Ecosystem for Success: Student and Faculty Support through Canvas and the Online Education Initiative

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Strengthening Student Success Conference 2017
Learning in the Classroom and Beyond
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There are two flavors of online courses
1) Fast-food eaten alone in your car.
2) A sit-down dinner with people you feel connected to.

#ccclearn - @Liz_du_Plessis
Raise your hands

1. Have you taken an online class?
2. Have you taught an online class?
1. As a student, what part of the structure did you like best?

2. As a student, what do you wish had been different in your online class?

3. What did you miss?
Small Groups

1. As a teacher, what part of the structure did you like best?
2. As a teacher, what do you wish had been different in your online class?
3. What did you miss?
Let’s start here...

It’s an exciting time to be teaching online!
Consider advances in...

• Connectivity
• Online pedagogy
• Technology adoption/use
• Student collaboration
• Faculty collaboration
• Shared systems
• Data
• Funding
Your reaction may be this...
…or more likely this…!
Points to consider...

• Online education is mainstream - Now “traditional online”
• It is growing rapidly as a share of overall instruction
• Much has been learned from the “early days”
• While success and retention is improving, there is more work to do
Online Education Initiative Mission:

Increase student **COMPLETION** of transfer degrees by working together to increase **access** to **quality** online **courses** and support **services** for students.
California Community Colleges

- One in every five community college students in the nation attends a CCC
- One in three of those takes at least one online course
- 2015-16 (latest available) data:
  - 57,883 online sections
  - 796,600 unduplicated student headcount

Data per CCCCO Annual Distance Education Report, 2017
Great news!

"Let's do what's best for students..."

System-wide Collaboration Emerges
Key impacts of OEI:

- Common platform
- Quality standards
- Professional development
- Integrated academic & support resources
- Increased access and portability for students (Course Exchange)
24 OEI Consortium Colleges

- Antelope Valley
- Barstow
- Butte
- Cabrillo
- Coastline
- College of the Canyons
- Columbia
- Foothill
- Fresno City
- Hartnell
- Imperial Valley
- Lake Tahoe
- MiraCosta

- Monterey Peninsula
- Mt. San Antonio
- Mt. San Jacinto
- Ohlone
- Pierce
- Rio Hondo
- Saddleback
- Shasta
- Ventura
- Victor Valley
- West Los Angeles
Online Learning Support Ecosystem

- Online Readiness (Quest Program)
- Coordinated Online Library Services
- Online Test Proctoring
- Plagiarism Detection
- Accessibility Support & Universal Design
- Embedded Support for Underperforming Students
- Online Counseling Network & Platform
- Professional Development & Course Design Rubric
- Online Tutoring 24x7 & Platform
- Common Course Management System
Online Tutoring 24x7 & Platform

Online Counseling

Plagiarism Detection

Online Readiness (Quest Program)

Online Test Proctoring

F2F Proctoring Network

Student Perspective
Embedded Support for Underperforming Students

Professional Development & Course Design Rubric

Recommended Library Services

Online Community

Accessibility Support & Universal Design

Plagiarism Detection

Faculty Perspective

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https://www.flickr.com/photos/wocintechchat/25497468270/in/photostream/
+ Increased:

- Accreditation Support
- Open Educational Resources Support
- Social Presence
- Credit For Prior Learning
- Data Analytics

What else???
It comes back ...YOU!

- Online Tutoring 24x7 & Platform
- Online Readiness (Quest Program)
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Key strategies:

Partnerships that leverage extensibility of Canvas and bring student and faculty facing support directly into the learning environment.

Open, intuitive, mobile friendly platform for students.

Tools faculty want to use.

Accessibility expertise and support, including for content.
Learning Platforms

- **Student online readiness** program, includes multimedia tutorials, SmarterMeasure diagnostic (no cost to all colleges)
- **Tutoring** service 24/7 free to pilot colleges (20% cost savings for non-pilot colleges)
- Online **Counseling Network** (PD and community using NBCC standards for distance counseling)
- Online **proctoring** tool free to pilot colleges (20% cost savings for non-pilot colleges)
- Online **plagiarism detection** tool (46% savings for non-pilot colleges)
Common platforms pull us together!

• With a common platform, CCC faculty and students have a tremendous opportunity to collaborate at an unprecedented scale!
• Better access to data will be available via the new data warehouse tool
• Data from common systems allows us all to learn from each other
Data Warehouse Project

- Currently funded by OEI
- Launching in the coming weeks
- Integrates data from:
  - Canvas
  - CCC MyPath
  - Open CCCApply
  - CCC Assess platform
- Launch with pilot schools to inform v2.0 release in Spring 2018
OEI Deployment of Canvas

111 colleges have adopted Canvas!

Student friendly
Faculty friendly
Mobile friendly
Extensible platform
Supporting Students & Faculty

• After hours phone support
• Helpful online guides and resources
• Canvas Commons
• Use of Canvas for campus activities
• CCC Canvas Community
What Sets CCCs Apart in Online

Cost (low)
Contact (regular, substantive)
Compliance (high standards)
Community (humanizing online ed)
California (!)
What are the results?

• Statewide, the gap between face-to-face and online success rates is closing.
• Statewide: Gap narrowed to ~6%
• OEI Pilot Colleges: +2.9% above statewide average for OL
• OEI Pilot Sections: +3.9% above statewide average for OL (68.8% success)

The “not-so-secret” Sauce

• Key ingredients:
  – Listening to students and faculty
  – Providing accessible, intuitive learning platforms
  – Professional development
  – Support for students and faculty
  – Collaboration platforms
CCC Canvas Community

• Sharing of great tips and insights!
• https://community.canvaslms.com/groups/ccc
Online Course Exchange

Enhanced access for students to get a course needed for completion from another college in the consortium that they cannot get at their home college, without a lot of hassle. Students...

• Can combine units for financial aid award.
• Do not need to repeat placement & orientation
• Receive a combined schedule
• FIND THE CLASSES THEY NEED!

Teamwork Puzzle Concept - credit link: thegoldguys.blogspot.com/ or www.lumaxart.com/
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Advantages of Course Exchange

COLLEGES - Flexibility and tool for Enrollment Management

STUDENTS - Find and complete the classes they need to complete their degree and reach their transfer goals

FACULTY - Supports quality online classes through resources, accessibility support and professional development

Screen shots from Course Exchanges: The intended consequences (CC) e-Literate TV
Course Exchange in production:

- Butte
- Coastline
- Foothill
- Fresno
- Lake Tahoe
- Ventura
Student Guide to the Online Course Exchange

This video shows how the course exchange enrollment looks to the student. [Other videos about course exchange and online learning are in this playlist.](https://www.youtube.com/playlist?list=PLGnFKrzE75OTxtR9WI-4555UiKVnoYvYB)
Course Exchange: Current Status

- Launched v1.0 in January 2017
  - Currently 6 pilot colleges live for Fall 2017 reg.
  - Working with additional colleges on implementation
  - Version 2.0 deployment soon
- Key milestones:
  - Students pilot priority registration workflows for Fall 2017 term
  - Version 2.0 automates financial aid activities, introduces feature flags, reporting enhancements
Next, how do you participate?

• Submit your class for review — https://ccconlineed.instructure.com/courses/700/pages/course-review

• Apply to be a POCR (Peer Online Course Reviewer) — https://ccconlineed.instructure.com/courses/700/pages/pocr-application

• Take advantage of training opportunities — @ONE http://www.onefortraining.org/
Review Process

• **Start Here:**
  [Step-by-Step Guide to Course Review](https://ccconlineed.instructure.com/courses/700/pages/the-course-review-process)

Faculty Voices: Lindsey J Bertomen
Instructor, Administration of Justice
Hartnell College

OEI has completely changed the way I look at online education. The entire initiative is focused on student success and they do this by creating an environment of available resources.

OEI provided professional development training, great networking with experienced educators and well vetted apps for use in the online classroom. Since the inception of OEI, I have had the benefit of shared experience and expert advice that has really given me insight on how I can improve my online content delivery.
One of the best features of the OEI ecosystem is the ability to find support in so many places. Prior to this I was isolated as a DE Coordinator using RL Moodle, there was only one other coordinator I could call when I had issues and I did not want to bother her all the time. Now with so many DE Coordinators supporting Canvas, I have a complete network to go to for support. Additionally, OEI recommendations and the online course rubric have helped me to emphasize some best online practices for my faculty.
Faculty Voices: Xochitl Tirado
Distance Education Coordinator and Instructor, English
Imperial Valley College

Putting my course through the OEI review process has allowed me to build a stronger course and to reflect on the needs of my students.
Small Groups

1. After participating in this session on the OEI ecosystem, what suggestions do you have for adding to our system?

2. What do you see as the most urgent need for your institution for online course improvement?
Questions ?

Thank you!

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