, submitting assignments, programs, etc is provided 24/7 in the following ways: face-to-face, telephone, direct email, and via an online form on the support web page that automatically generates an email to the Distance Education Coordinator. Aside from technical support, students also have access to other online services provided by the college and district: admission, course registration, counseling, financial aid, and library services.

### **C. Detail about Human Resources, the Administration of Distance Education and the Staff Development of Faculty**

The course selection, the instructor, the evaluation, and the number of sections are in the control of the Norco College faculty department chairs and administrators. The technical personnel, equipment and maintenance required to support electronically-delivered courses and programs is provided to all three colleges by the Riverside Community College District's Office of Open Campus.

Riverside Community College District's Office of Open Campus centrally manages the distance education/online-based course offerings for the three colleges in order to provide economies of scale in the licensing of a learning management system (LMS) – currently Blackboard CE 8 – but also other online-based course-related software – such as TurnItIn, Respondus, etc. – that are available for instructors to use along with hosting associated video on the password-protected Open Campus video server.

The Office of Open Campus works closely with the Norco Vice President of Academic Affairs, the Dean of Instruction, the Academic Senate and disciplines/departments on issues, including:

1. coordinating required Curriculum Committee approval for all new distance education courses with Academic Affairs and departments;
2. training new online-based instructors and follow-on training with departments;
3. coordinating distance education entries in course schedule with Academic Affairs and departments;
4. coordinating correct instruction mode entries in Datatel with departments;
5. coordinating Learning Management System (LMS) evaluations with Academic Affairs and Academic Senate.



## **Norco College Faculty Innovation Center**

Norco College's online courses have been developed and are taught by regular full-time and adjunct faculty. Each faculty member is hired under the same quality criteria as applied to the hiring of faculty that teach any course offered by the college. Since approximately 2005, the ability to teach in a variety of modalities, including distance education, has been a criterion in the hiring of all full-time faculty, and is included on adjunct hiring depending on the assignment. Once hired, the Norco College provides all faculty, adjunct and full-time, with access to further extensive professional development opportunities in online teaching.

The Norco College Faculty Innovation Center (FIC) provides instructional technology support to faculty teaching in face-to-face, online, hybrid, or enhanced formats. The center offers individual, hands-on training on the latest tools and equipment used in today's classrooms. Lecture capture systems, smart room technology, student response systems, web development, and online course management are some of the featured trainings available at the FIC. The center also provides workshops on both instructional and administrative software used at Norco College, and researches new technologies that can improve the quality of instruction whether delivered face-to-face or online.

The FIC is staffed on a full-time basis by Norco College's Instructional Technology Specialist and is also supported by a district Educational Technologies Trainer who schedules regular weekly visits.

### **Specifically, the Faculty Innovation Center contains:**

11 stations

Windows 7

MS Office 2007

Screen/Lecture Capture technology (Camtasia/SnagIt)

Quicktime Pro, used to create/edit/publish recorded lecture audio/video authored by our faculty in their online, hybrid or web-enhanced classes

Student Response System (Turning Technologies) – “clickers”

Adobe Creative Suite 5

Photoshop/Fireworks (photo/graphic editing)

Dreamweaver (web development)

Illustrator/InDesign (design/layout)

Polyvision CopyCam – whiteboard/image capturing system

Polyvision Walk and Talk – smart board

In addition, Open Campus provides online-based course technology training via a monthly Online Blackboard Academy (average monthly enrollment is 10-12) along with campus-level follow-on training conducted via walk-in or appointment basis.

Instructors receive training from the Online Blackboard Academy either in face-to-face sessions or a 30-day online session. Training is also available from the Educational Technology Trainer.

- Thirty-three instructors have received training from the Online Backboard Academy from July 2008-June 2010
- Nineteen instructors have completed a total of 82 hours of training from the Educational Technology Trainer from December 2008-July 2010

To summarize, Norco College assures through frequent staff development and regular evaluations that the distance education courses provide the same quality instruction and achieve identical student learning outcomes as traditionally offered courses.