Santa Ana College
Distance Education Advisory Group
Minutes – March 1, 2017

To: Distribution
From: Cherylee Kushida, Chair, Distance Education Advisory Group

District Mission: The mission of the Rancho Santiago Community College District is to provide quality educational programs and services that address the needs of our diverse students and communities.

College Mission: The mission of Santa Ana College is to be a leader and partner in meeting the intellectual, cultural, technological and workforce development needs of our diverse community. Santa Ana College provides access and equity in a dynamic learning environment that prepares students for transfer, careers and lifelong intellectual pursuits in a global community.

Distance Education Mission: Our mission in Distance Education at Santa Ana College is to provide our students and faculty with the highest quality distance education program. We accomplish this mission by assuring that coursework for our students provides the depth and breadth of a quality post-secondary degree education while insuring the use of leading edge technology and excellence in teaching.

Members Present: Kyle Bradley, Jodi Coffman, Zach Fish, Mary Funaoka, Jaki King, Crystal Jenkins, Annie Knight, Cherylee Kushida, Rick Manzano, John Ross, Jr.

Topics:

- **Canvas Recommendation**
  - Canvas Personnel and 24/7 Canvas support recommendations were brought forward to SACTAC on March 23, 2017, and approved to bring to Planning & Budget
  - Integrated "badges" will be used for Canvas Training and Canvas Certificates. There will be three levels of each that can be earned. It is expected that DE faculty will need to complete the Canvas Certification, which will be a verification of their course in Canvas to assure that Canvas tools and template are appropriately used. There is not a 1:1 correspondence between Blackboard and Canvas tools and a concern that DE faculty many need assistance in course migration. Badges are planned for student Canvas training and Online Orientation. This will enable a transparent view for students and faculty of training and certification received.
  - Cherylee will move to create the joint Canvas Migration Taskforce with SCC.

- **Review of DE Student Survey Spring 2016**
  - Survey response was 18%
  - Increase of 24% of enrolled DE students from Spring 2015, a greater number of DE students and many are new to DE.
  - SAC students prefer a mix of traditional and online courses. (47% preferred a mix, 27% preferred entirely online delivery, 13% preferred hybrid and 13% preferred and entirely face-to-face delivery mode.)
  - Many student comments reflected a preference for online learning due to their learning style preference of written instructions, discussion board rather than talking in class, and ability to focus.

- **Plans on Canvas**
  - All current training needs to be migrated to Canvas. This time will be used as a refresh of material.
    - Online Teaching Certificaiton
    - Online Student Orientation
    - Student Canvas Training
    - Faculty Canvas Training
    - Accessibility Training to be expanded in the Online Teaching Certification with plans for a separate training available

- OER training

Next Meeting: March 31, 2017, 8:00 – 9:30am, A-101

Members: cc: Carlos Lopez
Kyle Bradley
Jodi Coffman
Zachary Fish
Mary Funaoka
Crystal Jenkins
Elliott Jones
Jaki King
Annie Knight
Cherylee Kushida
Rick Manzano
John Ross Jr.
Dennis Sadler
Roy Shahbazian

Executive Summary:

18% of DE students responded to our survey. (593 of 3,307 enrolled students in DE at the time of the survey)

Our findings show an **increase of 24% of enrolled DE students** from Spring 2015. 60% of students have taken an online/hybrid course before, 6% less than last year's poll. Thus, **we are seeing a greater number of DE students and many are new to DE**.

Students are finding that **DE offerings enable them to complete their degree (96%** Strongly Agree or Agree) and are satisfied (93%) with their DE courses at SAC.

SAC students prefer a mix of traditional and online courses. 47% prefer a mix, 27% prefer online delivery only 13% prefer hybrid and 13% prefer face-to-face to online.

Survey Facts/Findings:

- **60% of students have taken an online/hybrid course before. (6% less than 2015)**

- 85% access the Internet for their course at home most often, 6% from campus, 5% from work.

- **48% take exclusively online classes at SAC.** 8% take online/hybrid courses at SAC and other colleges. **44% are also taking traditional (classroom) courses**. (similar to 2015 survey data.)

- **Devices owned**:

Device	2016 Response %
Smart Phone	**91%**
Webcam ("built in" or USB attached)	38%
Desktop computer	46%
Full-size laptop computer	**79%**
Small netbook/tablet computer	**53%**

- **Students rated "Strongly Agree" or "Agree":**

  o The instructor provides adequate feedback for this class -- > 92%
  o The instructor provides timely feedback for this class -- > 89%
  o The instructor actively participates in discussions -- > 86%
  o The instructor uses multimedia (video, audio, etc.) in this class -- >81%
  o The instructions for assignments are clear -- > 91%
  o I feel engaged in my course -- > 89%
  o Overall, I am satisfied with this course -- > 91%

- **Students felt instructors "respond to student questions":**

Within 24 hours of receipt	**72%**
Within 48 hours of receipt	**21%**
Within 72 hours of receipt	4%
Within 86+ hours of receipt	3%

- **SAC Student Course Delivery Preferences:**
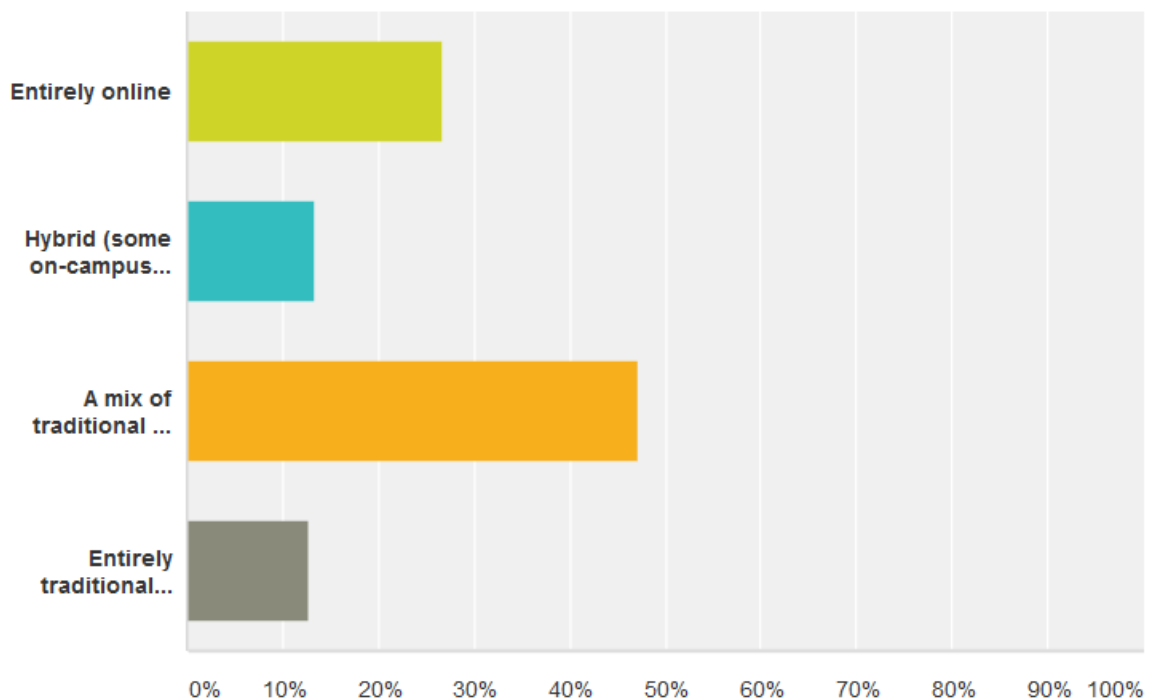 - **47% prefer a mix of traditional and online classes**
  - **27% prefer an entirely online delivery**
  - **13% prefer hybrid delivery**
  - **13% prefer an entirely traditional (classroom only) delivery mode**

Which type of course delivery mode do you prefer?

Answered: 593   Skipped: 0

- The Student Support Programs/Services most utilized are the Library walk-in (54%), Counseling Center (51%), Financial Aid Office (45%), Admissions Services walk-in (42%), Registration WebAdvisor (39%), Testing Center (44%), Academic Computing Center (30%). Multiple students wrote in that they would like to have "tutoring"

online, but did not mention the subject.   *** Online NetTutor was piloted in 2016 and will be added for students within their Bb course beginning Spring 2017. ***

- The **greatest benefits** of the online class are: flexibility of class time and time saved on commute. **14% selected better instruction, 21% selected improved learning, 12% more interaction with instructor and 16% selected more interaction with classmates.**

  - Selected comments:
    - *"Written instructions work better for me."*
    - *"I love the quarter system on line classes provide."*
    - *"I'm not a talkative person, so through online class I can ask more questions to the instructor and classmates. I don't have to worry about getting all the attention while asking a question to the professor. Also, I like to work on my assignments and record the class at night time when I am more relaxed. Believe it or not I can focus better if I am at home."*

- **93% would take another online course at Santa Ana College**. (+3% from 2015)

- **96% Strongly Agree or Agree that "The online/hybrid courses offered at SAC allow me to complete my degree/certification/transfer program".** (+2% from 2015)

Selected Additional Student Comments:

- "I am really happy that there are not obstacles in my life to finish my education. I can work and keep learning thanks to the online classes."

- "Although I prefer traditional classroom classes to see face to face to my classmates and instructors, Online classes is a good choice due to the long hours I spend at work. Definitely , thanks to online classes, I can set aside time at home when I can. This is the only way which enables me to continue my education."

- "If it were not for online classes, I would not be able to go to school. I work full time and am a single mother of four kids. I have no one to babysit my children once I get out of work. Having the ability to go to school online has not only improved my life, it has also improved and motivated my children. I wish more courses were able online for people in my situation. Thank you."

- "I believe the online system is well planned out for Santa Ana and I have much enjoyed being able to complete my schooling while working full time with three kids. So helpful!!!"

- "I have taken online courses at other schools but Santa Ana College has the best system in my opinion."