

**Del Mar College  
Institutional Effectiveness Unit Plans  
2001-2002**

<b>1. Unit:</b> Distance Learning	<b>2. Division:</b> Center for Business and Community Education												
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence; and to prepare for job entry, occupational advancement, and career development.													
<b>4. Unit Purpose:</b> To maximize student access to Del Mar College's instructional services through use of alternate delivery methods including electronic and off-campus classes.													
<b>5. Link to Strategic Plan: Goal # B Objective # 2</b>	<b>6. Proposed completion date:</b> May 2002												
<b>7. Link to Unit Goal # B:2:2 OR Student Learning Objective #</b>													
<b>8. Assessment Question and Expected Results:</b> Can the withdrawal rate of students in online classes for Spring 2002 as compared to Spring 2001 be reduced by 10%? The withdrawal rate in distance learning classes has traditionally been higher than for students in regular classes. The Distance Learning Department expects to lower the withdrawal rate of online students by 10%.													
<b>9. Strategies (Activities Planned) :</b> <ol style="list-style-type: none"> <li>1. Conduct WebCT orientations for all new online students before classes begin.</li> <li>2. Provide workshops, before and after classes begin, in basic computer skills for students in online classes who have difficulty due to lack of computer skills.</li> <li>3. Provide links on student's WebCT page to Distance Learning Advisor, to the Library, and to the online tutoring services of the Writing Center.</li> <li>4. Provide easy access to plug-ins for students.</li> <li>5. Develop online student survey of the usefulness and effectiveness of services to distance learners.</li> <li>6. Engage students to evaluate current online classes on the ease of navigation, the organization of materials, and the clarity of instructions. (Students would be paid a small stipend to evaluate a course)</li> <li>7. Develop a template for new online classes based on students' observations about what works best for them.</li> <li>8. Encourage teachers of existing online classes to transfer courses to newer template in order to create a consistent format and organization to all Del Mar online classes thus making it easier for students who take several online classes.</li> </ol>													
<b>10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> 1. Compare withdrawal rates as supplied of online students in Spring 2002 with those of Spring 2001. (Assistant Dean-Distance Learning.													
<b>11. Budget Cost Impact, if any (does not assure budget approval):</b>  <table style="width: 100%; border: none;"> <tr> <td style="width: 15%;">Personnel</td> <td style="width: 5%;">\$</td> <td style="width: 80%;">_____</td> </tr> <tr> <td>Equipment</td> <td>\$</td> <td>_____</td> </tr> <tr> <td>Other</td> <td>\$</td> <td><u>\$1,500 (stipends for students to evaluate course)</u></td> </tr> <tr> <td>Total</td> <td>\$</td> <td>_____</td> </tr> </table>		Personnel	\$	_____	Equipment	\$	_____	Other	\$	<u>\$1,500 (stipends for students to evaluate course)</u>	Total	\$	_____
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Total	\$	_____											
<b>12. Use of Assessment Findings (how will you use the findings):</b>  If assessment shows that withdrawal rate has declined, the department will continue with the activities which brought about the decline and work to find new measures to increase the retention of students.													
<b>13. Signature of Unit Director:</b>	<b>14. Signature of Dean/Vice President:</b>												
<b>Date</b>	<b>Date</b>												

**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**2000-2001**

<b>1. Unit:</b> Distance Learning	<b>2. Division:</b> Center for Business and Community Education
<b>3. College Mission Addressed:</b> To provide students with opportunities to train for economic independence; and to prepare for job entry, occupational advancement, and career development.	
<b>4. Unit Purpose:</b> To maximize student access to Del Mar College's instructional services through use of alternate delivery methods including technology and off-campus classes.	
<b>5. Link to Strategic Plan: Goal # C      Objective # 4</b>	<b>6. Proposed completion date:</b> May 2001
<b>7. Link to Unit Goal # 2      OR Student Learning Objective #</b>	
<b>8. Expected Results:</b> Establish, in cooperation with Teaching and Learning Center, a systematic training program for on-line distance learning faculty.	
<b>9. Strategies (Activities) Completed:</b> <ol style="list-style-type: none"> <li>1. Identified training needed for faculty to deliver on-line instruction - July 2000</li> <li>2. Designed curriculum for making faculty proficient in technology and software for on-line instruction and developed certification process to be administered by Teaching &amp; Learning Center- August 2000</li> <li>3. Developed training schedule for 2000-2001 academic year - August 2000</li> <li>4. Notified faculty of training opportunities in skills needed for on-line instruction - September 2000 - May 2001.</li> <li>5. Conducted training sessions in Beginning WebCT, Advanced WebCT, Multimedia Basics, Video &amp; Audio Streaming throughout the Academic Year.</li> <li>6. Faculty completed evaluation forms after each training session and rated them as very helpful.</li> <li>7. A process was created by which the Teaching &amp; Learning Center keeps track of the training for each individual faculty member and issues a distance learning certification when that faculty member completes all the required training - August 2000.</li> </ol>	
<b>10. Assessment Procedures Used:</b> <ol style="list-style-type: none"> <li>1. Establishment of on-line training program for distance learning faculty (Assistant Dean - Distance Learning)</li> <li>2. Tracking of persons trained and modules completed (Director of Teaching &amp; Learning Center)</li> <li>3. Faculty evaluations of the effectiveness of the training provided. (Director - Teaching &amp; Learning Center)</li> </ol>	
<b>11. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input checked="" type="checkbox"/> On going <input type="checkbox"/> Near completion <input checked="" type="checkbox"/> Completed	<b>12. Results of Assessment:</b> A training and certification program in online instruction was established by August 2000. Eight training sessions have been conducted to date in the 2000-2001 academic year. Faculty evaluations of the training sessions have rated the training as good or very good.
<b>13. Use of Assessment Findings:</b> Although the program has been established, the training curriculum will need to be constantly changed to adapt to new technology and new software applications, and the program and certification adapted to reflect these changes. New hardware and new bandwidth acquired this year will certainly create a greater demand for training in audio and video streaming and in multimedia development while growth of distance learning classes will still fuel the demand for basic training for new faculty.	
<b>14. Signature of Unit Director:</b> _____	<b>15. Signature of Dean/Vice President:</b> _____
<b>Date</b>	<b>Date</b>