



Distance Learning

at Middlesex Community College

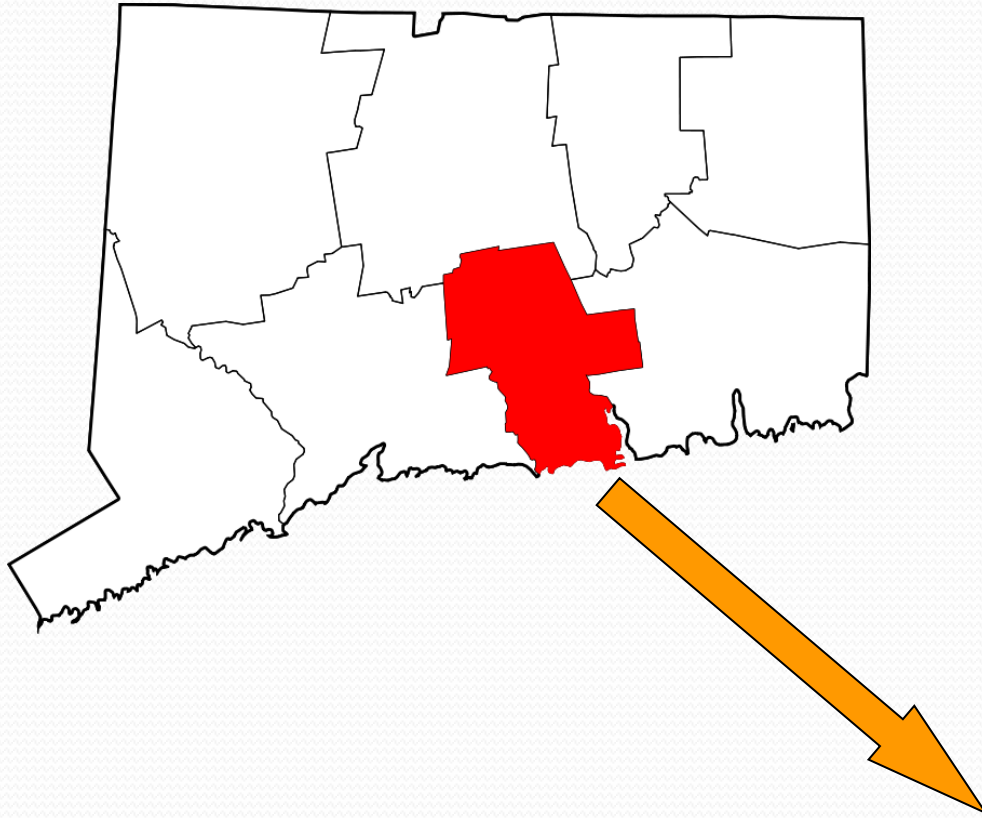
Dr. Yi Guan-Raczkowski
Director of Distance Learning
Middlesex Community College
Middletown, CT 06457

Tuesday, September 21, 2010

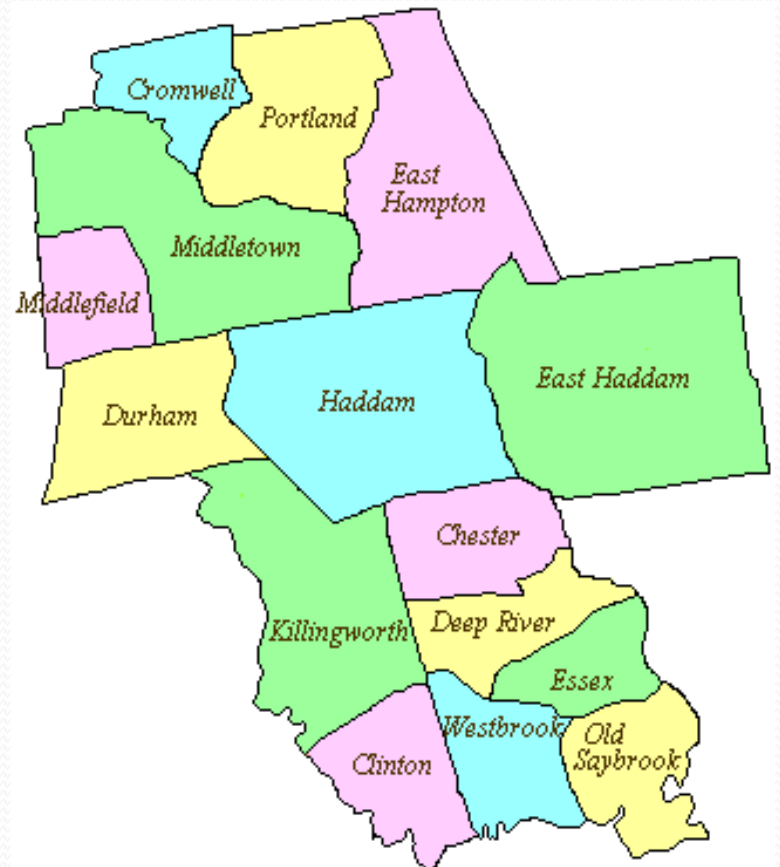
College Overview

- A 2-Year Public Institution in Connecticut
- Founded in 1966 as a branch campus of Manchester Community College.
- Became an independent college in 1968.
- One of 12 community colleges in Connecticut
- Servicing 18 surrounding towns in Middlesex County of Connecticut.
- Main Campus: 38 acres, in Middletown, Connecticut
 - Two branch campuses: Meriden, Old Saybrook

Map of Connecticut

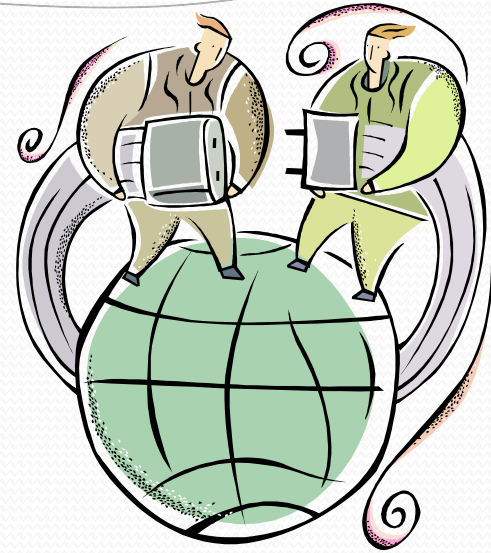


Middlesex County



Student Characteristics

- Adult learners, 50% older than 25.
- Work and study.
- Cannot attend scheduled classes on campus.
- Take some classes on campuses at their free time.



Distance Learning

- Take credit courses at their convenience.
- Speed up degree seeking process.
- Transfer credits to 4-year colleges or graduate schools.



History: Online Classes

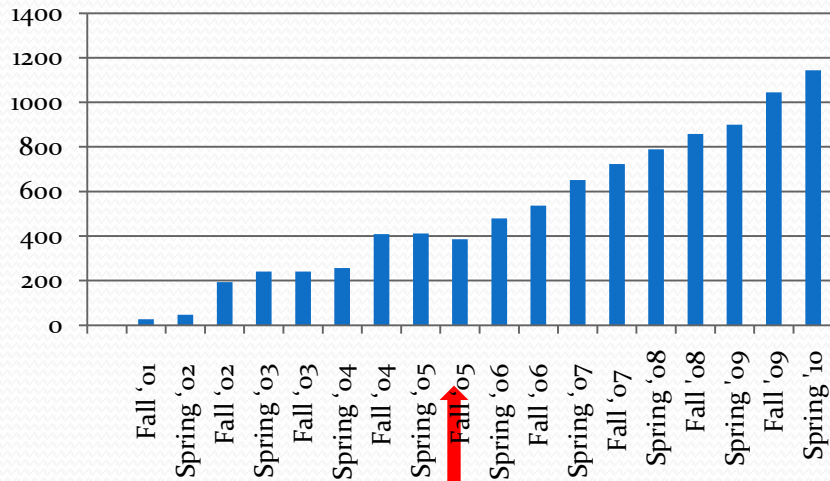
- First fully online class in 2000.
- Spring of 2001: two online classes, 48 seats
 - Art History and Financial Accounting
- Spring 2010, 39 online courses, 1144 seats
 - Accounting, Anthropology, Art, Biology, Business, Communication, Computers, Early Childhood Education, Economics, English, Geography, History, Mathematics, Philosophy, Political Science, Psychology, Science, Sociology, Human Services

Growth: Online Classes

Semester	Number of Classes	Number of Seats	Total Seats	Percentage	Average
					Per Class
Fall '01	2	26	5607	0.46%	13
Spring '02	3	47	5333	0.88%	15.7
Fall '02	10	193	6152	3.14%	19.3
Spring '03	11	241	5622	4.29%	21.9
Fall '03	11	241	6187	3.90%	21.9
Spring '04	13	256	5711	4.48%	19.7
Fall '04	18	408	6472	6.30%	22.7
Spring '05	18	412	5939	6.94%	22.9
Fall '05	18	385	6339	6.07%	21.4
Spring '06	21	479	6154	7.78%	22.8
Fall '06	24	537	6738	7.97%	22.4
Spring '07	28	651	6346	10.26%	23.3
Fall '07	30	723	7279	9.93%	24
Spring '08	34	789	6606	11.94%	23.2
Fall '08	34	858	7358	11.61%	25.2
Spring '09	35	900	8048	11.18%	25.7
Fall '09	37	1045	8352	12.50%	28.2
Spring '10	39	1144	7891	14.5%	29.3

Growth: Online Classes

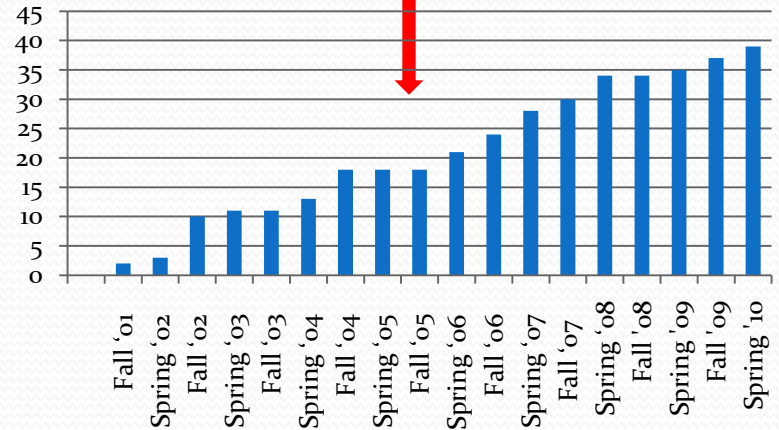
Number of Seats



**Quality Control
starting Fall 2005**

**Quality Control
starting Fall 2005**

Number of Classes



Nature of Online Classes

- Course Management System: Blackboard Vista
- Blackboard, Inc., server administration
- 24/7 Technical Help Desk for students/faculty
- Fully online credit courses
- 24/7 access
- Anytime, Anywhere
- 757 students (26.7%) taking at least one online class in Spring 2010.

Staff Supporting Online Learning

- Director of Distance Learning, full time-permanent, 70%
 - Design online classes
 - Train faculty teaching online
 - Technical assistance for online faculty and online students
 - On-campus orientation
 - Daily support
- Educational Technology Specialist, full time-temporary, 50%
 - Academic advising for online students
 - Technical assistance for online faculty and online students
 - On-campus orientations
 - Daily support
- Distance Learning Assistants
 - 2 , 10 hours/week each
 - Assist development of online classes
 - Office administrative tasks

Characteristics of Online Students

- Spring 2010
 - Female: 67.5%
 - Male: 32.5%
 - Traditional: 51.7%
 - Non-Traditional, 48.3%
 - Service Area: 69.8%
 - Non-Service Area: 30.2%



Grade Comparison – Spring 2010

Grades	Online	On-Ground
A, A-	32.9%	25%
B-, B, B+	23%	22.2%
C-, C, C+	12.9%	12.4%
D-, D, D+	4.3%	3.4%
F, I, N, W	24.6%	18.5%

Quality Control: Online Classes

- Class Information
 - Syllabus, lecture notes, outline, glossary, PowerPoint Presentations
- Assignments
 - Discussions, projects, exercises, papers, etc.
- Assessments
 - Online exams, projects, papers, etc.
- Communications
 - Email, discussions, chat

Quality Control: Technology Tools

- Blackboard Vista
 - Syllabus
 - Notes and Files: Learning Modules
 - Communications: Announcements, Mail, Discussion Board, Chat
 - Assignments: Assignments drop boxes
 - Exams: online quizzes
 - Textbook – supplemental materials provided by the publisher: PowerPoint notes, outlines, summary, question banks, videos, animations, etc.
 - Examples: Psychology 111, Math 137, Eng 221.
















PSY 111 General Psychology I

Your location: **Home Page**

Middlesex
Community
College

Education That Works For a Lifetime

General Psychology 111 - Dr. Yi Guan- Raczkowski
Fall 2009, Online Class, 8/31 - 12/19






 Exams	 Syllabus	 Assignments Weekly Breakdowns	 Course Content
 Instructor's Notes Weekly Summary	 Discussions Files regarding Discussion Assignments and Bi-Weekly Summary	 Research Paper Dud Dec. 13	 Videos
 Welcome Read First	 Chat Room Just for Fun	 Help Tutorials, Help Info	 links
 Coffee Chat - Not Graded-for Fun	 Companion Site	 MxCC Resources	


ENG 221 American Literature I

Your location: [Home Page](#)

Middlesex Community College
Education That Works For a Lifetime

ENG 221 American Literature I

 Welcome Read First	 Syllabus	 Course Content Weekly Lecture Notes & Assignments	 Essay Assignments & Drop Boxes
 Essay Format/ Writing Tips	 Dictionary of Literary Terms	 Grammar Info	 Convert a MS Word File to RTE rich text format
 Help Tutorials, Help Info	 MxCC Resources		

Fall 2009 Professor Bontatibus    










MAT 137 Intermediate Algebra

Your location: **Home Page**

Middlesex
Community
College
Education That Works For a Lifetime

MAT 137 Intermediate Algebra

To begin, click on **Welcome to the Course**. Then click on **Course Information** to review your Course Outline and Syllabus. The next step, click **Course Compass** to help you register for the online study materials and MyMathLab (MML) homework. Once registered be sure to enter the course id **insinga43463**. All assignments and course detail will be in Learning Modules (located to the left on the navigation bar). Remember if you need assistance with BlackBoard or are having technical problems, click **Student Help**.

 Welcome to the Course	 Course Information	 Instruction - Course Compass How to register and log on to MyMathLab	 Login - Course Compass Login into Course Compass and Homework.
 MxCC Resources	 Help - Course Compass - MyMathLab	 Help Student Help Contact, Tutorials	 Course Evaluation (Hidden)
 Solutions to Textbook Problems			

Quality Control: Design Pedagogy

- Rich learning context: lecture notes, resources from professor and textbook Publisher
- Active participation: Students participate in weekly discussions on thought-provoking, open-ended questions.
- Multiple assessments: class participation, quizzes, tests, projects, research paper, etc.
- Ease of use of the interface
- Consistent interface layout
- “Simple” and accessible technology



Quality Control: Online Student Services

- Potential Online Learners

- New students
 - Receive same services as on-ground students
 - Admission
 - Registration
 - Special procedure for new online students
 - Financial Aid
 - Financial aid can be used for online courses.
 - Apply financial aid received from home institution to the courses at our college.
- Current Students:
 - On-campus advising
 - Online Advising: Blackboard Vista
 - Online or Campus Registration

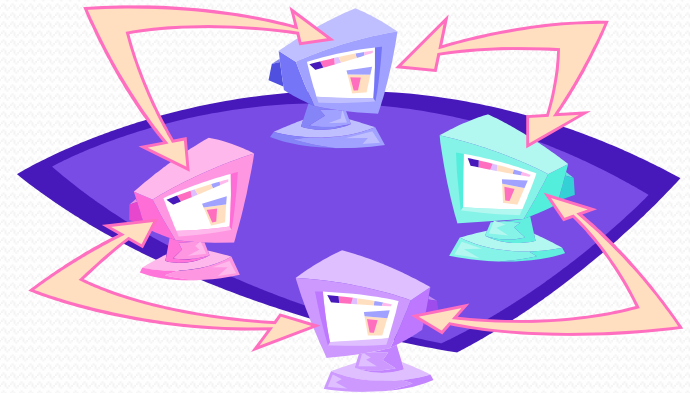
- Self-Assessment for Online Learning Readiness

- SmarterMeasure test implemented since Spring 2009.
- <http://www.mxcc.commnet.edu/Content/READI.asp>
- Personal Attributes, Technology Skills, Reading Comprehension, Learning Styles, Typing Speed
- Consult with Distance Learning Staff before registration.



Quality Control: Student Services

- Registered Online Students
 - Required: Take [Online Orientation](#) to get started
 - http://www.mxcc.commnet.edu/Content/Online_Orientation.asp
 - On-campus orientation for first-time online learners .
 - Resolving technical problems
 - 24x7x 365 Help Desk and Distance Learning Department
 - Library Database: off-campus
 - <http://www.mxcc.commnet.edu/library>
 - Library Research Help: Blackboard Vista
 - Online E-Tutoring:
 - www.etutoring.org
 - Math, Accounting, English, Chemistry, Biology, etc.
 - Academic Support in Business
 - Virtual Campus: Blackboard Vista
 - All student services provided on campus
 - Financial Aid, Learning Center, Library, IT services, American Disability Act accommodation, Counseling/Career Development, Student Activities, etc.



Virtual Campus - Middlesex Community College

Campus Activities, Blackboard Vista Student Orientation and Help



[Online Learning Survey](#)

myCommNet

[Portal](#)



[Blackboard Vista Sandbox](#)

Test your computer, practice Blackboard basic features: Tests, Discussions, Assignment Drop Box



[MxCC Library](#)



[Flying Horse- Student Newspaper](#)



[MxCC Publications](#)

Course schedules, MxCC Catalog, etc.



[READ!](#)

Take a test to see if you are ready for online learning!



[Blackboard Vista Orientations](#)



[Blackboard Vista Help](#)

Tutorials, Help Info



[Hot Java](#)

Online Chat with your fellow students



[MxCC Resources](#)

Links to tutoring, Distance Learning, etc.



[Academic Services](#)





Your location: **Home Page**

ACADEMIC ADVISING



[Welcome](#)



[Introduction to MxCC
Online Advising](#)



[Advisor and Student
Responsibilities](#)



[Program Requirements](#)



[General Education
Sequence](#)



[Graduation Checklist](#)



[Course Announcements](#)



[Registration](#)



[Contacts](#)



[Advising Forms](#)



[Blackboard Vista
Orientation](#)



[Resources](#)



[Advising Frequently Asked
Questions](#)



[MyCommNet](#)



[MxCC Library](#)



[READI](#)

Take a READI test to see if you are ready for online learning!



[Advising Alert: English
Spring 09](#)



[Advisor Survey](#)



[New Prerequisites 2009](#)



[Advising Workshop
Presentations](#)

Your location: **Home Page**

Welcome to MxCC Library Research Help!



[Getting Started](#)

Information about the library's resources and services, including how to access them from home.



[Information 101](#)

An online course consisting of eight modules to help students develop and improve upon their information-seeking skills.



[Help With Your Research](#)

Online research guides and tutorials, writing and citing information, and more.



[For Faculty](#)

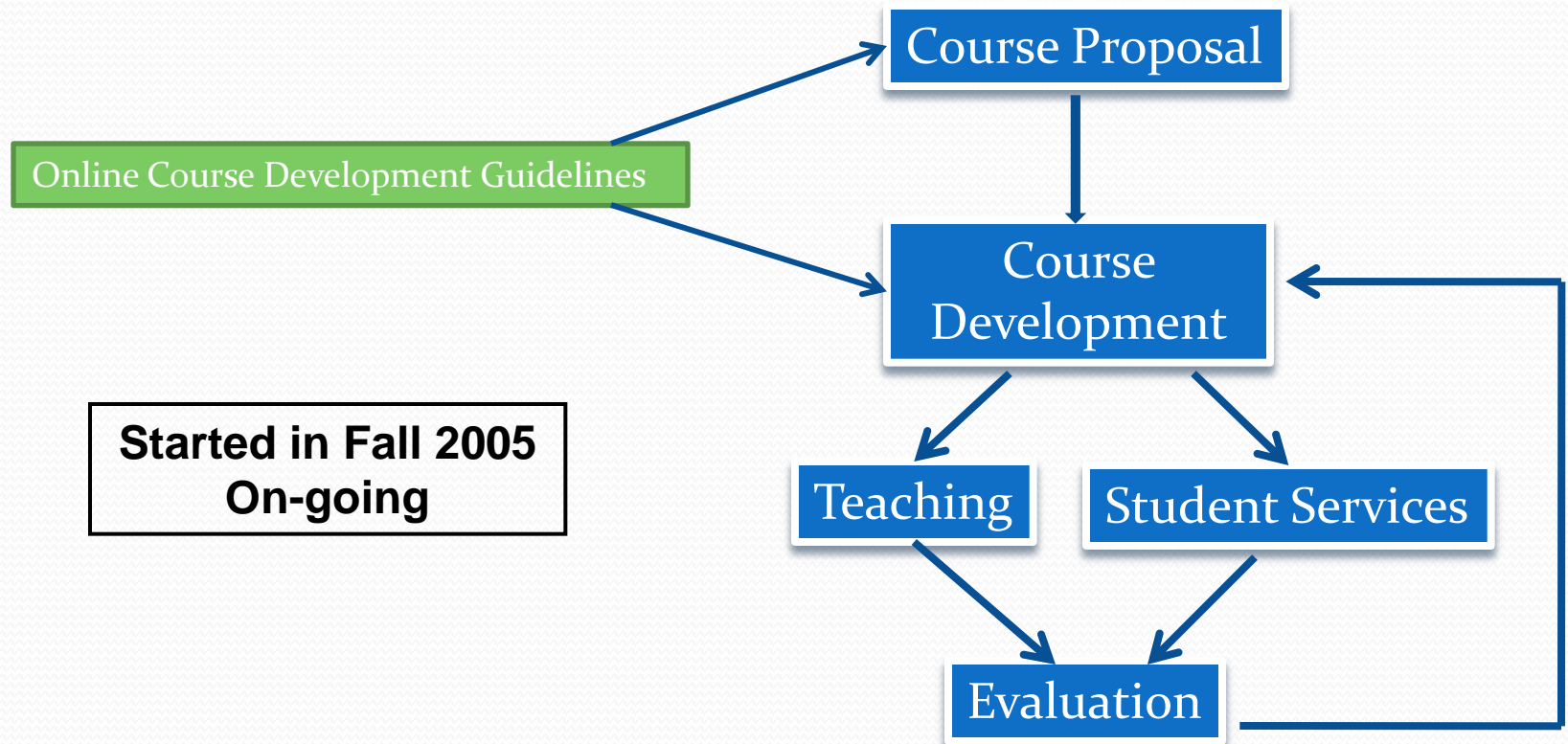
Information about library resources available for upload into course shells, fulfilling the "L" requirement, and more.



[FAQs](#)

Answers to frequently asked questions about the library and doing research.

Quality Control in Online Learning



Quality Control: Course Development

- Course Development
 - [Guideline for Developing Online Classes](#)
 - <http://www.mxcc.commnet.edu/Content/OnlineProposal.asp>
 - Nine months prior to the first day of class.
 - Online class proposal
 - Approval process: program coordinator, chair, director of distance learning, Dean of Learning and Student Development.
 - The approved classes can be put on schedule.
 - Three months prior to the first day of class
 - Professor work with Distance Learning staff to develop the course.
 - Professor receives basic training for online teaching pedagogy while working with Distance Learning staff.
 - Two weeks prior to the first day of class
 - Evaluate the course based on the course evaluation criteria.

Quality Control: Teaching

- Faculty: [Effective Online Teaching Guideline](#)
 - http://www.commnet.edu/academics/blackboard/faculty/best_practices.asp
 - Train faculty how to teach effectively online
 - One-on-one training
 - Online resources
 - <http://www.mxcc.commnet.edu/Content/FacultyOnline.asp>
 - Blackboard Vista Faculty Orientation and Resources (**My Blackboard** page)
 - Professional development
 - Workshops, Seminars , Conferences
 - iTeach Essential online course –system wide
 - During the semester, based on students' feedback, we constantly revise the course.
 - All online faculty are required to provide face-to-face assistance upon student request.

Quality Control: Evaluation

- Evaluation of Online Learning
 - On-going evaluation
 - Department chairs are granted as “auditor” access to online classes.
 - In the end of the semester
 - [Online Course Evaluation from the CTDLC](#)
 - <http://www.ctdlc.org/evaluation/evaluation.cfm>
 - Teaching, Student Participations, and Services
 - Evaluation results in teaching are sent to individual professors and department chairs.
 - Based on evaluation results
 - Revise online classes.
 - Improve teaching strategies for full-time online professors.
 - Terminate adjunct professors with strong negative evaluation.
 - Improve student services.

Uniqueness of MxCC Distance Learning

- Offer a wide range of courses covering multiple disciplines
 - 50 -60 courses to choose over 2 years time period.
 - 50% or more courses are offered online in 8 programs
 - General Studies in Liberal Arts Option - 100%
 - Business Administration
 - Human Services
 - Accounting
 - Communication Arts
 - Management Information Systems
 - Marketing
 - Early Childhood Education
- Use Quality Control of Online Learning as a systematic approach to ensure high quality of online courses, teaching, and support.
 - Design pedagogy, Teaching, Student Services, and Evaluation
- Provide Premium Student Services
 - Various Services Offered Online
 - All Services Provided On-Campus: in-person assistance

Conclusion

- Building a successful online program depends on a team of people to work together in the areas of course design, teaching, technical support, student services, and hiring qualified online professors.
- I am proud of working with a group of supportive colleagues to ensure high quality of online learning at MxCC.
- The growth of online enrollment at MxCC has spoken itself that a collaborative team of staff and faculty at MxCC have worked well in serving our online students.
- We are always looking for ways to improve and striving for excellence. The forum with China delegates provides us an opportunity to learn from each other and make our program better.

Challenges

- **Student Assistance**
 - Some students need one-on-one personal assistance throughout semester.
 - 3% -5% more online students failed compared with on-ground students.
- **Technology**
 - Server could be slow during busy time.
 - Server is unexpectedly down, particularly during final weeks.
- **Teaching**
 - Professors do not respond to students in a timely manner.
 - Professors' responses to students are unclear.
 - Professors are not available to assist students with questions.
- **Lack of funding for support**
 - Student advising prior to registration
 - Student assistance during semester
 - Support in advanced technology: podcasting, vidcasting, videos, etc.

Questions/Answers



College Mission

- A college education should be available to everyone.
- It is committed to providing excellence in teaching as well as personal support in developing the genius of each student.
- The educational goal of the college is to promote understanding, learning, ethics, and self-discipline by encouraging critical thinking.
- Faculty and staff are dedicated to helping students achieve their academic, professional and career potentials.
- This support is a continual process that recognizes student diversity in both background and learning ability.

Institution Goals

To fulfill its mission, Middlesex has established the following goals in its advancement of the principle of lifelong learning:

- **General Education** - To provide a range of courses enabling students to achieve occupational, educational, philosophical, recreational and personal goals for more satisfying lives.
- **College Transfer Education** - To provide appropriate programs and courses for those desiring to continue their education at baccalaureate institutions.
- **Technical and Career Education** - To offer associate degree and certificate programs of study for specific occupations.
- **Student Services** - To provide personal, career, and job support services that help students reach their academic potential; to serve students with special needs, and to create an environment supportive of students from varied cultural and ethnic backgrounds.
- **Community Services** - To provide credit-free courses, workshops and conferences for skill development, career enhancement and personal enrichment.
- **Business and Industry Services** - To assist area firms through consultation and educational services to take advantage of new technology and to improve staff skills.