

KCTCS DISTANCE LEARNING PEER TEAM
SPRING 2014 RETREAT

QUALITY ASSURANCE

We had a long conversation about mandatory quality assurance rubrics and reexamined returning to [Quality Matters](#) with an offer from the system to explore taking on some of the financial costs.

PEER TEAM PROJECTS

Ben gave an update on the status of a KCTCS student orientation. His group hopes to have content finished by the end of the summer. A [working draft and notes](#) are available for review by DLAC and ALT. Lisa Jackson is conducting similar work on a system-wide faculty training/certification. There was a discussion of the KCTCS [Quality Assurance Checklist](#). Some colleges modify this for their own use, adding elements such as a rubric. No interested in making further updates.

KIM HAYDON (KCTCS Application, Visual Schedule Builder, PeopleSoft Features, Mobile App)

Kim Haydon gave reports on the new KCTCS Application, Visual Schedule Builder, PeopleSoft updates and revised Mobile app. The Mobile App will eventually have enrollment capabilities. A pilot at Henderson is underway but a full roll out will not occur until enrollment glitches are fixed.

A PeopleTools upgrade will give PS better functionality including a check list. For example, students might see a to-do list for things like missing admissions documents or financial aid forms. An Activity Guide will list items students must complete prior to registering for classes. Lots of potential here; unfortunately, the ability to customize items by college will not be immediately (ever?) available. Examples include verify emergency contacts or verifying their program plan.

New admissions app will come with new forms e.g. Change my major and change my home college. Testing to begin imminently. Training on use of batch process of advisor assignments coming.... Also readmission form for students who still have PS access (i.e. the 1-2 semester stop-outs).

Visual schedule builder. Comes with lots of Analytics. Very slick. Allows a user to say... I want ENG 101, MAT 150 and COM 181 and I can't take classes after 5 or before 10. Schedule builder will locate possible schedules and enrolls the student in PS.

Testing for the new KCTCS application will begin very soon. Ben and Melissa Terry served on the original workgroup that gave recommendations. New features include a login (with email address) that permits students to save application. Much clearer selection of program plans.

BLACKBOARD UPDATES

Blackboard Rep ... Constance Weber. Former English professor now a Bb Training Manager. handles escalated tickets. Shared data on Bb Call Center Tickets. Common problems are access issues, Gradebook. No major Bb changes are pending. Unclear when we will move to SP 14+ but only minor changes coming.

Regarding Bb customization, Bb default menus will include a link to Starfish. And the menu will default to Announcements and not to the Homepage. There was some discussion about Bb Homepages being used less than announcements. Of course, any instructor can change these settings.

ONE DRIVE

Matt Varney gave updates on the new SharePoint and Office 365 Cloud. First, a new way to search KCTCS content: search.kctcs.edu. Potential ability to search S: Drive remotely as well as many other KCTCS databases. Running on Office 365 will be email, OneDrive and SharePoint. Think: OneDrive for one person. SharePoint to replace ThePoint as it offers Team Sites. Webmail login has access to OneDrive. And it's available from our PCs. OneDrive has 25 GB of space. And it's available now. Note: the IOS app is OneDrive for Business not the generic OneDrive.

Ben was playing around with OneDrive and is thinking it might be a solid replacement for Dropbox and other FileSharing. He's working on some handouts. Lots of potential here!

SharePoint will replace the Point. Migration done by the end of the summer.

PROCTOR RESOURCE CENTER

Updates from Adam Elias (JCTC) on how to use the Proctor Resource Center. Conversations about Proctored Exams practice. **Agreement from Team Members to remove the Additional Documents from Resource Center.**

STATE RECIPROCITY

State Reciprocity deals is the requirement that colleges must receive permission from a state government to offer classes in that state; this has been a major headache in the online world. Recently E-town CTC was received a nasty cease and desist notice from the state of Maryland; however, both KCTCS and MD are members of SREB, and thus are permitted to operate online programs in each other's state. A long-term solution is SARA a nation-wide reciprocity agreement that is stalled. State authorization network within KY to deal with states outside. We should not worry about that. If we get anything ... It goes to the System Office. Also checked SARA FAQs.

VERIFICATION OF ONLINE STUDENTS

Office of Inspector General issued an audit report on Distance Education . . . System Office believes that tighter verification requirements are coming, likely requiring some kind of biometric verification, e.g. handwriting sample or voice authorization. A secure login will no longer be sufficient. Solutions include [Biosig](#) that requires a student to write and type to ID a person. Writing sample done with a mouse or stylus. [ProctorU](#) also has a similar biometric solution. [Respondus Monitor](#) is another. The system is looking at the simplest, cheapest option. Send recommended products to [Mike Quillen](#) or [Jim Selbe](#).

COMPETENCY BASED EDUCATION and LEARN ON DEMAND

Dr. Jim Selbe gave a presentation on Competency Based Education; much of this is based on the work of Amy Laitinen's "[Cracking the Credit Hour](#)". Unbundled program delivery means. . . an expert builds content, a separate expert delivers content, a third expert assesses content—and not necessary the same person. Essentially, this is the Learn on Demand model. "Get on board or get left behind."

Selbe elaborated on the Direct-to-Degree model which would be eligible for monthly Financial Aid to cover a flat fee on the order of \$250 / mo. via.

Jay Box echoed much of Selbe's presentation, addressing time-to-degree issues and performance based funding. Talking points included how can we get developmental education fastracked for students. Solutions involve abandoning the traditional semester. Also addressed a need for quality in online courses.

Bill Ryan (with Mike Quillen) gave updates on new LoD practices designed to foster system-wide collaboration, through closer involvement of system curriculum committees. More LOD course development to involve greater faculty involvement from the start. Also more on high touch support via Bb Call Center and tutoring services like Brainfuse.

Major enrollment change. Blended learning students who pair LoD with other courses will, in the Fall, be enrolled starting every Monday of a semester. Their end date will be the end of the semester. Students will have 6 weeks to finish a course; no enrollments will be allowed in the final six weeks of a semester. This gives a clear start and end date for LoD students, meaning that they will be fully eligible for Financial Aid. This also means elimination of the LoD learning contract, use of the same refund policy as a college. In short, LoD will be fully aligned with college practices.

Also offered is a "LoD Premium" for those students who elect to take only LoD classes. They will not be semester based but instead follow the Direct-to-Degree model, which is also Financial Aid eligible.

Ben shared his insight about changes that could be made to LoD to foster collaboration between LoD, Learn by Term and on-ground classes:

- Use of LoD Content to teach LBT and emporium classes and developmental.
- Greater involvement from Faculty state-wide area/program committees in content development and review
- Opportunities for faculty to teach LoD classes
- Use of on-ground tutoring centers to support LoD ... Blended Learning
- Need for more collaborate learning experiences in LoD courses, e.g. collaborative group projects...

CLOSED CAPTIONING

Discussed needs for a system wide solution for captioning and related ADA compliance issues. System office will further investigate solutions. Ben notes that Yahoo captioning is free and although far-from-perfect, offers an inexpensive, cross-platform solution. There was also a question about the status of Kaltura? No one knows.

NO SHOWS REPORTING ISSUES

Some colleges drop no-shows (e.g. Bluegrass) and some don't (e.g. Jefferson). In an online, this sets up a double standard, allowing some students to remain in a class while others are dropped. Much discussion but no solutions. Ben volunteered to bring this forward to the Registrar's Peer Team via Becky Harp Stephens.

Resolution for curriculum development and modules... Need for faculty involvement /engaged in modularization process early in the process...

Bill is looking for an English faculty member. Pearson is developing a workforce development program. English for manufacturing.... TN, NC, VA... competency driven, LOD Model. Contextualized for the specific industry. Allied health and energy coming. All day Wednesday and Thursday of next week.

Ben's To Do

- Share this document with DLAC, ALT, Faculty Council.
- Alert DLAC to disappearance of Additional Documents and find those Bluegrass folk who use it and alert them.
- Share OneDrive with IOS, DLAC, ALT.
- Get an answer to how much LoD revenue Bluegrass receives.
- Share Louisville no-show-no-drop with Becky HS & Lucinda W. for sharing with Registrar Peer a team.
- Talk to CRC reps about LoD collaboration/oversight