1. **DE Leadership Action Plan**

*Goal:* Establish an effective management structure for the DE program.

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
<th>Responsible</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. DE management structure</td>
<td>• Executive cabinet approves DE Coordinator job description in the DE Plan;</td>
<td>• Executive Cabinet</td>
<td>Fall 2013</td>
</tr>
<tr>
<td></td>
<td>• Revise district organization chart to include DE reporting and supervision framework;</td>
<td>• College Planning Council</td>
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<td></td>
<td>• Revise administrative policy to include the DE Coordinator membership on shared governance committees and councils (Technology, DEC);</td>
<td>• Administrative Services</td>
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<td></td>
<td>• Create a separate budget code and budget development procedure for DE resources.</td>
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<tr>
<td>2. Exploration of DE faculty</td>
<td>• Explore areas of responsibility;</td>
<td>• VPAA</td>
<td>Spring 2014</td>
</tr>
<tr>
<td>liaison position</td>
<td>• Explore funding for the position.</td>
<td>• VPITR</td>
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<td></td>
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<td>• DEC</td>
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<tr>
<td>3. DEC responsibilities defined</td>
<td>• Approve revised administrative procedure (AP) to include the shared governance DEC;</td>
<td>• College Planning Council</td>
<td>Spring 2014</td>
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<tr>
<td></td>
<td>• Approve DEC membership as defined by the revised AP.</td>
<td>• AS</td>
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<td></td>
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<td>• CSEA</td>
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<td>• HCFA</td>
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<td>• Associated Student Body (ASB)</td>
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Goal: Develop procedures to integrate DE into the college’s planning, evaluation, and resource allocation cycles.

<table>
<thead>
<tr>
<th>Outcomes</th>
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</thead>
<tbody>
<tr>
<td>1. Compiled DE activity data</td>
<td>• Publish DE annual report including demographics, enrollments, optimal class size, and DE student retention and success data;&lt;br&gt;• Review and analyze data and develop resource requests;&lt;br&gt;• Complete and submit DE annual report to the Board of Trustees.</td>
<td>• OIPE&lt;br&gt;• DEC&lt;br&gt;• DE Coordinator</td>
<td>Spring 2014</td>
</tr>
<tr>
<td>2. Procedures and instruments for assessing the effectiveness of DE courses, programs, and services</td>
<td>• Create and distribute a student survey evaluating the effectiveness of DE course design, materials, and technological support;&lt;br&gt;• Define a process for reviewing student survey results and developing recommendations for improvement;&lt;br&gt;• Review current services available to DE students and identify specific student service areas ripe for development and/or expansion such as online tutoring, student email, online orientation, online readiness assessment and referral, and online counseling.</td>
<td>• AS&lt;br&gt;• IT&lt;br&gt;• Dean of Student Services&lt;br&gt;• Counseling&lt;br&gt;• DEC&lt;br&gt;• Student Affairs Council (SAC)</td>
<td>Spring 2014</td>
</tr>
<tr>
<td>3. Annual DE planning and budget development</td>
<td>• Revise instructional program planning template to include DE annual report data, a checklist for assessing DE course and program quality, student survey results, and DE fiscal, technological, and human resource (HR) needs;&lt;br&gt;• Create a program planning and assessment instrument for the DE program, and complete it annually;&lt;br&gt;• Request DE program resources according to the needs expressed in the annual program planning and assessment instrument;&lt;br&gt;• Create a program review addendum for DE-related student service departments that includes a summary of students and</td>
<td>• Student Learning Outcome and Assessment Committee (SLOAC)&lt;br&gt;• DE Coordinator&lt;br&gt;• DEC&lt;br&gt;• Dean of</td>
<td>Spring 2014</td>
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</tbody>
</table>
| 4. Improved DE faculty professional development | • Create and distribute an annual professional development needs assessment survey for DE faculty and use the results to develop a formal schedule of DE faculty development workshops and activities;  
• Support DE faculty with necessary resources including laptops, software, and funding to facilitate DE conference attendance and webinars;  
• Create and administer a DE faculty survey evaluating district technological support and define a process for reporting the results and developing recommendations and plans for improvement. | • College Planning Council (CPC) | Fall 2013 |
| 5. Enhanced quality of DE courses and programs | • Develop a DE best practices guide for DE courses and programs. | • FPDC Coordinator  
• DE Coordinator  
• DEC  
• OIPE | Fall 2014 |
3. **Online Support Action Plan**  
*Goal:* Develop, adopt, and implement minimum standards of online support for DE faculty and students.

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
<th>Responsible</th>
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</table>
| 1. Online alternative to required on-site assessment (ACCUPLACER) for English, reading, and math | • Create a policy for proctoring ACCUPLACER at offsite locations that can be integrated with Datatel and PAWS. | • Admissions and Records (A & R)  
• Counseling  
• Webmaster  
• Management Information System (MIS) | Fall 2014 |
| 2. Online alternative to on-site counseling, including email and telephone responses | • Assign primary contact responsibility for DE student counseling to one member of the counseling department;  
• Develop policies and procedures for online counseling. | • Dean of Student Services  
• Counseling | Fall 2014 |
| 3. Web-based, self-guided counseling | • Link to Datatel interface for degree audit so that students can determine course options for the successful completion of certificates and degrees;  
• Provide online access to information about graduation and major requirements for all HC programs. | • Student Services Council  
• MIS  
• Dean of Student Services  
• A & R  
• Counseling | Fall 2014 |
| 4. Web resources available for students in the DE portal | • Provide DE students with supplemental online educational resources in the DE portal. | • DE faculty  
• IT  
• Webmaster | Spring 2014 |
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| **5. Online academic support for DE students** | • Explore online tutoring options with pilot study;  
• Develop online tutoring for DE students. | • DE Coordinator  
• Tutorial Services Coordinator | Spring 2014 |
| **6. Improved student readiness for DE courses and programs** | • Schedule face-to-face and online orientations for new DE students throughout the year;  
• Develop and implement a DE student readiness assessment and skill development tool. | • Counseling  
• DE Coordinator  
• DEC  
• A & R | Fall 2014 |
| **7. Online resource center for DE faculty and students in a DE portal accessible from the campus homepage** | • Publish links and educational resources for DE students, including registration information, DE FAQs, student services, technological support, and *Etudes* tutorials in a DE portal;  
• Publish online faculty resource pages including the DE Plan, *Etudes* tutorials, Webinars, PAWS, and links to additional resources in a DE portal. | • IT  
• Webmaster | Spring 2014 |
| **8. District compliance with DE accessibility standards** | • Draft and approve a new AP detailing DE accessibility requirements and formalizing district implementation of these requirements;  
• Develop and regularly schedule DE faculty training workshops on the incorporation of accessibility requirements in DE classes. | • DEC  
• College Planning Council  
• DE Coordinator | Fall 2014 |
| **9. Improved communication with DE students regarding the registration process** | • Publish and update FAQs for DE, hybrid, and web-enhanced courses in the class schedule and in PAWS;  
• Clearly designate DE, hybrid, and web-enhanced courses in the class schedule and in PAWS. | • A & R  
• IT  
• Webmaster | Fall 2013 |
| **10. Consistent proctored testing procedure across disciplines** | • Develop, approve, and publish standards and forms for proctored testing;  
• Research the possibility of creating a dedicated proctored-testing center on campus. | • AS  
• CC  
• Academic Affairs  
• Dean of Student | Fall 2014 |
<table>
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<tr>
<th>11. Enhanced technological support for DE faculty</th>
<th>• Create notification and scheduling standards for platform upgrades and service outages; • Ensure that all Help Desk staff has sufficient training.</th>
<th>• VPITR • DE Coordinator • Help Desk • IT</th>
<th>Fall 2014</th>
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<tr>
<td>12. District monitoring of technology required for the delivery of DE courses, programs, and services</td>
<td>• Establish a procedure for reporting system issues and outages; • Create and implement a staffing structure that assigns the responsibility for response to and resolution of system interruptions to specific staff; • Develop a procedure for ongoing communication between technology staff and DE students and faculty during a system outage.</td>
<td>• DE Coordinator • VPITR</td>
<td>Fall 2014</td>
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### 4. DE Course and Program Maintenance and Continuous Quality Improvement Action Plan

**Goal:** Develop, adopt, and implement policies for the expansion, maintenance, and quality improvement of DE courses and programs.

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
<th>Responsible</th>
<th>Date</th>
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<tbody>
<tr>
<td>1. Course content quality control</td>
<td>• CC reviews and updates DE addenda; • Ongoing curriculum workshops are provided for faculty interested in developing DE, hybrid, or web-enhanced courses.</td>
<td>• CC • FPDC Coordinator</td>
<td>Ongoing</td>
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<tr>
<td>2. Communication of DE</td>
<td>• Distribution of DE plan and DE best practices</td>
<td>• DE Coordinator • DEC</td>
<td>Ongoing</td>
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</table>
| Policies, guidelines, and best practices information throughout the college | guide to administration, faculty, and staff;  
• Cabinet presentation of DE Plan and DE best practices guide;  
• College Planning Council presentation of DE Plan and DE best practices guide;  
• College In-Service Day presentation of DE Plan and DE best practices guide. |  |  |
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<tr>
<td>3. Published DE student support services</td>
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</table>
• Create a list of DE student support services, publish it in the DE portal, and distribute it to administration, faculty, and staff. |  
• DE Coordinator  
• Dean of Student Affairs  
• Dean of Student Services | Spring 2014 |
| 4. Enhanced student privacy protection |  
• Ensure prominent placement of the college’s student conduct board policy, student discipline procedure, and acceptable use procedures for technology in the class schedule and in the DE portal;  
• Integrate pertinent portions of the WCET *Best Practice Strategies to Promote Academic Integrity in Online Education* into the DE best practices guide. |  
• DE Coordinator  
• Webmaster  
• A & R | Spring 2014 |
| 5. Ongoing faculty training in DE pedagogy and effective use of the campus CMS |  
• Develop comprehensive DE teaching and learning program that includes faculty training in DE pedagogy;  
• Write, publish, and distribute a DE best practices guide that addresses DE pedagogy;  
• Offer ongoing workshops training faculty to effectively use the campus CMS. |  
• IT  
• DE Coordinator  
• DEC  
• FPDC Coordinator | Ongoing |
| 6. Enhanced student completion rates for DE programs |  
• Conduct a DE curriculum audit to ascertain and enhance student completion of fully-online certificates and degrees;  
• Explore the need for additional fully-online |  
• DE Coordinator  
• DEC  
• CC | Spring 2014 |
| 7. Consistent DE instructional and proctored assessment practices across disciplines | • Write, publish, and distribute the DE best practices guide to the administration, faculty, and staff;  
• Develop, approve, and publish standards and forms for proctored testing. | • DEC  
• Webmaster  
• AA  
• Dean of Student Affairs  
• Counseling | Fall 2014 |
## 5. DE Faculty Training and Professional Development Action Plan

*Goal:* Provide faculty readiness training and professional development opportunities that address both the pedagogical and technological aspects of DE instruction.

<table>
<thead>
<tr>
<th>Outcomes</th>
<th>Activities</th>
<th>Responsible</th>
<th>Date</th>
</tr>
</thead>
</table>
| 1. DE faculty readiness | • Develop and deliver an orientation for new DE faculty. | • IT  
• DE Coordinator  
• DEC  
• FPDC Coordinator | Fall 2014 |
| 2. Professional development training available for DE faculty | • Offer ongoing *Etudes* training workshops for faculty;  
• Offer ongoing DE faculty pedagogical training;  
• Offer ongoing DE faculty best practices training. | • IT  
• DE Coordinator  
• FPDC Coordinator  
• DEC | Ongoing |