

February 7, 2019

Workgroup meeting notes

Focus of meeting was brainstorming around our identified priority 1. - **Develop online education (quality of instruction, student support, and fully online programs).**

We established six major areas for consideration around this priority.

1. Support of online students (really should mirror what we do for on-campus students):
 - a. Tutoring
 - b. Advising
 - c. Financial aid
 - d. Bookstore processes (we currently have no online ordering and shipping options)
 - e. Library support
 - f. Ability to make payments online
 - g. Extended hours
 - h. Tech help (maybe chat feature)
 - i. Assessment of readiness for online learning, followed up with training
 - j. Must be very easy to determine on web which programs and services are available online
 - k. Idea – look at institutions such as WGU for further ideas
2. Training and support for faculty
 - a. Assessment of competency in online teaching methods
 - b. Incentivize development
 - c. Need clear policies and direction
 - d. Quality Matters training currently available – how wide spread? Is it enough?
3. Assessment
 - a. Need to develop online course evaluation tool
 - b. Ensure student evaluations make sense for this type of course
 - c. Survey of students specifically around online education (similar to SENSE)
4. Examination of which programs and courses could/should be fully online
 - a. Make sure potential programs have data to support need
 - b. Thinking only about programs may be too narrow, which courses make sense to move online to meet student needs
5. Should not limit ourselves to credit programs/courses, may be market for non-credit as well
6. Worth exploring consortium with other 2-year colleges and/or UM