

Institutional, Faculty, and Student Support Recommendations

The Faculty Committee on Online Education recommends that the institution provide the following support for Distance Education:

1. Institutional Support

- a. A separate, centralized, distance education department/division with a fulltime manager who is responsible for coordinating, implementing, and overseeing major support services for students and faculty
- b. A stable, password protected learning management system with faculty and student 24/7 technical help support
- c. Adequate personnel, funding, and technology to implement distance education programs, policies, and procedures
- d. Appropriate levels of training and/or training materials related to the use of distance education technologies
- e. An effective means of supplying necessary hardware and software to qualified distance education faculty

2. Faculty Support

- a. A dedicated instructional designer to assist with course development and best practices in Section 508 compliance and universal design
- b. Ongoing course development and technical training opportunities
- c. Mentoring for distance education instructors
- d. Assistance interpreting current copyright law regarding all aspects of distance education

3. Student Support

- a. Ongoing access to information, tutorials, and/or training materials supporting technology requirements and readiness for distance education (i.e. *Online Learning Readiness Assessment* on the Pasadena City College Distance Education website.)
- b. Published notice of all required on-campus meetings and required activities prior to the start of the course
- c. Ongoing, technical support available 24/7 through the duration of the course
- d. Adequate online access to administrative and support services, including registration and enrollment, assessment, financial aid, advising and counseling, scholarships, bookstore, and DSPS.