

EOU

ONLINE EDUCATIONAL SUPPORT SERVICES ASSESSMENT FINDINGS AND RECOMMENDATIONS

FINDING #1

Long-term Strategic Planning: The need for an institutional strategic plan that includes strategies to leverage and promote EOU's unique strengths in distance and technology-assisted learning.

1.1 Recommendation: Develop an Institutional Strategic Plan

Responsibility Center: Offices of the President and Provost

Others Involved: Broad-based, inclusive design if possible

Timeline: 2005-2006

Resources: Faculty and staff time to ensure collaboration in SP development; Institutional Research time for benchmarking and SP assessment plan development; include integrated marketing of seamless educational support services.

FINDING #2

Short-term Tactical Planning and Problem Resolutions to address the need for integration of seamless, excellent customer service, high "touch" online educational support services for all students.

2.1 Recommendation: Analyze flow and integrate online admissions processes to provide seamless admission processing for all students, including DDE and Extended Resident students utilizing all appropriate Banner admissions modules.

Responsibility Center: Admissions

Others Involved: DDE, Registrar's Office, IT

Timeline: Fall 2006

Resources: Collaborative action group including Admissions, DDE, Registrar's Office, IT

2.2 Recommendation: Analyze transfer evaluation process for DDE students from method of submitting transcripts to completion and return of transfer evaluation to the student and advisor. Identify required resources to meet Enrollment Management Plan of one-week turnaround for complete files.

Responsibility Center: Registrar's Office

Others Involved: Admissions, DDE, Provost

Timeline: Fall 2006

Resources: Additional funding for staff support as identified in the Enrollment Management Plan and if deemed essential by analysis; programming for transfer evaluation module as identified by analysis; EOU advocacy for state-wide transfer articulation database.

2.3 Recommendation: Forms project - Identification of all forms required for matriculation through graduation and implementation of online forms and transaction capabilities. Project to include: 1) Webster student information update that interfaces with FIS/HRIS/SIS Banner applications for admits and non-admits; 2) online instructor approval for adding courses; 3) online submission of Incomplete and Change of Grades forms with instructor authentication; and 4) online application for graduation.

Responsibility Center: Registrar's Office

Others Involved: DDE, Admissions, Academic Advisement, IT

Timeline: 2005-2006

Resources: IT programming time

2.4 Recommendation: Financial Aid, Registrar's Office and Student Accounts "Virtual Walk-in Center" during peak hours by staffing 1-800 Phone Center with additional, qualified personnel to answer questions from students who cannot come to EOU for face-to-face assistance.

Responsibility Center: Financial Aid, Registrar's Office and Student Accounts

Others Involved: Phone Center, Student Affairs, Administration and Finance

Timeline: Pilot in Spring 2006 for implementation in Fall 2006

Resources: Additional support for Phone Center

2.5 Recommendation: Enhance academic advisement services to increase student retention and graduation rates. Suggested enhancements include: 1) 12 month academic advisement staff to support adequate number of lower division and major advisors and ensure that every student has access to an advisor; 2) advisors' access to virtual admissions and transfer evaluation files; 3) early, meaningful contacts with entering students; 4) degree planning workshop for all students similar to that required for DDE students; 5) Computer Advising Tool for all students similar to DDE; 6) academic success seminars including library and technology resources; 7) exit interviews for all non-persisting students; 8) online degree audit system.

Responsibility Center: Provost

Others Involved: Deans, Academic Advisement, Admissions, Registrar's Office, Learning Center, DDE, IR assessment

Timeline: 2005-2006

Resources: Existing faculty and staff allocation time; appropriation of resources dependent upon input from all stakeholders; IR student satisfaction survey instrument and analysis.

- 2.6 Recommendation: Increase student support by programming Banner student hold module to allow hold-specific access for the following groups: 1) academic advisors to release “freshman” and “foreign language” holds and 2) Identified staff in Student Health Center to release “immunization” holds.**

Responsibility Center: Registrar’s Office

Others Involved: Admissions, Academic Advisors Council, Student Health Center

Timeline: Fall 2006

Resources: IT programming time and Registrar’s time for training session

- 2.7 Recommendation: Complete integration of academic schedule.**

Responsibility Center: Registrar’s Office

Others Involved: DDE, IT

Timeline: In progress - Summer 2006

Resources: Office of the Registrar and IT programming time

- 2.8 Recommendation: Integrated, online financial aid and student accounts module that allow students to utilize credits for online Bookstore and other campus purchases.**

Responsibility Center: IT

Others Involved: Financial Aid and Student Accounts

Timeline: Fall 2006

Resources: IT programming time

2.9 Recommendation: Build on strength of the Pierce Library to make library orientation and instruction available to all students, via additional LIB 127 and 307 sections, increased access to Library tutorials on BlackBoard, and increased electronic materials.

Responsibility Center: Pierce Library

Others Involved: Deans and DDE

Timeline: 2005-2008

Resources: Additional faculty to teach LIB 127 and 207 sections, allocation of instructional support from IT and DDE to build Library tutorials, increased funding for electronic materials.

2.10 Recommendation: Develop online Career Services presence for DDE students addressing their particular needs (i.e., job promotion, career transition). Conduct "brown bag" sessions with DDE students on resume development, graduate school options, etc.

Responsibility Center: Career Center

Others Involved: DDE

Timeline: 2005-2006

Resources: Career Services and DDE BlackBoard development time.

2.11 Recommendation: Quantify documentation of the number of students with certified disabilities and the types of disabilities within the on-campus and DDE populations. Based upon assessment findings, recommend accommodation actions, including Accommodations Specialist for DDE if deemed appropriate by professional standards of staff FTE to student FTE.

Responsibility Center: Disability Services

Others Involved: Institutional Research and DDE

Timeline: Fall 2005 data

Resources: Documentation already filed with Disability Services; DDE support.

2.12 Recommendation: Develop better mechanism to handle: 1) DDE "Emergency Requests" for students to extend terms, and 2) Academic Intervention program for DDE students.

Responsibility Center: Disability Services and Learning Center

Others Involved: DDE

Timeline: Fall 2005 term

Resources: Allocation of staff time to develop protocols.

2.13 Recommendation: Develop on-going training and collaboration program for Regional Directors to include participation of Admissions, Financial Aid, Student Accounts, Registrar's Office, Disability Services, etc.

Responsibility Center: DDE

Others Involved: Units listed above and others depending upon training and collaboration needs.

Timeline: Begin after beginning of term in Fall 2006.

Resources: Identification of high priority issues, scheduling time, ITV connections, travel to EOU if needed.

2.14 Recommendation: Enhance services provided by the IT Help Desk by providing adequate staffing for peak and evening hours, online notices in advance of web-site changes, online chat, Help Desk tracking software if needed.

Responsibility Center: IT

Others Involved: DDE

Timeline: Fall 2006

Resources: Purchase of Help Desk software to track wait time to assist students; staff time to post notices on all web-site regarding web-site changes that may disrupt service.

2.15 Recommendation: Analysis of academic assessment activities in order decrease demand for proctoring at Regional Centers. Consider online exams with student authentication, student testing accounts, alternative assessment methods that do not require proctoring.

Responsibility Center: DDE and academic units

Others Involved: IT

Timeline: Fall 2007

Resources: Faculty time to revise assessment methods, purchase of online testing software, IT programming time.

2.16 Recommendation: Assess tuition and fee elasticity to determine if the Technology Fee can be increased to support needed infrastructure improvements.

Responsibility Center: President and Provost

Others Involved: IT for cost estimates and IR for fee comparisons

Timeline: Proposal for Fall 2006 implementation

Resources: IT and IR staff time

2.17 Recommendation: Assess tuition and fee elasticity to determine if a DDE Student Services Fee should be implemented to fund enhancement of services specifically tailored to meet DDE student needs.

Responsibility Center: DDE and Student Affairs

Others Involved: Student Services Fee group

Timeline: Fall 2006 implementation

Resources: DDE and Student Affairs staff time

FINDING #3

Organizational leadership resolution to provide stability and continuity to the Division of Distance Education and facilitate short-term tactical planning and problem resolution.

- 3.1 Recommendation: Stabilize DDE operations and leadership by appointing a Dean and empowering him/her to work with institutional leadership to implement activities listed in Findings #1, 2 and 4.**

Responsibility Center: Provost

Others Involved: President, Deans

Timeline: September 2005

Resources: Existing search committee process.

- 3.2 *Recommendation: Clarify and consolidate responsibilities for DDE and Extended Residence students: 1) DDE responsible for site-based operations and coordination of educational support services; 2) respective College responsible for faculty affairs and academic offerings.***

Responsibility Center: Provost

Others Involved: Deans

Timeline: Transition organizational structure during 2005-2006

Resources: DDE staff to support additional students in admissions through graduation processes

FINDING #4

Institutional research and assessment activities that provide data for decision-making in support of long-term and short-term planning and problem resolution.

4.1 *Recommendation: Current Student Satisfaction Survey for all students, sorted by on-campus, Regional Center, and distance.*

Responsibility Center: Institutional Research

Others Involved: All educational support services units

Timeline: Administration preferably in the fall 2005 term prior to Spring attrition.

Resources: Purchase satisfaction survey and analysis services from major vendor and write limited number of locally developed questions.

4.2 *Recommendation: Exit interview assessment plan for non-returning students, sorted by on-campus, Regional Center, and distance.*

Responsibility Center: Academic Advisement or Registrar's Office

Others Involved: Institutional Research

Timeline: Implement administration at time of F2F withdrawal in Fall 2005 Term; send survey to non-returning students after census date in Spring 2006 term.

Resources: Purchase non-returning student survey and analysis services from major vendor and write limited number of locally developed questions.

4.3 Recommendation: Student persistence study of freshmen and transfer on-campus, Regional Center, and 100% distance students. Track Academic Intervention contacts in this study in order to document effect on persistence.

Responsibility Center: Institutional Research

Others Involved: Learning Center, Academic Advisement, DDE and Regional Center Directors

Timeline: 2005-2006 in order to have findings available and improvements made prior to NWCCU visit in 2008.

Resources: IR staff time to write query, evaluate data and write narrative of findings; Academic Intervention data provided by the Learning Center.

4.4 Recommendation: Survey of recent graduates including DDE, with ability to sorted by on-campus, Regional Center, and distance.

Responsibility Center: Institutional Research

Others Involved: Career Services and DDE

Timeline: Administer by Summer 2006 in order to have findings available and improvements made prior to NWCCU visit in 2008.

Resources: Purchase existing graduate survey and analysis services from major vendor and write limited number of locally developed questions.