



# **San Joaquin Delta College Distance Education Plan**

**2018-2021**

**Submitted by Distance Education Committee**

**Chair: Lynn Hawley**

**Members: Amir Assadi-Rad, Emily Brienza-Larssen, Jason Broyles, Jun Wang, Suzanne Lindborg, Jordan Harless, Diane Feneck, Ludmila Buettner, Patrick McClanahan, Mary Wepler, Jenn Azzaro (ex-officio)**

---

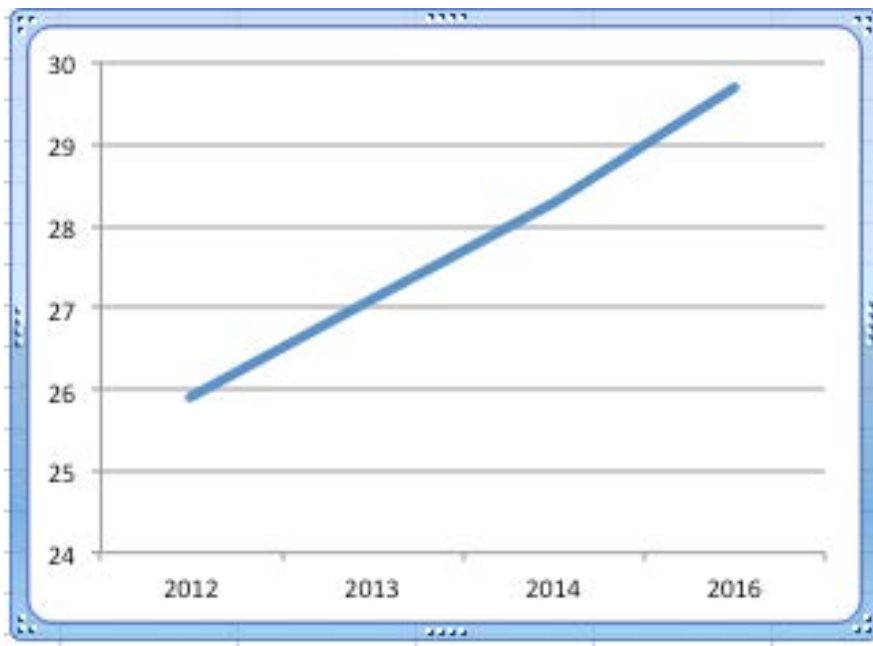
## **Mission Statement of Distance Education Committee**

The Distance Education Committee seeks to identify and understand distance education trends for student enrollment and faculty support to help the college adapt to emerging education models and to increase access to excellent post-secondary education for the community it serves. Our mission is to assist in the strategic planning of the college with regards to distance education, to formulate goals for the distance education program at SJDC and to identify resources that are needed to reach those goals. The Distance Education Committee also supports the development and training of online faculty to maintain high quality program standards, in alignment with current state and federal policies.

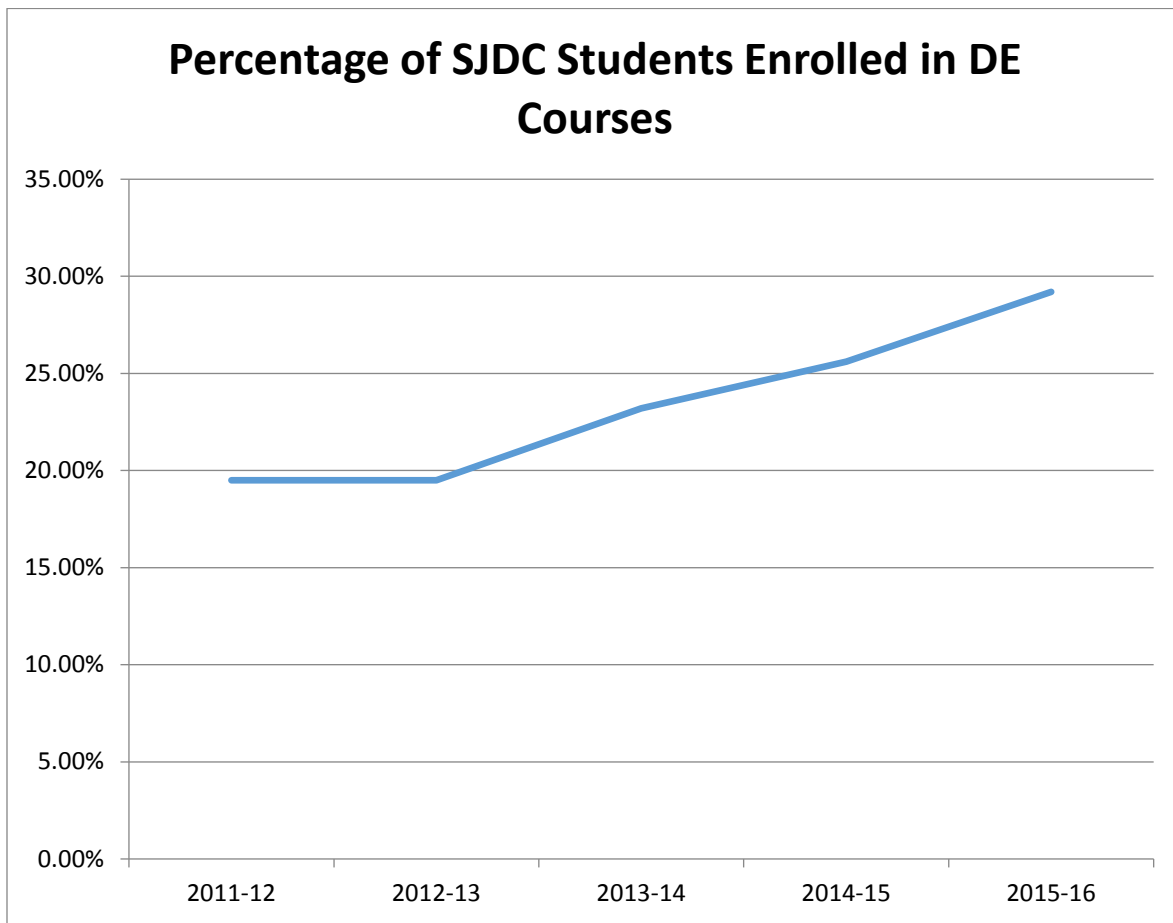
## Introduction

The entire community college system in California has experienced substantial growth in the number of online courses offered over the last several years and there is every indication that this growth will continue into the future. According to *Grade Increase: Tracking Distance Education in the United States (2018)*, online education has grown for 14 straight years. Between 2002 and 2012, online and overall enrollments were both growing annually nationwide but since 2012, online growth has continued while overall enrollments have declined. According to this study, there are almost a million (933,715) additional students taking online courses in 2016 as compared to 2012.

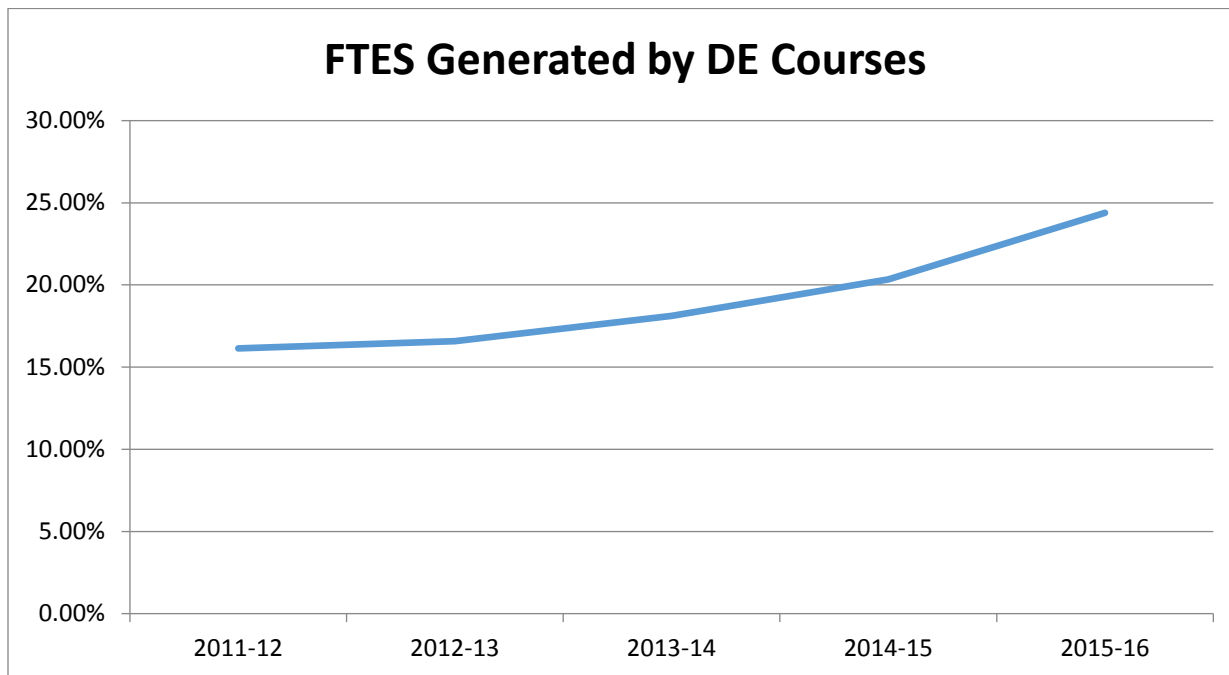
The percentage of students nationwide taking at least one distance education (DE) course has grown steadily from 25.9% in 2012 to 29.7% in 2016. In 2016, 68.9% of DE students were enrolled in public institutions and it is at these institutions that there was been the greatest increase in the number of DE students, compared to private and for-profit institutions.



This growth in enrollment has been seen here at SJDC as well. Based on figures from the Data Dashboards, enrollment in online courses at Delta has increased from 19.5% of students taking online courses in 2011-12 academic year to 29.2% of students taking online courses in the 2015-16 academic year (an almost 67% increase):



According to the Chancellor's Office Data Mart, growth in FTES generated by enrollment in distance education courses has also grown significantly here at Delta. Between 2011 and 2016, FTES generated by DE courses has grown from 16.14% to 24.39% of total FTES.

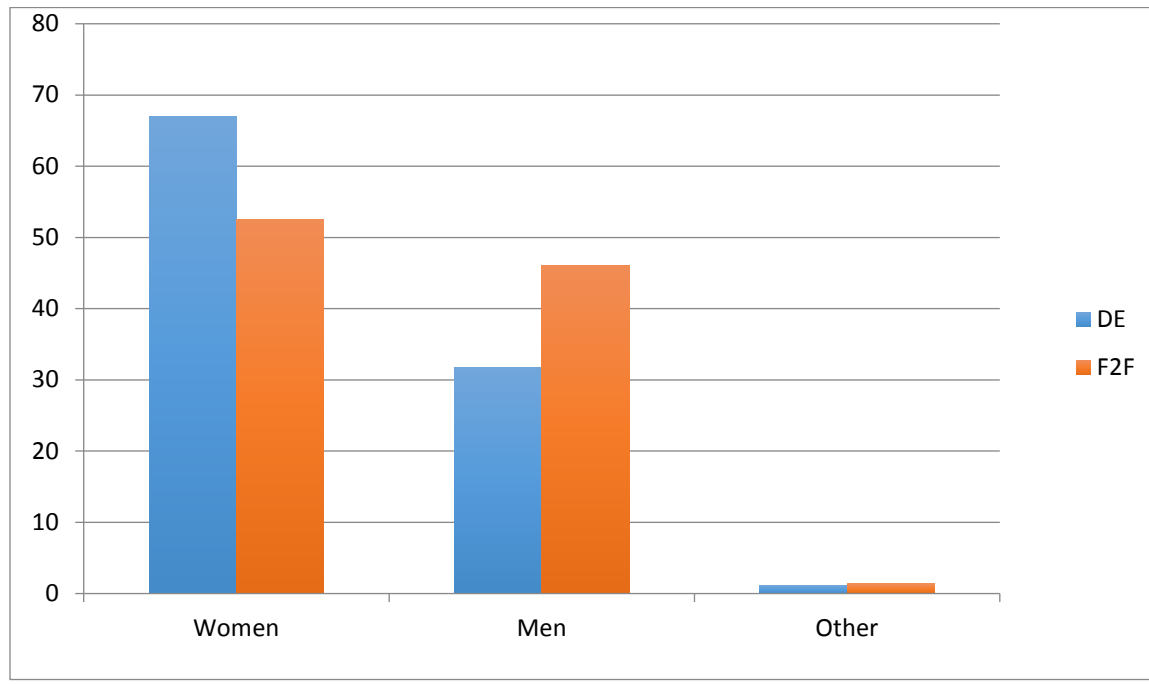


The Public Policy Institute for the state of California in its recent report on higher education in the state points out the need for more college-educated workers. Current data projections suggests that the state will need 1.1 million more college graduates than are currently on track to receive degrees. Concerns about affordability at the CSU and UC systems along with growing demand for higher education here in California means continued demand for community college courses.

But these courses need to address increasing demands for flexibility. The demographic data suggests online students are older as a group and have less flexibility due to other demands to attend face-to-face courses.

## The Delta DE Student Population, 2010-2017

For our Delta College online courses, the typical student is female. Almost 2/3 of the online population is female (67%), as opposed to a little over half (52.58%) in the face-to-face (F2F) courses we offer.



It is likely that family obligations are a driver for female students when it comes to enrolling in online versus face-to-face courses. Juggling employment and childcare makes the flexibility of online instruction attractive to many female students. In the January 2018 student survey of Delta College online students, 60.24% of the students who responded indicated that while they preferred face-to-face courses in general they had family obligations that made it difficult for them to get to campus.

**Race/Ethnicity DE Demographic Data**

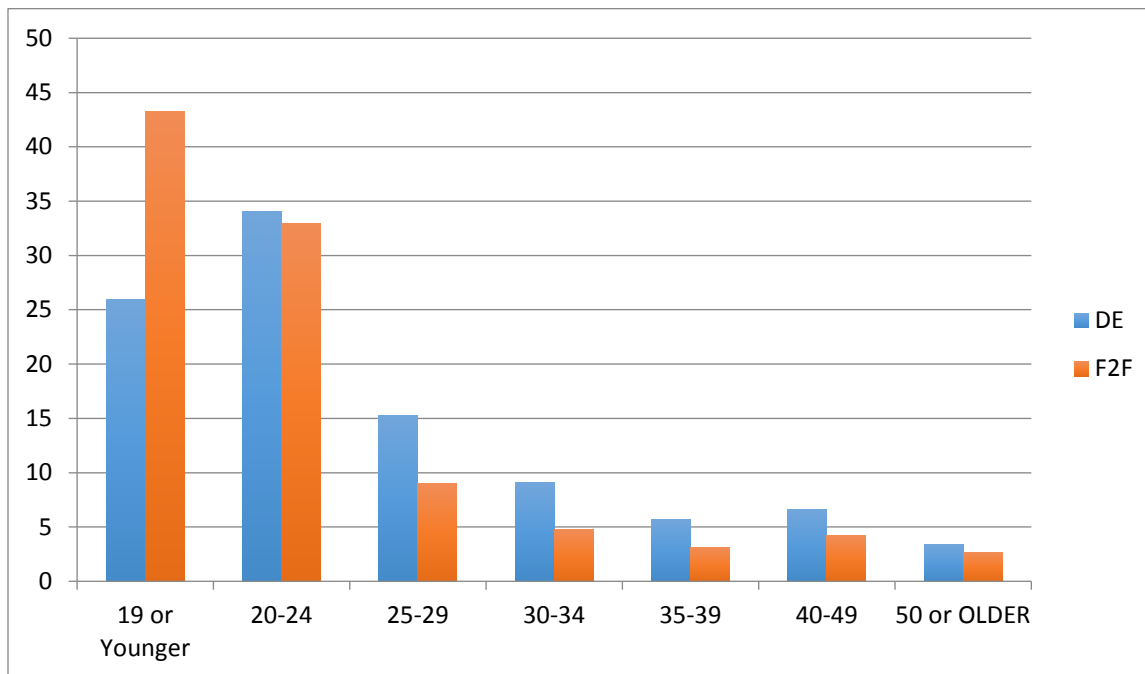
ETHNICITY	HYBRID		INTERNET		Total Count	Total Percent
	Count	Percent	Count	Percent		
American Indian/Native Alaskan	111	0.35%	950	0.46%	1,061	0.44%
Asian	4,385	13.87%	24,837	11.98%	29,222	12.23%
Black/African American	2,499	7.90%	22,268	10.74%	24,767	10.36%
Filipino	1,642	5.19%	8,379	4.04%	10,021	4.19%
Hispanic	13,674	43.25%	74,401	35.87%	88,075	36.85%
Pacific Islander	147	0.46%	1,120	0.54%	1,267	0.53%
White	7,315	23.14%	61,820	29.81%	69,135	28.93%
2 or more Races	1,545	4.89%	11,035	5.32%	12,580	5.26%
Unknown/NonRespondent	298	0.94%	2,585	1.25%	2,883	1.21%
<b>Grand Total</b>	<b>31,616</b>	<b>100.00%</b>	<b>207,395</b>	<b>100.00%</b>	<b>239,011</b>	<b>100.00%</b>

From 2010-2017, enrollments by ethnicity show some interesting differences between hybrid and fully online enrollment. African-American students and White students seem to prefer fully online courses versus hybrid offerings while Hispanic students show a marked preference for hybrid versus fully online courses.

While online enrollment, whether in the hybrid or fully online format, tracks very closely with face-to-face enrollment numbers, there is one population that is less likely to take online courses – Hispanic students. In 2017, according to Data Dashboards, 46.7% of Delta’s student population identified as Hispanic and yet only 36.85% of our DE students identify as Hispanic. This is the largest ethnic gap in our online versus face-to-face student population and deserves additional research to identify why online courses do not appeal to Hispanic students as to other student populations. This is concerning as SJDC is a Hispanic Serving Institution (HSI) and nearly half of our student population identifies as Hispanic.

## **DE Demographics by Age**

There is also a difference in terms of the ages of students who are taking online courses versus face-to-face classes. As indicated in the chart below, younger students prefer the face-to-face format but as the student population ages the preference for online courses increases. As the traditional college age population declines, the importance of having a robust DE program becomes even more imperative if the college wants to grow enrollment.



## **Success and Retention Rate Data for DE Students**

Data was requested from the PRIE office comparing 144 courses that were taught in both the online and the face-to-face modality in the 2016-17 academic year.

In 99 of the 144 courses (68.75%), the retention rates between the two modalities had less than a 5% difference. In many of the courses, there was no difference between the internet and the non-internet versions of the course. In 40 of the courses, there was a greater than 5% difference in retention with the face-to-face



course having the higher retention rate. In five (5) of the courses, the DE version of the course had a higher retention rate.

Looking at the success rate for the same 144 courses, 71 (49.3%) of them had a 5% or greater difference between the online version of the course and the face-to-face. Of those 71 courses, 34 (47.8%) also had retention problems.

In 50 of the 71 courses, the face-to-face version of the course had the better success rate. The success gap, on average, was 16.7%. If, however, the top eleven courses with a 20% or higher success gap were taken out of the group, the difference between face-to-face and online courses drops to 11.6% on average. There are some courses being offered online that have serious retention and success problems and there should be more study on what needs to be done with these particular courses to address those issues.

Interestingly, for 21 of the 71 courses, the online version of the course had a significantly higher success rate than the face-to-face version. It is not clear what is driving these success rates at this time and further study of online courses that are struggling and online courses that have higher success and retention rates needs to be done.

## Survey of DE Students

In the latest California Community College distance education survey, the number one reason students take distance education courses is the convenience they offer. Being able to complete coursework in an asynchronous environment allows students the ability to juggle the various demands on their time. The 2012 survey also indicated that students who completed online courses in the community college system expressed over 83% satisfaction with their experience.

The Chancellor's survey results fall in line with the January 2018 student survey of Delta College online students, in which 86.33% expressed satisfaction with their online courses at Delta. (See Appendix)

## January 2018 Delta College DE Student Survey

In January 2018, all Delta College students who took a Delta online course any time in 2017 were sent an anonymous survey to their Delta email accounts. A total of 16,804 students were sent the link to the survey and of that total, 1,203 students responded to the survey (7.15% of the total).

Students were given a chance to leave written remarks and 308 students did so. Over a third of the students who responded related how important the online courses were to their overall academic success and how much they have enjoyed the courses they have taken online. Here are a few sample responses of this nature:

"I have completed by degree last semester. If it wasn't for online classes, it would not have been possible for me to finish my degree because I have young children."

"I have had wonderful experiences with online classes. They are easy to work into my busy life after returning back to school as an adult with three young children. I enjoy lectures from a teacher, but when my time cannot permit going to class the online setting has been very convenient and beneficial. Online classes are part of the reason I was able to return back to college."

"Online classes are good for students who like online work or have full time jobs and don't have time to go to campus."

Not only was there a lot of praise for the online classes being offered, but also there were fifty-nine responses demanding more online classes, particularly for math and science courses that were needed for transfer requirements.

One recurring theme throughout the written comments was that Delta should offer more classes in more formats, particularly night, hybrid and weekend courses. The students taking online courses tend to have jobs and family responsibilities that make it difficult for them to be on-campus during the day and many of the students commented that they cannot finish their degrees because the classes they need are not available at a time or in a format that will fit their schedules.

Over 70% of the students who responded to the survey expressed an interest in completing all of their degree requirements in the online format. Some of the obstacles to fully online degrees are as follows:

- Students repeatedly requested that more of the “Golden Four” courses be offered in the online format. These are the courses essential for transfer to the CSU system – English 1A and 1B or 1D, Communication Studies 1A, transfer-level Math courses and science courses with a lab component. Further development of online courses, focusing on these classes in particular, would move Delta closer to offering students the possibility of a fully online degree.
- Coordination of class scheduling – In order to offer a fully online degree, the college must coordinate with deans to make sure that all necessary courses for degrees are being offered in the online format every semester. Currently, online courses are developed by faculty members on a case-by-case basis. A study of which courses are needed, which are already offered online and which courses need to be developed needs to be done in order to assess the feasibility of offering fully online degrees on a consistent basis.
- If it appears feasible to do so, then there needs to be a system in place to coordinate the scheduling of classes to make sure sufficient online courses are offered for students to successfully complete degrees online.

Currently, according to the 2018 student survey, 13.52% of Delta College students take all of their courses online. More typical of Delta students is taking one or two courses online to supplement face-to-face courses

## Academic Support Services for DE Students

An important component for student success is ensuring that there are sufficient and comparable services available for online students as there are for students who attend school in the face-to-face format. Delta College has greatly expanded its services to DE students over the years in an effort to help online students achieve success at the college level.

### Counseling

There are a number of counseling services that have been adopted in the last few years to provide assistance to online students. The main counseling website, has a page with “Frequently Asked Questions” that is available to students 24/7.

If the FAQ section doesn’t answer the student’s question, he or she can complete and submit online an “Ask a Counseling Question” form. A general Counselor will review the form and respond to the student within a reasonable timeframe (generally within 24-48 hours).

New students can access online orientation through the Counseling and Special Services website. Students can also schedule counseling appointments through the website. If DE students cannot come to campus for an appointment, they have access to individualized academic advising and counseling via telephone appointments arranged by the calling the Counseling and Special Services division and speaking to a Student Program Specialist, an Academic Advisor or a Counselor.

Counselors create individualized online Student Education Plans (SEPs). Students have access to their most current education plan through their online registration.

Also, there are a number of Guidance courses that are offered in the online format, including:

- Guidance 11 (New Student Orientation)
- Guidance 19 (Introduction to College and Educational Planning)
- Guidance 30 (Career Self-Assessment)
- Guidance 31 (Career Exploration)
- Guidance 33 (Job Seeking Skills)

The Career Center, one of the services listed on the Counseling and Special Services website, provides online students the opportunity to learn about themselves, the world of work, how to gain valuable work experience and be successful in finding a job. Various computerized resources are available to help students with the decision-making process of selecting a career that best fits them.

Three websites are linked to the Career Center website. First, Eureka which has more than 400 related occupations with job duties, pay, employment outlook and educational information including degree program descriptions. There is a financial aid guide containing a scholarship search database, aid information and college costs. The Job Search Guide covers preparing a resume, completing job applications, and preparing for a job interview.

Second, the Career Center website also has a link to the CA Career Café Center which is a virtual career center for California Community College students developed by the Chancellor's Office. At the Café Center website, students can assess their strengths, explore educational opportunities and make connections to professional organizations as well as watch CCC's students talk about how they discovered their majors and careers.

Third, the Career Center has a link to California Careerzone, a successful career exploration and planning system designed especially for students. There are self-assessment tools available along with information on 900 occupations including state-specific wages, job characteristics and more. In addition, there are 300 career videos that give users a snapshot of the featured occupation.

Another service on the Counseling Center website is the Transfer Center, which has online information about transferring to University of California, California State University, private colleges and universities and teacher preparation programs. This site also provides information about the difference between transferable and articulated coursework, study abroad program, NCAA Online (information on eligibility for athletes) information on the Historically Black Colleges and Universities (HBCU) and the Hispanic Association of Colleges and Universities. Finally, there is a link to ASSIST, an articulation agreement system for transfer students. It displays reports on how course credits earned at one California college or university can be applied when transferred to another, as well as lists pre-major requirements for UC and CSU campuses.

Students can also access information for other support services on the Counseling Center website. They have access to information about the Disability Support

Program and Services (DSPS), allowing students to make appointments and obtain the paperwork to apply for services. Individualized assistance is available upon request. Students have access to information about Academic and Progress Probation, Health and Wellness, and different learning communities (AFFIRM, EPIC and Puente), as well as who qualifies for these communities and how to apply.

While most counseling services have to take place in a face-to-face environment, the Counseling Center has worked diligently to provide as much information as possible in an online format so that students can access services easier, can have basic questions answered and can research opportunities available to them on campus, at other colleges, and in the workforce.

### **Library Services**

Over the last few years SJDC Library has increased the number of academic support services available for students in an online environment. One of the most significant additions has been the adoption of LibGuides in the Spring of 2016. A LibGuide is an interactive web guide available to students and faculty. LibGuides can be incorporated into a faculty member's course and can be customized using a variety of features, including embedded media, documents, links, RSS feeds, and much more. Currently there are 48 course guides and 32 topical, subject, and general guides available, while more guides are in the process of being developed. The total number of views of the SJDC LibGuides since January 2018 is 69,522.

The SJDC Library has numerous searchable online databases available to students from off campus. Millions of resources, including academic peer reviewed articles, ebooks, streaming video, and other content is available 24/7. Students may also order analog materials, including print format books & videos, from other libraries, using the Link+ resource sharing program. Items from Link+ are delivered in an average of two days, allowing access to a wide array of resources at no cost to students.

The Library also offers virtual reference support through its online chat service, LibChat. Students can ask questions and receive research help from a live librarian. LibChat was introduced in the Spring of 2016, initially for 4 hours a day, Monday through Thursday. In 2017, this one-on-one service was expanded to 7.5 hours a day, Monday through Thursday, and this year the service has been expanded to 8 hours a day, Monday through Thursday. Data shows that there have been 163 chats this year so far, and 574 chats since the service began in 2016.

LibAnswers is a searchable knowledgebase of answers to frequently asked questions regarding library services and resources. The library implemented this service in Fall of 2015. Data shows that there have been a total of 1916 FAQ views since implementation.

### **Tutoring Services**

Delta College currently subscribes to NetTutor in order to allow 24/7 access to tutoring for our students in distance education programs. NetTutor provides 24-hour drop-in tutoring for most subjects in Mathematics and English. Tutoring for a wide array of other subjects is available as scheduled by NetTutor. Instructors are able to grant students direct access to NetTutor by enabling the service in their Canvas shells. Students not currently enrolled in courses utilizing Canvas can still access NetTutor by requesting a “token” from the Learning Centers Coordinator via email. Tokens are good for thirty (30) minutes of tutorial services, and there is currently no limit on the number of tokens a student can request. In addition to NetTutor, the Writing Success Center offers a limited amount of online tutoring. The current turn-around time for paper submission and feedback is two business days and this service is conducted strictly through email.



## DE Faculty Training and Support

Student success in the online environment is often predicated on the training of the online faculty. Ongoing professional development helps prepare faculty who then are better able to construct robust, well-developed online courses that engage students and help them succeed.

In January 2017, the Professional Development Center (PDC) began the 18-month Etudes-to-Canvas Migration project, spanning January 2017 –June 2018. In that time, approximately 200 faculty members completed a 30-40 hour Canvas certification program in either an online or hybrid format. The PDC will continue to offer this type of DE training and certification on a regular basis throughout the year.

Additional DE workshops offered August 2017-August 2018 include:

- @One First Fridays
- Canvas Drop-in Help
- Conferzoom
- DE Faculty Show and Tell
- DE Peer Reviews
- Digital Learning Day
- Efficient and Effective Grading in Canvas
- Equity and Best Practices in Online Teaching
- Etudes to Canvas
- Getting Creative with Canvas
- Increasing Online Student Engagement
- Library Services for Online Students
- Maintaining a Quality DE Program
- OEI Consortium Expansion
- Regular Effective Contact/OEI Rubric
- Turnitin Integration in Canvas

Note: The 70 hours of workshops listed above does not include training webinars from @One, DE Committee meetings, Delta Digital Newsletter, or other methods of gaining DE-related professional development.

The PDC also offers training in numerous software applications that are used campus-wide and that support or complement online teaching. Topics include:



operating systems and basic computer skills, Microsoft Office, document sharing, email and calendaring, plagiarism prevention and multimedia production. All workshops that are open to faculty may also be used to earn Flex time.

### **Training Requirements for Distance Education faculty:**

In order to have an account created on a District-approved Learning Management System (LMS) for teaching an online, hybrid or web-enhanced course, faculty must do the following:

1. Complete a training certification program that has either been offered by, or approved by, the Professional Development Center. At a minimum, training will include LMS usage, Regular Effective Contact, accessibility, and effective instructional design per state and federal guidelines.
2. Submit evidence of completion to the Professional Development and Distance Education Coordinator/LMS Administrator

To help insure high quality online instruction that aligns with state and federal guidelines, faculty must show evidence of the completed above training at least 60 days prior to teaching an online or hybrid course, to allow time for quality course development. Instructional Division Deans will be provided with a list of active DE-certified faculty and DE-approved courses twice per semester to facilitate ease of scheduling.

To continue their status as “DE-approved”, all fulltime DE faculty must retain currency in this area of instruction by completing a minimum of two (2) hours of their annual Flex obligation each academic year on learning about the District LMS, state and federal guidelines for distance education, online accessibility issues, online pedagogy, or a related topic approved by the Flex Coordinator. Adjunct faculty must complete a minimum of 10% of their flex obligation or one (1) hour per year, whichever is greater, to maintain their “DE-approved” status. The Flex Coordinator will provide a list of faculty every year who have completed this requirement to the Professional Development and Distance Education Coordinator/LMS Administrator.

### **Training and Support Recommendations:**

Future DE training should include repeat offerings of the aforementioned sessions as well as those that focus on individual Canvas tools, state and federal guidelines

on distance education, online pedagogy/best practices, DE curriculum, and innovative uses of technology in teaching.

Training should be offered in face-to-face, hybrid and online formats when feasible.

The college has hired an Assistive Technology Coordinator in Student Services (John Cavano). He is currently assisting with training on online accessibility issues.

In order to ensure that online courses have the same rigor, depth and breadth as face-to-face courses, it is recommended that authorized administrators receive training on what constitutes a well-developed online course that aligns with state and federal guidelines.

## **Equipment Needs**

To encourage the creation of multimedia to support Regular Effective Contact, in 2017-18 the PDC purchased several webcams, microphones and headsets for faculty use. Multiple training sessions on how to create instructional video have also been offered. It is recommended that the PDC have an increased budget to continue to purchase additional and/or upgraded multimedia equipment in support of this service.

## **Professional Development Center**

For faculty training in the District LMS and related areas of DE, contact the Professional Development Center. Faculty are encouraged to use the resources available at the PDC, including a state of the art lab with Windows and Mac computers, printing, scanning, checkout equipment, technology consultation, software training, LMS administration, instructional design support, and Canvas/other technical support.

Professional Development Center employees include:

- Dean of Regional and Distance Education
- Professional Development and Distance Education Coordinator
- Student Programs Specialist (Regional Education)
- Information Technology Support Technician
- Administrative Assistant II (50%)

## **Distance Education Goals, 2018-2023**

**The Distance Education Committee recommends that the District pursue the following goals concerning how online education is managed and offered here at Delta College.**

### **Goal #1: Create new shared governance committee for Distance Education decision-making**

**Reasoning:** Distance Education has been largely subsumed in the decision-making process on campus under the larger heading of general instructional planning. This means there is no distinct conversation about DE or an ongoing analysis of DE needs or program requirements. By treating DE as a separate instructional program, it will make it easier to pinpoint the specific needs of DE as a program and to allocate necessary resources.

**Current Situation:** Most DE planning and analysis is being done by the Distance Education Committee, an Academic Senate committee. There are serious drawbacks to this organizational model. First, only faculty vote on this committee – this is not a shared governance committee where the concerns of staff, management and students are taken into account as well as faculty. Second, the current committee should be focusing on the aspects of DE that are of primary concern to faculty – online pedagogy, training workshops to meet faculty needs, curriculum issues concerning DE and creation and maintenance of a DE Faculty Handbook. Third, the current committee can only make recommendations about DE and has no access to resources. Fourth, this committee is currently tasked with developing policy and a DE Plan for the entire campus, without input from other constituencies. Since approximately a third of the FTEs generated on campus are directly attributed to DE, the current decision-making process doesn't reflect the overall importance of DE to the future of the campus as a whole.

**Recommendation:** The DE Committee recommends that the current work of the committee be split up between two different committees. The current DE Committee would be named the Distance Education Curriculum Committee and would focus on the faculty issues that are under the purview of Academic Senate. That committee would be led by a DE Curriculum Chair – a release-time position appointed by the Academic Senate President. This committee would be responsible for reviewing online curriculum.

There would be a new shared governance committee created called the Distance Education Advisory Committee (DEAC). The Dean of Regional and Distance Education would chair this committee. This committee chair would also have a voting position on the Planning and Budget Committee and the Programs Prioritization Committee, in keeping with the need to allocate resources specifically for the DE program on campus. The DEAC would be under the auspices of the VP of Instruction. This new committee would be largely responsible for identifying resources needed for the DE Program and analyzing the overall success and particular problems facing the DE program on campus. This committee would also have the responsibility of writing and updating the DE Plan and integrating that plan into the Master Education Plan for the college.

### **Proposed Membership of the DEAC:**

Chair: Dean of Regional and Distance Education

Management: VP of Instruction or designee

VP of Student Services or designee

Asst. Director of Systems Development

Registrar or designee

Professional Development and Distance Education Coordinator

DE Curriculum Committee Chair

Faculty: Four chosen by CTA and Academic Senate – choices should reflect different content areas of instruction and experience in online instruction.

Staff: Four chosen by CSEA – choices should reflect particular interest in online instruction.

Student rep: Chosen by ASDC

**Timeline:** We recommend having this new organizational system in place by the Fall of 2019. In 2018, the DE committee will move forward in proposing this

committee structure to the VP of Instruction, the Academic Senate and the Policy and Procedures Committee.

## **Goal #2: Expansion of online academic support services for DE students**

**Reasoning:** As online education has expanded over the last two decades, there is now more concern that online students receive equitable access to the services available to students who take on-campus courses. This has required tutoring, counseling and library services to expand their programs to meet this demand since helping online students to be as successful as possible requires that they have adequate and equitable access to academic support services. This is also part of the Chancellor's Office OEI requirements and it is an issue that accreditation teams are also investigating.

**Current Situation:** See Sections on current services offered by the Tutoring Center, Library Services and Counseling.

**Recommendations:** The DE Committee recommends the following improvements to student services:

**Tutoring:** The Tutoring Center plans to have a group of Writing Success Center tutors trained on how to effectively use Zoom as a means of conducting online tutoring for the writing process. They plan to allow tutors and tutees to share their screens and use audio for more accurate and productive live tutoring sessions.

Once there is a homegrown system for online writing tutoring, the Tutoring Center plans to expand the online tutoring for mathematics. This project will most likely start with Delta's most impacted math courses and then be tested on classes with smaller enrollments, such as the calculus series.

The Tutoring Center also plans on continued use of NetTutor as a resource for students seeking help outside of regular working hours. The Center will continue to encourage all faculty to link NetTutor with the Canvas shells, making the service as widely available to students as possible without the use of "tokens".

The Center also will develop click and play workshops on various subjects that are not currently offered face-to-face in the Center. Workshop subjects would include study skills, time management, stress management, MLA citation, personal

statement writing and more. When a student completes an online workshop, a certificate of completion would be generated.

**Timeline:** The Tutoring Center is planning on offering more online writing and mathematics tutoring services by the end of the 2019 academic year. A collection of click and play workshops will be developed by the end of the 2020 academic year.

**Counseling:** Counseling staff continues to evaluate new services that could be provided to online students and monitor the usage of existing services online.

**Library services:** The library plans on expanding the hours of LibChat to Fridays. Current hours are 12 p.m. to 8 p.m., Monday through Thursday. Since the service has been underutilized, the library and the DE Committee plan to rigorously advertise the service to distance education students.

The library also plans on continuing to develop more course specific or general Libguides and to track student usage of Libguides in courses.

The library has just signed a contract to join the majority of California Community College libraries in adopting a statewide library services platform consortium. This new platform is scheduled to go live in Fall of 2019. With the existing platform, students are required to use one catalog (GoCat) to find print format materials, and another catalog (GoElectronic) to find digital content. The new LSP will provide one catalog search for all content types, greatly easing the research process.

**Timeline:** The library will expand LibChat hours to Fridays beginning Fall of 2019. The library will continue offering the LibGuides to faculty, demonstrating their usage in flex day presentations and tracking the student usage of these guides through 2019. The library will launch the statewide LSP in Fall of 2019.

### **Goal #3 – Completion of DE Faculty Handbook**

**Reasoning:** This is a stated goal of the DE Committee from the 2014 DE Plan that has not been completed. Online faculty members have requested a handbook with Delta College DE policies and best practices for online courses.

**Current Situation:** The DE Committee has spent much of the 2017-8 academic year working on a greatly expanded DE Plan for the college. This has taken up most of the efforts of the committee. There is, however, a consensus among committee

members that a handbook for online faculty would be useful and should be completed as our next major project.

**Recommendation:** The DE Committee recommends the creation of a DE Faculty Handbook that would outline current DE policies, relevant Title 5 language, curriculum review process of online courses, and best practices in creating and maintaining an online course in alignment with OEI rubric standards.

**Timeline:** The DE Committee will start work on the DE Faculty Handbook in early 2019, completing the handbook by early 2020.

#### **Goal #4 – DE Peer Review**

**Reasoning:** The Chancellor's Office has established a Common Course exchange (CCE) that will eventually include Delta College online courses. To be accepted into the CCE, courses need to pass a review using the CVC-OEI rubric. The Chancellor's Office suggests that all community college campuses establish a peer review process for online courses.

**Current Situation:** In order to teach on Canvas, faculty members must complete Canvas training. There is, however, a need for more workshops and training to cover pedagogical questions that faculty have. Starting in January 2018, Jenn Azzaro and members of the DE Committee have been offering a series of workshops to assist faculty who are transferring their courses to Canvas. Five workshops were held during variable and mandatory flex days in January 2018 covering a variety of distance education topics. These workshop presentations have been stored in a DocuShare file where all future presentations will be kept.

A "Show and Tell" presentation was held in February 2018, which was very well attended. This workshop covered a variety of issues that new Canvas faculty may encounter and offered attendees a look at four different Canvas courses created by Delta faculty. A hands-on Canvas workshop was held in March 2018 to help faculty one-on-one with Canvas transfer issues. Jenn Azzaro and four experienced Canvas users were there to help attendees with specific issues. Another hands-on workshop was held in late April 2018.

A sub-committee of peer reviewers has been established by the DE Committee and faculty have been informed that one-on-one peer review is available for anyone that requests it.



**Recommendation:** The DE Peer Review Sub-committee will continue to offer workshops and individual peer review opportunities for faculty. The sub-committee will also recruit more members for the committee.

The DE Committee Chair will also discuss with CTA leadership the expansion of the current peer review process for individual faculty members to include an online instruction component. This would require CTA to negotiate this into the contract.

**Timeline:** Ongoing with expansion of peer review committee and peer review process by the end of 2021.

### **Goal #5 – Online Proctoring of Student Test-taking**

**Reasoning:** Verifying the identity of the student is critically important to preserve the academic integrity of the exam process but in certain subjects (mathematics, for example), there are technologies available to make it very easy for unmonitored students to cheat. There are also services available to hire others to take math courses in place of the enrolled students. Authenticating the identity of the enrolled student is an issue required by Title V. The practice of on-campus, proctored exams where students' identities are authenticated is a common occurrence at most California Community Colleges and is considered a best practice, particularly in math departments. Students have a deep motivation to cheat in these courses, as passing required math courses is often a stumbling block for students to transfer. But it is not just the math department that faces this issue – other departments have also expressed an interest in having this service available to students who need to take exams off-campus.

**Current Situation:** Some math instructors already require on-campus final exams and have had no issues finding room on campus to have proctored finals. There have been a few students who legitimately could not come to campus and made other arrangements in their local areas to take the exam (other college campuses, libraries, military bases, etc.) We do not reciprocate this service for college students attending other campuses – the DE Committee representatives have been told by Accommodated Testing and the Tutoring Centers that they are not able to provide these services for students that are not enrolled at Delta College. They also will not provide these services for students who *are* enrolled at Delta College, forcing instructors to make testing accommodations for these on-campus finals on their own.



**Recommendation:** The DE Committee recommends that the college purchase a proctoring application that would allow off-campus students to take their exams while being proctored. These services' costs are minimal and this program could be used by any department that needs to make a proctored exam available to students.

**Timeline:** The DE Committee will present this recommendation to the Curriculum Committee and Academic Senate in the Spring of 2019 and will continue to engage with administration to find resources for the purchase of this software package. Implementation of a process for proctoring off-campus exams for online courses will be in place by the end of 2019.

## **Goal #6 – Adoption and Implementation of OEI Rubric**

**Reasoning:** The Chancellor's Office in 2014 started work on a set of standards that would be used by all community college campus online courses. These standards were put in place to ensure the quality of online instruction offered in the state but also because of planning for the Common Course Exchange. This exchange offers students all across California the ability to take online courses outside of their home college system. But the system requires a common standard for all courses offered on the exchange. If Delta College wishes to become part of the Common Course Exchange, our online courses must align with the CVC-OEI rubric standards.

**Current Situation:** The DE Committee voted in February 2018 to approve the adoption of the Online Education Initiative rubric, followed by a presentation and a vote to approve in the Curriculum Committee. The Academic Senate voted to approve the adoption of the CVC-OEI rubric for online courses at Delta College, with full implementation of the rubric to take place by the end of the 2020-2021 academic year.

**Recommendation:** The DE Committee recommends moving forward with the implementation of the CVC-OEI rubric, using its standards in the online curriculum review process and offering workshops over the next few years covering all areas of the rubric. A series of training opportunities will be offered to help faculty implement changes to their online courses needed to align with the rubric standards.

**Timeline:** Ongoing until full implementation achieved, on or before the end of the 2020-21 academic year.

## **Goal #7 – Updating Evaluation Form for DE instructors**

**Reasoning:** The online format is decidedly different from the face-to-face experience and the evaluation form students would use to assess their experience in an online course should ask relevant questions. This will give necessary feedback to both instructors and deans that will pinpoint performance areas that may need more attention.

**Current Situation:** The current faculty evaluation form (see Appendix) does not address the issues that students may experience in an online format and some questions are just not relevant to an online class experience. Additionally, the evaluation form should include questions that reflect OEI rubric standards, particularly around the issue of regular effective contact.

The DE Committee recognized in the 2014 DE Plan that a new evaluation form was needed but no work on that change took place. The DE Committee Chair met with the CTA Executive Board in Fall 2017 to discuss the need for a new evaluation form, which would need to be negotiated into the CTA contract with the District. In February and March of 2018 work on a draft of the new evaluation form was completed. In April 2018, the DE Committee voted to approve the new evaluation form, which was then presented to the Academic Senate for approval. Once approved by the Senate, CTA will negotiate with the District to begin use of this revised evaluation form as soon as a new contract is approved.

**Recommendation:** The DE Committee recommends the adoption of the new faculty evaluation form for online instructors, approved by the Academic Senate and CTA.

**Timeline:** The new evaluation form should be in place as soon as it is negotiated into the new CTA contract.

## **Goal #8 – Annual survey of DE students**

**Reasoning:** With the growth of online instruction at Delta, there is a need to have student input about the course of online education in the District. To be able to make data-driven decisions about student preferences when it comes to online education, a body of data needs to be compiled. This will help with future decision-making about the number and type of online courses to schedule and will assist with plans on offering fully online degrees and certificates.

**Current situation:** Until January 2018, there had never been a full-scale survey of online students at Delta College. Therefore it was not known how students felt about their online experiences at Delta or what their preferences for online courses might be. With the first student survey data, the DE Committee is only beginning to get a sense of what online students prefer and how the District might better serve this student constituency. More data is needed so the committee can track trends and address issues.

**Recommendation:** The DE Committee recommends that an annual survey be sent out every January to all students who took an online course in the previous year to determine student satisfaction with their online course experiences and preferences for online course offerings.

**Timeline:** Every fall, the DE Committee Chair, in conjunction with the DE Committee, will develop the questions for the student survey and send these questions to the IRE office for distribution to students in January.

## **Goal #9 – Reducing the number of students in DE courses – introduction of new contract language to align numbers of DE students with on-campus course enrollment**

**Reasoning:** There is currently no contract language limiting the number of students in an online section. Traditionally in face-to-face courses at Delta College, class enrollments are set by the size of the room in which the class will meet. That is not the situation online – there are no spatial limits. Therefore, the number of students in online courses has gradually crept up from an initial 50 students in courses that are not historically capped at 30 (English courses, for example) to 75-100 students per section by 2018. All of this was done at the administrative level with no consultation with Academic Senate or CTA representation. Some agreement must

be reached with the District to limit online class sizes before the situation worsens even more.

These very large class sizes severely limit the ability of online instructors to engage in the regular effective contact that is required by the CVC-OEI rubric standards. To engage with students individually when classes are so large is very difficult and yet the standard requires that students have that individualized, personal attention from their online instructors. This kind of instructor presence within the online course is also expected in the accreditation process and accreditation teams have been very thorough in their assessment of online courses, focusing their attention particularly on this issue of regular effective contact.

A further concern is that the funding for community colleges is about to change, with more emphasis on student success rates than on high enrollment numbers. As college funding changes, so will the emphasis on student success in online courses. One reason given for the higher enrollment in online courses versus face-to-face is the higher drop rate in online courses. But it is very difficult for an online instructor to provide the kind of intervention services that could prevent these higher drop rates when class sizes hover around 100 individuals.

**Current Situation:** Currently, most online courses that are not traditionally capped at 30, such as language courses, have seen class sizes increase dramatically over the last few years. Online instructors have found it increasingly difficult to provide one-on-one assistance to students when their class loads have grown to these sizes.

**Recommendation:** The DE Committee recommends that the following language be negotiated into the faculty contract:

*Fully online courses at Delta will have an enrollment cap at no more than 5% above the median class size of the department's Stockton campus classes. Only the faculty member can add students beyond that cap. No faculty member can be required to exceed that cap.*

An example of this language put into practice: The History department currently has a median class size on the Stockton campus of 60. Five percent of 60 is 3, therefore the highest enrollment for a fully online history course would be capped at 63 students.

**Timeline:** The DE Committee recommended this new contract language in Spring 2018 which then must be negotiated into the new CTA contract.

**Appendix: Current Faculty Evaluation Form**

APPENDIX E  
EVALUATION FORMS

STUDENT FACULTY EVALUATION QUESTIONNAIRE  
FACULTY (PROFESSOR, LIBRARIAN, COUNSELOR)

Name of Faculty Member: \_\_\_\_\_  
Course/Session: \_\_\_\_\_ Date: \_\_\_\_\_

Select the appropriate response for each statement with a number 2 pencil. Erase changed responses completely.

A) Strongly Agree	B) Agree	C) Neutral	D) Disagree	E) Strongly Disagree	A	B	C	D	E	Does Not Apply
1. The faculty member promotes and supports a positive learning environment.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Course materials and assignments apply to the course/workshop.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Questions are answered and explained clearly.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The faculty member answers questions in a timely manner.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The faculty member presents materials in an organized way.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The faculty member remains focused and on topic.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The faculty member encourages an atmosphere of mutual respect.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The faculty member presents information clearly and professionally.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The faculty member demonstrates an interest in student growth and development.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The faculty member demonstrates knowledge of the subject.					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COMMENTS:										
Overall rating of this faculty member:										
A) Excellent B) Good C) Average D) Below average E) Poor					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Appendix: Draft DE Faculty Evaluation Form Questions

1. The faculty member promotes and supports a positive learning environment.
2. Course materials and assignments apply to the course/workshop.
3. The faculty member makes him/herself available to students and is regularly present within the course.
4. The faculty member answers questions within 48 hours (exceptions made during school breaks and holidays).
5. The faculty member presents information clearly and professionally.
6. The faculty member uses different formats in the course (text, photos, film clips, apps) to assist in student learning of the material.
7. The faculty member's involvement in the course assists the students in the learning process.
8. The faculty member provides effective feedback that encourages student growth and development.
9. The faculty member provides clear examples and explanations that help students understand the course expectations.
10. The faculty member has developed a course that is easy to navigate.

## Appendix: January 2018 DE Student Survey



## Distance Education Student Survey

**Prepared for:** Distance Education Committee, Lynn Hawley

**1. If you had the opportunity to complete your degree or certificate completely online at Delta, would you?**

#	Answer	%	Count
1	Yes	70.82%	852
2	No	29.18%	351
	<b>Total</b>	<b>100%</b>	<b>1203</b>



Distance Education Student Survey

**2. Please select your agreement with the following statements:**

#	Question	Strongly agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Strongly disagree	Total
1	I believe online courses are less work than in person courses.	4.74% 55	5.34% 62	16.97% 197	20.24% 235	13.95% 162	22.31% 259	16.45% 191	1161
2	I prefer taking in person courses on campus to taking online courses but I have work/family responsibilities that make it difficult for me to get to campus.	17.11% 198	21.61% 250	21.52% 249	18.32% 212	5.70% 66	9.68% 112	6.05% 70	1157
3	I think I learn more in online courses than in in person courses.	8.57% 99	7.79% 90	13.68% 158	32.64% 377	17.23% 199	12.64% 146	7.45% 86	1155
4	I have been satisfied with my online course experiences at Delta College.	39.53% 457	34.08% 394	12.72% 147	5.97% 69	3.20% 37	2.08% 24	2.42% 28	1156
5	I take online classes because I prefer learning in the online format more than in person.	12.45% 144	9.68% 112	18.15% 210	26.27% 304	12.71% 147	13.57% 157	7.17% 83	1157

**3. In a typical semester, how many online courses do you usually take?**

<b>Answer</b>	<b>%</b>	<b>Count</b>
a. This is my first semester taking an online course.	7.89%	91
b. I don't usually take online courses unless I have to.	21.23%	245
c. 1-2 online, the rest in person.	47.57%	549
d. 3-4 online, the rest in person.	9.79%	113
e. I take all of my courses online.	13.52%	156
<b>Total</b>	<b>100%</b>	<b>1154</b>

**4. Please select the statement that best completes this statement for you.  
When I am taking an online course at Delta,.....**

<b>Answer</b>	<b>%</b>	<b>Count</b>
a. I only use my cellphone to complete online course work.	1.39%	16
b. I use my cellphone for some of the online assignments.	7.48%	86
c. I use a tablet or computer for most or all of my online course work.	91.13%	1048
<b>Total</b>	<b>100%</b>	<b>1150</b>

**5. If you have any comments or suggestions about online education here at Delta College, please share them below:**

online course is good in summer
I think online classes are best way to do your education because i myself have a big family and sometimes it gets really diifcult for me to go to college just for one class which is only an hour long.
I like to be able to access my courses on my cell phone as well as with my computer at home.
I WISH WE COULD HAVE ONE SITE OF ONLINE SYSTEMS, INSTEAD OF TWO. I PERSONALLY AM NOT A FAN OF CANVAS. I LIKE ETUDES MUCH MORE.
that i believe is more work in computer classes then in person
Online courses make life easier and more flexible. It would be great if more classes were offered online.
Now that both my wife and I have taken online courses I can say that how much knowledge the professor has of how to use mass media and the systems that are being used matters toward the experience of the class. When 1 of use got a professor that did not have very good knowledge of the system the experience was less than pleasant. Conversely being able and actually using the How to Videos to learn how to navigate the websites is also important.
I don't like taking a course on campus but still have an online portion added to it. This feels like double work for a class!
more class availability
Is there a chance they will offer more online classes? I am a caretaker for my father and I can't get onto campus for classes.
The online classes I have taken so far have been great no major problems, i really enjoy them
I have taken multiple online classes at Delta College and most of the instructors (Not all) seem to put little effort into having the students feel like they are connected to the school/class and even other students. I have had the opportunity to take a couple of classes that really stand out and make me feel connected which only makes my experience with other instructors fail in comparison. I appreciate the opportunity to take these online class but feel like I can tell between the teacher who want to actually teach the class and the ones that are doing it to do it. This is my third year at delta with most of my classes online so I have some experience with different types of teachers.
I get the most out of hybrid classes. They have the advantages of both online classes and in person classes at once.
I have completed my AS degree last semester. If it wasn't for online courses, it would not have been possible for me to finish my degree because I have young children.
More information
I really appreciate Delta College for helping us less fortunate to realize our dreams and giving students access to computers to do homework and online classes and most of all, I want to thank Delta College for giving students a chance to work .

more flexible deadlines from teachers some people chose online due to having to fit school in around everything else it makes it hard to get a good grade for the things you know how to do but didn't finish in time so you were doc points. I think minimum due dates should be given with at least a week to finish and turn in so that people are able to do homework on days off

certain online classes have no structure or direction and professors can be hard to get a hold of. I am doing so much better now that i have made the time for in person classes as opposed to online. I also feel like i am actually a student at delta when i spend time on campus, meet my professors and classmates, as well as utilize resources on campus. You never realize how great of a school delta is until you are on campus.

online class is good

i know Delta does not have control over Canvas, but I think that it would be great if students were able to highlight the lecture notes on Canvas as they are reading.

online classes do not help students achieve long-term learning. if you were to test students from in-class and online, im 100% sure the people from the in-class course will know way more than the latter

I have had wonderful experiences with online classes. They are easy to work into my busy life after returning back to school as an adult with three young children. I enjoy lectures from a teacher, but when my time cannot permit going to class the online setting has been very convent and beneficial. Online classes are part of the reason I was able to return back to college.

Thank you for offering the online classes!

Professors need to be more organized with their work and more understanding that people have jobs to get by sometimes I can't do a posting until the weekend but by then I've already missed 2 things

More flexible with test due dates and the number of days a test is open. Some professors leave a test open for less than 24 hours which doesn't leave room for students to take the test when they are able. I also think more on campus night classes for sciences and maths would allow students to learn those subjects better than taking it online. With a work schedule it is better to have night time maths and sciences.

SJDC needs more night and weekend classes.

I really enjoy having online courses available, because with life's daily obligations I've been able to get a lot of my pre req done through the online format.

The workload is much more than attending a class on campus. I would suggest finding a way were the work load would be equivalent to an in class environment.

Due to a health issue, having classes available online is perfect for me. Online classes give me the freedom to log on during the day when it is convenient for me. On any given day my illness causes me to have to take extended naps and prohibits me from being able to function normally. This is the first semester in many years that I have taken a class on campus. Comm. St. 1A. Only because I have to.

I have enjoyed my online class experience this far and am glad I can take advantage of the classes online!

I prefer in person classes, but i understand that is just my bias
I think that it would be very beneficial to open more classes up for online learning. I am a full time mom, work full time and would love to be able to get my degree within the same amount of time it would take someone doing in person classes and working part time. With online classes it gives me a greater opportunity to do that. :) Thank you!
So far this is my 3rd online class at delta. And I think I am doing pretty good. Instructions are clear and detailed. I like online classes at delta.
I wish there were more online classes offered by Delta. I have a really hard time focusing in class because of disruptive or disrespectful students. Professors sometimes get sidetracked and online classes that does not happen because everything is put upfront for you to do all the learning on your own from the professor. Thank you so much for offering online courses, it makes my life so much easier and makes it easier for me to be successful in school.
online course can help people that got hard time going school because of family. Also it help people that have no car. and we do not have to pay money on something like bus parking lots.
Online courses are an excellent option in conjunction with in-person classes. I took two online courses because I could not find an option on campus that would have fit in with my core study classes in EM.
The online program for me has done a fair job in grading, assignment time lines, and quality of the class. Sometimes I wish there were more hybrid classes that does the lecture portion through online learning and then being in an actual lab for the lab portion.
I love taking online classes! I wish I could finish my degree online.
Online education is always a convenience to many students. The online courses just need to be well explained and the professors should be specific on what the students need to do to pass the online course.
I would prefer the etudes platform way better than the new canvas platform. Also, if possible, it would be great if all the classes can be taken online. It shall be much easier and doable. One last request, please have professors know that do not use more platforms than etudes or canvas because it could be hard sometimes when each professor has one additional platform with etudes/canvas. Other than that, I am fond of online classes.
I am a student who needs the interaction of professor and other students. I enjoy the social conversations and am able to concentrate on the subject verses my lack of computer skills
I like the On line classes Delta has to offer as long as they are with etudes, but never again will I deal with flatworld because they burnt me. I couldn't get into my studies with them so I wang it.
In person classes are better.
Working a full-time job makes it difficult to attend classes during the day. Delta College should add more evening classes, hybrid classes and online classes to meet the need for students who are unable to attend during the day.

Improve navigation for websites, as well as Delta's general website.
I wish there were more in real-time help with some of the online courses, or more informational material to help with the courses itself. i.e.: video tutorial for math, other links to websites etc. So students do not have to feel that they need to search else where for help in learning the subject at hand, and/or feel they have an unavailable teacher.
You all did awesome with the online classes, nothing negative to say. Keep up the good work.
I have enjoyed learning how to navigate Etudes and Canvas. Both platforms are fairly easy to use and efficient tools.
Online classes and the experience I had with them depended on the professor and how they set up the class.
The assignments should all be unlocked
most classes need to be online and in class some people cant make it to class on campus ! I need one more class and it only in am not even a night class i work i need a online or night class
Add more math classes online
I love using Etudes, easy to use. Started Canvas this semester and it going well too.
I love etudes and canvas. Please make canvas optional to use. I feel that online professors should not be forced to switch to canvas. I personally enjoy both online software's, but etudes has a more organized structure.
Last year, I was a bit confused using Etudes and Canvas from different classes when I was already accessing various textbook websites for assignments. I learned this semester is going to be the last time using Etudes, I'm glad it'll all be through one Delta portal. I hope Canvas will take the good points of Etude (i.e. menu taskbar, CourseMap, and link to the textbook website, etc). I like that some of my instructors enabled the ability to track your current grades as well as projected grades---I hope this still is accessible.
I am so grateful to have this opportunity, and I love being a student at Delta College. Thank you!
<b>OFFER MORE ONLINE MATH</b>
Possibly add more online classes so those with work/family responsibilities can get a degree as well.
I prefer to be in the classroom as opposed to online, but this class I took last semester was given online only.
I think online education is a good way for someone to learn especially if they can not physically attend a class.
It would be there if the finals were all the same time length with online courses sample: if one online course has there final open for a week the rest should
I would like if more child development courses were available online. Please and thank you!!

The system is fine- incredibly useful and easy to personalize-, the problem is motivation on the student's part. I loved my online course because I could work at my own pace.
I would like Delta College to offer more online courses. Specifically Psychology ;)
I'm very happy and satisfied they way the online course is going.
I think online courses are great, but sometimes the access codes for the online courses can be a bit expensive
im good ty
Getting all online classes on Canvas
i feel like there is inconsistency in the level of education I've received with some of the online courses. Some have been challenging and I felt like I learned a lot. Some felt very unorganized and like I wasn't doing anything but posting to discussions boards, and hardly opening my books. I also found it ridiculous that I was assigned a group project for an online class and that the teacher offered us no guidelines or group sign ups, and simply said post all of your phone numbers/contact information to a discussion board and call each other till you can get a group together to meet outside of class. This to me defeats the purpose of an online course and violates my privacy by making it a requirement that i share my personal information with 40+ other classmates which i would never even do in an in person class.
I wish all classes were available all semester's for online. It is hard to make it to campus when you have work and children to look after. I also wished all proffesors had an account on rate my professor
Online classes are good for whom ever chooses. It is great to have the option.
Etudes was great! Canvas is absolutely terrible
From my experience online course only offer flexibility. They aren't more enjoyable than in person course and they without a doubt are much more work. If I had the freedom to do all my course in person I would. The curated discussion topics are one of the many reasons I would never recommend one to a friend or family member. Overall changes need to be made to make discussion in online course more free flowing and natural.
at the moment i cant think of anything
online education here at delta is awesome!
I would like if there was more online classes
Online classes help me to manage my study time and family responsibilities.
Have students review the online professors because some of them don't even teach anything and their assignments come with no instructions
Make a online speech class



Add online classes for classes that are only available at a certain time like those classes that only have 1 class available at a certain time.
I have found my own rhythm using online classes. I am able to work around my schedule. I also enjoy going on campus and interacting with the professors. Online classes are convenient.
We need more online classes for Science lectures, then live classes for labs.
I think that when your taking an online class the teachers should be a little more understanding of how there assigning there assignments. Such as minor and big projects. Or how when assignment are due if you miss and the late penalty you should get some credit not just no credit at all it .
I have been at delta for 5 semesters now, and I have many variations of online courses from each semester. Many of the courses that I have taken online I ended up regretting my decision later on. I do not feel like there is much accountability between the quality of online courses, not only do you learn less but there is often more homework.. In many of my past online classes I haev not had much teacher interaction and had to rely mainly on the textbook for learning. The 'lectures' offered online varied between barely there to me actually learning things. You could have teachers learn how to set up great online classes, or even better hire someone whose job is to audit classes and enhance them for the students or give teachers tips and help. It is a digital age and SJDC should reflect this as a school. I know that this is long so if you have read to the end thank you so much for your time and I hope that you will take what I have said to heart.
Its good for students who like online work or have full time jobs and don't have time to go on campus.
Reliable, clear communication from the instructor is vital for the success of the student.
Think it depends on the quality of the teacher
I wish they offered more classes online like Geology, Biology, Physics, Math 17 etc. This way it works with peoples schedule who have to work.
A prompt that asks "are you sure" when dropping a class
I have taken 4 online classes and overall I have enjoyed the classes. I prefer to take classes in person but with my schedule online classes are easier. I have 2 kids that have taken classes at Delta and I encourage them to take classes in person. Most of the classes are better taken in person. My son, who is dyslexic, actually received a D grade in a history class that is he very knowledgeable in that subject. Because it was online he was unable to pass the assignments and testing. Test taking for online classes is so much different than on campus classes. He also did not pass his online math class. He had to retake the class and passed it easily since it was online. The next semester he took the next level math class in a class and was successful. This same scenario was repeated for my daughter. As a result my kids (ages 19 and 21) try to only take classes with a teacher.
As would be expected, technical difficulties have been a problem in some instances with online courses. But this is usually only on the teacher level where some teachers lack the ability to properly use some internet websites and resources. For example,



<p>one of my teachers couldn't get a certain website that allows students to post on a single billboard to function properly. But me and my friend just created a new billboard on the website on our own and were able to figure out what was wrong within minutes. (Our teacher never set the billboard to public from private).</p>
<p>suggestion: mobile friendly websites I think what will better enhance online education at Delta is if the courses being taught were mobile friendly. In my past experience I found it difficult to access and navigate my online classes via cell phone.</p>
<p>I like the new Canvas system.</p>
<p>stick to one site etudes or canvas.</p>
<p>I find hybrid classes (classes that are half online and half in person) more useful than full online Classes. For example, my zoology class last semester was online. It helped to have lectures pre-recorder (while having lab in person) so that I was still listening to someone explain lecture material instead of me having to read on my own and figure out how to condense everything and find out the main points. This meant that I had time to take notes on my own time but also rewind or fast forward to learn at my own pace. If I just have a book and questions to answer for a discussion it is not as encouraging to me instead I feel like it makes me fall behind easily. At least having a hybrid class I could still ask questions to the professor regarding the lecture material or anything else.</p>
<p>More course should be offered online</p>
<p>So far i am pleasedwith the online courses I have taken.</p>
<p>Online classes are convenient for single mothers that most work full time. If it wasn't for online classes, I would not be able to continue my education. I am grateful.</p>
<p>Pleased that it is offered since I work full time and wouldn't be able to take some courses if they weren't offered online.</p>
<p>There should be distant online courses strictly geared toward the aging as adults who work full time, pay their way without government funds, and who commute to work. These courses are strictly designed for the young adults. Pure discrimination.</p>
<p>I hope that in the future there will be a wider range of classes to take online especially prerequisite courses because it is much needed for my schedule. Thank you.</p>
<p>I am very satisfied with some of the courses I had been taking on line.</p>
<p>I wish all courses were available online for those that have a full-time job and are unable to go to campus.</p>
<p>I'm currently taking an online course for spring semester, but I would have prefer to have the option of taking a class in person because I feel like I learn better when a professor is teaching and explaining the lecture in they're own words. Sadly, I did not get the option for my online class. I wish Delta would give more options, for example, an online course and a face to face course.</p>
<p>Online courses seem to be more work than an in person class. I do believe Connect help me improve my online grades.</p>
<p>Offer more of the required courses such as science labs online. Trying to take on campus classes adds a significant amount of stress.</p>

Delta should have more online courses because they're very convenient!!
what comes to mind is the fact that there are no courses that prepare anyone for how to use the online computer/study systems.
It would be great to have more courses offered online. Thank you!
San Joaquin Delta College has provided the opportunity for me to achieve my dreams as a student. Online learning allows me to learn on the go while still attending my duties as a mom, wife and part time employee. I am very happy and confident of where I stand today, and specially Thankful for the online education at San Joaquin Delta College. All i can say is that i would not be where I am if it wasn't for this opportunity. :)
Having done 12 courses online at my time at Delta, I find that the hardest part comes when a teacher who was not taught using online courses then teaches online courses. However, as time goes on, students, like me, who took online courses and then grow up to become teachers with an option to teach online will most likely have not only the easiest transition but most seamless integration of teaching style from in person to online. That being said, I've enjoyed all my classes at Delta both in person and online, and the convenience online classes offer for someone who isn't from Stockton is supremely valuable.
Etudes is an antiquated, terrible platform. Canvas, although not perfect, is much better.
Make more classes online because I like not having to look for parking or worry about being late to class are deal with the dangers of traffic in the area to Delta college. Online classes are much more efficient and attendance is not much of an hassle for the teacher to worry about since everyone can pace themselves.
Every teacher should be on canvas, it is much easier to navigate.
I'd love if Delta expanded the online course options. I've enjoyed all of my online courses!
It is good to have online class beacuse sometimes it is hard to come to college in night time and also not really safe.
Great grade book system.
More communication between professor and students
It would be nice to complete my Early childhood online
Thank you Delta for online classes!
I love being able to complete coursework on my own time. Some days, it's nice to sleep in and know that you'll still have time to get your homework done since it's all online. I definitely felt less stressed out about my online classes than I did about my on-campus classes, which was a good thing. I was still being academically challenged online, but I enjoyed it. Every student should have the opportunity to experience that.
I have had a positive experience, with my on line courses and it is user friendly and easy to navigate all professors were very personable and very informative.
Even though I'm not in a physical class, the teacher always made sure to answer my questions as quickly as if I were in an in-person class, which I greatly appreciate.

In person exams are very difficult when you have a full time job and responsibility at home. I wish i had more options for math and english classes fully online versus an in person exam.
Professor's need to grade things on time. I did not know where I stood in the class for the longest time. They also need to respond to communication.
I like online education at Delta College because it allows me a bit more freedom (time-wise) and the opportunity to complete work at my own pace and/or get ahead. It allows me to take other on-campus classes which would've been otherwise conflicting in schedule had it been a on-campus class. I prefer learning in-person or listening to lectures where the professor is, as I believe, more efficient at teaching rather than leave everything online for (lazy) students to read such as myself. I become attentive to the subject with a professor talking to me and going step-by-step which I don't think can be accomplished as easily on an online class.
Online is useful for being flexible time, I can study anytime in a week .
online classes are very important for many students who live far away from any colleges. I live in the foothills, it take me an hour to get to school every day an another hour to get back. it is very expensive to do this only twice a week.
More lectures to instruct us on work
Having ways for it to be more mobile phone friendly could produce better results, in my opinion.
I struggled a lot with trying to communicate with my professor online. I think Delta can implement a better communication system with professors and students other than e-mail and office hours.
Thank you for providing online classes for people like me with a tight schedule.
Etudes kept freezing when there were a lot of students presented. I hope next school semester that Canvas will not do the same.
I feel online courses are more challenging because your have to participate by written discussion which at times are excessive. In the on campus classroom you are able to show attendance by participating in class which is through class discussion in person. I feel some instructors through online class turn discussion into mini essays with citations instead of class discussions a person would have in person. In a way it makes online classes harder to keep up with.
Just offering a few more science courses online!
I used Connect which was super user friendly and when there was a problem it was easily resolvable by the staff at Connect. This term I am using Etudes, formatting is, for far, not as easy to pick up on.
Really great option for those who work Full Time! Couldn't have gotten this far in school without online classes, they are the best option that works for both me and my family.
I have been attending Delta College for the past two years. I have my AS in Accounting thanks to SJDC. What I would suggest is that we should have an online course for every course available. Most of the students work and they should be able to have access to every course possible online and in class. There should be also a

program for Bachelors degree which would raise the attendance dramatically. These are my two cents of suggestions, thanks.
I want my answer now! I wanna raise my hand! I wanna see the teacher!
I really enjoy learning, this online class was my very first online experience ever. I didn't know what I was getting myself into, but I had to make that choice so I can be successful. Besides I would like to take another online class someday when I iron out the circumstances that are out of my control.
please, open the quiz and home work assignment for longer period. this is the online instructor must flexible for student.
I would really love to complete my certificate online. Also i really like the new software that you guys are using- Canvas. Its more advanced and easier to use!
Drop etudes, incorporate Canvas to all courses.
The literal reason why I struggled so much in that particular subject
Computer literacy class online or campus would be helpful learning courses
Nice
I wanted to add that taking an online course gave me more time to look and study the problem. Online courses ran on my time compared to in person classes.
Instructors of online classes should work on clearly communicating assignments and laying out forums and discussion posts.
Its easy and convient
I find it helpful to connect with other students in my class and form study groups, or just being able to ask students a question. Unfortunately this aspect is lost because there is no way to contact other people in your online class unless you knew them beforehand. I think creating a group chat option that includes the students only would be a great idea, and allows for students to connect if there are group projects offered.
Please offer more courses online
great school
If there were more classes available online it would've been nice.
I would make sure any teachers with online classes actually know how to work with either canvas or etudes and are organized in posting assignments, etc.
curriculum can be a little difficult and confusing at time, some professors make online courses too difficult. The purpose of online courses are flexibility but some professors are over whelming their students. They need to keep in mind our other classes and work schedules.
No
Switch completely to Canvas because it's format can be easily navigated
I believe it's good to have online courses, but from what I've heard from other students is that they have a hard time doing assignments on time because they put off their online work. I have also felt that way whenever it came to my hybrid classes.

Hopefully there may be something to encourage students to be even more productive with their online work.
I had a terrible experience with my online class.
I wish Canvas layout was a little easier to navigate once you're in your course. I take 3 courses on-line and it's hard to see what I need to do individually (the calendar is great for all course!)
Stick to one format, either etudes or canvas
Online courses have helped me out a lot. Using online courses has reduced the amount of times I have to travel to Stockton to class in a week. I'm a husband and father of 3, saving that gas money helps. The online math courses also offer more learning material that has helped me to( videos I can replay as needed, power points, and extra practice problems)
I like combo classes (In class lecture & online assignments & quizzes/tests).
Professors need to be reached a little easier. Sometimes it is difficult to get a hold of a professor and sometimes nearly impossible to get questions answered.
Different teaching methods/More options of online instructors.
It would be nice to have more interactive learning activities to help prepare for quizzes and test
I had to drop an online course because of the format. The teacher also did no teaching. ... just assigned reading and videos. However, on canvas I have a great teacher right now who is very interactive with students and I think I'm going to learn a lot. I take online classes because I work during the day and the campus does not offer enough courses in the evenings. Students should be made aware that they can download Microsoft office 365 through Microsoft for free if they are students. I had an online teacher who would only accept msword documents uploaded through etudes, and I feel that is not fair since people using a tablet would not have that program and people might not be able to get that program. I feel teachers online programs should be evaluated to make sure they are actually teaching.
There are different varieties of classes other campuses offer that I wish Delta offered.
Online is great!
classes that require reading the textbook more than in class learning should be online or have reduced in class hours. There should be more night classes for Working students!!!! my boyfriend would like to attend delta for transportation but has work all morning. Thanks! :)
every online class should use canvas instead of etudes
If we are using Canvas, why is it necessary to make a student spend \$150 for a code to another online learning program like Connect when all could be done on Canvas?
More online courses would be great. Also, the teachers could record a live lecture of the live class and show those - I prefer that to a simple Power Point presentation, because they fill out the details.
have more videos explaining things. It's rather difficult to work with little to no one on one with the instructor.

that there would be more space in the online classes
There need to be more interaction from professor It would also help to make clear what work is coming up instead of waiting until the last minute to post assignments especially around finals.
N/A
I enjoy taking online courses, especially if you have responsibilities such as work or have issues that prevent you from being able to make it to school on time. However, I enjoy hybrid classes that require you to attend class at school but submit your homework online. I feel as if this is a much easier format to follow.
The face to face interaction and hands on learning is what makes taking online courses a last resort of sorts for me. I really enjoy being on campus. If I had greater home or work responsibilities I would value the ability to take online classes much more.
Professors should be required to respond to student questions within a certain time frame. I've had two semesters now where the professors are completely inactive and it's very frustrating/unfair.
I mostly use online classes so that I can work during the semester and pay my bills as well as because I need a low-cost option for school. I would just suggest that access codes for courses be free or offered at a low cost.
Don't have any
The lack of communication we have is so minimal and limited. Sometimes when I do call delta to get answers about financial aid and how to use certain programs they redirect me to 3-5 people and at the last person they'll completely hang up. It's honestly the worst and having meetings for school that require me finding a ride a week in advance for can be so costly. I work full time so it's even harder to get days off to come to the school.
I really liked when all of the homework was unlocked, so I could study ahead when I had time in my very busy life. I wish that my statistics class was the same way. That way if I push really hard early on, I can get ahead, and then simply go back and refresh myself when it comes to exam time. It also allows me to inventory my time better, as I will be able to divert more time towards work and earning monies, as my income is BARELY manageable with no financial assistance. All in all, I want to take the time to thank you so very much for this opportunity, and the ability to take some of these classes online! (I wish my Chemistry class was much closer, it is quite a drive to Tracy when I have a limited budget) Thanks again, and have a wonderful rest of your day!!!
The online courses are really easy to use in each platform provided by the instructor
If online courses were not available there is absolutely no way I would've been able to come back to school.
too much homework online
Etudes is the absolute worst format to do work in. It is extremely outdated, and there's not even an app so we can take our quizzes or tests on the go. It needs to be changed ASAP



I feel every course should be offered online for busy parents working full-time. I feel instructors for online courses need to be extra responsive to students since everyone is on different schedules working through the class.
it would be nice to have more classes online
Some online classes have more work than necessary to learn the subject matter. I doubt anyone needs to answer all 200 questions in a math book chapter to learn how to divide fractions.
the only issue i had, was the availability of the professor. It was very hard to contact them for info or to discuss a situation with the assignment. Otherwise the course online is not easier, but convenient for a heavy workload.
I think online courses are easy to do and great I like all my teachers and I enjoy taking online classes
I wish I could take all my courses online
Online class are sometimes helpful, but I rather take the course in person.
I like taking online classes at delta if the platform used for that class is organized.
I like to be in the class room. But if it could be video like seeing and talking to a real teacher yes yes.
All Final test should be done online if the class is online. Canvas is better for online classes. Drop dates should be different for online classes.
I don't have one this time.
Canvas is a better online resource instead of Etudes, easier to navigate, and a better overall experience.
I would rather use Etudes than Canvas
Some online courses are much more harder than being in class. Some teachers really over do it and expect a lot more than they would in class.
more courses need to be offered online. Hybrid classes are also a must. I feel that the online format is useful for family life. Online classes are great for time managed persons as well as family life.
None
Give more online classes.
I have taken both online and on-campus classes. I find them both to be useful to me as the online courses allow me more freedom for my busy life schedule yet I find the on-campus classes offer a more supportive environment to interact with other students enabling me to better understand some subject information. I need both platforms for my current program and my life demands.
My experiences with online courses have been good overall.
One major problem I had with online course is that I had power outage while taking a test and I was not allowed a second chance; I automatically got a ZERO. Also, I was 100% sure of my answers in all of the quizzes but I got docked couple points in some of them. Professor refused to review my answers nor attend to my requests. She plainly instructed me to stop pestering her.

More math choices to be online
I like online classes and I will learn allot and study the courses.
Everything is easy to understand from my experience.
I have already completed the survey questions about the homework that I did online and it was easy for me to do it and I will return them in on time by the due date and time.
Overall I have received an exceptional education @ Delta College. I have enjoyed my online classes equally to the classes I've taken on campus. The greatest benefit to online classes is the flexibility it offers to balance working while pursuing an degree. I would not recommend taking math or science classes online or for anyone who has difficulties maintaining a schedule on their own.
Delta College needs to bring back Architecture courses that are transferable to UC and CSU
please more core classes online, and more science classes!
Both in person and online have their own pros and cons however, online eliminates the time and stree in between classes, driving parking, etc. Givin*. More time to study and read! I also like that I can go at my own pace, back things up, re-read assignments with slowin* others down. I can email for clarification and the canvas app has allowed so much materials ready at our fingertips. Teachers can take a bigger work load as well. It's really a win win for students, teacher and I feel the college as well. I hope that you expand the amount of classes available.. I would love to continue to take my whole college experience through delay online.
Add higher level math courses
My experience with delta is awesome.
Online classes really help those who don't have reliable transportation and are just as good as on campus classes.
Some teachers are great online but some are not. I understand that they want us to meet a minimum count on discussions but some teachers expect way too much. I once had a teacher who expected a 450 word count. We basically had to write a bunch of bull to get to the word count. It was all about quantity to her and not quality of our work.
I like the convenience of online courses but I feel it's harder for me to learn anything because I don't have someone in front of me helping and tutoring hours are never available for me during the times I'm available. So I tend to do rather poorly in online classes.
Please provide full degrees online!
Still comparing in class vs online
Be aware of the due dates by constantly checking the calendar and do not work on the assignments so last minute. Also, don't go for the minimum score such as a seventy percent. Instead, always strive for the 100 percent because if the score isn't 100, it should still be a good score.



Delta should offer more classes online during the summer. Also, they should offer science classes that don't include labs, online.
It would be nice if Delta offered discounts on online programs/memberships for learning tools like McGraw-Hill. Also, math classes online are very helpful.
Sometimes people will hire others to take an online course for them. As a result some professors found that by giving more assignments online will increase the price of someone having to pay the person. Which will decrease the chances of these cheaters. However, I feel the quality of education is lost and stress in a student is increased by the large amount of work to stop cheaters. This is unfair and keeps me away from online courses majority of the time.
Great Job Delta
I online education was a fulfilling experience. It allows me to teach myself and discover through reading and practices
More online math classes please
For the Canvas platform, I would like a way to see which other users are online at the moment in order to promote a more genuine classroom environment. Without seeing other students who are logged on, online classes can make me feel isolated from my classmates. This is one of features that the Etudes platform did well, as I enjoyed seeing my classmates being "in the classroom" with me.
hybrid classes are the best of both worlds for me.
I recommend having a workshop at Delta College on how to use Etudes and Canvas. There are many students, including myself, that ran into trouble using those sites for the first time.
I can't think of anything right now. My Professors are really good with instructing.
I wish more classes were offered online. I am a single mother who works full time, day shift. I have no time to attend a regular class. And at night, I have no one to watch my child. Some weekend class would also be great.
I take online classes because there are not enough in person classes to satisfy my needs for my degree. The in class classes have been slowly dwindling down in size and times. Sadly I have already started to look at other community colleges. I don't want to be here for another 5 years to try to complete my AS degree and for transfer.
I am a Tracy student who commutes to the Mountain House campus. Due to financial, safety, and transportation reasons, I am unable to take courses at the Stockton campus. Generally, I have been able to take all the courses I need at the Mountain House campus, but have had difficulty in other areas such as in Computer Information Systems in obtaining requires courses, which has forced me to take undesirable electives or online courses in the absence of courses at the Mountain House campus. I would greatly prefer to have in-person classes than online classes, as I frankly don't learn anything from online courses. Yes, yes, you're expected to dedicate x amount of hours per x units per course, but honestly who *really* does that even in on-campus classes? We get lazy or life gets in the way. I learn most from the experience and interaction I have in the classroom environment, from engaging my professors and fellow students. I just *don't* find online coursework for me. Sure, it's simple and gives you the ability to decide on your own time when you want to study or

turn in coursework for the week, but the management of it, while liberating, is also entrapping. I find most often that I do the bare minimum I need to do to complete online courses as I simply don't enjoy them. Learning should be fun, and for me the fun is in the classroom, not online. If I could change anything about my experience here at Delta College, it would be to have been able to take the courses i needed in person rather than online. I hope that future class schedules will be able to include a wider array of courses at the Mountain House campus.

group discussions are less organic than when taking an in person course

Hi. I enjoy learning online. It gives me the opportunity to complete 40-50 hours of work at my full-time job as a Computer Numerical Control Machinist for the Biotech and Fluidics industry and complete my AS-T degree. The online component in conjunction with the night (6-9pm) courses at Mountain House allow me to commute, work, and study. Thanks, Delta. -Proud Mustang

I think the teachers should send student an email at least two weeks beforehand and letting them know if they set it up correctly. Instead of sending everyone that y'all still didn't do the assignment you could be dropped you can send it to the individuals. Because here I was confused because I've done my assignment but thought maybe since I'm not tech it's me but scared because I might've been dropped.

Excellent

It is good now

For me, my preference of in person or online depends on the Subject. More difficult subjects I prefer to take them in person vs online as there is usually more direction that way.

I like Hybrid classes better than online classes because online classes make a difficult for me to learn a subject.

Better websites. Etudes is very old; it needs to be updated or there should be a new program. Canvas is very nice.

I really enjoyed taking the classes through etudes, however, the Canvas format seems a bit more confusing. I know a lot of students are having issues with the canvas portal.

Teachers need to do a better job at helping their students and checking their email. Especially in the summer

I enjoy the online courses because it gives me the freedom to do the assignments at anytime.

Would love it if oral communication was offered with some sort of skyping or video conferencing option. All in all, I have been very satisfied with the amount of online classes offered at Delta...

While online education may not suit everyone, there are those of us who rely on it. Personally, I would much rather fulfill all my requirements online, as opposed to having to take classes I neither need nor want simply because they're offered in an available timeslot.

I really love online classes. It save my times and gas.

I take online classes because I do not always feel like going to class and am afraid I will miss a class. I do have the self-discipline to get up everyday and do homework or

other assignments such as reading. Taking the online classes is my way of making sure I do not miss any of the content I might have missed if I had missed a class I was supposed to physically show up for. The participation in discussions is probably my least favorite thing about online classes. Not because I don't want to respond to a discussion question but because I am not a "writer" naturally. I find that I spend more time than I probably should trying to make my responses error free. The worst part of the discussions is the requirement many professors have of responding to fellow classmates discussion responses. They tend to sound forced and usually a bit "kiss-assish."

make sure the teacher knows how to work the online program they are using. Also guide the students on how to use it, so we won't have to ask a lot of questions

I personally have difficulty with a class that requires in-class and online supplemental course material. I failed a couple classes because they were considered pilot programs and they had not gotten all the bugs ironed out.

I would encourage students to do online courses at Delta. I know they will like it as much as I did especially for those that is going to Delta coming out from high school.

The south campus in Mountain house needs to be completed because it is a hassle for me to drive 30 mins just for one class when there is a south campus just ten minutes away from where I live. Also teachers should be required to use canvas because that is easier to navigate than etudes.

Please have more online class availability.

Keep up the great work

It is difficult scheduling and remembering when things are due if a proff changes dates and updates you on one forum but not the other .

Canvas is far easier to use than Etudes. In either case, I prefer in-person classes becuae

I would like it if Delta offered a more subjects online that helps CSU and UC transfer students meet their GE requirement. When you look at most of the classes these students have to take you can see how the majority of them can be transitioned into online classes, which will help students that have limited transportation, money, and/or time.

I feel that most classes should follow the same online format to make it easier for students to understand how to submit assignments.

none.

I really have liked the convenience of the online courses. I am able to deal with family matters, illness and work and still stay in school. I would like, though, if the professors would put some of the lectures online that we could watch at any time during that unit. I think that would help.

I feel that you have to use time management when taking online classes and I am very responsible when taking online classes.

Sometimes the credits don't transfer fully to the University I am applying them to. I like the program so far. Some of the math courses are not available on line and it make them difficult to complete the math series.

I would love to actually see the professor in online video lectures rather than just audio.
online experience was the worst i am never taking online courses again
I think there should be more online class options.
For the two online system which we are using now, I prefer the etude system because everything present over there is love more easy to handle.
From my opinion, My Math Lab Pearson is great! However, McHall Connect is horrible. Ever since I started using it, my laptop became slower and slower. I decided to use my phone instead, the same website of Connect made my phone slower and slower. You guys need to change the online course. Plus they are too expensive. Paying intuition and later having to pay 100+ for the online corse is not fair. When paying for the class tuition, each online website that is required for an on campus class should be free. There are a lot of us that struggle with money.
Bring more classes to the online world! It would be of benefit many people who are unavailable to attend classes on campus.
Some professors don't respo d or interact with you the entire semester. Please fix that.
no
Canvas is much better organized than etudes.
NA
N/a
If all online courses/ homework could be on the same site , that would be great!
Great way for people who work to reach their educational goals and I am very thankful for this option of online education.
Canvas is a great program
I would like for online students to have Delta ID's too. When we go to events or places its not fair because I'm a student but can't get everything because I have no ID.
The etude online platform is really outdated and sometimes makes studying a bit cumbersome.
Online education is the best. It helps me to work and continue my education. Wish more class options were online. Thank you for allowing me to take the courses I have online.
I recently had to relocate from Stockton to the Bay Area, online classes will allow me to finish my degree without transferring.
completely get rid of etudes, its overly confusing and not user friendly at all. i failed one class because the way it was set up i didn't know about half the class work. now canvas is very user friendly and gives clear cut easy to read and understand reminders about what, where and if there is new content or when something is expiring. as students we shouldn't have to spend most of are time just trying to figure

out what or where we are supposed to do something we should spend are time on the subject its self.
There are some classes that are not given at night that I wish were available. Especially science with labs. These classes would also be great if could be done online. One of the courses I need (science with lab) is holding me up from getting my degree/transfer because of my work schedule.
Almost every semester I have a teacher that has part of their work online, which is fine. My only issue is that EVERY single semester has me creating a different account with a different website and different payments and fees. Even my math teachers have had me create different accounts with different websites. Is it not possible to consolidate the online websites used somewhat?
I learn much better when online and learning and working on my own
MORE ONLINE CLASSES PLEASE, LESS ETUDES PLUS OTHER MATH PRICE
No suggestions at this time but a heartfelt thank you for the variety of online courses at Delta! Keep up the great job.
MORE CLASSES AVAILABLE
Keep better track of instructors grading assignments in a timely manner.
The instructors are very good at getting back to students, providing a convenient experience to take their courses and understand the material at the same level as if it were taken at the campus.
I prefer Etudes over Canvas
Great programs, and easy to do work/work ahead
I pay for my education. In person courses are better. It's been proven. I feel that I'm only getting half of my money's worth. And that's not right. There should be a professor with a classroom for all courses.
Courses like math are really really hard online. I don't believe that it helps students when learning math online. Classes like psych, child development, etc. are good to take online because there's discussions and things. Math online courses are not a good idea.
I would like to see more classes available online through out the semester, it has been difficult to plan my semesters out when i do not know what classes will be available online and which one will not be. I believe it would be beneficial for several students if there was more consistency in this area, as well as, many more classes online to choose from. otherwise it is an awesome experience.
I enjoy taking online courses at Delta. It would be great if Spanish 3/4 was offered online ! Overall there is a great selection of course and great faculty
more online classes!
The majority of the time, the work load for online courses is significantly greater than for its in-class version. In a similar manner, I have found most online courses here to have a lot of unnecessary and redundant assignments that end up making a 2-hour commute to campus much more efficient and enjoyable. Then there is the complete opposite in which a few classes assign such little or easy coursework that we really do not learn anything and end up spending extra money on a textbook we never touched. I believe students would be more inclined to take and be more successful in

online classes if professors were required to provide an honest estimate of how much time their class will require per week (aside from the standard "3 hours per unit of work") so that those with busy job and family schedules can better gauge if they have time for the course or not.

Last year, I had two hybrid classes, meaning homework and quizzes were online and you would still come in to the class in-person for a lecture. I took English and Precalculus II as hybrid classes due to my schedule being full at times. English I would recommend taking it online, but for any math class I would prefer in-person because I struggle with math and I'm somewhat a visual learner. There is a way to contact professors, but I'd rather not wait an hour or so for a reply back.

They are very convenient for working individuals. You can complete your assignments when it is convenient for you. Love them and will continue to take them.

As much as I enjoy the online classes, I feel that adding the Pearson Labs in almost everything is a huge inconvenience because there is always something wrong with it and I always have trouble accessing it, even when I have purchased a brand new access code. I don't see why professors can't just put everything on canvas.

Some teachers are just trash tbh. Doesn't matter if it's online or not

Online classes is the best go to course or class if you are a person that works during the and the only classes you can take are online course.

If anything, access codes shouldn't be too expensive. But I love doing online classes for quizzes, assignments, and exams.

So far it is a great experience. I like that it is flexible. I was able to work on assignments which ever day of the week before the due date.

Instructor needs to make sure we pay attention to big assignment due dates.

I discovered that taking online courses saved my time and it was very convenient. I will take them again. Thank you!

Hybrid courses are excellent because it gives some in class time together which helps the online experience to work much more smoothly.

I have to take online class for the reasons of I am a full time mom who raises 5 children, I work fulltime, I commute to the East bay for work during traffic peak hours. My children are in multiple activities. And their dad travels for his career, I have no help with my children besides programs I pay for. Online classes are the only way I can attend school. Thus, is the reason I have had to change my major of nursing due to the science classes as well. They are not offered on weekends or online. Which I feel they should be

I love the hybrid courses, they are a perfect balance of taking in class notes and providing the opportunity to ask questions to the professor personally. I love that all our assignments are online and we are still able to email our professor any questions. I would like to see more hybrid classes.

Online is perfectly fine for those who can't make it to campus everyday or have other things they need to attend to, but for those who have the capability of having a face to face discussion with an instructor, in person classes are far more superior for learning the material.

## Sources

Grade Increase: Tracking Distance Education in the United States by Julie E. Seaman, I. Elaine Allen and Jeff Seaman, Babson Survey Research Group 2018

Distance Education Report, August 2013, California Community College Chancellor's Office

Public Policy Institute of California, California's Future: Higher Education Report, January 2018

