

Distance Education Taskforce: Coordination Recommendations for Online Degrees

STUDENT LEARNING

Recommendation	Deliverables	Leads and Key Partners
<p>Provide professional development on high-quality online course design and delivery</p>	<ul style="list-style-type: none"> • Offer regular professional development for faculty, including workshops, trainings, and communities of practice focused on effective online pedagogy, accessibility, and student engagement • Implement a system to track faculty completion of required professional development for online teaching • Fund district wide POCR badging process in addition to recognizing multiple professional development pathways for instructors to prepare to teach online (e.g., POCR, Equity Rubric, graduate-level coursework) 	<p>District and College Distance Education Coordinators, Staff Development Officer, and (new) Accessibility Expert / Instructional Designee <i>*New costs associated with this recommendation, including for the new position</i></p>
<p>Ensure online degrees meet accessibility standards</p>	<ul style="list-style-type: none"> • Create new position of Accessibility Expert/Instructional Designer to support accessible course design and compliance • Provide professional development for faculty specific to digital accessibility • Implement regular accessibility reviews of online courses • Ensure online courses within degree pathways meet accessibility standards and legal compliance with Title 5 and ADA (Title II) 	<p>College and District Distance Education Coordinators, PCCD Senior Web Technology Analyst, and (new) Accessibility Expert / Instructional Designer. <i>*New cost associated with new position</i></p>
<p>Implement coordinated, multi-year scheduling for fully online degrees</p>	<ul style="list-style-type: none"> • Commit to two- and three-year course schedules for all courses required in online degree programs • Verify articulation and transfer alignment for all courses within online degree pathways 	<p>College faculty, Instructional Deans, and Executive Vice Presidents in collaboration with the District Office <i>*New cost associated with this recommendation</i></p>

STUDENT SUCCESS

Recommendation	Deliverables	Leads and Key Partners
<p>Ensure that all core student support services are available online, including evenings and weekends</p>	<ul style="list-style-type: none"> • Provide online access to all major student support services (e.g., tutoring, counseling, advising, library support, financial aid assistance) outside of the traditional 8-5 hours • Ensure rapid response for evening and weekend support for the LMS (Canvas) 	<p>Student Services at the participating colleges, District IT/LMS support teams</p>
<p>Establish an onboarding process to prepare students for online degree programs</p>	<ul style="list-style-type: none"> • Offer online and in-person orientations for online degree programs, introducing students to Canvas, expectations for taking online courses, and available student support services • Ensure students connect with a counselor to develop a Student Education Plan (SEP) prior to or during their first semester • Develop and provide ongoing resources and training on effective online learning strategies to support student success • Publish and maintain these resources on the centralized online degree and student support hub for easy student access 	<p>College and District Distance Education Coordinators, Senior Web Technology Analyst, District Dean over Online Education, Counselors, and (new) Accessibility Expert / Instructional Designer. <i>* New cost associated with new position</i></p>
<p>Ensure secure and accessible exam proctoring options for online courses</p>	<ul style="list-style-type: none"> • Provide on-campus testing center access at each college for students enrolled in online courses that require proctored exams • Participate in a network of approved proctoring centers so students who do not live near a PCCD campus can complete exams at authorized locations 	<p>District Distance Education leads in collaboration with college administration offering online degrees</p>

	<ul style="list-style-type: none"> • Establish clear guidelines for when proctored exams are appropriate, particularly in courses where assessment integrity or transfer expectations may require it • Clearly communicate proctoring options and procedures to students enrolled in applicable online courses 	
<p>Standardize administrative processes and student navigation for fully online degree pathways</p>	<ul style="list-style-type: none"> • Develop and implement a Standard Operating Procedure (SOP) defining how online students access core administrative services (e.g., admissions, financial aid, counseling) and submit complaints or grievances • Develop and implement a SOP defining how colleges address student conduct and academic integrity issues in online and remote learning environments • Create and publish clear student and faculty facing guidance on how to navigate administrative processes in an online context • Ensure consistent implementation of these processes across colleges to ensure a seamless student experience 	<p>District Service Center in collaboration with College Faculty, Administration, and Admissions and Records.</p>

STUDENT ACCESS

Recommendation	Deliverables	Leads and Key Partners
<p>Develop a centralized online degree and student support hub</p>	<ul style="list-style-type: none"> • Create a website that includes: <ul style="list-style-type: none"> ○ Clear information on fully online degrees ○ Program maps for each online pathway ○ Links to online and in-person student support services ○ Links to help desks ○ Links to technology lending libraries ○ Guidance on how to complete Cal-GETC requirements fully online 	<p>District marketing in collaboration with college and district distance education leadership</p>
<p>Launch a districtwide marketing campaign to promote online degrees</p>	<ul style="list-style-type: none"> • Develop a districtwide marketing strategy and campaign plan • Establish clear, consistent messaging and branding for fully online degrees • Create and deploy digital and print marketing materials • Conduct targeted outreach to key student populations (e.g., working adults, dual enrollment students, returning students) 	<p>District marketing in collaboration with college marketing and outreach teams</p>
<p>Ensure equitable access to technology for students</p>	<ul style="list-style-type: none"> • Provide loaner laptops and mobile hotspots to students lacking reliable technology or internet access • Create and share standardized, districtwide communication about technology lending programs as part of online degree promotion and onboarding • Establish a centralized access point for all technology support services and help desks serving online students 	<p>Colleges with district coordination support <i>*New cost associated with this recommendation</i></p>

INFRASTRUCTURE

Recommendation	Deliverables	Leads and Key Partners
<p>Centralize and standardize the review and procurement of instructional technology tools (e.g., Canvas LTIs).</p>	<ul style="list-style-type: none"> • Create an established districtwide process for evaluating, approving, and purchasing instructional technology tools • Follow an annual review cycle to assess effectiveness, accessibility, and alignment with instructional needs • Coordinate purchasing to ensure consistency across colleges and leverage cost efficiencies • Publish clear guidance for faculty on approved tools and how to access them 	<p>District Distance Education Coordinator, District Dean over Online Education, Senior Web Technology Analyst, the Online Education and Student Services Subcommittee, and College Distance Education Coordinators</p>
<p>Align district policies, procedures, and collective bargaining agreements to support high standards for online course design and delivery</p>	<ul style="list-style-type: none"> • Review, and as needed, negotiate updates to relevant sections of the faculty collective bargaining agreement (e.g., Article 33: Distance Education or Article 18: Hours, Workload, and Class Size) • Review and revise applicable administrative procedures in Academic Affairs (4000 series) and Student Services (5000 series) to ensure alignment with online degree delivery • Establish clear, consistent guidelines supporting online instruction, student services, and faculty responsibilities across the district 	<p>District and College Administrative Leadership, Union Leadership, Faculty Senate</p>
<p>Establish a coordinated Institutional Research and Effectiveness framework to support continuous improvement of fully online degrees</p>	<ul style="list-style-type: none"> • Create a districtwide research agenda based on student experience • Conduct disaggregated analyses of student outcomes across online, in-person, and hybrid modalities • Integrate student voice through surveys, focus groups, and analysis of service utilization data (e.g., ConexEd, LMS engagement) • Document findings and integrate them into program review, strategic planning, and resource allocation processes to “close the loop” 	<p>District and College Institutional Research Offices, District Online Education and Student Services Subcommittee, District and college DE Coordinators, and Student Services leadership</p>