Department/Program 3-Year Plan
Distance Education Program – Spring 2015

1. In the grid below, please describe a few (no more than five) long-term, big picture goals for your department, discipline, and/or program over the next three years. These should be goals you feel are important for you, your students, and the college and should be supported by some of the shorter-term objectives included in your annual program review updates. Please also indicate the status of each goal (the categories "Completed" and "Dropped" should not be selected if this is the first time you are filling out this grid), and describe how the goal(s) align with the College's Strategic Master Plan/Educational Master Plan goals, department/program SLOs/PLOs, and/or LAMC's Institutional Learning Outcomes (ILOs). Also specify the actions and/or activities you are planning (or that are ongoing) that will enable you to achieve your goal(s). It is also important that you include measurable outcomes supported by data that signal the completion of the activities and actions.

DEPARTMENT/PROGRAM 3-YEAR PLAN

Department/Program Goal	Goal Status	Alignment with LAMC Strategic Master Plan/ Educational Master Plan goal(s), department/program SLOs/PLOs, and/or ILOs	Specific actions or activities (ongoing or planned) required to achieve this goal	Measurable outcomes/criteria indicating that each action or activity is complete, including target dates for completion	Briefly describe any obstacles to completing these activities or actions
Goal #1	Choose an item.	Access & Preparation	See below	See below	See below
Goal #2	Choose an item.	Teaching & Learning for Success	See below	See below	See below
Goal #3	Choose an item.	Organizational Effectiveness	See below	See below	See below
Goal #4	Choose an item.	Resources & Allocation	See below	See below	See below
	Choose an item.				

This is the 3ʳᵈ Distance Education Program Review (DEPR). The first was in 2009. (1), and the most recent one in 2013. (2)

Recap of 2014 actions (2A)

- DE Plan approved by DE Committee (DEC) on 2-12-14 (1)

- DE Plan approved by EPC on 4-14-14 (2-DE Minutes) and (2A-EPC Minutes)

- Migrated college Course Management System to Etudes and Etudes training/certification of 125 Mission faculty –

Spring 2013 to Fall 2013. (3)

- Identified members and charge ("to improve access to counseling services for LAMC DE Students) of Ad Hoc DE/SSSC Committee and scheduled first organizational meeting for 4/22 (2)

- Developed and posted *Steps to Teach a New Online class* on DE website on 3/20/14 (4)

- Developed and posted *Steps to Use Etudes in Student Evaluation of Online Instructor* on DE website on 4/17/14 (5)

- Revised and Updated Annotated Shell Review Rubric used in evaluation of a new online class – 3-27-14 (6)

- Reviewed Bio 3 Shell (3-27-14) using the new shell rubric, and trained Department Chair and instructor on the elements of the rubric, comments, and how to improve the class (7)

- Identified technology for use in online counseling (CCC Confer, and AskOnline) – 4/16/14 (2)

- Identified members of the DEC who will take charge and be responsible for DE Plan Action Items (below) – 4-16-14 (2)

- Identified Noel-Levitz Priorities Survey of Online Learners as the model for our DE Survey questions, evaluation, assessment of our DE students – 4-16-14 (2)

- Updated list of approved DE Classes – 4-18-14 (8)

- Updated list of LAMC Certificated Faculty – 3-27-14 (9)

Evidence covering the above points

1. DE Minutes 2-12-14 - http://lamission.edu/de/minutes-de-2-12-14.pdf
2. DE Minutes 4-16-14 - http://lamission.edu/de/minutes-de-4-16-14.pdf
2A. EPC Minutes of 4-14-14 – http://lamission.edu/de/EPC-Minutes-2014-04-14-14.pdf
3. Migration of college Course Management System to Etudes and Etudes training/certification of 120+ Mission Faculty –
http://lamission.edu/de/etudes-migration.pdf
 4. Steps to Teach a New Online Course – 3/20/14 - http://lamission.edu/de/online-teaching/
 5. Steps to Use Etudes in Student Evaluation of Online Instructor – 4-17-14 - http://lamission.edu/de/steps-student-eval.pdf
6. Updated Shell Review Rubric – 3-27-14 - http://lamission.edu/de/shell-review.pdf
7. Bio 3 Shell Review – http://lamission.edu/de/bio3-review.pdf

8. DE Plan Action Items – 4-16-14 – http://lamission.edu/de/de-action-items.pdf

9. Updated list of Approved DE Classes – 4-18-14 – http://lamission.edu/de/approved-de-classes.pdf

10. Updated list of certificated online faculty – 3-27-14 – http://lamission.edu/de/certificated-facultysp14.pdf

11. Section 508 and Etudes Use in Student Evaluation of Online Instructors Scheduled – http://lamission.edu/de/Section508-training-summer2014.pdf

• Developed a guideline for Mission for "Regular Effective Contact" - The DEC reviewed the policy and determined that this would best be implemented by the Department Chairs - see http://lamc-ddl.pbworks.com/w/file/fetch/80756018/effective-contact-6.docx

• Participated with DSPS in 3 Section 508 faculty training on accessibility - Fall 2014 - see http://lamc-ddl.pbworks.com/w/file/fetch/74507537/accessible-doc-training.pdf - see also - http://lamc-ddl.pbworks.com/w/file/fetch/60313249/accessibility.pdf

• Collaborate with Student Services to develop 3SP page – http://lamission.edu/sssp 11-11-14

• Attended 508 Training – with Gaeir Dietrich, Director of HTCTU, and Mandy Kunzelman, LACCD ADA Coordinator 9-16-14 and work with DSPS Director to ensure ADA compliance in our online classes 9-16-14 - see http://lamc-ddl.pbworks.com/w/file/fetch/92428413/DSPS%20Revised%20Flyer%20with%20Gaier%20Dietrich9-16-14.pdf

• Work with 3SP committee and counseling to develop 3SP webpage for use with on campus and online students – 9-29-14 see http://lamission.edu/de/3SP, later revised to http://lamission.edu/sssc

• Embedded Student Eval surveys in Sociology, English and Law Classes during Fall 2014, and used the result to evaluate faculty, and for program improvement of the online paralegal program certificate

• Developed student survey questions which assessed student services (see assessment - footnote 6 below) – Fall 2014

• Held student focus groups to review and assess accuracy of DE information – see footnote 11 below.

• Held two Eaglesnest training October/November 2014 – *Using Media in the Classroom* and *Addressing Learning Styles in Etudes* support Learning Styles – see http://abogado.pbworks.com/w/page/88096906/nest

• Set up interactive DEP webpage to track and follow progress on DE goals – see http://lamcrdepr.pbworks.com and footnote 4 below.

• Attended Etudes Summit – Long Beach – November 2014, and incorporated new features into our online classes at Mission

• Developed in collaboration with DSPS information and links regarding Captioning Videos and posted the link on the DE website – 10-22-14

– see http://missionaccess.pbworks.com

• Met on 10-20 and 11-3 with ad hoc Mission 3SP committee and Counseling to continue working on 3SP, access to our online students, and online counseling – see http://mission3SP.pbworks.com

• Reviewed the new Article 40 contract language, and determine with DE Committee members and consultation with AFT Chapter President that Mission can no longer require a 2nd certificate for online teaching (i.e. the online pedagogy certificate) – none the less the DE Committee and Department Chairs will still strongly recommend that faculty obtain this certificate – see DE Minutes - #3 Minutes 11-19-14 at http://lamission.edu/de/minutes-de-11-19-14.pdf

• Worked with Etudes staff in implementing the "one click" imbedding of student surveys in online classes at Mission. This will provide assessment to improve our online classes and program. 11-9-14 – see http://lamc-ddl.pbworks.com/w/file/fetch/92429328/Etudes.org-Formal_Course_Evaluations%20%281%29.pdf

• Sent out the LACCD Annual Survey of Online Students for assessment of online students at the District Level – 11-30-14 – see https://survey.laccd.edu/scripts/rws5.pl?FORM=StudentSurveyOnlineCourses2014

• Reviewed the Keynote address at the Etudes Summit on the Open Education Initiative (OEI) and included it in the DE Program Review to address Goal 4 of the DE Plan – Resources and Allocation – see http://lamc-ddl.pbworks.com/w/file/fetch/92429388/Etudes-Summit-2014-Keynote-OEI%20%282%29.pptx

• Provided update to Standard IIC on the progress of Online Counseling

• Set up Winter 2015 Etudes Shells for all online classes, and uploaded students – 12-5-14

• Reviewed suggested elements for online orientation – which would include the following 6 elements:
1. Intro to Online Learning
2. ,Getting Tech Ready, Organizing for Online Success
3. Online Study Skills & Time Management
4. Communication Skills for Online Learning
5. Online Reading Strategies
6. Getting Started.

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• Worked with Susan MacDowell in Library and developed two Library Guides to assist our online students with online orientation. The first guides is Orientation to Online Classes – see http://libguides.lamission.edu/OnlineStudentOrientation and a second one on Orientation to Student Services for Online Students – http://libguides.lamission.edu/content.php?pid=651459 - see 1-20-15 DE will continue its efforts to develop online orientation including more materials, videos, and tutorials covering the

• Over Winter 2015, DE and Counseling tested various portals for delivering online counseling and finally selected clickmeeting.com – and DE worked in training the counselors with it, and Counseling developed ecounseling 5 days a week with 3 different counselors and the new ecounseling student services was launched on 2-1-15 – see http://lamission.edu/de/ecounseling

The following progress (actions or activities) has been made towards the goals of the 3 year DE Plan (2014-2017) (3) :

<mark>Goal 1 – Access & Preparation</mark>

1.1 – In collaboration with Student Services, develop and implement a process for systematic assessment and improvement of all online counseling and other student support services.

A student survey was conducted and results per the ACCJC 2015 Follow Up Report (5) were as follows:

As part of assessing the College's Distance Education (DE) Plan, the DE Committee assessed counseling and support services for DE students in fall 2014 (9.21). (6) In addition, based on available data from the LACCD District wide Student Survey that was conducted in fall 2014 with both DE and on-campus students, the percentage of online students that were dissatisfied with LAMC's counseling services (17.8%) did not significantly differ from that of students that completed the survey in their on-campus classes (17.5%) (9.22, 9.23). This result suggests that, for the most part, DE students are receiving adequate counseling services, comparable to those of on-campus students, although room for improvement still exists. Thus, the Counseling Department is actively collaborating with the Distance Education Committee to discuss the merits and practical applications of e-counseling and other online services that are already being piloted in other areas of the College (9.24, 9.25). Using the data from the DE Plan evaluation, and to better address the needs of our DE students, the Counseling Department has developed an SAO focused on online counseling services (9.26). Through this collaboration, the Counseling Department met on December 11, 2014 to discuss pilot projects, including costs, customization, and training (9.27). The Department has piloted Anymeeting.com, and will be reviewing several others to determine the platform that best fits the needs of the College DE program (9.28). It is anticipated that online counseling services will be made available to students by April 2015.

Counseling and DE collaborated in January 2015 in testing various web conferencing portals, and finally selected clickmeeting.com and set up an ecounseling portal at http://lamission.edu/de/ecounseling and online counseling will go live starting February 2ⁿᵈ, and 3 different counselors will provide ecounseling 1 hour a day, 5 days a week for February, and continuing each month thereafter. Counseling and DE will assess the results in

March, and provide a report to ASC thereafter. The first phase is to have students "drop in" for counseling. The second phase will be to adopt an online appointment program (like appointment plus) where students can login and set up "individualized counseling" and then counselors will provide, one on one, online counseling.

In addition, DE and Student Services are updating a matrix table of student services currently offered online to provide a baseline of for future addition of online student services (7) and this will be completed by March 15, 2015. DE and Student Services will continue to conduct student surveys and focus groups to assess and improve online student services.

1.2 Develop and implement a process for systematic assessment and improvement of DE adherence to applicable federal and state regulations, ACCJC Standards, and Board policy

In March of 2014, DE created a link with information to Student Complaints, Procedures, Policies and Resolution (8), required by federal law, and it is currently posted at the online website – http://lamission.edu/online posted the policy on student complaints. The CCCO Omnibus Version of DE regulations by the Caliif. Chancellor's office, along with applicable state and federal regulations of distance education were   reviewed and a table of applicable regulations created to use as a benchmark for our annual assessment. (9)   Title 5 of the California Code of Regulations deals with curriculum, and we have worked with our Curriculum Chair over the last 2 years to ensure our curriculum process complies with the state regulations as to Course Quality Standards (Title 5, section 55202), Course Quality Determinations, and Instructor Contact (Title 5, section 55204) (10)

1.3 Ensure DE information is accurate and 1.4 Improve Online website

In Fall 2014, DE in collaboration with Prof. Myriam's Soc 4 – Research Class, a survey and focus group reviewed the DE information at our college website, and the online web site.   The results (11) were reviewed and analyzed and the online website was simplified to ensure a user friendly interface with clear instructions.

As part of the improved website, DE collaborated with the Library to create easy to navigate library guides (libguides), and two were created, one of Orientation to Online Classes which includes helpful videos and resources to help our students learn how to take online classes (12). A second library guide – Orientation to Student Services for Online Students assists provides orientation to the student services available to our online students. (13). Both the updated, simplified and redesigned online website, and the two orientation library guides ensure that our DE information is accurate and that the website is easier to use, is improved, and assists our students who are taking online classes at Mission.

Goal 2 – Teaching & Learning for Success

2.1 **Evaluate and improve the quality of online instruction and services and their alignment with student needs.**

DE have reviewed and analyzed the comparison of student success/retention between on campus and online classes for 4 semesters, Spring 2013 through Fall 2014. See chart below. (link - http://abogado.pbworks.com/w/page/92088465/de-retention-success)

Comparison of Student Success/Retention between On Campus, Online and All sections - 2013-2104

Spring 2013	on campus success	online success	difference	on campus retention	online retention	difference	all sections	success	difference	retention	difference
Spring 2013	68%	73%	+ 5%	89%	86%	- 3%		69%	+ 4%	87%	-1 %
Fall 2013	66%	63%	- 3%	85%	80%	- 5%		65%	- 2%	83%	- 3%
Spring 2014	65%	55%	- 10%	87%	77%	- 10%		62%	- 7%	83%	- 6%
Fall 2014	64%	56%	- 8%	86%	78%	- 8%		61%	- 5%	84%	- 6%

Evaluation of above comparisons

1. Online classes lag behind on campus classes in both student success and retention (5-8%) for the last 2 semester, with the exception of Spring 2013 when student success in online classes was 5% higher than on campus.

A respected study from the California Public Policy Institute in May 2014 states the following on the matter of comparison of online to on campus classes and student success:

In the short term, course by course, student outcomes are worse in online courses than in traditional courses. Students are less likely to

complete an online course than a traditional course, and they are less likely to complete an online course with a passing grade. We find lower course success rates across all types of students, across a wide set of subjects, and across almost all colleges. Indeed, once we control for a full set of student characteristics (including overall grade point averages [GPAs]) and institutional factors, online course success rates are between 11 and 14 percentage points lower than traditional course success rates. In addition, we find that online learning does nothing to overcome achievement gaps across racial/ethnic groups—in fact, these gaps are even larger in online classes.

However, when we examine long-term outcomes, the picture looks brighter. Students who take at least some online courses are more likely than those who take only traditional courses to earn an associate's degree or to transfer to a four-year institution. For some students, online courses offer a useful tool that helps them to reach their goals.

Online Learning and Student Outcomes in California's Community Colleges - Public Policy Institute of California
May 2014 Hans Johnson • Marisol Cuellar Mejia with research support from Kevin Cook

http://www.ppic.org/content/pubs/report/R_514HJR.pdf

Based on the figures quoted in the above respected published article, Mission is having much greater student success in their online classes than the average - 5-8% at Mission vs. 11-14% across almost all colleges. The reasons for our better than average online student success rates are based upon the following:

1. In March 2010 before our Substantive Change Proposal for our online classes was submitted to ACCJC for review and approval, the DEC and the VPAA agreed that the approval of online classes be suspended pending the review of all online classes then in existence. This provided a quality assessment , review, and improvement of all of our online classes. See http://lamission.edu/de/subx/proposal.pdf

2. In September of 2013, , we moved from moodle to etudes as our course management system. More than 100 faculty trained on this course management system. Etudes is a far superior platform with many great features, and system wide support through Etudes that provides and excellent platform for our online students, and thus contributes to a better student success rate than the state wide average. See http://lamission.edu/de/CMSA.pdf

3. Online Pedagogy Certification – Prior to the recent changes in Article 40 of the AFT Contract, DE required that online faculty obtain certification in online pedagogy from @ One (see   ) . This raised the level of quality online education and pedagogy on part of all of our online instructors.

Results of student evaluations of DE classes

At the end of the Fall 2014 semester, all of the 12 online law classes were assessed using the automated course management system new – evaluation survey system (15) - The results of those surveys were analyzed and suggested improvements included by the law department in their assessment report of Program Learning Outcomes for Fall 2014 (16) A total of 235 students in our law classes out of a total of 485 students enrolled in Fall 2014 responded to the student evaluation survey for a 48.45%. This is a fantastic result. Almost 50% responded. The normal response rate of 10 – 15% is considered acceptable in most surveys. DE will review and discuss adopting a policy of assessing all of the online classes each semester using the automated etudes evaluation system with EPC, Academic Senate, and the AFT to strengthen effective teaching and learning for our online students. .

Improvement of online education/training

Starting the Spring 2015 semester DE has initiated a new type of training focused on providing short video tutorials to online faculty. This initiative is the **"Anytime/Anywhere" Faculty Training**. It will include tutorials on etudes, how to increase communication and interaction with online students, and organizing and preparing lesson plans online.

==Goal 3 – Organizational Effectiveness==

3.1 –Establish systematic program review and allocation process.

This is our second program review with EPC as a program. Our first program review in 2009 was not as a program, and submitted at the request of the EPC.

 In Fall 2014, we established three (3) – Program Learning Outcomes which we will begin to assess in Spring 2015

Technology **: Introduce instructional technology that empowers the success of faculty and students in distance education**
Instruction: Assist faculty with best practices for online student success
Support: Provide support to online faculty and students

Here is what we have done so far on the PLO's

Technology – The college moved from moodle to etudes in January 2013. Over 100 faculty were trained in etudes, and now etudes is the gold standard of our online classes and on campus for delivery of content and materials, and instruction to our students. We have developed ecounselilng using clickmeeting.com, and trained the counselors. We went live with online counseling on 2-1-15 – see

http://lamission.edu/de/ecounseling

Instruction:

DE has instituted for Spring 2015 a new type of training – "Anytime/Anywhere" Training – see http://lamission.edu/de - and http://abogado.pbworks.com/w/page/1247366/training

In addition, DE will survey both students and faculty on the level of use of the methods of instructor contact as outlined in Instructor Contact (Title 5, section 55204) which states: Each section of the course which is delivered through distance education will include regular effective contact between instructor and students. The survey will assess the most useful methods of delivery from the following, and then training of online faculty will be delivered In response to the results of the faculty and student surveys. **METHODS OF INSTRUCTION: INSTRUCTOR/STUDENT CONTACT.**

A.ELECTRONIC COMMUNICATIONS

☐ Chatroom ☐ B. TELEPHONE

☐ FAQS ☐ C. PERSONAL ORIENTATION SESSIONS

☐ E-mail ☐ D. IN PERSON GROUP MEETINGS

☐ Instant messaging ☐ E. IN PERSON REVIEW SESSIONS

☐ Electronic Databases ☐ F. OTHER (describe): _____

☐ Listserv

☐ Discussion boards

☐ Internet library resources

☐ Webcasts (which will be accessible and section 508 compliant)

☐ Podcasts (which will be accessible and section 508 compliant)

☐   Course Management System(s) used _____

Support

We currently provide an online Help Desk, and phone access (see http://lamission.edu/online). We have added Library Guides for both Orientation to Online Classes and Orientation to Student Services for online students (12,13). Many of the online faculty have started a Week 0 – Orientation which provides a week of orientation to online classes – for an example see Law Week 0 Orientation to Online classes at http://duedates.pbworks.com/w/page/92061726/Week-0

We have added a "Request Button" and "Help Button" at the the lamission.edu/online page to improve communications with our online students, and also included it in the two library guides – Orientation to Online Classes and Orientation to Student Services for Online Students to enhance communication and support with our online students.

The DEC will also survey online students in Spring 2015 on the usefulness and access to the Help Desk. Following the assessment, changes will be proposed to improve and update the Help Desk.

3.1 –Eestablish systematic program review and allocation process.

We have developed a DE Action plan 2014-2015 and along with an interactive template at http://lamcdepr.pbworks.com to keep track of, and measure our progress on each of the 4 goals of the DE Plan. We coordinate with District and State Wide policies through monthly meetings with the District DE Committee, and through the meetings of the District DE Stakeholders.
Goal 4 – Resources & Allocation - DISTRICT GOAL 4: RESOURCES AND COLLABORATION DE Goal 4: Enhance and maintain mutually beneficial linkages within the college and with external entities such as the District, DDEC, TTPC, and the Chancellor's Office.

4.1 Improve communication between the DE program, the DEC and other committees, departments, agencies, and organizations, both on and off-campus. Performance measures • Documentation of reports, presentations, and other communications by the DEC to other entities, both on-campus and external • Documentation of reports, presentations, and other communications to the DEC, faculty, or students by other entities, both on-campus and external • Evaluation of the communication to determine it is sufficient and effective.

The DE Committee is currently participating in the ASC meetings on campus, regularly attending the bi-monthly meetings of EPC, and providing monthly reports and updates to the EPC (18)

The DE Chair attends monthly meetings with the District DE Coordinators and coordinates and collaborates on the district wide initiatives on distance education.

The DE Chair attended the 2nd annual state wide DE Coordinators Conference in San Diego in June of 2014. Also the DE Coordinator attends the monthly DE Coordinators online conference (see http://onefortraining.org/coordinators) - One of the initiatives we need to follow closely is the CCC Online Education Initiative (OIE) (17) - see http://ccconlineed.org/ - which is the governor of the State of California's proposal to increase the number of California students who obtain associate degrees and transfer to four-year universities by dramatically increasing the number of online classes available to community college students and providing those students with comprehensive support services to help them succeed.

Resource Requests

1. **Etudes Course Management System - $50,300** plus $5,000 membership fee – total $55,330 – 2015-2016 (Level 5 Etudes Pricing – see http://lamc-ddl.pbworks.com/w/file/fetch/92472564/Etudes-Pricing-Schedule-2013-2015%20%281%29.pdf

This resource request remains unchanged from our prior program review. We currently have 7500 students using Etudes in Spring 2015 with room to grow to 10,000 students before we increase the price for Etudes. It is recommended that we employ an enterprise PB Works system @ $800 per year for the entire campus

2. **DE Coordinator** – currently the DE Coordinator receives release time of .4. This remains unchanged from our prior program review

3. **PB Works – Campus Edition** - $800 per year – see http://www.pbworks.com/education.html
We can use this for faculty who do not need full access to etudes sites. This will help us to monitor the increase in costs for Etudes

4. **Canvas** –– $1500 – investigate and adopt canvas for our on campus classes – see http://instructure.com - look at using Canvas for our on campus faculty to minimize our costs – see Purdue University Course Management System Analysis at http://www.purdue.edu/cio/docs/Report_Canvas_Final_Report.pdf

5. **Adopt Clickmeeting.com for use by our online faculty for video conferencing - $2500 –** Clickmeeiting provides reduced pricing for non-profit institutions - $18 per month per user. This would be a pilot project for 20 online faculty.

6. **DIIGO outlining** – $1,800 - $60 per online instructor @ 30 online instructors = $1,800. The outliner is essential for our online faculty to use in preparing their online lesson plans, and outlining links, resources, etc. for our online students – see

https://www.diigo.com/premium/pricing_table_details

7. <u>Online Student Resource Center</u> – a room in the LRC – (no actual cost) – This we need to have an on campus center since many of our online students are also taking our on campus classes, and they need a resource center and some personnel to assist with on campus training and orientation

8. <u>Student Worker for the Online Student Resource Center</u> - $1,500 - 5 days a week @ 3 hours = 15 hours per week, or 60 hours per semester, or $120 hours per year @ $10 per hour - $1200 to $1500

EVIDENCE

1. **2009 DE Program Review EPC Findings -** http://lamc-ddl.pbworks.com/w/file/fetch/14660253/de-program-review-20090001.pdf **- 2009 DEPR - http://lamission.edu/de/subx/depr.pdf**
2. **2013 DE Program Review - http://abogado.pbworks.com/w/page/91093914/2012-2013-depr**
3. **DEP interactive template – http://lamcdepr.pbworks.com**
4. **2014-2017 Distance Education Plan (DEP) – http://lamission.edu/de/dep.pdf**
5. **ACCJC Follow Up Report – 1-26-15 - http://lamc-ddl.pbworks.com/w/file/fetch/92024769/2015%20LAMC%20FOLLOW%20UP%20REPORT%20-%20FINAL__281-26-15_29.pdf**
6. **Student Support Services Assessment – Fall 2014 - http://lamission.edu/de/fall2014-assessment-online-student-services.pdf**
7. **Table of online student services to be completed by March 30, 2015 –** http://lamc-ddl.pbworks.com/w/file/fetch/91051308/Online%20student%20services%20table%202014.xlsx
8. **Policy on Student Complaints, Procedures, Policies and Resolution - http://lamission.edu/de/student-complaints/**
9. **Table of Federal, State, and CCCO guidelines and policies regulating DE – http://lamc-ddl.pbworks.com/table-regulations**
10. **Curriculum approval process and Notification form -** http://lamc-ddl.pbworks.com/w/file/fetch/61264874/DE%20Notification%20Form.docx
11. **Focus Group Results on accuracy of DE information and website - http://lamission.edu/de/focus-groups-fall2014.pdf**
12. **Library Guide – Orientation to Online Classes -** http://libguides.lamission.edu/OnlineStudentOrientation
13. **Library Guide – Orientation to Student Services for Online Students -** http://libguides.lamission.edu/content.php?pid=651459
14. **Student Success/Retention Comparison of On campus to online classes – Fall 2013 -** http://lamission.edu/de/retention-success-fall2013.pdf
15. **Etudes Automated Student Evaluation of Online Instructors - http://lamc-ddl.pbworks.com/w/file/fetch/92086887/Etudes.org-Formal_Course_Evaluations.pdf**

16. **Student Evaluations of the online law discipline and suggested improvements and changes – Fall 2014 – SLO/PLO Report -** http://lamc-ddl.pbworks.com/w/file/fetch/92087079/SLO%20Assessment%20Report%20Fall%202014-3.pdf
17. **CCC Online Education Initiative - http://lamc-ddl.pbworks.com/w/file/fetch/92089488/Etudes-Summit-2014-Keynote-OEI.pptx**
18. **DE Reports to EPC - http://lamc-ddl.pbworks.com/w/page/14660203/Reports-EPC**

Updated: Draft 21 – 2/8/15 – Sunday @ 10:30 pm