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| jscc logo | **Goal Progress Report** |

**Program**: Distance Education Division\_\_\_\_\_ **Report Period**: \_\_2015-2016\_\_\_\_

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| **2015-16 Accomplishments** | | | |
| **Goals** | **Request & Justification/Resources** | **Goal Progress** | **Strategies Implemented & Follow-up** |
| **Goal 1:**  Renew annual licenses and memberships related to the college’s distance education program.  Objective: All annual licenses and memberships related to the college’s distance education program will be renewed for 2015-16. | The Distance Education Division handles annual renewals for the following licenses.   1. Blackboard Learn LMS License – $50,541.77 when renewed August 2015 2. Tegrity Lecture Capture License – $37,202.00 when renewed March 2015 3. Respondus Exam Creation and Management License - $2,095.00 when renewed July 2015 4. Instructional Technology Council (ITC) Membership – $495 when renewed July 2015 | Blackboard, Tegrity and Respondus annual licenses were renewed, along with ITC Membership.   1. Blackboard Learn LMS Renewed August 2016 Amount – $53,068.85 2. Tegrity Lecture Capture  Renewed April 2016   Amount – $37,202.00   1. Respondus Exam Creation Renewed June 2016 Amount - $2,095.00 2. ITC Membership Renewed June 2016   Amount – $495 | The Distance Education Division will continue to handle renewals for Blackboard, Tegrity and Respondus annual licenses, and ITC Membership. |

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| **Goal 2:** Acquire new multifunction document processor for BDH 101.  Objective: Upgrade the division’s multifunction document processor to improve service to faculty and staff in the Distance Education Division and the Child Development Program. | The Dell MFP in BDH 101 had a history of performance problems and needed an expensive repair. Instead of repairing the Dell printer, a new MFP was approved for BDH 101. | An HP Color LaserJet Pro MFP document processor was purchased for BDH 101.  Amount – $650.14 | The HP Color LaserJet Pro MFP document processor purchased for BDH 101 is an improvement over the Dell MFP it replaced, and is providing reliable service to faculty and staff in the Distance Education Division and the Child Development Program.    Office equipment in BDH 101 will be maintained and updated as needed to insure an efficient workspace. |
| **Goal 3:** Provide funds for Hispanic Outreach Activities.  Objective: Participate in multicultural events to promote college services. Participate in organizations that promote Hispanic interests. | Alberto Luna and Shay Culbertson perform Hispanic outreach duties that include participation in multicultural community events and meetings. Stacye Thompson serves as International Advisor in Enrollment Services, and also participates in these activities. | Alberto Luna, Shay Culbertson and Stacye Thompson represented Jefferson State at Fiesta Birmingham 2015.  Amount - $200  Alberto Luna, Shay Culbertson and Stacye Thompson attended Latino Interest Meetings throughout the year.  Alberto, Shay and Stacye arranged to host a Latino Interest Meeting at the Shelby-Hoover Campus on June 14, 2016. | Alberto Luna and Shay Culbertson will continue to work with Stacye Thompson to represent Jefferson State at community events, like Fiesta Birmingham, and will continue meeting with organizations that promote Hispanic interests. |

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| **Goal 4:** Provide funds for spring 2016 student theatre production.  Objective: Distance Education Division faculty member Kevin Townes will work with faculty, students and staff to produce two spring 2016 performances of Neil Simon’s *Plaza Suite* or *California Suite*. | To promote student engagement in campus activities, speech and theater instructor Kevin Townes proposed spring 2016 performances of small scale, low budget plays, with roles open to JSCC students. | Under the leadership of Kevin Townes and Ashley Kitchens, Neil Simon’s *Plaza Suite* was performed at the Shelby-Hoover Campus on April 21, 2016, and at the Chilton-Clanton Campus on April 23, 2016. | Kevin Townes and Ashley Kitchens will explore the possibility of future productions. |
| **Goal 5:** Create standard student orientation materials for courses that use Blackboard 9.  Objective: Create Internet course orientation resources in Blackboard 9 that will help students understand general expectations in courses that use Blackboard 9. | Student resources for Blackboard and Tegrity are available through the Distance Education webpage on the college website. These resources are updated to maintain current information. The Distance Education Student Resources webpage contains links to academic advising, ADA resources, bookstores, library services, tutoring services, and other student services. | To help students taking JSCC Internet and hybrid courses, the Distance Education Committee approved a standardized course introduction to be used in all Internet and hybrid courses, with implementation in summer 2016 courses.  The approved design contains seven items that every student in any Internet or hybrid course will be able to find by using a menu link uniformly named Course Introduction.   * Participation Verification (Financial Aid) * On Campus Requirements * Required Course Resources * Official Course Outline, Course Policies and Grading Policies * How We Will Communicate * Navigating The Course * Technical Assistance   The standardized Course Introduction will make it easier for any student in any distance education course to find essential information, independent of course design. | Use of the Standardized Course Introduction in all Internet and hybrid courses is promoted. Implementing the standardized Course Introduction is a simple, one-time process that does not require major course revisions in existing courses. A link to Distance Education Student Resources on the distance education webpage is included. Suggestions for improvement are considered. |
| **Goal 7:** Acquire new computers/devices for Distance Education Division faculty and staff. 2015-16 upgrades will occur if equipment failure occurs. Replacements will be postponed until 2016-17, where possible.  Objectives  Determine the best options (desktop, laptop, tablet) for faculty and ITS staff based on daily use. Acquire new computers/devices for six faculty and two ITS staff. Acquire tablets of differing platforms for ITS staff. | Computers used by faculty and staff in the distance education division are approaching end of useful life, and need to be replaced. The emergence of new computing technologies will be considered in purchase requests. | Faculty and staff report that existing computers are functioning well enough to meet current needs, allowing for replacement in 2016-17.  A Surface 4 was purchased for Alan Davis, but this is the only computer upgrade associated with Strategic Plan Goal 7 that occurred in 2015-2016.  Amount - $1409.82 | Faculty and ITS staff computers will be upgraded in 2016-17. |

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| **Goal 8:**  Pursue an institutional webconferencing service.  Objective: Explore different services that could provide institutional webconference capabilities. | Webconference service has the potential to greatly improve communications among the college’s four campuses and could provide a standard platform for virtual office hours/tutoring at a distance. Many services are available, including Blackboard Collaborate, which integrates with the college’s existing LMS.  Webcams needed to make effective use of Webconference service should be purchased.  Integrated cameras could become part of future laptop and/or tablet purchases. | The IT Department purchased a GoToMeeting (GTM) webconference room in December 2015, and began implementation of Office 365 in summer 2016. Skype for Business webconference service is included in the colleges Office 365 agreement. All costs associated with GTM and Office 365 were included in the IT Budget.  The Distance Education Division purchased six (6) webcams in December 2015 for institutional webconferencing.  Amount - $342.42 | The IT Department is including integrated webcams in future laptop purchases. Full implementation of Office 365, which includes Skype for Business, will be completed by the IT Department in 2016-17. |

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| **Goal 9:** Offer Blackboard 9 Training Sessions  Objective: Prepare faculty to use Blackboard 9 learning management system. | Instructional Technology Specialists (ITS) provide faculty training sessions that contribute to faculty development. Ongoing individual and group training is provided to assist faculty and staff. | Valerie McCombs conducted the following Workshops/Training Sessions   * November 2015 ADA Workshop addressing accommodations in distance education courses. * April 2016 Blackboard Basics for Shelby-Hoover Communications Department * June 2016 Blackboard Workshop – Clanton Campus * August 2016 Blackboard Workshop at Shelby-Hoover Campus * Tackling Technology Presentation in ORI 101 Student Orientation Courses   + Fall 2015 - 2 sessions at Jefferson; 2 sessions at Shelby   + Spring 2016 - 2 sessions at Jefferson; 2 sessions at Shelby   + July 2016 session for Summer Boost Students at Jefferson Campus | ITS will continue to provide Blackboard 9 training to groups and individuals. |

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| **Goal 10:** Continue assessment of Internet and hybrid/blended courses.  Objective: Instructors teaching Internet and hybrid/blended courses will work together to evaluate their courses to insure course objectives and college quality standards are met. | Individual Internet and hybrid/blended courses are periodically evaluated through peer review to maintain quality and insure comparability of distance education courses with traditional courses. The Distance Education Course Assessment form is used in this process. | Peer review forms for fall 2015 Internet and Hybrid courses where completed by faculty teaching Astronomy, English, Biology, Computer Science, Funeral Services, Health, History, and Speech courses. | The evaluation process described in Goal 10 is ongoing, and will be continued in 2016-17. |
| **Goal 11:** Develop an improved help system for distance education students and faculty to replace webcthelp email.  Objective: Develop an interface that will help students and faculty clarify problems they are encountering. | Growth in distance education courses, and increased use of Blackboard in traditional courses, necessitates technical support. Instructional technology specialists in the Distance Education Division currently provide technical support through a dedicated email account available to faculty, staff and students. While this has proven effective, other options that will increase the effectiveness of technical support must be considered. | The IT Department implemented a ticket-based email helpdesk system in spring 2016, consolidating many email help accounts, including webcthelp. ITS staff in the Distance Education Division receive help requests through this improved system and continue to provide assistance to faculty and students. All costs were incurred by the IT Department. | The Distance Education Division will continue to work with the IT Department to determine improvements that can make the new ticket-based helpdesk more effective. |