

College Action Project Worksheet for CAP Projects – August 7, 2015 Update

CAP: 1.2.3 Increase Student Success in Distance Learning Courses

Champion: Garret Brand

a. Current CAP Team Members:

- Garry Brand (Online Faculty and Online Faculty Trainer)
- Patti Trepkowski (Dean of ISIS)
- Susan DelRaso (Open Computer Lab Rep)
- Don VanOeveren (Open Computer Lab Rep)
- Jose Mora (DLIT Support Professional)
- Lisa Gleoge (Online Faculty and AGC Issue Paper on Mandatory DL Orientation)
- Laurie Foster (Online Faculty and AGC Issue Paper on Mandatory DL Orientation)
- Lori DeBie (Library and Mandatory DL Orientation)
- Saibo Williams (Student Technology Support)

b. Describe the **purpose** of this project including a description of the associated activities. (100 words or fewer)

GRCC's core mission is centered on facilitating student success. Data show that students enrolled in distance learning (online and hybrid) courses at GRCC experience lower success rates than their counterparts in on-ground courses. The purpose of this CAP is to increase the success of distance learning students by addressing four activities:

- Improving systems and processes that prepare students for distance learning,
- Improving student support systems and processes related to distance learning,
- Improving the overall distance learning student experience, and
- Identifying and addressing other factors that contribute to success.

c. Describe the **goals** of this Action Project (in 100 words or fewer)

Consistent with the purpose outlined above, the goals of the project focus on three phases of the distance learning student experience—1) taking steps to ensure distance learning is a good fit for students prior to enrollment, 2) effectively preparing students for distance learning once enrolled, and 3) effectively support students during the distance learning experience. These are reflected in the following specific goals...

- Get the right students in distance learning courses
 - Increase student readiness
 - Increase online student support
 - Increase student success
-

d. What **measurable criteria** will be used to determine this project's success? (Lead measures)

Criteria are based on measurement of the goals above. While additional criteria may be added, the initial set includes...

- Students demonstrate required competencies before enrollment in first distance learning course
- Increased online student support services
- Increased student utilization of online support
- Increased distance learning course success rates (percent of A-C grades) each academic year

e. Please provide the **results of your lead measures** to date (either tables or charts). (Compelling Scoreboard)

There are no results to date. The 2015-16 Academic Year will be used to:

- Create the GRCC Distance Learning Orientation in Blackboard. This will teach and measure the competencies needed before enrollment. Full implementation of the orientation will happen in Fall 2016.
- Establish a baseline for online student support and utilization.
- Establish a baseline for distance learning course success rates.

f. What **Indicators of Success** will this project most likely impact? Please indicate whether the project will directly or indirectly impact the measure.

- 1 – Persistence rate (fall to winter, part and full time (NCCBP definition), Michigan metric).
- 2 - Completion (150% graduation rate) for first time/full time students.
- 3 - Course success rates (percent of A – C grades).
- 5 - Retention rate (fall to fall for first time, degree-seeking students).

This project will indirectly impact persistence, completion and retention. The most direct impact will be 3 – Course success rates. The goal is not only to increase distance learning course success rates, but to have them meet or exceed campus course success rates.

g. What **personnel resources** will be required to deliver the project successfully?

- Personnel to build the mandatory DL orientation.
 - Personnel to facilitate, manage and support the mandatory DL orientation.
 - Personnel to track and report data related to indicators of success (e.g. persistence, completion, success and retention rates).
 - Personnel to make updates to the grcc.edu/online website.
 - Personnel to assist with creation and administration of needed survey(s).
-

Requirements for the Mandatory DL Orientation project;

- "GRCC Distance Learning Orientation" course in Blackboard.
- Identify new (never before at GRCC) DL (Online or Hybrid) students in PeopleSoft.
- Ensure these students ("b" above) complete the "GRCC Distance Learning Orientation" in Blackboard ("a" above) before they can register for a DL course.
- Create an automatic way to block and remove flags. We don't want this to become a barrier for enrollment!
- Create a "view" to check assessment completion and the ability to run batch process manually.
- Prerequisites need to be in PS on/before Feb 2016. May need to be in Curriculog too.

Resources needed to successfully complete this project, as well as the availability of those resources;

- IT Staff to create the orientation course in Blackboard.
- DL FAB members to ensure content is added. Garret Brand will be the initial Instructor.
- IT STaff to do the work in PeopleSoft, Blackboard and other systems indicated by 1.b-f above.
- There are very few resources available in the Distance Learning support area.

h. What **additional resources** will be required to develop and/or sustain the project?

NOTE: The first step in this project involves engaging in benchmarking and identifying what other institutions are doing to address this issue. It is not entirely clear at this stage what resources are being used in other institutions or what exact resources may be needed at GRCC. This project is an important and appropriate CAP, in part, because it represents a complex student success issue that we have been unable to effectively research and address thus far with our current systems and resources. If we already knew the exact resources and tools necessary to increase DL student success, the CAP would not be necessary. Therefore, the initial table for additional resources is rather sparse and will evolve over time as we collect data.

Category	Cost	Explanation (one time or recurring)	Which budget will cover these costs?
Supplies			
Training			
Equipment/ Software			
Other			
TOTAL Cost Estimate			

- i. Will this project require any **additional budget dollars** for the 2015-2016 academic year that have not already been secured? ___ NO ___ Yes

If yes, please describe briefly:

Once the orientation needs are identified, the CAP Team will research costs associated with developing an internal orientation and student support services, or paying for external software, web services and/or subscriptions.

- j. Please provide an update on project activities discussed in your spring report:

Month	Activity	Person(s) Responsible	Current Status
July, 2014	<ul style="list-style-type: none"> • Investigate internal data available (e.g. number of new DL students for SmartMeasure and, Bb Learning Analytics, etc). 	<ul style="list-style-type: none"> • CAP Team 	<ul style="list-style-type: none"> • After benchmarking, the CAP Team decided not to recommend SmartMeasure.
August, 2014	<ul style="list-style-type: none"> • Begin benchmarking with other institutions who demonstrate best practices in online student support and increased online student success rates. • Review current online student support. 	<ul style="list-style-type: none"> • CAP Team 	<ul style="list-style-type: none"> • We have reviewed our current online student support. They include: <ul style="list-style-type: none"> ○ Student Orientations <ul style="list-style-type: none"> ▪ Blackboard Orientation ▪ Online Readiness ▪ GRCC New Student Orientation ○ Student Services <ul style="list-style-type: none"> ▪ Admissions Office & Enrollment Center ▪ Counseling, Career Center, & Academic Advising ▪ Financial Aid & Scholarships ▪ Registrar & Student Records ▪ Student Affairs, Academic Grievance, & Complaint Process ○ Instructional Support Services

			<ul style="list-style-type: none"> ▪ Academic Support Center & Online Tutoring ▪ Bookstore ▪ Disability Support Services ▪ Early Alert System ▪ Library ▪ Technical Support & Help Desk ▪ Testing Center <ul style="list-style-type: none"> • While we have started some benchmarking with other institutions who demonstrate best practices in online student support and increased online student success rates, the majority of this work will happen in the 2015-16 Academic Year.
September, 2014	<ul style="list-style-type: none"> • Continue benchmarking • Bring issue of mandatory DL orientation to AGC Exec for consideration and approval of policy. • Begin review and revision of grcc.edu/online. 	<ul style="list-style-type: none"> • CAP Team • DL FAB 	<ul style="list-style-type: none"> • The AGC approved two important policies during the 2014-15 Academic Year. This includes a mandatory online orientation for new GRCC distance learning students and a policy requiring distance learning courses to adhere to the new GRCC Distance Learning Standards.

k. Provide a 12-month work plan for 2015-16 for this project:

Month	Activity	Person(s) Responsible
July, 2015	<ul style="list-style-type: none"> • Approval of IT Project Request for Mandatory DL Orientation. 	<ul style="list-style-type: none"> • Garret Brand
August, 2015	<ul style="list-style-type: none"> • Identify requirements and resources for Mandatory DL Orientation. 	<ul style="list-style-type: none"> • Garret Brand
September, 2015	<ul style="list-style-type: none"> • Begin testing/pilot of GRCC Distance Learning Orientation and update AGC. 	<ul style="list-style-type: none"> • DL FAB
October, 2015	<ul style="list-style-type: none"> • Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> • DL FAB

November, 2015	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
December, 2015	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
January, 2016	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
February, 2016	<ul style="list-style-type: none"> Complete Implementation Plan for Mandatory Distance Learning Orientation for New GRCC Distance Learning Students. 	<ul style="list-style-type: none"> DL FAB
March, 2016	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
April, 2016	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
May, 2016	<ul style="list-style-type: none"> Continue testing/pilot of GRCC Distance Learning Orientation. 	<ul style="list-style-type: none"> DL FAB
June, 2016	<ul style="list-style-type: none"> Complete testing of orientation. 	<ul style="list-style-type: none"> DL FAB
July, 2016	<ul style="list-style-type: none"> Prepared for full implementation of orientation in Fall 2016. 	<ul style="list-style-type: none"> DL FAB

i. When will your Team meet? Please provide **Team meeting dates** for August 2015 to June 2016

- Our team will meet immediately after each 2015-16 SLT Meeting.