

**CALIFORNIA COMMUNITY COLLEGES
CHANCELLOR'S OFFICE**

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DATE: April 18, 2018

AA 18-13
VIA E-MAIL

TO: Chief Instructional Officers
Distance Education Coordinators

FROM: LeBaron Woodyard, Ph.D.
Dean, Academic Affairs Division

SUBJECT: Memorandum Invitation to participate in the 2018 Spring Term Distance Education (DE) California Community Colleges Chancellor's Office Student Satisfaction and/or the Faculty Satisfaction Surveys

Synopsis: This is an invitation to colleges to participate in the Chancellor's Office 2018 Spring Term Distance Education Student Satisfaction Survey and/or the Faculty Satisfaction Survey. The Chancellor's Office has been reporting the growth of distance education to the Board of Governors (BOG) every two years since 1997. The growth of distance education in the California Community College System continues to climb at significant rates. In the previous academic year, 2016-17, more than 28% of all California Community College students took at least one distance education course. One area of interest of the BOG is "Student Satisfaction" and "Faculty Satisfaction" with distance education. It is important to gather feedback from students and faculty as a part of distance education program development and evaluation.

Colleges often focus a great deal of time and energy on developing new distance education courses and programs, but are often less effective when it comes to measuring distance education courses and programs outcomes. Programs outcomes can be efficiently and effectively measured using online surveys to students and faculty who either take or teach a distance education course. The Chancellor's Office will be conducting both student and faculty satisfaction surveys for students and faculty in the Spring 2018 Term, and is seeking colleges interested in participating in either or both surveys of their students who have enrolled in and completed a distance education course or faculty that taught a distance education course during this term.

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Student Satisfaction Survey

Students are randomly selected and provided access to an online survey about their interactions within a distance education course they completed in the 2018 Spring Term. The online survey will address interactions based on the typology of online interaction identified by Moore & April Kearsley (2005, 1996), Hanna, Dudka & Runlee (2000) and Palloff & Pratt (2001) and includes the following areas:

- learner-content interaction
- learner-instructor interaction
- learner-learner interaction
- learner-technology interaction
- general interaction

Faculty Satisfaction Survey

The California Community Colleges Chancellor's Office (CCCCO) is seeking colleges interested in participating in the Distance Education (DE) Faculty Satisfaction Survey for faculty who taught at least one distanced education course (where 51% of the instruction was via distance in lieu of face-to-face) in the Spring 2018 term.

The DE Faculty Satisfaction Survey **is not** a tool to evaluate faculty performance. The survey includes descriptive questions about the course(s) taught, general Online Education Initiative experience and interest, and twenty-eight (28) evaluative items assessing three factors related to faculty satisfaction in an online environment (Bollinger & Wasilik, 2009). The three factors are:

- Student-related (e.g. my online students are actively involved in their learning),
- Instructor-related (e.g. I have to be more creative in terms of the resources used for the online course), and
- Institutional-related (e.g. I have a higher workload when teaching an online course as compared to the traditional one).

Results from this DE Faculty Satisfaction Survey will supplement the 2016-17 DE Institutional Survey and the 2018 Spring term DE Student Satisfaction Survey in the ongoing review of the impact of distance education in the California Community Colleges. Results are summarized system-wide and individual college results disseminated to each participating college. This provides a common reference point to compare individual colleges against a statewide benchmark.

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If you are interested in learning more about how your college can participate in this survey, a virtual Zoom meeting providing more details will be conducted on April 30, 2018 from 11:00 AM – 12:00 Noon. Information for this virtual meeting is copied below.

Join from PC, Mac, Linux, iOS or Android: <https://cccconfer.zoom.us/j/385786747>
Or iPhone one-tap (US Toll): +16699006833,385786747# or +14086380968,385786747#
Or Telephone:
Dial:
+1 669 900 6833 (US Toll)
+1 408 638 0968 (US Toll)
+1 646 876 9923 (US Toll)
Meeting ID: 385 786 747
International numbers available: <https://zoom.us/u/bOIVCFTUw>
Or an H.323/SIP room system:
H.323: 162.255.37.11 (US West) or 162.255.36.11 (US East)
Meeting ID: 385 786 747
SIP: 385786747@zoomcrc.com
Or Skype for Business (Lync):
SIP:385786747@lync.zoom.us

cc: Laura Hope, Executive Vice Chancellor, Educational Services
Alice Perez, Vice Chancellor, Academic Affairs
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