

Los Angeles Mission College
2014-2017 Distance Education Plan

Introduction

The Distance Education (DE) Plan is designed to improve the effectiveness of all online programs and services provided by Los Angeles Mission College. It was drafted by the DE Coordinator and the DE Committee (DEC), and then reviewed and approved by the Educational Planning Committee, the Academic Senate and the College Council.

The Plan is explicitly aligned with the four Los Angeles Community College District Goals as outlined in *Vision 2017: Advancing Student Success and Completion*, the District's strategic plan. The College Mission Statement commitment to student success and to accessible, high-quality learning opportunities serves as its foundation. The Plan is also aligned with other major plans, including the following:

- Educational Master Plan (2010). For example:
 - Future Assumption 9: The demand for online education will continue to grow.
 - Future Assumption 11: Technology will continue to grow at an increasingly rapid pace.
 - For faculty, appropriate use of educational technology in the classroom, online, and in hybrid courses is vital for student retention and success.
- Technology Master Plan (2010-2015). For example:
 - Objective 1.3: Define and implement technology necessary to support Student Services, Academic Affairs and Administrative divisions. (E.g., Implement virtual counselor project.)
 - Goal 3: To enhance student success and readiness by providing Anytime, Anywhere and Always-on Technology.
 - Objective 4.3: Implement online counseling services
 - Objective 4.5: Address compliance of campus technologies with Americans with Disabilities Act (ADA).
- Student Support Services Master Plan (2012-2017). For example:
 - Objective 1.1: Enhance self-service options for students.
 - Web video conferencing
- LAMC Strategic Master Plan (2013-2018). For example:
 - Goal 1: Expand access to educational programs and services and prepare students for success
 - Goal 3: Improve quality of educational programs and services so as to increase students' success in attaining their educational goals
 - 1.1: Enhance self-service options for students.
 - Web video conferencing

Goals and Objectives

DISTRICT GOAL 1: ACCESS AND PREPARATION FOR SUCCESS

DE Goal 1: Expand and improve access to online educational programs and services and prepare students for success as online students.

1.1 In collaboration with Student Services, develop and implement a process for systematic assessment and improvement of all online counseling and other student support services.

Performance measures

- Documentation of the new process
- Results of assessment
- Documentation of improvements based on assessment, and reevaluation of the effects after implementation
- Results of annual student support services survey before and after implementation of improvements based on assessment

1.2 Develop and implement a process for systematic assessment and improvement of DE adherence to applicable federal and state regulations, ACCJC Standards, and Board policy.

Performance measures

- Documentation of the new process
- Annually updated list of applicable regulations
- Results of annual assessment
- Achievement of compliance through 100% adherence to all applicable

1.3 Ensure that the information students receive about DE both in and outside classes is clear and accurate.

Performance measures

- Results of annual student survey
- Results of student and faculty focus groups
- List of documents about DE classes
- Documentation of corrections to those documents based on annual review for accuracy and clarity

1.4 Systematically maintain, evaluate, and improve the DE and online website to make it more accessible and useful for students, faculty and staff.

Performance measures

- Results of annual student survey
- Results of annual faculty survey
- Results of focus groups

- Documentation of improvements implemented based on evaluation results, and reevaluation of the effects after implementation

DISTRICT GOAL 2: TEACHING AND LEARNING FOR SUCCESS

DE Goal 2: Strengthen effective teaching and learning for online students by providing a learner-centered educational environment so as to increase students' success in attaining their educational goals and to increase equity in the achievement of these outcomes.

2.1 Evaluate and improve the quality of online instruction and services, and their alignment with student needs.

Performance measures

- See Objective 3.1.

2.2 Develop and implement a systematic method for assessing what classes (including general education classes) should be added to or removed from the set of DE offerings, based on the needs of current and prospective DE students, and on the match between those needs and current and prospective offerings.

Performance measures

- Results of surveys of current and prospective students
- Other data from DE program reviews
- Input from DE faculty

DISTRICT GOAL 3: ORGANIZATIONAL EFFECTIVENESS

DE Goal 3: Improve the effectiveness of Distance Education through data-driven planning and decision-making.

3.1 Establish a systematic program review and resource allocation process that includes the following components:

3.1.1 Analysis of student achievement and learning outcomes in DE classes compared to those in corresponding face-to-face classes, and of other achievement measures of students who have completed DE classes compared to those who have not (e.g., performance in subsequent courses in a sequence, degree and certificate attainment), as those measures become available

3.1.2 The results of student evaluations of DE classes, as applicable

3.1.3 An assessment of all counseling and other student support services provided to DE students, prepared in cooperation with the SSSC (see Objective 1.1)

3.1.4 An assessment of the criteria used for evaluating course shells and other aspects of DE offerings

3.1.5 An assessment of the DE infrastructure for its adequacy in meeting student, instructional, and service needs

3.1.6 An assessment of ongoing adherence to applicable federal and state regulations (e.g., authentication of student identity), ACCJC Standards, and Board policy (see Objective 1.2)

3.1.7 Adequate opportunities for meaningful broad-based dialogue among and input from applicable faculty, staff, management, and students regarding the results of assessments and the design and implementation of needed improvements

3.1.8 An action plan including goals and measurable objectives for improvements of DE offerings, services, infrastructure, and procedures; specific timelines; and responsible persons

3.1.9 Resource requests, if any are needed to achieve the goals and objectives

Performance measures

- Implementation of the new process, complete with specification of timelines and responsible persons.
- Documentation of implementation of improvement goals and objectives, and reevaluation of the effects after implementation
- Documentation of resource requests and the results of those requests

3.2 Review on an annual basis the District and College policies and procedures related to DE, and make change recommendations as needed through the applicable approval processes.

Performance measures

- Documentation of annual review
- Documentation of change recommendations, including the results of the applicable approval processes
- Documentation of implementation of changes

3.3 Review on an annual basis the procedures used for student evaluation of DE offerings, and make recommendations for improvement as needed through the applicable approval processes.

Performance measures

- Documentation of annual review
- Documentation of recommendations for improvement, including the results of the applicable approval processes
- Documentation of implementation of improvements, and reevaluation of the effects after implementation

3.4 Disseminate any changes to the DE Plan to the campus community annually.

Performance measures

- Posting of the DE Plan on the DE website, and notice to the campus community of its location
- Documentation of reports and/or presentations to EPC, Council of Instruction, Academic Affairs, VPAA, and Department Chairs

DISTRICT GOAL 4: RESOURCES AND COLLABORATION

DE Goal 4: Enhance and maintain mutually beneficial linkages within the college and with external entities such as the District, DDEC, TTPC, and the Chancellor's Office.

4.1 Improve communication between the DE program, the DEC and other committees, departments, agencies, and organizations, both on and off-campus.

Performance measures

- Documentation of reports, presentations, and other communications by the DEC to other entities, both on-campus and external
- Documentation of reports, presentations, and other communications to the DEC, faculty, or students by other entities, both on-campus and external
- Evaluation of the communication to determine it is sufficient and effective

Review and Revision of the Distance Education Plan

On an annual basis beginning in Spring 2015, the DEC will evaluate this Plan, make any necessary recommendations for improvements in the Plan, and implement those recommendations beginning each Fall term following the evaluation.

The evaluation will be based on the following elements at minimum:

- Measured progress on the goals and objectives in the Plan. Each goal or objective may be retained in the Plan for the next cycle; revised to make it more effective or useful; or, if it has been achieved or has been superseded by more important, urgent, or suitable goals or objectives, retired.
- Findings of the annual DE Program Review process (see Objective 3.1), including in particular the effectiveness of the program in contributing to student achievement and learning outcomes. If reasonable changes in the Plan will help improve the performance of the DE Program, the DEC will recommend those changes.
- Analysis of the alignment of the Plan with the College Mission and Strategic Master Plan, and the Educational Master Plan, the Student Support Services Master Plan, the Technology Master Plan, and other major plans as applicable. If the DEC finds that the Plan has moved significantly out of alignment with any of those documents, it will recommend changes in the DE Plan and/or the other documents as applicable, to improve that alignment

Approvals:

Distance Education Committee: February 12, 2014

Educational Planning Committee: April 14, 2014

Academic Senate: May 1, 2014

College Council: May 15, 2014