SCALING, OPTIMIZING, AND SUSTAINING A FULLY ONLINE INSTITUTION AND QUALITY ONLINE EDUCATION

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ONLINE TEACHING CONFERENCE

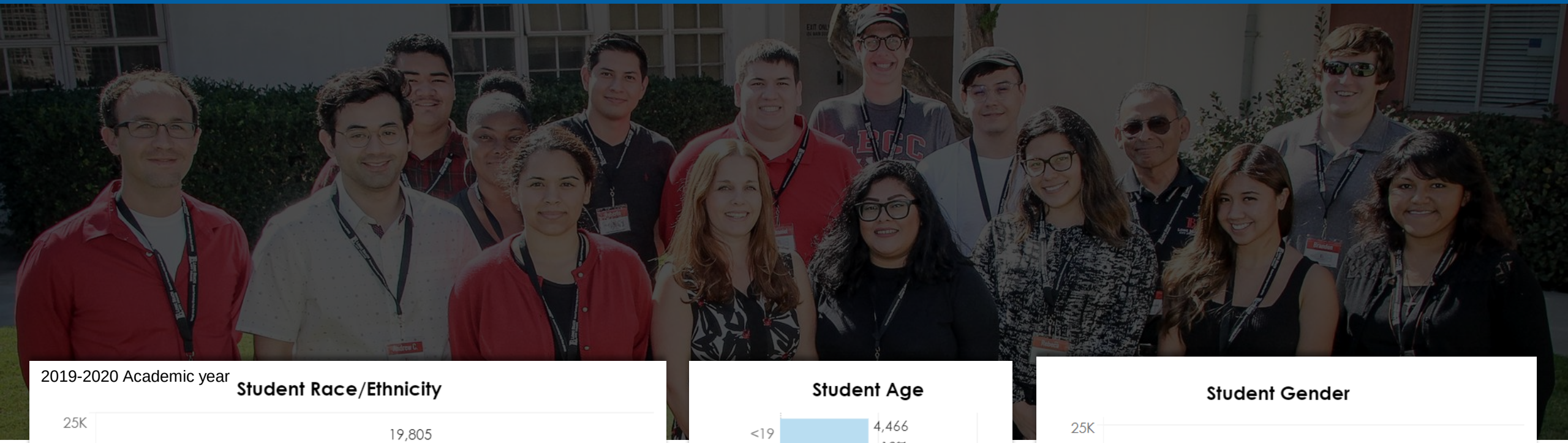
Presented by: California Community Colleges | TechConnect

PRESENTATION OVERVIEW

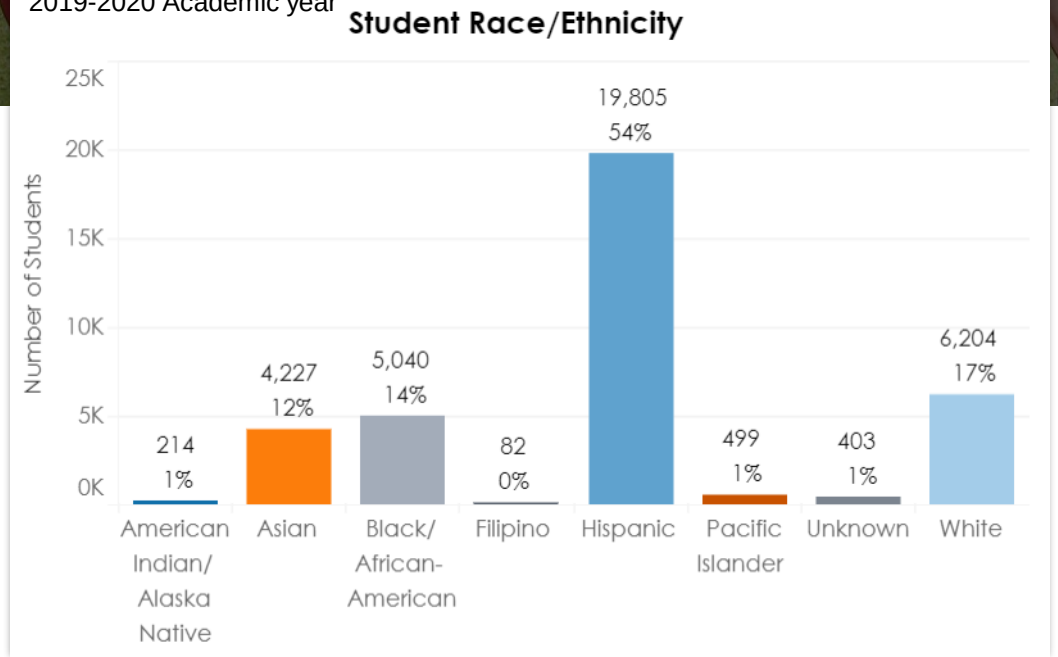
- **FOUNDATIONS & PLANNING**
- **RAPID SCALING**
- **OPTIMIZATION & SUSTAINABILITY**
- **CHALLENGES & OPPORTUNITIES**

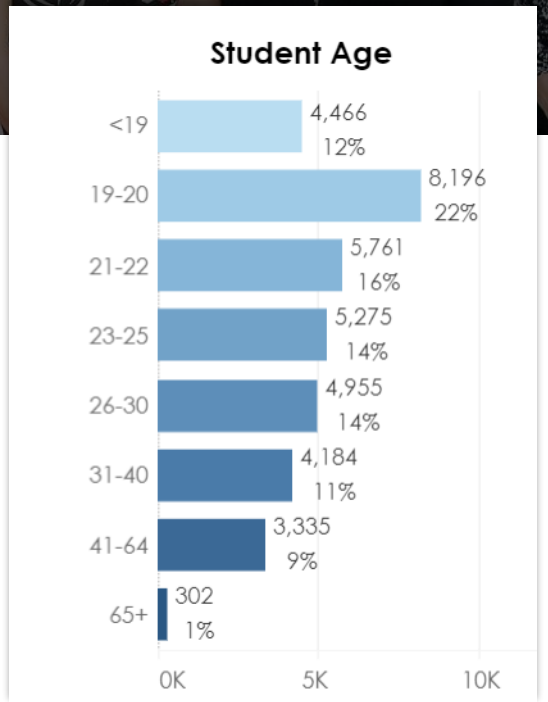
FOUNDATIONS & PLANNING

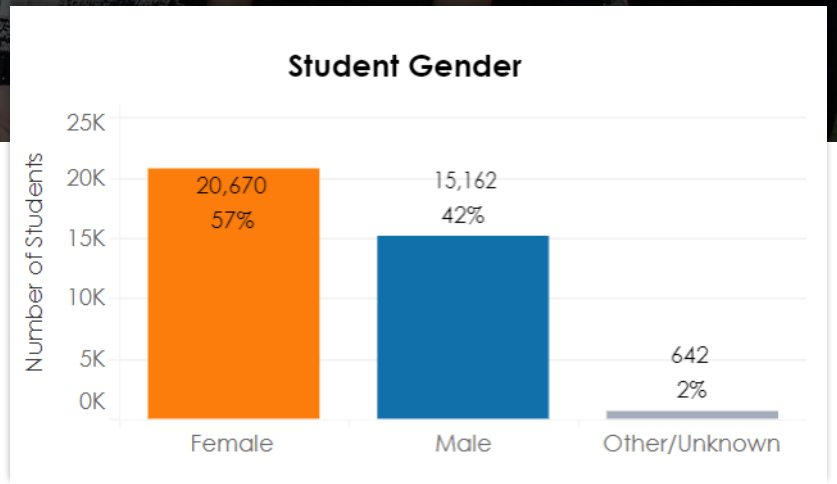
KNOW YOUR STUDENTS



2019-2020 Academic year

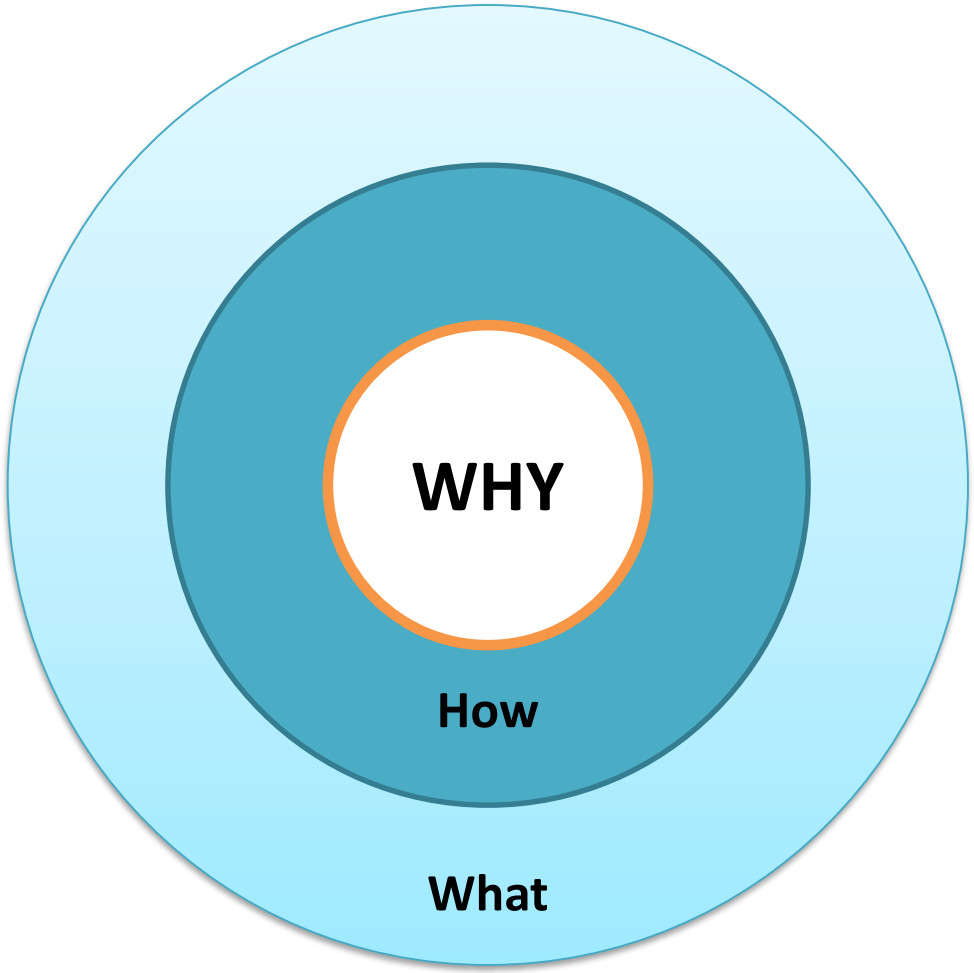






- Knowing our student and their needs
- Student Equity and Success
- 21,000 FTES, over 36,500 students & 1200 faculty

KNOW YOUR AUDIENCE & “WHY”

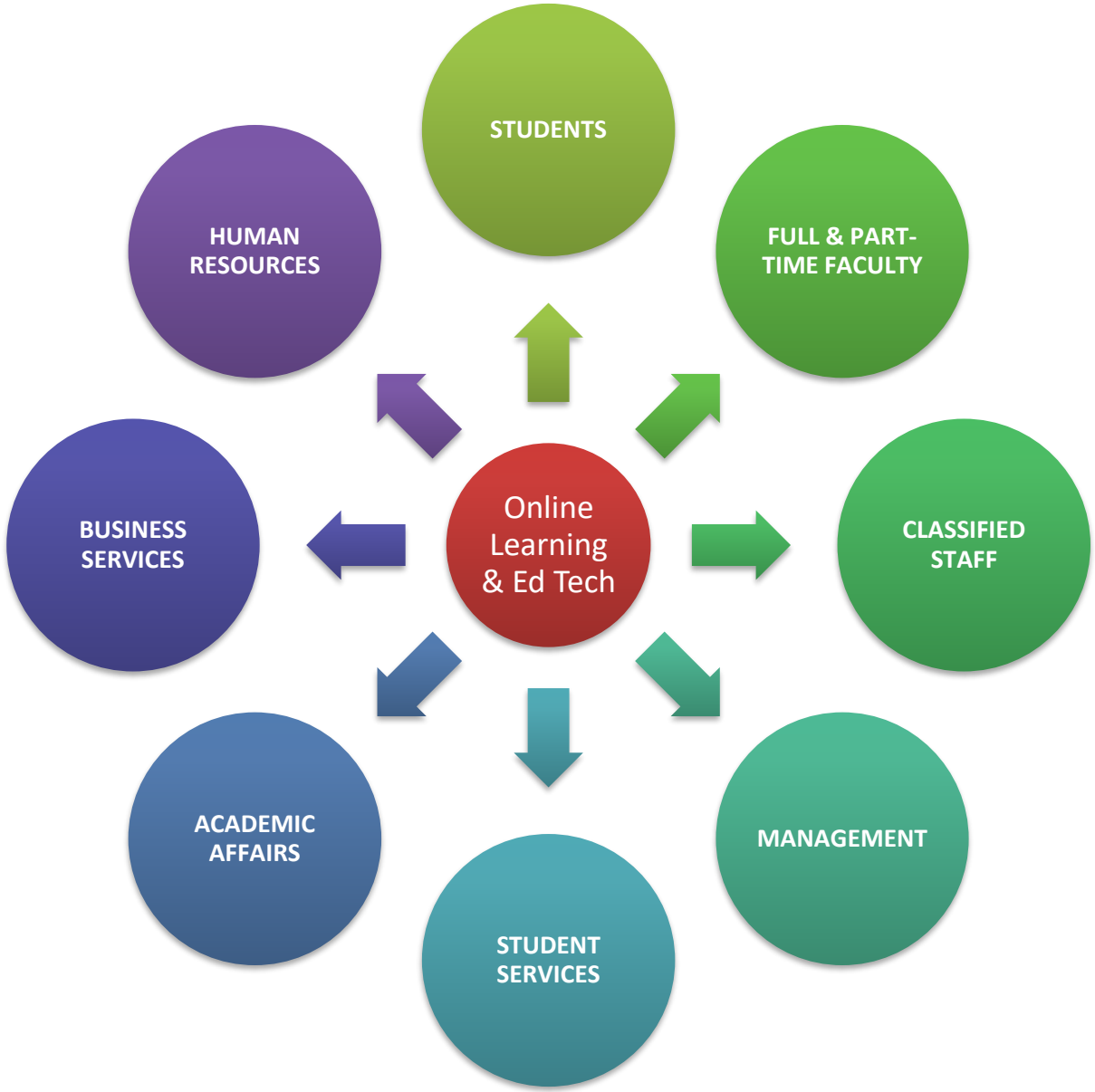


- ✓ **What, How, WHY…**
  - We can teach the “What” & “How”
  - We need to be passionate about the “Why”
- ✓ **Know your audience**
  (Wants, Needs, Strengths, Weaknesses, Passions, Concerns…)
- ✓ **Awareness of environment, people, resources**
  - Observe and learn roles, goals, visions, passions, fears/concerns of individuals and divisions…
- ✓ **Trust, respect, & appreciate others**
  - Value peoples ability, knowledge, skill, ideas…

MINDSET

- ✓ **Mindset:** How can I benefit others?
  - Positive solution driven mindset and attitude
  - Flexible and adaptable
- ✓ **Be Visible, Available, and Responsive**
  - Learn to listen and understand
- ✓ **Be a Leader**
  - Lead by example and support others
  - Hold yourself to high standards
  - Be authentic and sincere…

CONNECTION & SUPPORT



OLET ONLINE LEARNING EDUCATIONAL TECHNOLOGY

- ✓ OLET supports all areas
- ✓ Build your relationships and network
- ✓ You can't do it all on our own

STRATEGIC PLANNING VS. TACTICAL PLANNING

STRATEGIC PLAN	TACTICAL PLAN
Longer-term	Shorter-term
Visionary	Tangible
Organization-focus	Strategy-focus
Principles	Practices
External-based	Internal-based
Policies	Procedures
Initiatives	Projects

A **strategic plan** supports the organization's vision and mission statements by outlining the high-level plan to achieve both

A **tactical plan** answers "how do we achieve our strategic plan?" It outlines actions to achieve short-term goals, generally within a year or less.

STRATEGIC, TACTICAL, & OPERATIONAL PLANNING

Strategic planning is an organization's process of defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy.

- What do we do?
- For whom do we do it?
- How do we excel?

Tactical planning is short range planning emphasizing the current operations of various parts of the organization.

Operational planning is the process of linking strategic goals and objectives to tactical goals and objectives. It describes milestones, conditions for success and explains how, or what portion of, a strategic plan will be put into operation during a given operational period.

- Where are we now?
- Where do we want to be?
- How do we get there?
- How do we measure our progress?

Source: www.riskope.com/2014/04/03/lets-define-strategic-tactical-and-operational-planning/

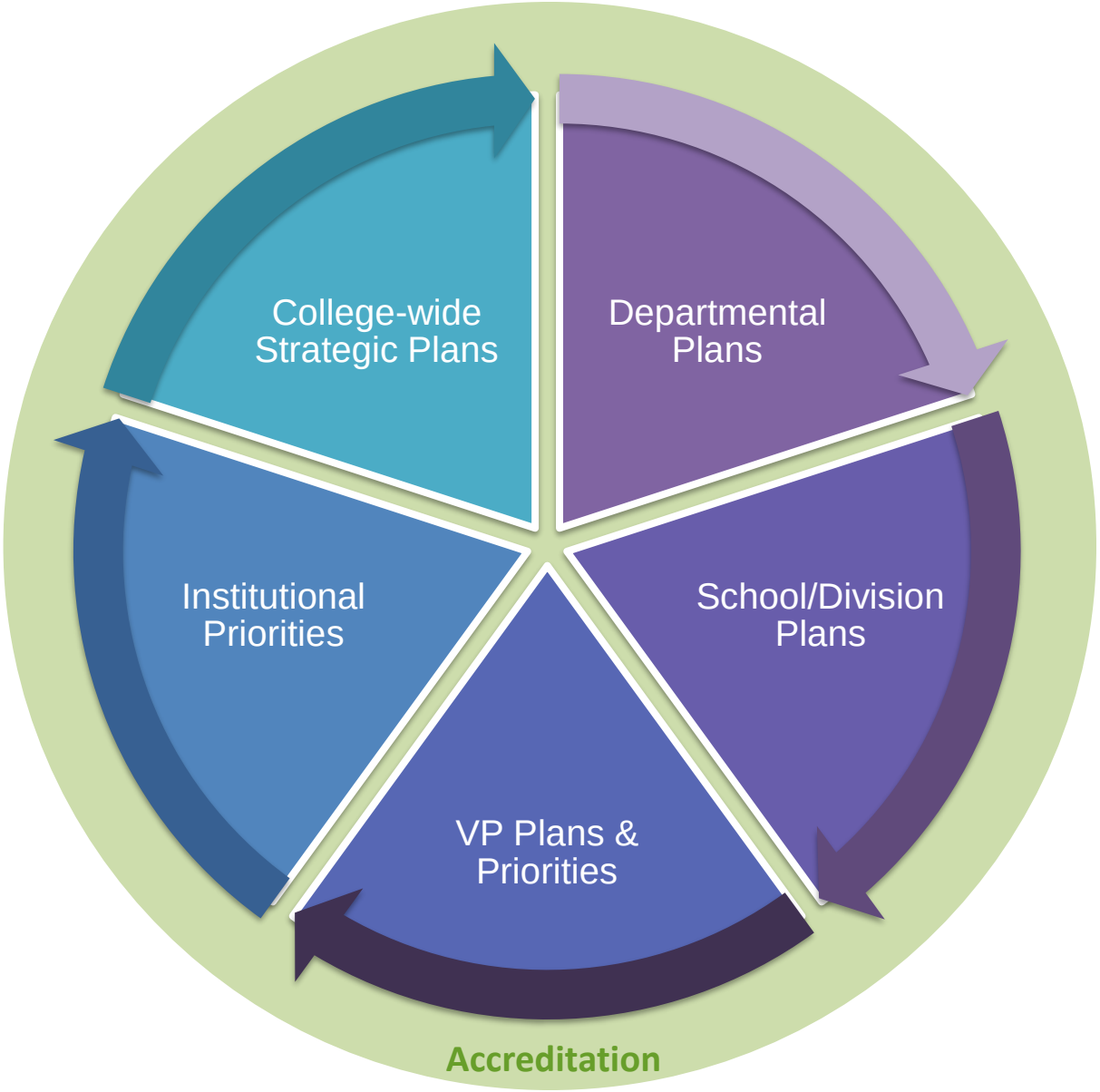
TRANSFORMATIONAL LEADERSHIP

Tactical leaders focus on solving straightforward problems with operations-oriented expertise.

Strategic leaders are very future-focused with an ability to maintain a specific vision while forecasting trends.

Transformational leaders focus less on making decisions or establishing strategic plans, and more on facilitating organizational collaboration that can help drive a vision forward.

PLANNING PROCESS & CYCLE

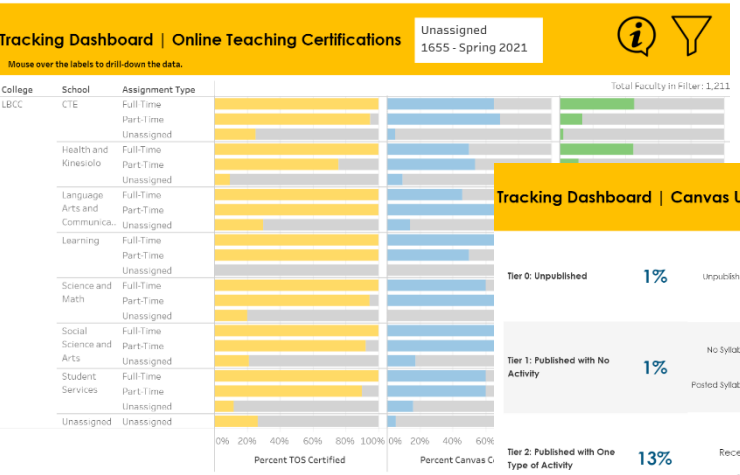


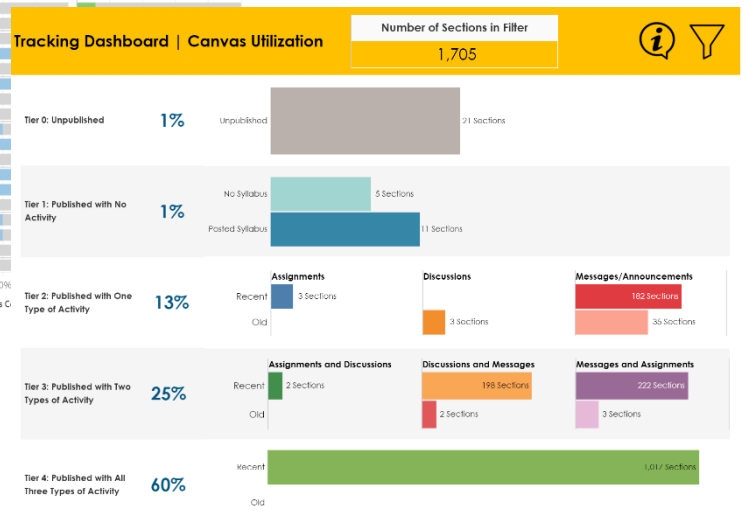
- ✓ **College-wide Strategic Plans**
  - ❑ 2016-2022 LBCC Strategic Plan
  - ❑ 2018-2021 Technology Plan
  - ❑ 2017-2020 Enrollment Management Plan
  - ❑ 2019-2022 Student Equity Plan
  - ❑ 2016-2041 Facilities Master Plan
- ✓ **Accreditation Standards**
- ✓ **Align Goals & Initiatives**

  Accreditation Standards, Strategic Plans, Institutional Priorities, VP Goals, Committees (Goals/Objectives)
- ✓ **Institutional Priorities & Cultural Shift**

RAPID SCALING

RAPID SCALING & ACCOMPLISHMENTS (SU2020-SP2021)





DL Certification, Canvas LMS, Data:

✓Certified and maintained **100%** of faculty assigned DL courses were online teaching certified (TOS and Canvas LMS)

✓**97%** of all LBCC courses (fully online, hybrid and face to face) are using LBCC Canvas LMS (2020-21 year).

- Spring 2019 (72%) → Spring 2020 (93% Covid) → **Spring 2021 (97%)**
- Summer 2019 (77%) → **Summer 2020 (98%)**
- Fall 2019 (76%) → **Fall 2020 (97%)**
- Winter 2020 (78%) → **Winter 2021 (97%)**

✓Collaboration with IE: **Tableau Tracking Dashboards** for Online Teaching Certification and Canvas Utilization

✓2020-21 Fully Online Data:

- Online **Enrollment up 338.64%** (+117,425)
- Online **Sections up 362.14%** (+3,817)
- Online **FTES up 385.24%** (+12,505)
- Online **Success Rates down -2.67% |** in 2019-20 it was up **7.79%**

✓Fully Online 4yr avg course success increased by **5.7%**

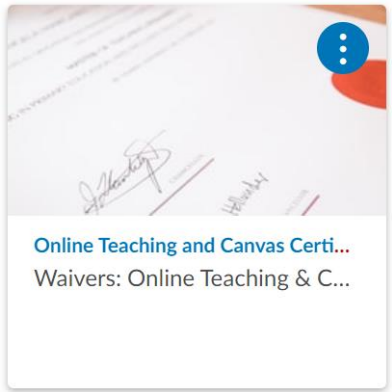
RAPID SCALING & ACCOMPLISHMENTS (SU2020-SP2021)

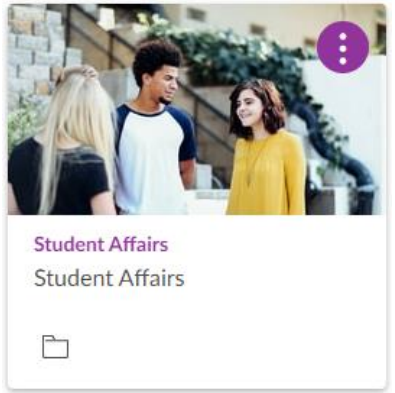
Support Services:

- ✓ OLET supported over ~**12,000** calls, emails, and walk-ins.
  - Over ~8000 faculty and staff support
  - Over ~4000 student support
- ✓ Resource sites and help guides:
  - **Student Online Learning & Technology** Microsite (FA2020)
  - Online Student Services – **Student Affairs Dept Sites** in Canvas
  - Handouts, Help Guides, Tutorials, Course Templates…
- Programs:
  - **Distance Education Facilitators** Program (FA2020 & SP2021)
  - **Academic Integrity Workgroup & Proctorio Pilot** Program
- ✓ Supported **SLO Assessment** Courses in Canvas & new process

Educational Technology:

- ✓ Adoption, integration, testing, launch, and support of educational and emerging technologies
  - **Confer Zoom and LBCC TechConnect Zoom**
  - **Backboard Ally** – Course content Accessibility
  - **NetTutor** – Online Tutoring
  - **Labster** – Online science labs
  - **Proctorio and ExamSoft**– Online academic integrating/assessment
  - **Canvas Studio** – Video and audio communication tool
  - **PlayPosit -** Interactive video & engagement
  - **NameCoach**
  - and more…
- ✓ After SP2021: **Student Connect, Badge Pro, PopeTech…**





RAPID SCALING & ACCOMPLISHMENTS (SU2020-SP2021)

Workshops & Training Resources:

- ✓ Coordinated and held over **85** OLET workshops
- ✓ Increased student enrollment in **QUEST** online student readiness from ~900 (SU2020) to ~9000 (SP2021) an increase of **~8100**
- ✓ Launched **10-Day Accessibility Challenge** (SP2021)
- ✓ In our "Online Teaching Best Practices Training Series" launched new 5th module on **Asynchronous and Synchronous Online Teaching** (FA2020)
- ✓ Began developed of "**Online Faculty Learning and Development**" Shell for all faculty (SP 2021)
- ✓ **Collaboration with FPD**: Canvas fundamentals workshops, online adjunct orientation, New faculty training, and more.

CVC-OEI Initiatives:

- ✓ Completed Phase 1 of the Finish Faster Course Exchange (SU2020)
- ✓ Completed $500,000 CVC-OEI Grant for CTE Online Pathways (Dec 2020)
- ✓ LBCC officially a CVC-OEI consortium college (Dec 2020)
- ✓ Attained 4 of 5 institutional badges in finish faster (SP2021)
- ✓ Began development of Local POCR (Peer Online Course Review)
  (As of June 2022 we are officially Local POCR approved)

MICROSITES: for Remote/Online Teaching

Intro to Remote/Online Instruction

Read more »

Online Teaching Certification

Read more »

Canvas Resources

Read more »

Course Design & Online Pedagogy

Read more »

Communication & Engagement with Students

Read more »

ConferZoom Resources

Read more »

Assessment Strategies

Accessibility Resources

Faculty Support Services

MICROSITES: for Online Students

Student Online Learning & Technology

Online Learning Success

Read more »

Canvas Resources

Read more »

Technology Resources

Read more »

Online Tutoring & Support

Read more »

Learning Resources

Read more »

Library Resources

Read more »

Remote/Online Student Services

Helping our students during LBCC's temporary remote instruction

Admissions & Records

Read more »

Financial Aid

Read more »

Counseling Services

Read more »

Disabled Student Support Services

Read more »

Student Health Services

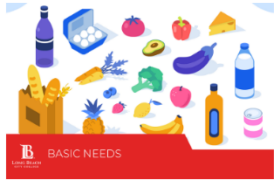
Read more »

EOPS/CARE/NextUP

Read more »

First-Year Entry Services

Read more »



Basic Needs

Read more »

International Student Services

Read more »

Veterans Services

Read more »

ONLINE STUDENT SUPPORT SERVICES

[Student Support Services – Online Chat Hub]

ONLINE CHAT HUB

ADMISSIONS & RECORDS

Wondering what to do after you apply?
Need help registering for classes?
Need a copy of your transcripts?

CHAT WITH ADMISSIONS & RECORDS

FINANCIAL AID

Do you need money for college?
Need help filling out the FAFSA or CA Dream Application?
Need to check your application status?

CHAT WITH FINANCIAL AID

LIBRARY

Need help with research for class?
Need to reserve a textbook?
Want to improve your study skills?

CHAT WITH THE LIBRARY

ESL FRONT DESK

Need help with your LBCC application?
What is my English level?
Which ESL classes should I take?

CHAT WITH ESL

COUNSELING

Need to meet with a Counselor?
Not sure about what classes to take?
Need more info on a degree or certificate?

CHAT WITH COUNSELORS

WELCOME CENTER

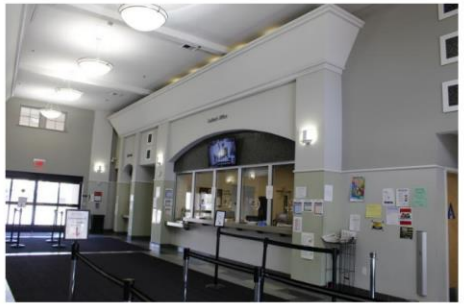
Do you have general questions about college?
Are you a first-time student who needs help?
Are you unsure of who to contact for assistance?

CHAT WITH WELCOME CENTER STAFF

STUDENT TECH HELP DESK

Need help logging into your Viking account?
Why won't my password work?
Why can't I log into Canvas?

CHAT WITH THE HELP DESK



CASHIER'S OFFICE

Do you have questions about your account?
Do you need a COllege Service Card sticker?
Questions regarding fees or payments?

CHAT WITH THE CASHIER'S OFFICE

[Student Support Services – Online Chat Hub]

OPTIMIZATION & SUSTAINABILITY

POWER AND LEVERAGE OF CCCCO

California Community Colleges

- ✓ California Virtual Campus – Online Education Initiative (CVC-OEI)
- ✓ CCC Online Network of Educators (@ONE)
- ✓ CCC Tech Connect
- ✓ CCC Accessibility Center
- ✓ CCC Vision Resource Center
- ✓ CCC Distance Education Coordinators' Organization (CCC DECO)
- ✓ Directors of Educational Technology/California Higher Ed. (DET/CHE)

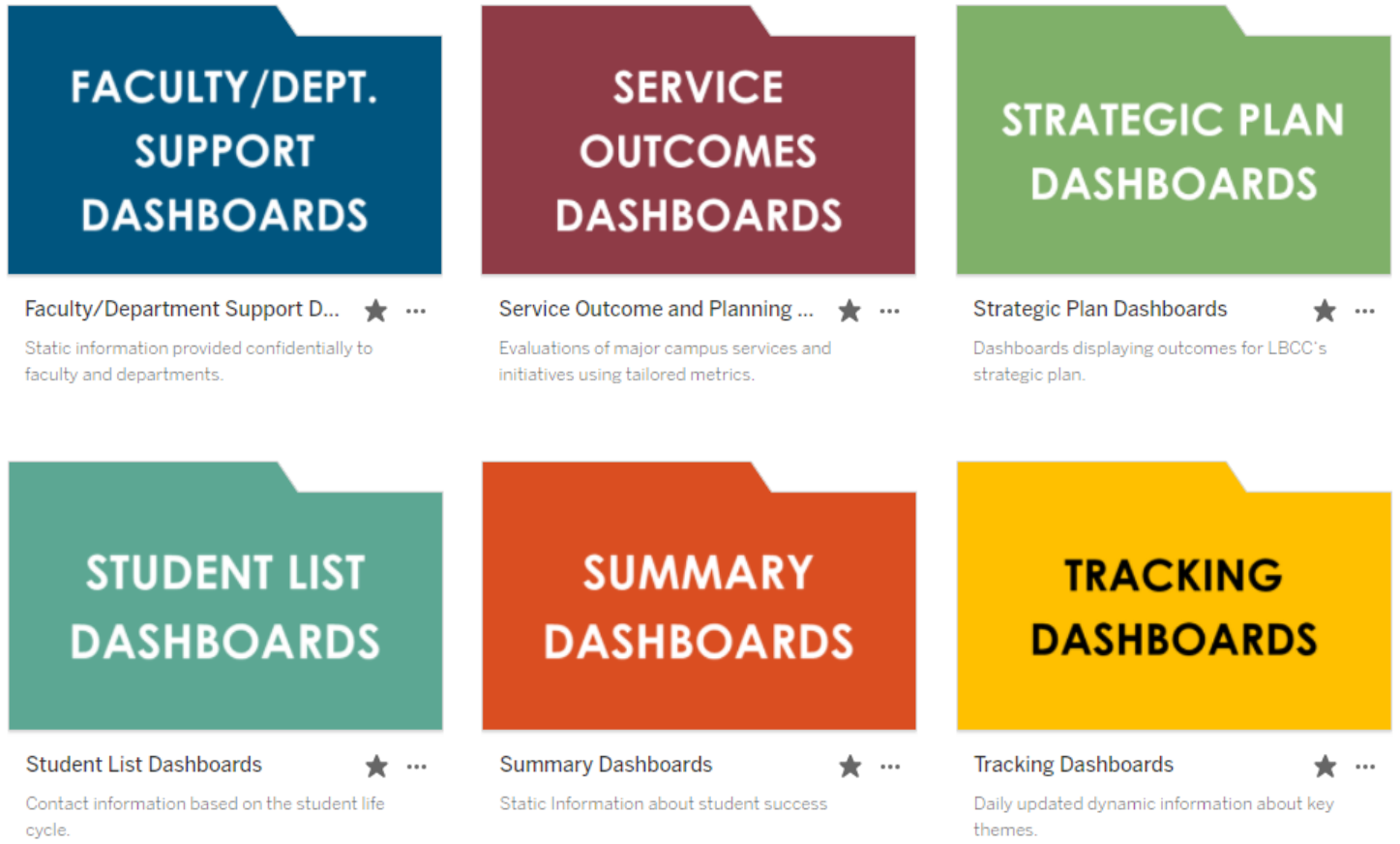
Supports Sustainability

- ✓ OEI Ecosystem, Consortium, Course exchange, etc.
- ✓ Funding educational technologies and resources
- ✓ Leveraging system for contracts and costs *(Allows for faster local buy-in and institutional adoption)*
- ✓ Providing training courses and resources
- ✓ "Standardizing" resources and services *(benefits students and faculty)*

STREAMLINE WORKFLOW FOR SUSTAINABILITY & EFFICIENCY

Rapid Transition and Scaling Online

- ✓ **DE Addenda in batches:** Over 800 written, reviewed, and locally approved.
- ✓ **Spring 2020 Online**: ~400 online classes, 7400 enrollments, & 300 faculty.
- ✓ **Spring went Remote**: ~1900 classes, 21,000 enrollments, & 700 faculty.
- ✓ **Online Teaching Certification**
  - 240 in SP2020, 400 in SU2020
  - By end of summer: over 1100 faculty & 100% certification
- ✓ **Tableau Tracking Dashboards**



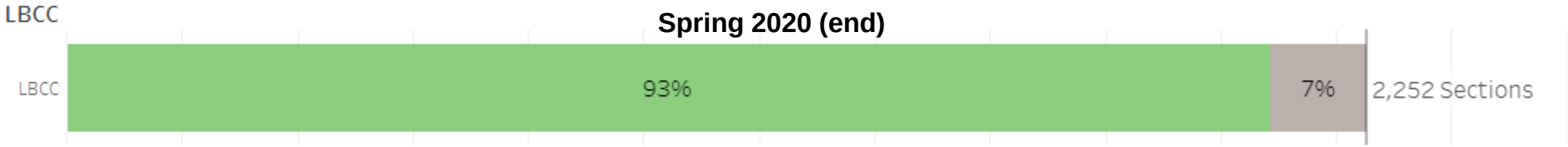
CANVAS UTILIZATION TRACKING DASHBOARD

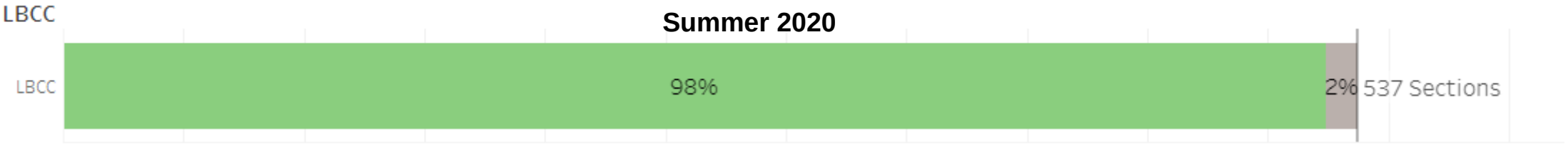
Canvas Utilization Tracker

Tracking Dashboard | Canvas Status

68% of F2F classes were on Canvas pre-COVID

By March 24th: **87%**

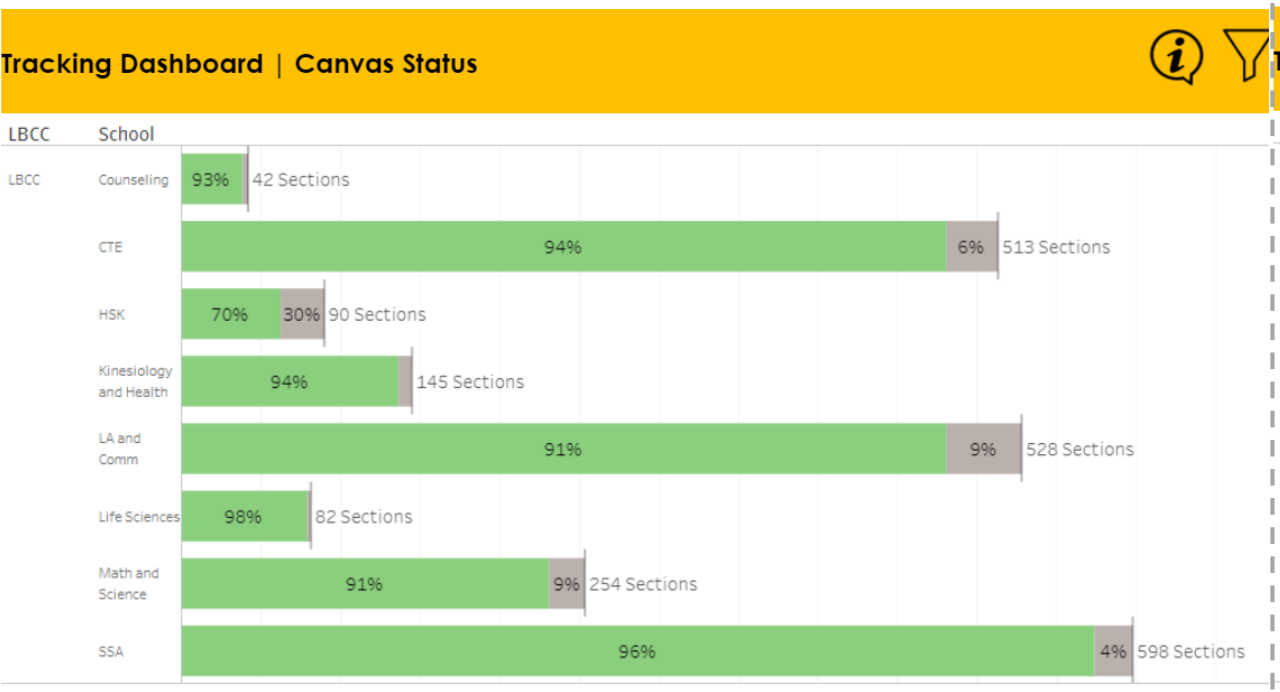




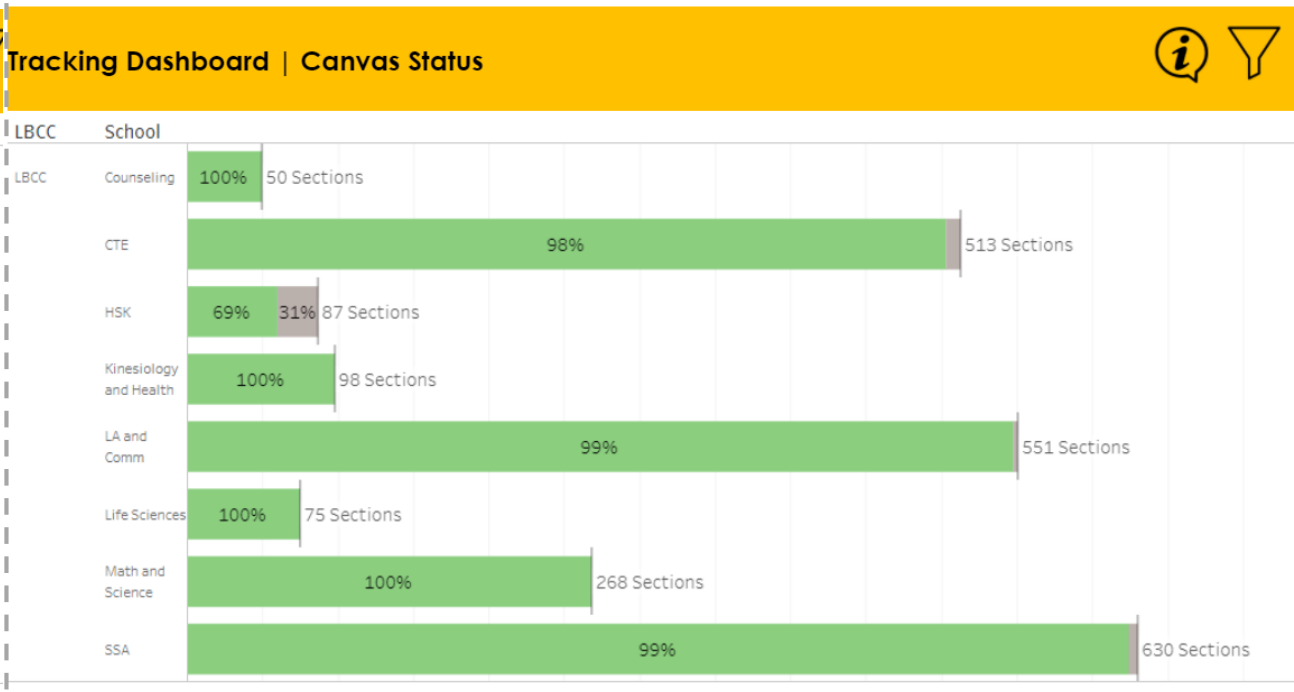
CANVAS UTILIZATION TRACKING DASHBOARD

Canvas Utilization Tracker

Spring 2020



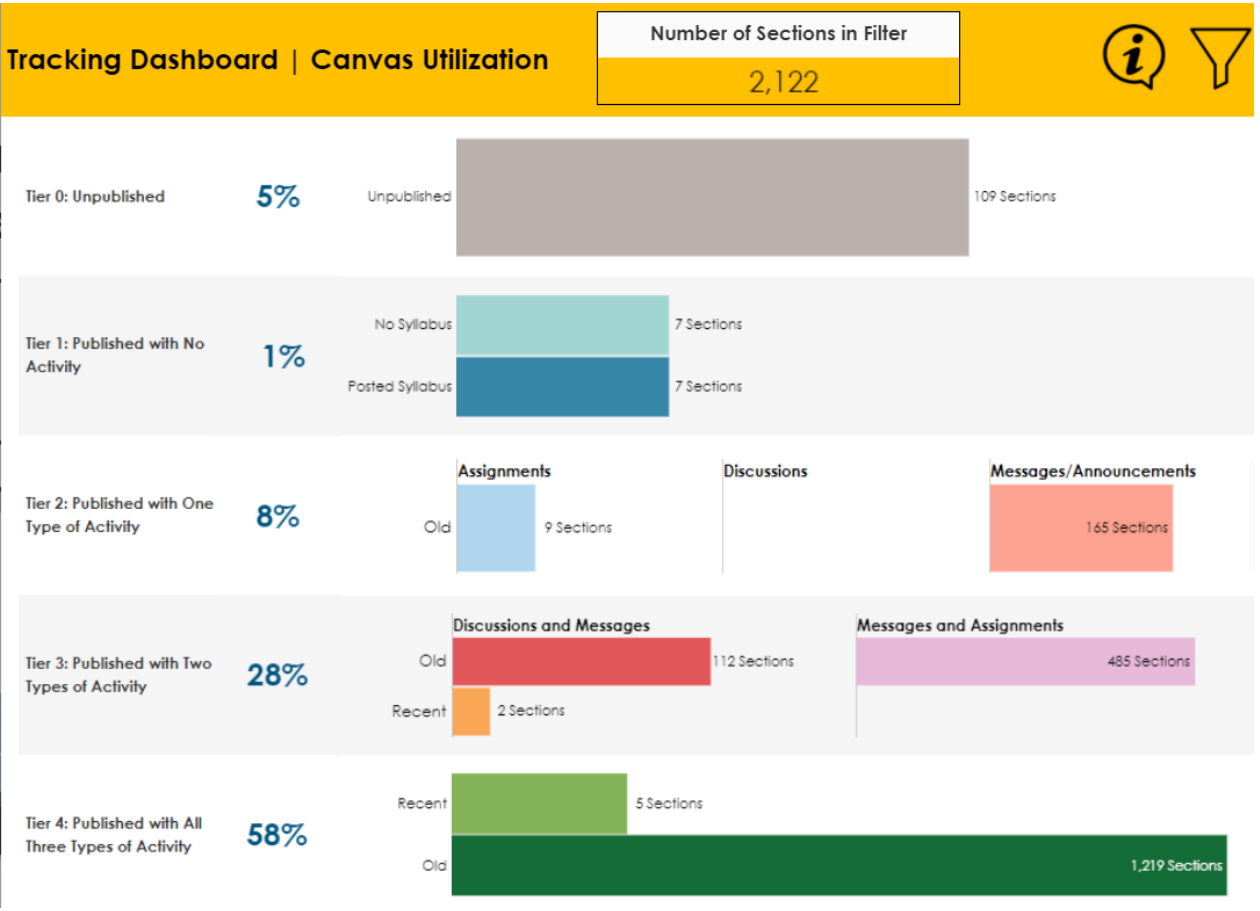
Fall 2020



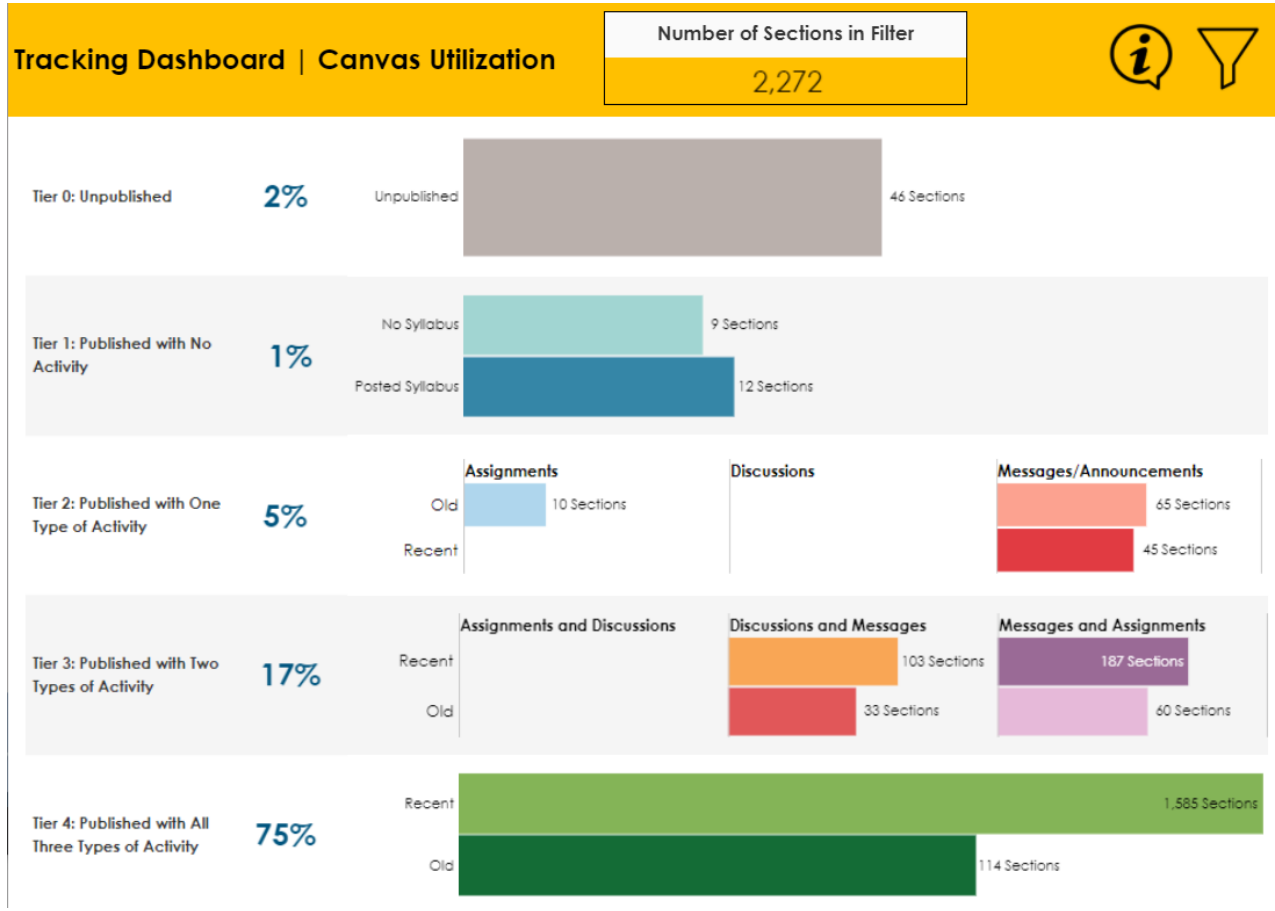
CANVAS UTILIZATION TRACKING DASHBOARD

Canvas Utilization Tracker

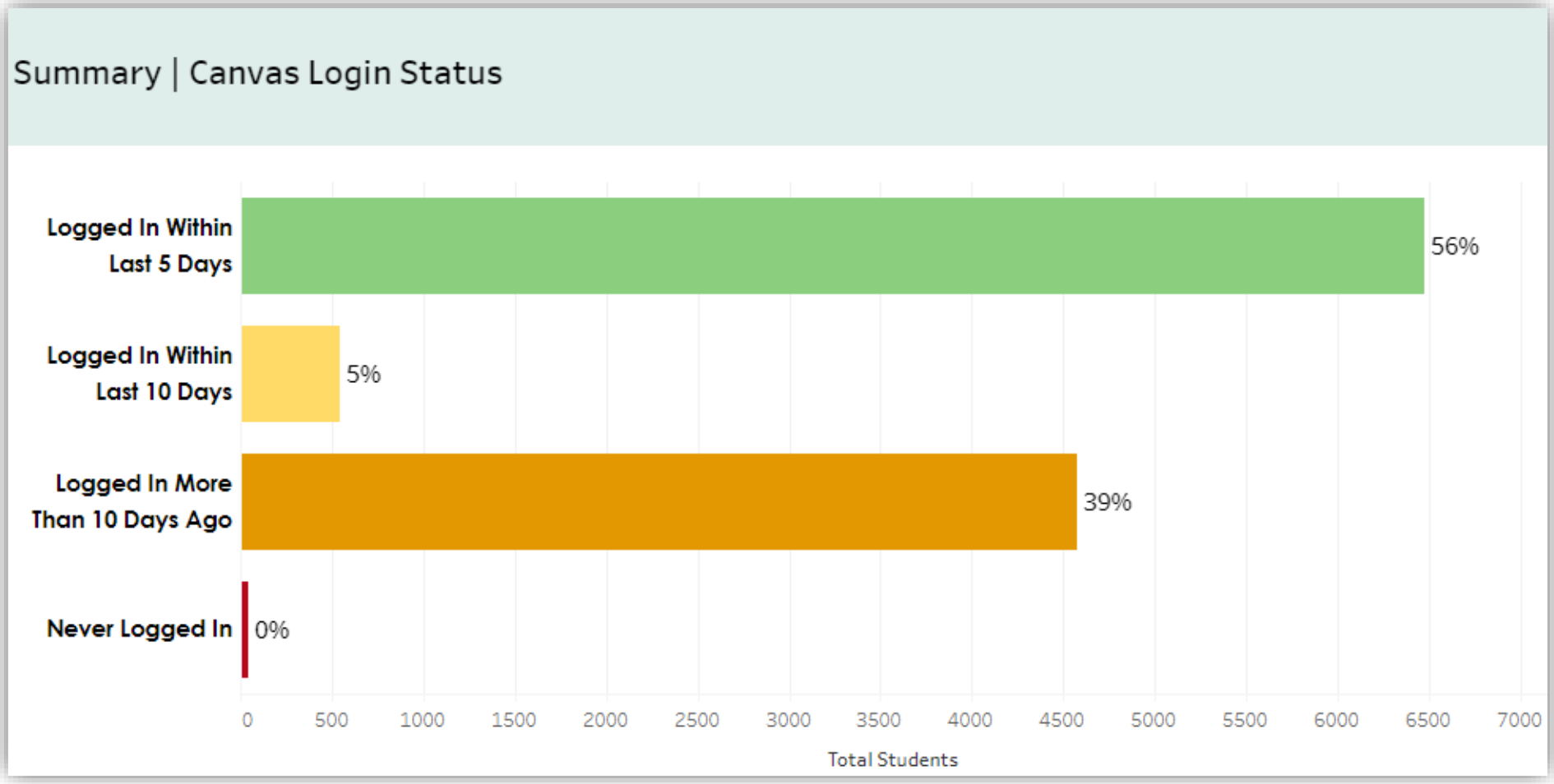
Spring 2020

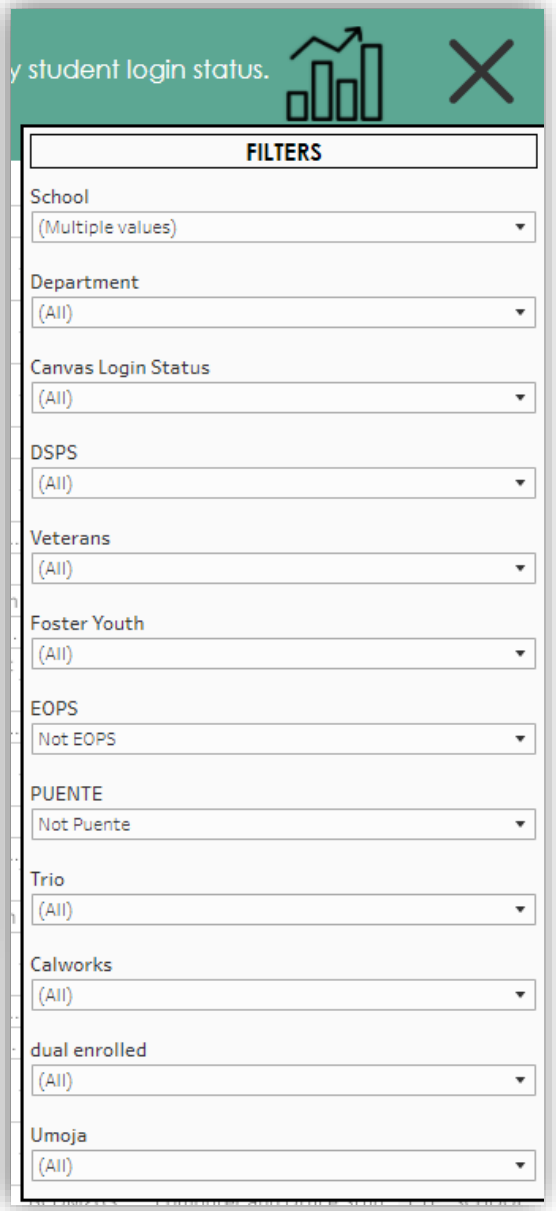


Fall 2020



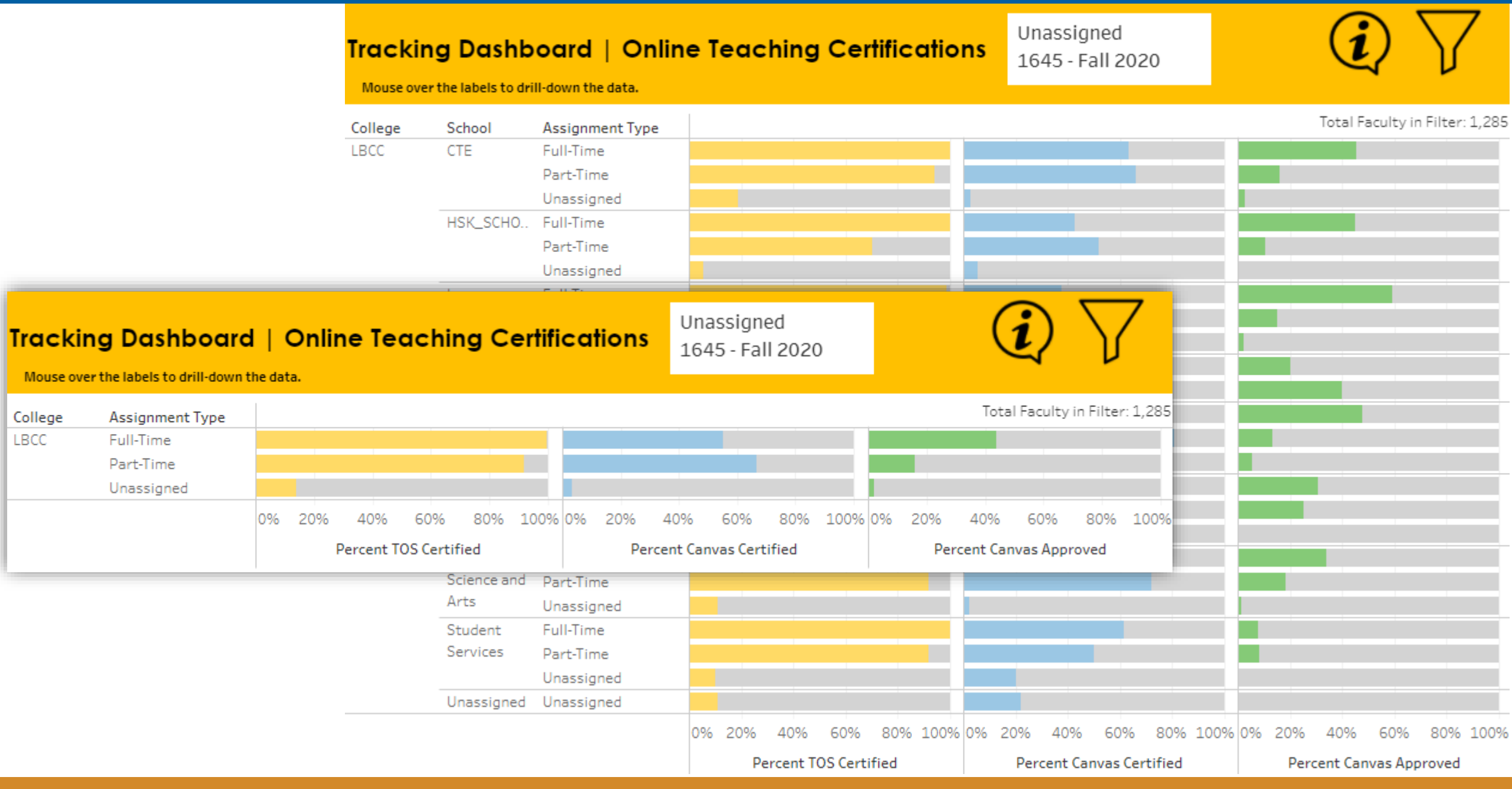
STUDENT CANVAS LOGIN STATUS





Tracking student login in order to support student engagement and send encouraging reminders.
Also a strategy to for Fin Aid Auditing and regulations.

ONLINE TEACHING CERTIFICATION DASHBOARDS



ONLINE TEACHING CERTIFICATION DASHBOARDS

Tracking Dashboard | Online Teaching Certifications

Mouse over the labels to drill-down the data.

Unassigned
1645 - Fall 2020

Total Faculty in Filter: 1,285

Category Definitions - A faculty who meets any one of the listed criteria is included in that cateogry.

"TOS Certified"

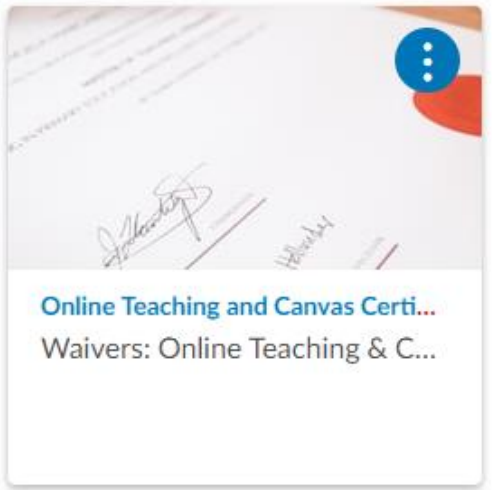
- Submitted a TOS Waiver via course_id 49999 "Online Teaching and Canvas Certification Waivers".
- Attained a Final Score of 100 in any of the following Course Shells
  - 34128 – Teach Online Seminar 3.0
  - 25865 - Teach Online Seminar 2.0
  - 50753 - Teach Online Seminar 2.0 (Moodle)
- Listed on OLETs database of Faculty who have completed TOS.

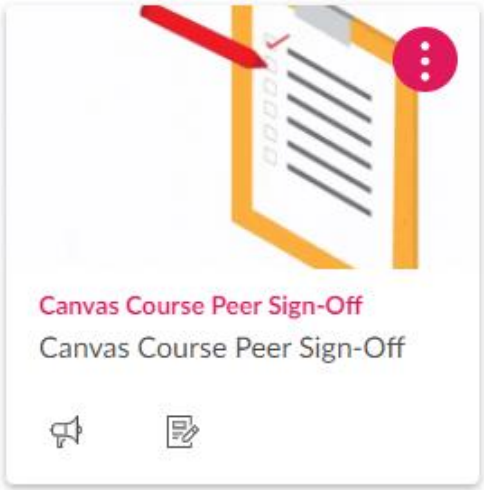
"Canvas Certified"

- Submitted a Canvas Certified Waiver via course_id 49999 "Online Teaching and Canvas Certification Waivers".
- Completed all Modules in course_id 37840 "Growing with Canvas at LBCC"

"Canvas Approved"

- Complete Assignment Group 66310 "Canvas Fundamentals Assignments" with a Final Score of 100. This Assignment is part of course_id 45136 "COSA215"
- Attained a Final Score of 100 in course_id 50754 "Canvas Course Peer Sign-Off"





STUDENT TECHNOLOGY HELP DESK DASHBOARD

[STHD Dashboard]

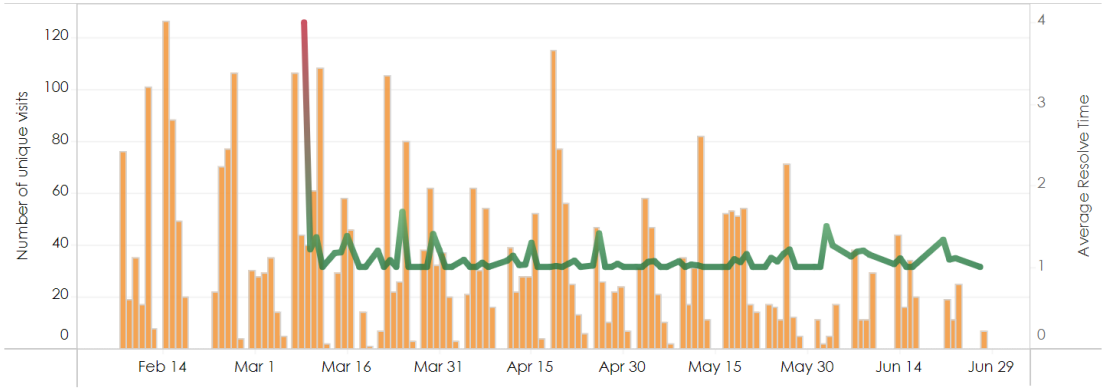
Tracking Dashboard 04 | TECHNICAL SUPPORT SERVICES

Student Technology Help Desk

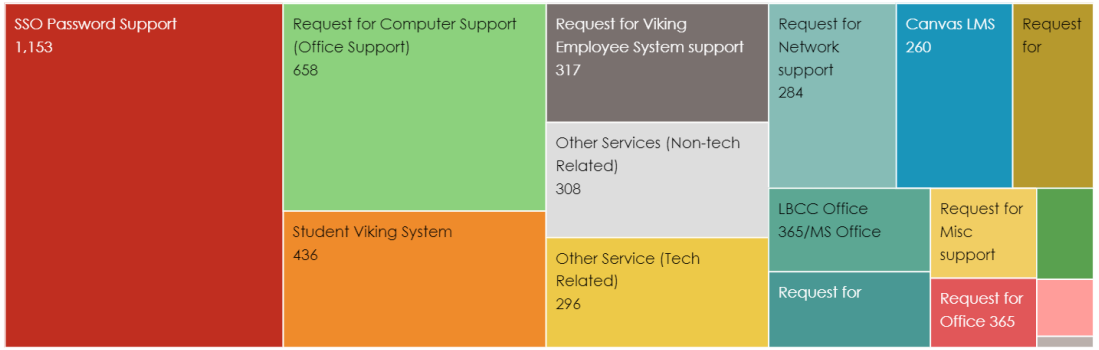
Term: (Multiple values)

Form ID: (All)

How many requests do we get each day?



What was the reason for the student's request for services?



What services did we provide and how how do these requests change over time?

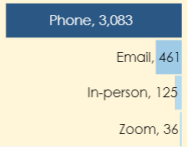
Click on a contact reason to see services provided and time-series growth

Additional Insight..

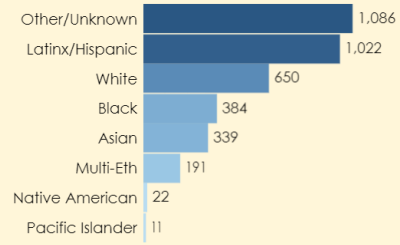
Number of contacts

3,705

total requests



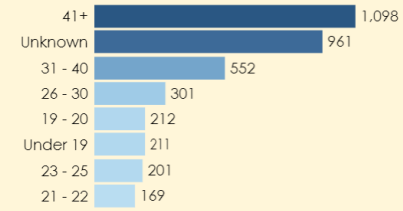
Race/ethnicity demographics



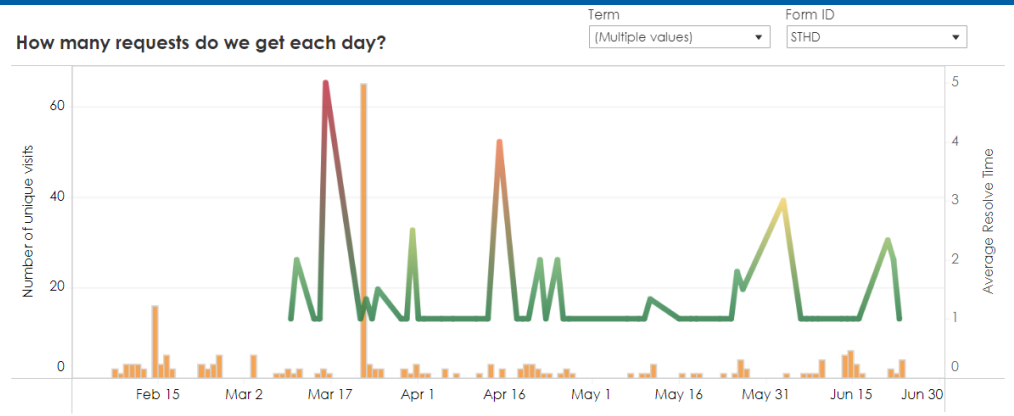
Gender demographics

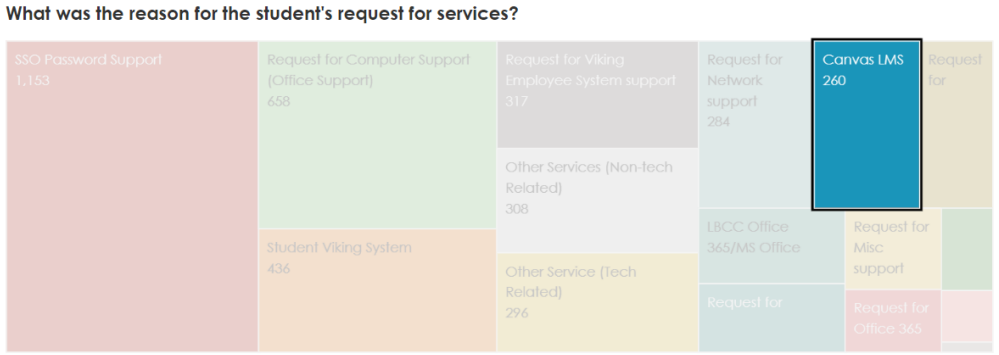
48%	25%	28%
Female	Male	Unknown

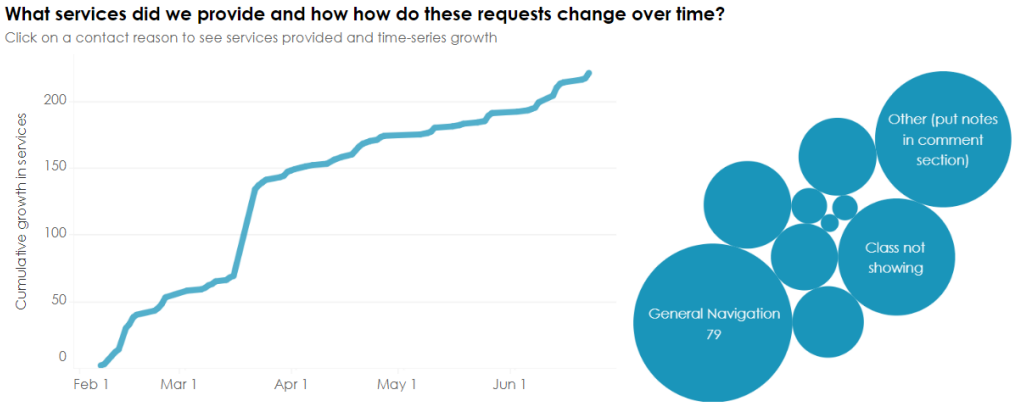
Age demographics



STUDENT TECHNOLOGY HELP DESK DASHBOARD





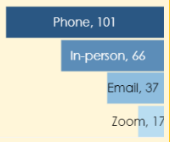


Additional Insight..

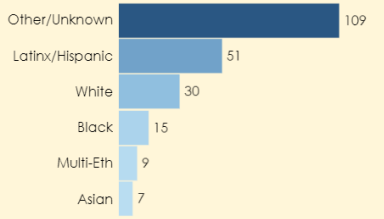
Number of contacts

221

total requests



Race/ethnicity demographics



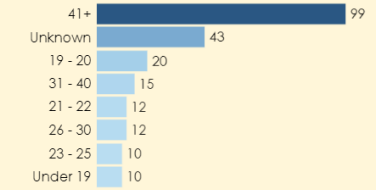
Gender demographics

60% Female

18% Male

22% Unknown

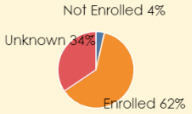
Age demographics



Enrollment/Department characteristics

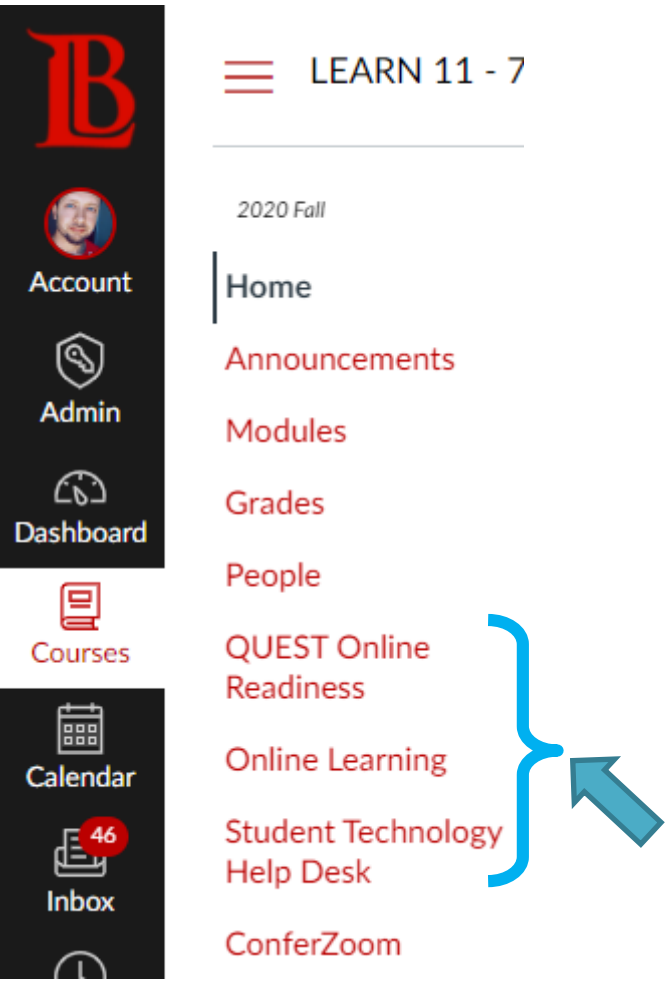
Enrollment Status

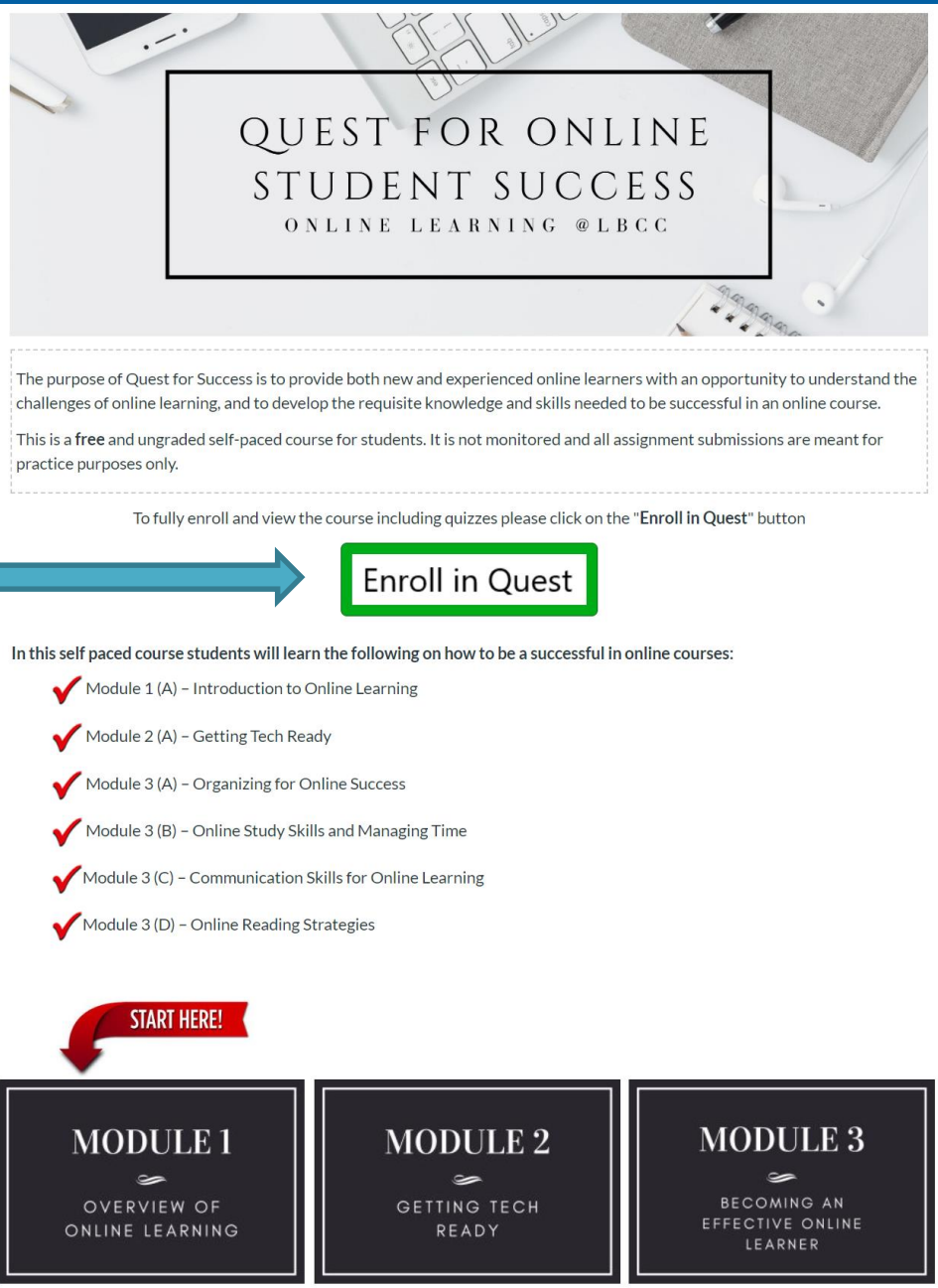
Employee Department



[STHD Dashboard]

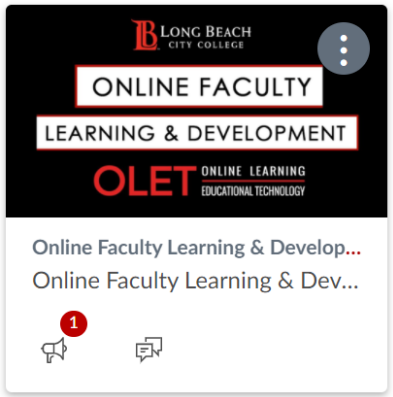
ONLINE LEARNING STUDENT SUCCESS

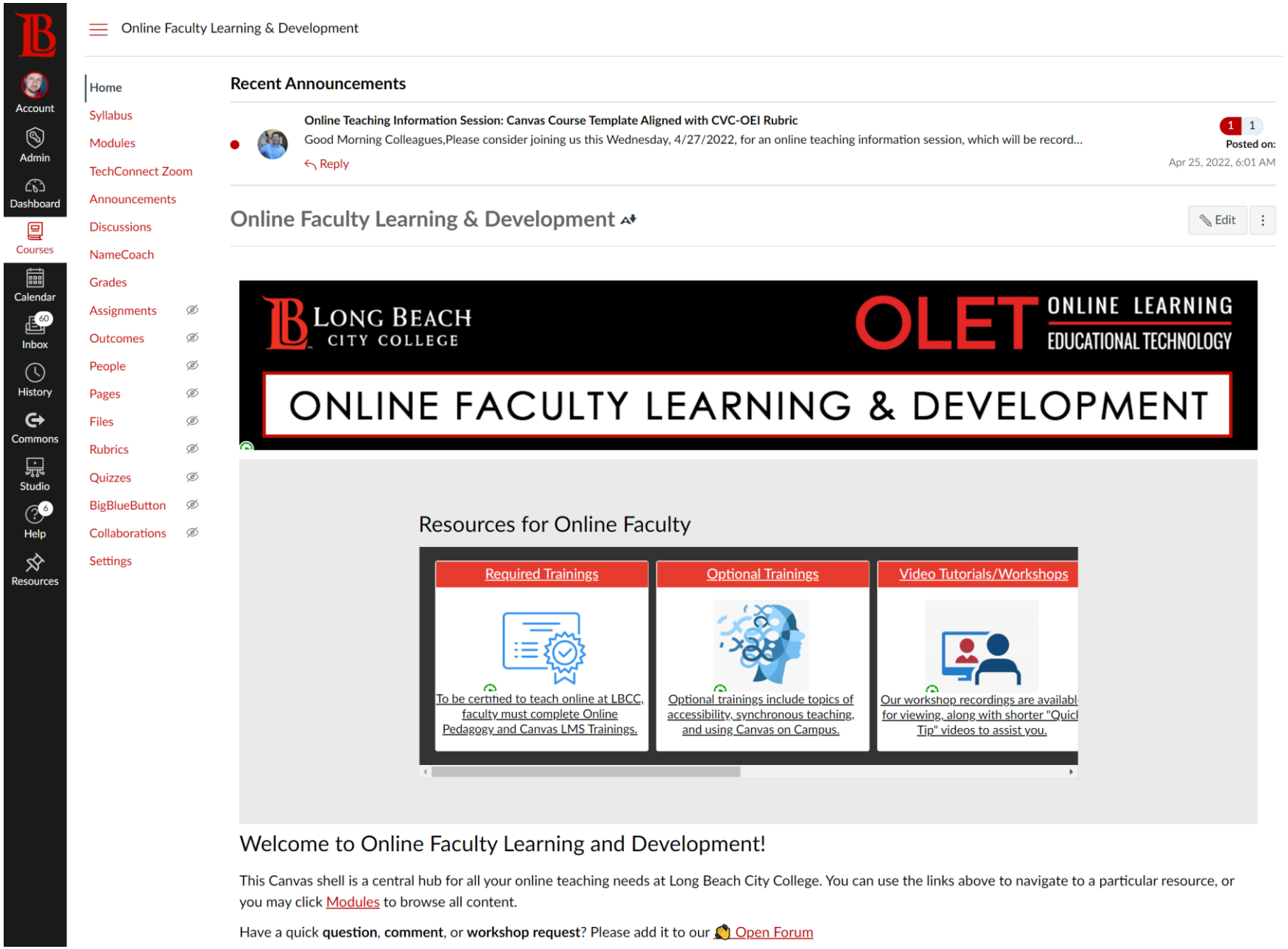




- ✓ ~900 pre-covid remote
- ✓ ~1,700 (SU2020)
- ✓ ~6,200 (FA2020)
- ✓ ~9,000 (SP2021)
- ✓ ~12,700 (SP22)

ONLINE FACULTY LEARNING & DEVELOPMENT





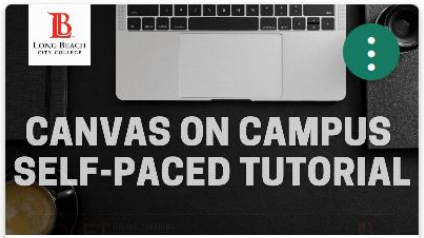
ENGAGEMENT, ACCESSIBILITY, & A CULTURE OF INCLUSION

Summer 2020 Online Course Curri...
Summer 2020 Online Course ...

Winter 2021 Online Course Cultur...
Winter 2021

Part Time Faculty Online Cultural ...
Part Time Faculty Online Cultu...

TOS 4.0: Synchronous Classes
TOS 4.0



Canvas Practices for On-Campus T...
Canvas On Campus

PDF Accessibility Tutorial
PDF Access

PowerPoint Accessibility Tutorial
PowerPoint Access

Microsoft Word Accessibility Tutor...
MS Word Access

Adopted from CVC-OEI @ONE

10-Day Accessibility Challenge
10-Day

Adapted from Foothill College

CHALLENGES & OPPORTUNITIES

TEACHING & LEARNING

- ✓ Equity mindedness in technology, instruction, & learning
- ✓ Security and privacy
- ✓ Academic integrity & learning
- ✓ DE polices, regulations, standards, & requirements.
- ✓ Maintaining synchronous & asynchronous online instruction.
- ✓ Enhance teaching strategies – Multiple modes of instructions
- ✓ Enhance student learning
  - Learning skills
  - Digital literacy
- ✓ Accessibility & Universal Design

INSTITUTION

- ✓ Accessibility & Universal Design
- ✓ External: Statewide initiatives, mandates, funding, grants
- ✓ Institutional priorities impacting all divisions
- ✓ Staffing, PD, and project bandwidth
- ✓ Sustainability of services, work loads, and funding
- ✓ Restructure and examine employee work environments
- ✓ Enrollment management
- ✓ Accreditation and regulations

LEADERSHIP

- ✓ Continue Collaboration locally and statewide
- ✓ Continue building relationships and trust
- ✓ “Planting seeds” and faster buy-in
- ✓ Optimize workflow → supports sustainability & efficiency
- ✓ Strategic Planning and Vision
- ✓ Maintain and improve leadership essentials

VISION & FOCUS
FLEXIBILITY & ADAPTABILITY
SOLUTION DRIVEN & POSITIVE MINDSET
TEAMWORK & COLLABORATION
COOMUNICATION & ACTION
SELF-MOTIVATION & PASSION
GRATITUDE & APPRECIATION
EMPATHY & COMPASSION
AUTHENTIC & SINCERE
CALMNESS & RESILIENCE
LEADERSHIP

THANK YOU

Questions or Comments?

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