

Addendum A

As the Mesa Information Technology Committee conducted its annual review of the College Strategic IT Plan, the members noted significant progress across a wide range of IT issues over the last year. In particular, there has been increased support for online instruction and significant steps have been taken to establish online access to various campus services such as counseling, tutoring and the library.

Since our 05/06 review, Mesa College has:

- added a full-time Online Services Librarian faculty position
- trained more than fifty faculty members in WebCT-Vista
- made significant progress in all schools with respect to online course offerings
- established a Web Support Department in the School of Learning Resources
- established an ad-hoc Senate Committee to establish best practices for online instruction at Mesa College
- Taken first steps to implement online counseling and tutoring

SDCCD Online Learning Pathways has also significantly improved its level of support in many areas:

- Purchased equipment to upgrade server support for WebCT-Vista to provide redundancy and load balancing
- added a full-time Instructional Designer Coordinator position to the SDCCD Online Learning Pathways staff (for a total of two full-time contract IDC positions)
- added three hourly IDC's to the SDCCD Online Learning Pathways staff (for a total of three hourly IDC positions)
- SDCCD dedicated 16 hrs per week of onsite IDC support at Mesa in 06/07
- contracted with Presidium Learning for 24/7 help-desk support for online students and faculty
- established monthly FLEX training for faculty members for WebCT-Vista

Although the progress detailed above has been noteworthy, there is still much to do. Since the IT Strategic Plan Annual Review covers a wide range of technology related issues, there was concern that the key matter of online instruction might be obscured by the length of the overall report. Accordingly, this addendum highlights five short-range goals that the Committee recommends addressing with particular emphasis. These goals are listed below in priority order to bring them into clear focus as the college plans for the 07/08 academic year.

Online Instruction Goals for 07/08 Academic Year:

1. Establish a budget to provide web development software to Mesa faculty members who teach online. Many of our instructors are ready to move to the next level in online instruction and need programs such as Camtasia, Snaps Pro, iMovie, Dragon Naturally Speaking, Breeze, and the Adobe Web Bundle. Cost: ~\$30K.
2. Develop limited on-campus technical support for the programs listed above by training members of the CIL, AV, and Web Design departments in the LRC to assist faculty in using these programs. Cost: staff time as needed.
3. Working closely with the SDCCD DSPS program, develop in-house capability to do closed-captioning. Cost: staff time as needed. Equipment is already available.
4. Investigate ways to support streaming video and audio to support online instruction. In the best case this should be a district-wide project, but at a minimum we must find a way to support Mesa instructors who need to enhance their online classes with video and audio clips. Cost: TBD.
5. Investigate ways to collect data documenting Student Learning Outcomes with respect to online classes. Cost: TBD.

Dean Andrea Henne has confirmed that SDCCD Online Learning Pathways will work closely with Mesa College to implement and support the above goals, ensuring that Mesa and SDCCD remain fully aligned.

The Mesa IT Committee believes that online instruction will increase significantly at Mesa College in the near term, eventually leading to several online degrees and certificates.

With this in mind, we must continue to build on the strong foundation provided by SDCCD Online Learning Pathways since that organization was established in 2001. To that end, at Mesa College we can maintain our traditional leadership role within the district by striving to develop quality in-house support for online instruction. The five goals listed above are only first steps in an ongoing process, but they will certainly take us in the right direction.