MONTEREY PENINSULA
College

Online Education Comprehensive Program Review

2019-2022

Jeff Sundquist
- **Dean of Instruction, Library, Learning Resources and Online Ed.**

Jared Turner
- **Administration of Justice Faculty, Online Ed. Faculty Co-Coordinator**

Christina Nicolaides
- **Psychology Faculty, Online Ed. Faculty Co-Coordinator**

Frank Silva
- **Online Instructional Designer & Accessibility Specialist**

Lauren Guzman
- **Online Instructional Designer & Accessibility Specialist**

Renee Vincent
- **Adjunct Librarian-Instruction & Reference**

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Introduction

- **Mission and EMP**

- **Service Area Outcomes/Service Delivery**

- **Program Health & Resources**

- **Internal/External Influences**

- **The Future**

Online Education Mission

- The Online Education's mission is to empower students and faculty by providing the necessary resources, support, and training to excel in online education. ***Our aim is to offer a diverse range of high-quality online courses that enable students to achieve their educational goals. We strive and are dedicated to providing dependable technical assistance.*** Above all, we are committed to developing an inclusive and accessible online learning environment that caters to the needs of the MPC community.

Connection to the MPC Mission and EMP

MPC's Mission Statement (1st sentence)

- ***Monterey Peninsula College is actively committed to student access and success*** and to fostering an equitable, inclusive, respectful, and supportive community by providing excellent academic programs and student services that respond to the needs of our richly diverse region.

In Online Education, we are committed:

- *to increasing student success in retention in online courses*

- *promote course design best practices like universal and equitable design*

- *creating fully accessible course content*

- *offer courses that create a sense of online community*

- *offer courses that demonstrate regular substantive interaction*

Connection to the MPC Mission and EMP Cont.

Goal 1 of EMP *(Provide programs and services that meet student and community*

needs; ***Online Programs***: Expand online course offerings and student services to facilitate completion of degree programs.

- Online Education is dedicated to responding students' post-COVID need for more online courses by supporting faculty that are developing these courses that are intuitive to navigate and feature best practices of course design

Goal 2 of EMP *(Provide programs, resources, and services that empower students*

to achieve their educational goals.)

- Online Education provides direct student support through our Ticketing system, via phone, and by drop-in. We also provide Canvas Chat Support and NetTutor options.

Goal 3 of EMP *(Provide state-of-the-art and sustainable learning environments, technology, and facilities to support student success.)*

- Online Education supports faculty teaching online by training and supporting faculty with Canvas, Zoom, Canvas Studio, PlayPosit, and many more. We also support faculty with hardware training and implementation.

Goal 4 of EMP *(Foster an organizational culture that supports collaboration, professional growth, and leadership development.)*

- Online Education supports faculty professional growth by offering faculty a variety of self-paced, short-term, and long-term online learning opportunities throughout the year.

Online Ed Service Area Outcomes 2021-2024

- SAO 1
  - **Students have access to resources** that support the **enrollment**, **retention**, and **success** in online education at MPC.
- SAO 2
  - **MPC faculty will have access to support, resources, and training** to develop the knowledge and skills necessary to design and teach high-quality online courses.
- SAO 3
  - Students and faculty will have **access to reliable technical resources** (Learning Management System and related Instructional Technologies), network infrastructure, and access to support success in online education at MPC.
- SAO 4
  - **Students have access to a variety of online courses** that help them complete general education, obtain certificates and/or associate degrees, and build knowledge and skills.

A quick note on: Equity, Accessibility, and RSI

Equity

- We work to expand what online courses and programs we offer to our students. This increases the number of opportunities for MPC students to enroll in courses ultimately creating a more equitable, and flexible campus experience for our students.

Accessibility

- We work to promote, train, and remediate courses for accessibility issues. This improves our students ability to meaningfully interact with their course content and removes any accessibility barriers.

Regular Substantive Interaction (RSI)

- We work to ensure that all online courses at MPC demonstrate regular substantive interaction between instructor and student.

Service Delivery

Faculty & Staff

- Technical Support

- Flex Day Presentations

- Workshops (Monthly Canvas Chats)

- Professional Development
  - Course Design Academy
  - OER Cohorts

Student

- Technical Support

- Canvas Orientation

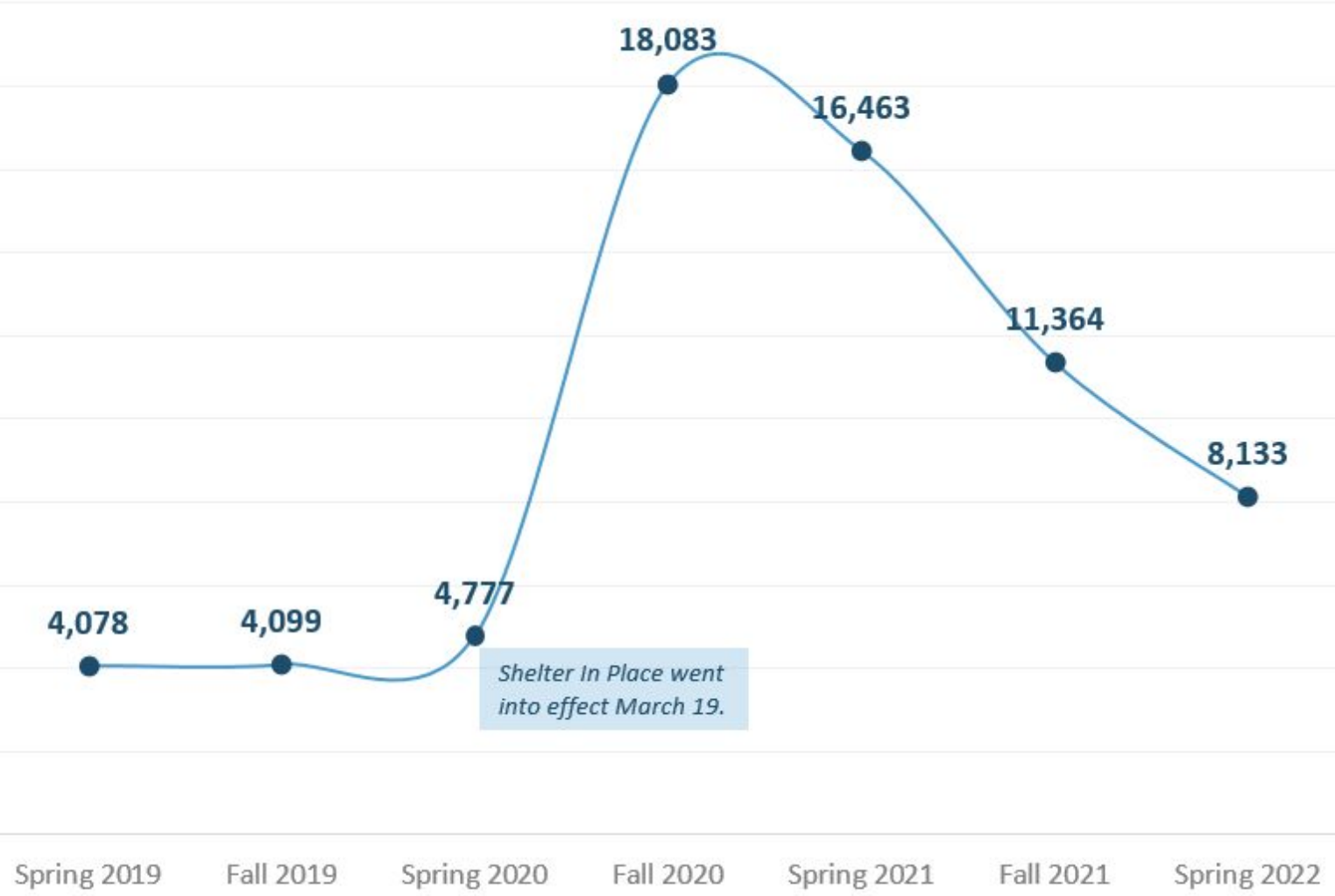- Canvas Guides

- Student Services HUB
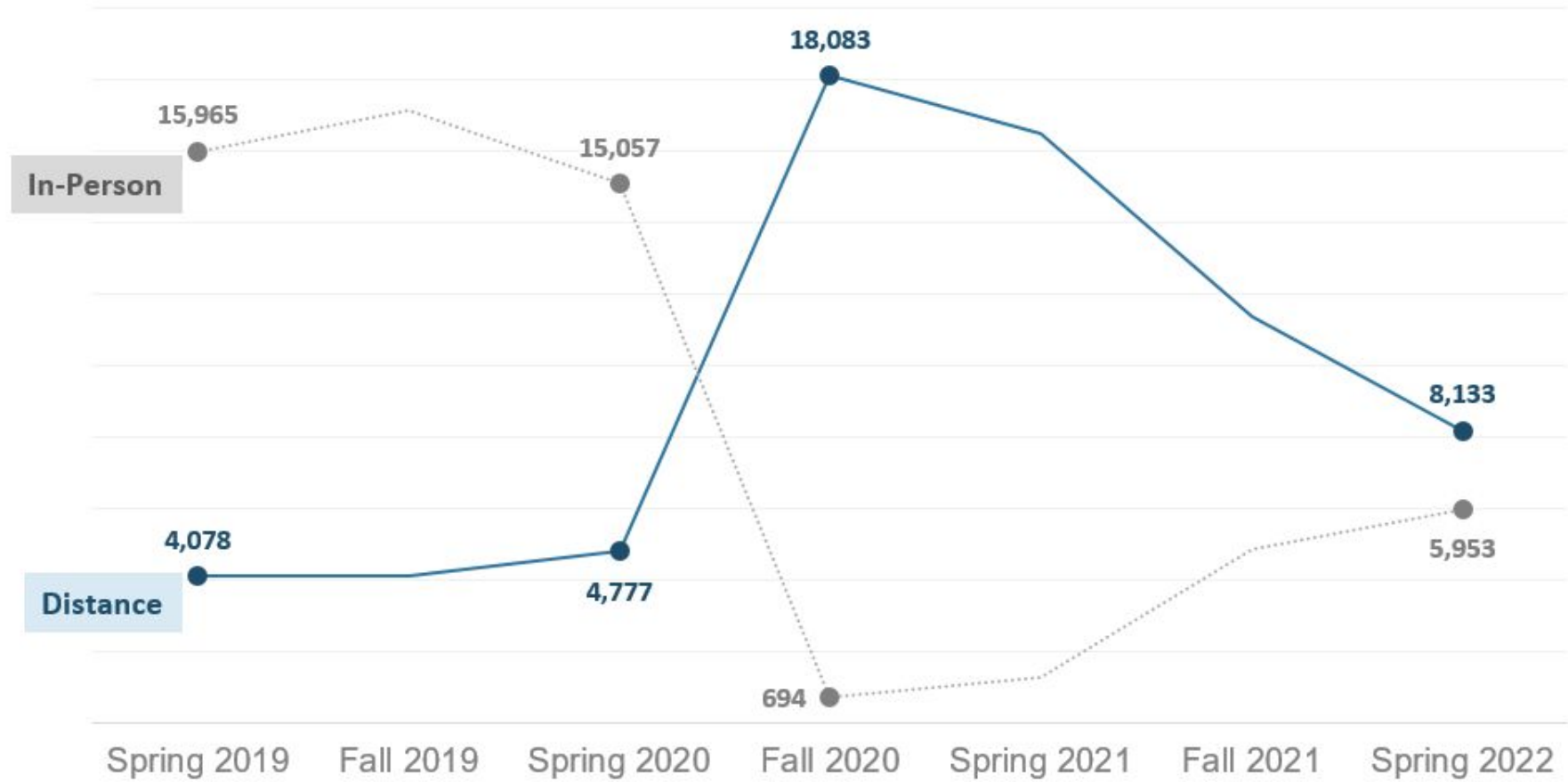
Program Health: Enrollment Data Key Terms

- <u>Distance Education (DE)</u>: means instruction in which the instructor and student are separated by distance and interact through the assistance of communication technology.

- <u>Enrollment Count</u>: The count of students enrolled in a section of a course. It is not to be confused with student count since students can be enrolled in more than one section. Students can also enroll multiple times in the same course.

- <u>Retention</u>: Of all credit enrollments, the rate at which students completed courses and did not drop or withdraw from them.

- <u>Success</u>: Of all credit enrollments, the rate at which completed courses with a grade of A, B, C or P.

Definitions were taken from the <u>CCC's Information Systems Data Mart</u>

After the implementation of Shelter In Place, there was an increase in Distance Education enrollment.

18,083

16,463

11,364

8,133

4,078

4,099

4,777

Shelter In Place went into effect March 19.

Spring 2019   Fall 2019   Spring 2020   Fall 2020   Spring 2021   Fall 2021   Spring 2022

Source: EMS Sections and Sums Reports

Enrollment in Distance Education courses exceeded that of In-Person courses in Fall 2020.

Source: EMS Sections and Sums Reports

Program Health: Enrollment Data Compared

Course Retention Rates in Credit Courses

- Distance
- In-Person

	Spring 2019	Fall 2019	Spring 2020	Fall 2020	Spring 2021	Fall 2021	Spring 2022	Fall 2022
Distance	81%	81%	94%	85%	89%	85%	86%	86%
In-Person	86%	85%	95%	94%	98%	92%	91%	88%
Distance count	3,301	3,275	3,736	13,287	13,217	9,199	7,215	7,191
In-Person count	13,836	14,351	11,677	1,744	2,342	4,971	5,963	7,447

Source: CCCCO Data Mart Credit Course Retention/Success Rate Report
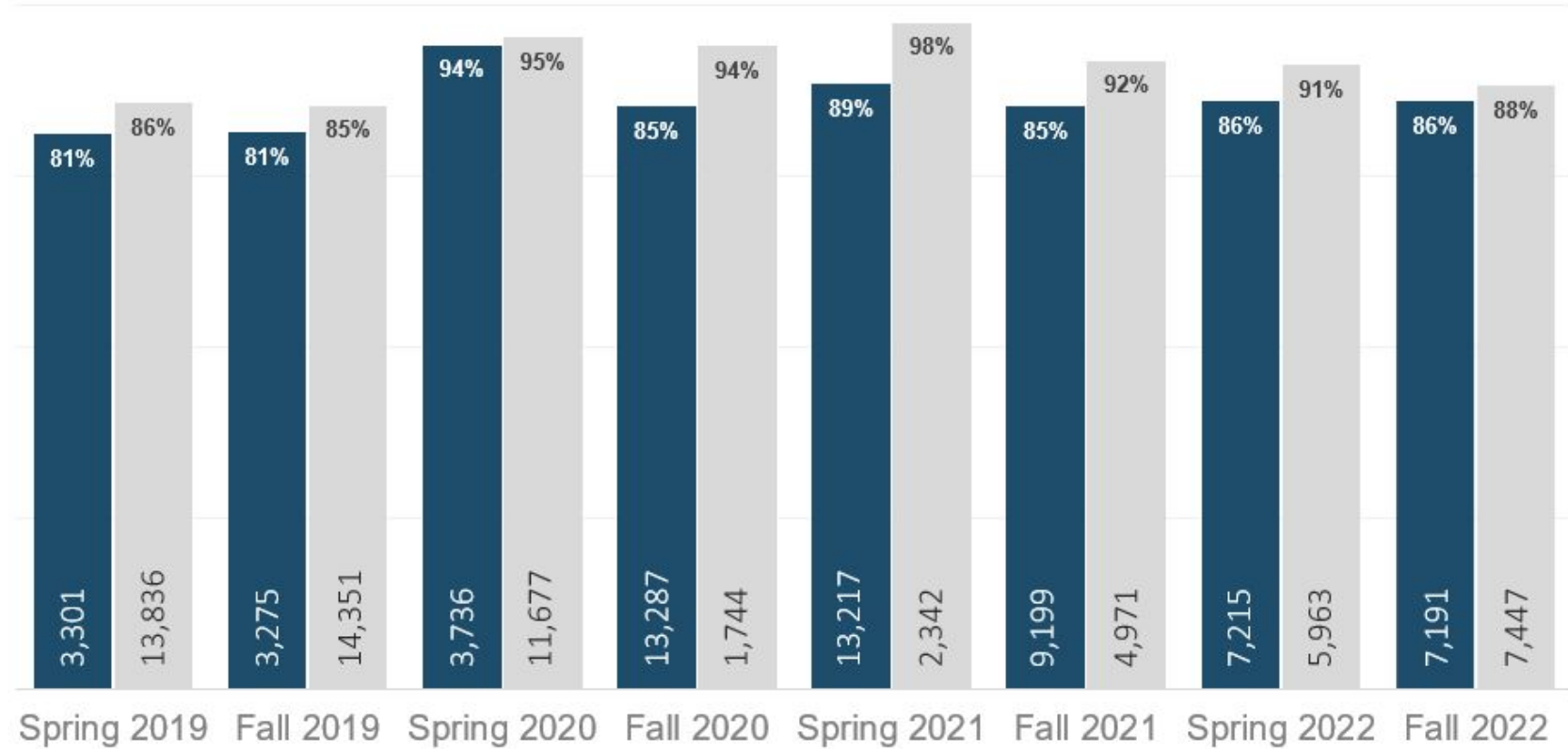
Course Success Rates in Credit Courses

Legend: Distance (dark blue), In-Person (light gray)

Term	Distance %	In-Person %	Distance count	In-Person count
Spring 2019	67%	75%	2,707	12,071
Fall 2019	65%	71%	2,600	11,889
Spring 2020	83%	86%	3,308	10,572
Fall 2020	73%	88%	11,322	1,626
Spring 2021	75%	94%	11,263	2,265
Fall 2021	70%	83%	7,534	4,483
Spring 2022	72%	81%	6,025	5,286
Fall 2022	70%	75%	5,826	6,288

Source: CCCCO Data Mart Credit Course Retention/Success Rate Report
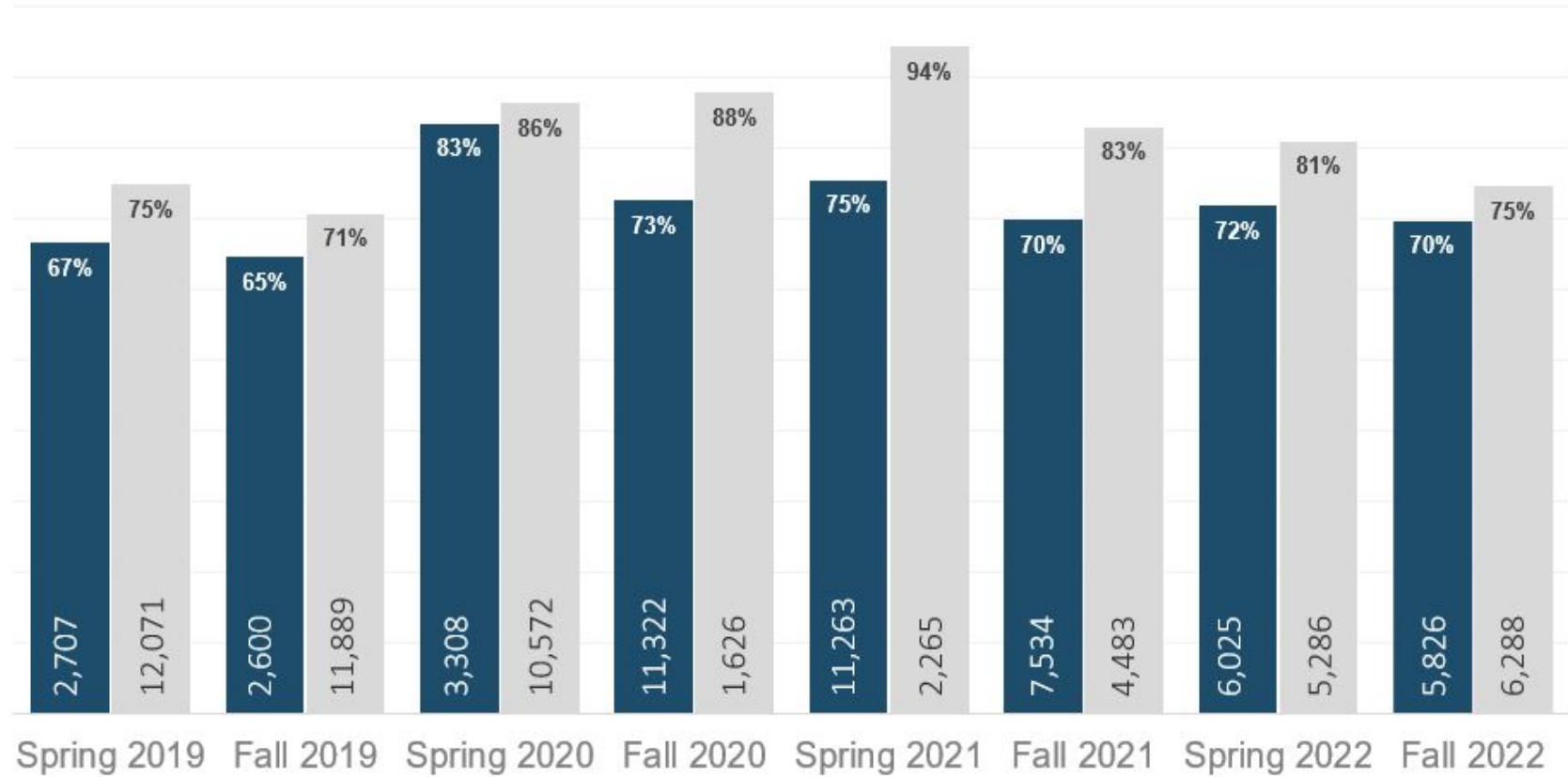
Program Health: Enrollment Data Compared 3

Enrollment in Distance Education and In-Person Credit Courses in Fall 2022, Disaggregated by Race/Ethnicity

■ Distance
▪ In-Person

Race/Ethnicity	Distance	In-Person
African American	246	240
American Indian/ Alaskan Native	30	27
Asian	442	514
Hispanic	4,670	4,162
Multi-Ethnicity	602	601
Pacific Islander	72	57
Unknown	274	516
White Non-Hispanic	2,020	2,321

Source: CCCCO Data Mart Credit Course Retention/Success Rate Report
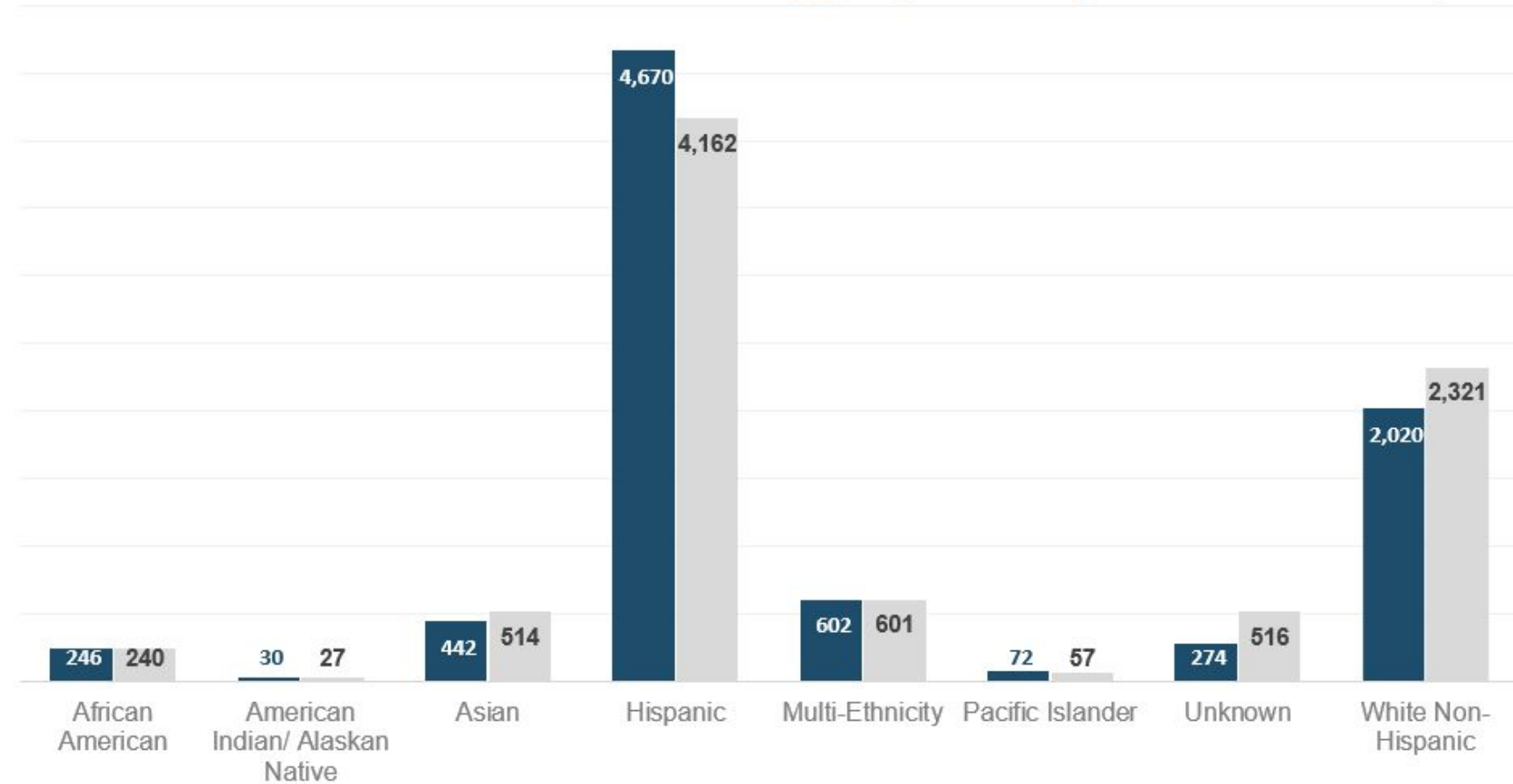
Success in Distance Education and In-Person Credit Courses in Fall 2022, Disaggregated by Race/Ethnicity

- Distance
- In-Person

	Distance	In-Person
African American	63%	70%
American Indian/ Alaskan Native	83%	56%
Asian	62%	78%
Hispanic	65%	69%
Multi-Ethnicity	60%	74%
Pacific Islander	71%	67%
Unknown	78%	85%
White Non-Hispanic	80%	83%

Source: CCCCO Data Mart Credit Course Retention/Success Rate Report
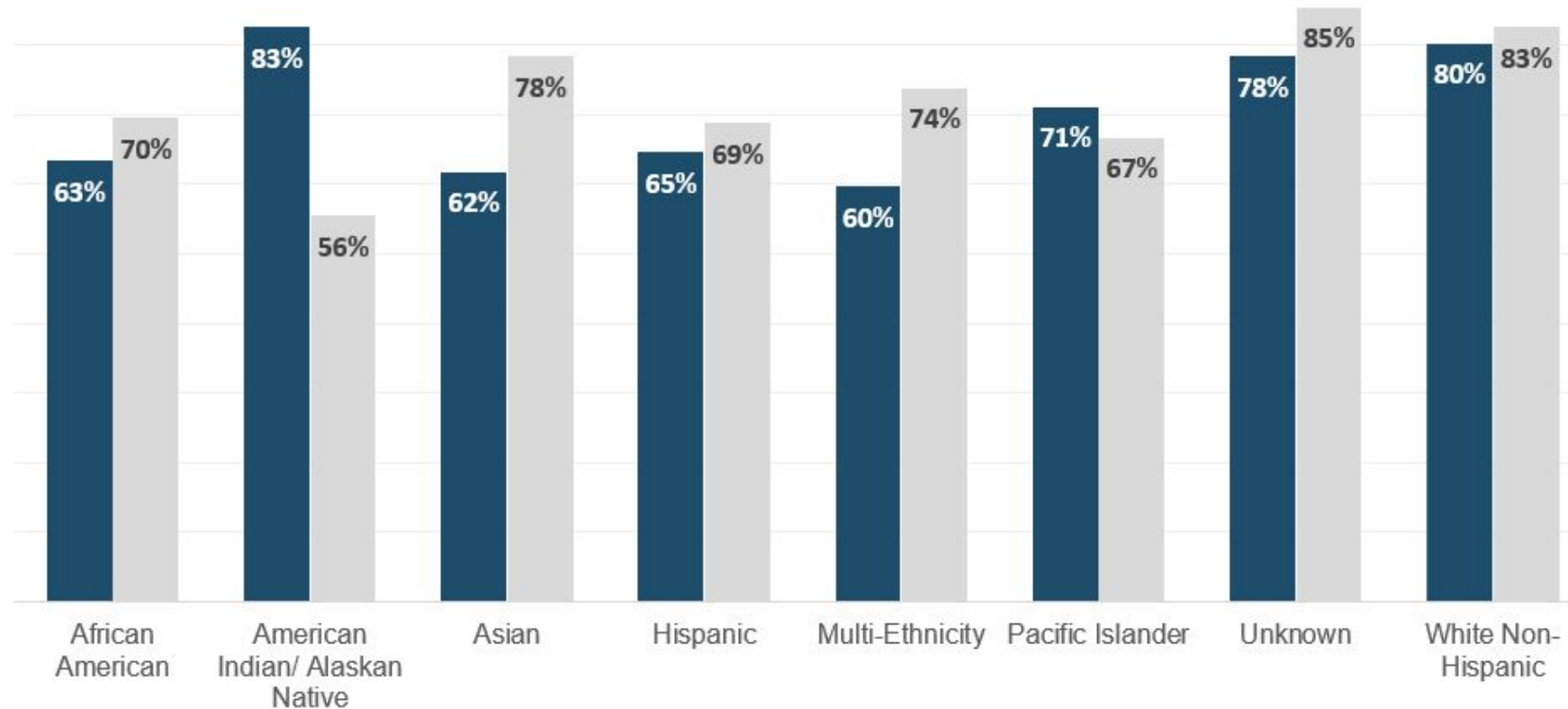
Program Health: Data Takeaways

- ## Distance Education Enrollment

  - Surged 300+ percent during COVID-19.

  - Distance Education enrollment was close to 100% higher in Spring 2022 than Spring 2019 (the last pre-COVID semester).

    - Overall DE enrollments are higher now (post-COVID) than they were (pre-COVID).

- ## What can we improve?

  - Increase the success and retention rates of DE enrollments

External Influences: COVID-19 Campus Shutdown

- ## Major Impact

  - Rapid shift to fully online support

  - 2020 saw a 157% increase in ticket volume compared to 2019.

  - 2020 had 55% higher ticket volume than 2016. In 2016 MPC adopted Canvas and was the most challenging time for Online Education before COVID-19.

Data was taken from Online Education Help Desk Analytics

Internal Influences: SIS & CVC-OEI Home/Teaching College Exchange

- Minor Impact

  - MPC can pursue becoming a home college and a teaching college, but SIS is a limiting factor.

    - <u>Home College</u>: MPC students can take courses at other participating CCC's via the exchange without applying.

    - <u>Teaching College</u>: Participating CCC students can take courses at MPC via the exchange without applying.

    - <u>The Exchange</u>: the place where students can register for courses at other participating CCC's that are home and teaching colleges.

- The addition of our new ERP: Ellucian Banner can potentially solve this in the future.

External Influences: CVC-OEI Local Certification

- Minor Impact

  - The CVC-OEI have changed their requirements for MPC to participate in the exchange and be locally certified.

  - All online MPC courses could be listed in the exchange for other CCC students to register for.

    - Locally certified: The CVC-OEI will allow MPC to submit approved courses to exchange and are then placed higher on the list of courses for other participating CCC's students to register for.

- Hopefully we can pursue local certification soon!

Program Resources and Tools: Staffing

- Dean of the Library, Learning Resources, and Online Education

- Two full-time Instructional Designers/Canvas Admins.

- Two part-time Online Education Faculty Coordinators

- One Adjunct Librarian

Program Resources and Tools: Physical Space

- ## Online Education Lab (LTC 317)

  - 10 Campus Standard PC's

  - 2 Campus Standard iMac's

- ## Recording Studio

  - High quality cameras

  - Green screen and backgrounds

  - High quality microphones

- ## Loanable Equipment (via Library circulation desk)

  - Headsets

  - Webcams

  - SWIVL's

Program Resources and Tools: Technology

- Tech Tools

  - ***Canvas - our campus learning management system***

  - Canvas Studio - video creation tool in Canvas

  - NetTutor - 24/7 Math and English Tutoring service

  - Badgr - digital badge and credentialing issuer

  - ***Turnitin Simcheck - plagiarism software***

  - ***MPC Zoom - video conferencing tool***

  - ScreenPal - video recorder and editor

  - 3cMediaSolutions - video hosting platform

  - PlayPosit - interactivity video platform

Program Resources and Tools: Collaborations

- ***Online Education Committee (OEC) (recommendations)***

- ***Academic Senate (decisions)***

- ***Access Resource Center (ARC)***

- STEM

- STEAM

- Hispanic Serving Institution (HSI)

- First Year Experience

- Information Technology

- PRIE

- ***Library***

- Flex Committee

- Professional Development Committee

MPC Online Education Webpage

Looking to the future

- Work towards improving success and retention in MPC's online courses

- Analyzing data focusing on student demographics

- Continue to engage with the campus community about Online Education services

- Continue to deliver online professional development and student orientation opportunities

- Support ongoing transition to increased demand for online courses

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Thank you

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