

DL Steering Committee Recommendations
Recommended by EAC to Dr. Pulliams for Approval
November 16, 2011

1. Hire Distance Learning Advising Specialist
 - a. Update: Hired January 2011
2. Distance Learning Advising Specialist job description should include working with students to direct them to resources and counsel them with student success issues.
 - a. Update: Distance Education received funding for and hired an online advisor in January of 2011. The Online Advisor, Jason Pinkal, had formerly worked as a campus-based advisor at Rock Creek and is familiar with the standards and practices of academic advising at Portland Community College. This new position focuses primarily on supporting students who are attempting to seek a degree or certificate with only distance learning courses. The position does occasionally assists students who take a mix of campus and distance courses as well as prospective distance learning students. The online advisor communicates with students over the phone, via e-mail, and is trying out both online chat and other synchronous tools like Collaborate for scheduled and drop-in meetings. The hours were originally tied to the business day with flexible scheduling. The advisor is currently trying 8-10pm shifts in preparation for Winter term registration.
3. Make sure the support desk operates 7 days a week for both students and faculty.
4. Make a phone number available for faculty to call if the D2L site is down or having a problem
 - a. Update: Distance Education has expanded Student Help Desk (SHD) hours from 8am-10pm, M-F, 10am-10pm Sat/Sunday. The SHD takes calls, responds to e-mails, and soon, will offer support via google chat. The Student Help Desk number is 971-722-8222, or 1-866-922-1010 ext. 8222 for a toll-free call.
 - b. Update: The Faculty Help Desk (FHD) phone is staffed locally from 8am-5pm M-F. However, if a faculty member calls after business hours, they are presented with the option to be transferred to D2L phone support (which is 24/7), to the SHD, or to report an outage. If faculty member is reporting an outage, an on-call manager is paged about the outage. The Faculty Help Desk number is 971-722-8227
 - c. Update: Both the student and faculty help desk web pages have been updated with contact information, DL system status, and self-support materials. Student Help Desk page at <http://www.pcc.edu/shd> and Faculty Help Desk page at <http://www.pcc.edu/fhd>
5. Have an email address for both faculty and students to use to report any problems or outages encountered with the learning management systems
 - a. Update: Students can e-mail shd@pcc.edu for assistance or to report problems. Faculty can e-mail dlhelp@pcc.edu for assistance and to report problems. Both can also respond via Twitter to our pccdlstatus account.
6. Make sure the student help desk personnel are trained to answer most of the simple questions asked or if they don't know the answer have a faculty support person to go to, to get the answer in a timely manner
 - a. Update: As of January 2011, the Distance Learning Student Help Desk (SHD) has centralized to a call-center style office in the TCB building on the Sylvania Campus. The staff was reduced to five part-time casual employees allowing staff to be better trained, compensated, and retained. We previously had student employees located at three campuses. The SHD staff update a support

wiki, website information, and participate in discussions in the Online Student Resource Center. All SHD employees are or have been PCC students. They are aware of the nuances of the PCC system and are empathetic to students

7. Have a link on the D2L site to report connection problems
 - a. Update: The intent of this recommendation is to have a way to report connection problems. We have updated both student and faculty help desk web pages with contact information, put contact information in D2L (Student Help Desk Widget and D2L Support widget), and have a twitter page with status updates. More importantly, we have engaged with TSS to use their Emergency Pager and have an on-call manager available to to notified and respond to any outages 24/7.
8. Distance Education and DSSL (District Student Services Leaders) revisit [status of advising concerns] after the new DL Advising Specialist has been in place [for 6 month]s.
 - a. Original Task Force Recommendation: Revisit [status of advising concerns] after the new DL Advising Specialist has been in place [for 6 month]s
9. Distance education department keep an eye on web-based technology solutions for online proctoring for future solutions
10. Testing Centers should establish a uniform policy that applies across the District to make it easier for instructors and students to arrange for make-up testing
11. Continue to provide Peer Reviews between Faculty Mentors and faculty developing online courses
12. Encourage continued integration of Faculty Mentors with SACs to ease and support development of new online courses and to revise existing courses
13. Continue the comprehensive training program for new DL faculty as determined by the Distance Education department
 - a. Original TF wording: Continue the excellent training program for new DL faculty as determined by the DL department
14. Continue to utilize the peer faculty mentoring program for providing group-related and one-on-one technical and best practices training and support
15. Continue to improve upon clear communication with instructors, department chairs, *SAC Chairs*, and deans regarding the current processes and expectations within the distance learning community
16. Distance Education department work with groups, such as CG and learning center instructors to find ways to adapt their on-campus workshops (study skills, reading comprehension, learning styles, etc) to the online environment
 - a. Original Task Force Recommendation: Distance Education department work with CG and learning center instructors to find a way to tailor their on-campus workshops (study skills, reading comprehension, learning styles, etc) for online students

17. Distance Ed continue to work with the DL Advisory Committee to develop and implement a more comprehensive online orientation course for distance education students, addressing- concerns of student readiness, technology aptitudes and success strategies
18. *Distance Education , DSSL, and DL Faculty Advisory Committee* evaluate effectiveness of recent changes in student help desk in one year
19. Disability Services department work with the web team to produce a fully online version of their orientation for students who cannot come to campus
20. Content of the Disability Services web page be modified to explain procedures for accessing services for online students in addition to the existing procedures for on-campus students
21. *DSSL* develop a quick reference guide for faculty and deans to outline PCC's system of dealing with cases of suspecting cheating. Develop a feedback loop so faculty are inform of process and outcome
22. Distance Education department explore online proctoring options and technology solutions supporting academic integrity and provide information to faculty on "tips" that reduce online cheating
23. *Learning Assessment Council* encourage expansion of the college-wide outcomes assessment process to acknowledge the crucial aspects of the educational experience that are not measurable