

Lassen Community College

Follow-up Report



Approved by the Governing Board:
February 10, 2015

Submitted:
February 15, 2015
Lassen Community College
P.O. Box 3000
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To

Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges

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Statement of Follow-up Report Preparation

The campus educational community has worked diligently on the recommendations identified by the Accrediting Commission for Community and Junior Colleges (ACCJC) Western Association of Schools and Colleges at the June 2014 Commission meeting.

During early Fall 2014, the Accreditation Steering Committee determined that the Accreditation Chair with information provided by the administration would prepare a preliminary draft of the March 15, 2015 Follow-up Report. An initial draft was presented to Consultation Council on November 6, 2014 for discussion and feedback. The preliminary draft was presented to Consultation Council on December 4, 2014. Consultation Council members were assigned specific recommendations to review. The Accreditation Chair compiled the suggestions into a revised draft.

Consultation Council reviewed and accepted the revised draft on December 18, 2014. On December 19, 2014, the revised draft was distributed to the entire campus community by email and hard copy for their review and comments. The constituent groups (administration, faculty, management/confidential staff, classified staff, and students) held meetings between January 8th and January 16th to receive input and to collectively agree upon any suggested changes, deletions, and additions to the draft Follow-up Report. The Governing Board discussion of the draft Follow-up Report occurred at their January 13, 2015 meeting.

Consultation Council met on January 22, 2015 to discuss the constituent groups input and incorporated changes to the draft at that time. At the same meeting Consultation Council adopted the final draft and accepted it for forwarding to the Governing Board. The Governing Board reviewed and adopted the March 15, 2015 Follow-up Report at the Board Meeting on February 10, 2015.

The adopted Follow-up Report was sent ACCJC and added to the college website on February 15, 2015.



Dr. Marlon Hall
Superintendent/President

Recommendation One:

“In order to meet the Standard, the team recommends that the College define regular and substantive contact and ensure that regular and substantive contact between instructors and students is evident in all online courses. (Standard II.A.1.b.)”

At the first meeting of the Academic Senate following the receipt of the July 3, 2014 letter from the Accrediting Commission for Community and Junior Colleges (ACCJC) discussion occurred on the need to revisit the *Online Instructor's Handbook*. [1.1 Academic Senate minutes –July 30, 2014, August 26, 2014, September 9, 2014] The discussion centered on the need for establishing expectations for faculty and student interactions in online courses. Further discussions occurred during subsequent Academic Senate meeting in early fall 2014 culminating in the adoption of a revised *Online Instructor's Handbook* at the September 9, 2014 senate meeting. [1.2 *2014 Online Instructor's Handbook*] The revised handbook includes the expectation of “weekly instructor-to-student group and individual contact” in addition to “weekly student-to-student interaction.” [1.2 *2014 Online Instructor's Handbook, pages 3 and 4*] Additionally, the handbook articulates a variety of methods whereby the contact might be documented such as regular news forum posts, check-in assignments, and email within the “Moodle” platform. At the same time, the Academic Senate took the opportunity to update expectations for accessibility in the online handbook.

Faculty evaluations are the primary mechanism utilized to assure that courses are taught to the course outline of record and meet all of the expected academic standards established by the institution. Regular tenured faculty members are evaluated once every three years, and contract faculty at least once each school year. [1.3 *Lassen Community College Faculty Association (LCFA)/Lassen Community College District (LCCD) Contract*] Adjunct faculty members are evaluated during the first semester of employment and every third semester following the initial evaluation. Faculty members are evaluated for all modalities in which they were instructing: traditional, online and/or correspondence instruction. The evaluation includes forms specifically developed for each modality of instructional delivery, traditional, correspondence and online. [1.3 *LCFA/LCCD Contract*]

During the faculty evaluation process, the Vice President of Academic Services addresses the issue of student contact and continued understanding of the role of online education in the overall college mission. All faculty evaluations may include formal recognition of areas of exemplary performance, suggestions for improvements or in some cases the recommendation that an individual not be scheduled to instruct in a particular instructional modality, usually until certain conditions are met.

During fall 2014, the faculty evaluations of online instructors included review of instructor-student interaction and evidence of regular and substantive contact was found to be occurring in all of the cases. The instructors showed increased contact through weekly dialogue and this was documented by viewing students contact hours and assignments posted to the website. [1.4 Faculty Evaluation Letter to Academic Senate from Vice-President of Academic Services]

The Curriculum and Academic Standards Committee entered into discussions during late fall as to how the faculty could best contribute to higher standards of online and correspondence instruction. [1.5 Curriculum and Academic Standards Committee minutes November 18, 2014, December 2, 2014, December 16, 2014] The result of those discussions was the proposal for an Adopted February 10, 2015

additional Academic Senate Subcommittee, the Distance Education Review Committee, which will actually be a subcommittee of the Curriculum and Academic Standards Committee. [1.6 Distance Education Review Committee Charge] The committee comprised of five tenured full-time faculty with experience in correspondence, online and hybrid instruction will review distance education sections for compliance with local, state, and national distance education guidelines and standards. The committee will make recommendations for improvement, continuation and discontinuation as warranted. The Curriculum and Academic Standards Committee approved the charge at its December 16, 2014 meeting, and implementation is scheduled for spring 2015.

Recommendation Two:

“In order to increase effectiveness, the team recommends that the College adopt a training program for online instructors that results in evidence that instructor assigned to teach online are prepared in accordance with established guidelines including regular and substantive contact between instructors and students. (Standards I.A.1.b. and III.C.1.d.)”

The revised training protocol for online instructors at the College was initiated with an “Orientation for Online Instructors” to be conducted prior to each academic semester. The initial orientation occurred following the Adjunct Faculty Orientation on August 13, 2014. [2.1 August 13, 2014 *Adjunct Faculty Orientation Agenda*; 2.2 January 7, 2015 *Adjunct Faculty Orientation Agenda*] During each orientation copies of the *Online Instructors’ Handbook* were distributed and the expectations for regular and substantive contact between instructors and students as adopted by the Academic Senate were discussed. [2.3 *2014 Online Instructors’ Handbook*]

The initial “LCC Standards for Online Instruction” was provided through CCC Confer on September 24, 2014. [2.4 LCC Standards for Online Instruction] The training was specifically designed to communicate the new expectations for regular and substantive contact between instructors and students as articulated in the revised *Online Instructors’ Handbook* to instructors, who reside at considerable distance from the campus. The virtual course was advertised to all faculty. The training was archived to allow faculty unable to participate during the live presentation to access the training on their own schedule. An additional training was offered via CCC Confer on December 4, 2014.

Early fall 2014, the Lassen Moodle Users Groups (LMUG) was established. The group met each Friday at noon in the Training, Education and Collaboration Center (TECC) to assist one another in solving problems; which had developed during the previous week of implementation. [2.5 Fall 2014 Monthly TECC Training Schedules]

Spring 2015, the Strengthening Institutions Grant (Title III) will be utilized to fund four faculty cohorts. Two of the four will directly impact and improve online instruction: Fully Online Instruction and Partially Online Instruction: Hybrid and Web-Enhanced. Participating faculty will work together from December through April culminating in a presentation/showcase day in May. [2.6 Faculty Cohort Announcement]

Recommendation Three:

“In order to meet the Standard, the team recommends that the College assure equitable access by providing academic and student support services to all students regardless of location or mode of delivery. (Standard II.B.3.a.)”

The College conducted a comprehensive analysis of the distribution of academic and student support services by location and modality during fall 2014 in order to evaluate the equitability of access being provided to all students regardless of modality or location. [Appendix C - Academic and Student Support Services Study] The study clearly demonstrated progress toward technology based student support services, one of the objectives of the Strengthening Institutions Grant (Title III). Students receiving their instruction from all modalities traditional, online and correspondence are encouraged to access the majority of their support services online. [3.1 Lassen Community College Website and Portal] Traditional face-to-face student support services continue to be provided for all students preferring that option, but accessible online services are being promoted. In terms of online tutoring, the College is working to better develop this area. Currently, online tutoring is done on an as-needed basis. Additionally, the College is working with the State Chancellor’s Office on new innovations to help serve our students in the distance education modality. The only exception is incarcerated correspondence students, who continue to lack access to online services. All of the various student support services available to traditional and online students are provided onsite or via mail for incarcerated students. The one exception is the lack of tutoring services for incarcerated students. However, since regular substantive contact between student and instructor is required for all correspondence delivered courses (minimum of six contacts per semester), the opportunity for instructor feedback is built into the courses even though peer tutoring may not be logistically possible.

Recommendation Four:

“In order to increase effectiveness, the team recommends that adequate professional staff be provided to meet the learning needs of students. (Standards II.C.1.a.; II.C.1.c.; III.A.2.; Eligibility Requirement #13 and #16)”

During fall 2014, LCC initiated the consolidation of the Library and Learning Center into a single Learning Resource Center. During the time necessary for redesign and modernization of the previous Library space to accommodate the new Learning Resource Center, student learning support services were moved to the existing Learning Center space. As a further step to improve learning services for students, the College replaced the full-time Librarian, a position that had been filled by a part-time employee since the retirement of the previous Librarian in 2011. [4.1 Consent agenda from Governing Board minutes] The new Librarian began full-time service on January 1, 2015, and worked five days during each of the last three months of 2014 to assist with the design and planning for the new Learning Resource Center. The consolidation of the Library and Learning Center into one physical space is intended to improve the effective use of professional staff. The modernization of the space will provide an environmentally comfortable and technologically friendly learning environment. Students will enter the Learning Resource Center through an Internet Café with comfortable tables, snacks and beverages in addition to computer access. [4.2 Library-Learning Resource Center Floor Plan] The Learning Resource Center remodel is being completed in two phases. Phase One involves the rearrangement of space, carpeting, new furnishings and shelving for books and is scheduled to be completed spring 2015. Phase Two involves replacement of windows and correction of other environmental issues and is scheduled to be completed during summer 2015.

Documentation by Recommendation

- 1.1 Academic Senate minutes – July 30, 2014, August 26, 2014, September 9, 2014***
- 1.2 Online Faculty Handbook (revised September 9, 2014)***
- 1.3 Lassen Community College Faculty Association (LCFA)/Lassen Community College District (LCCD) Contract***
- 1.4 Faculty Evaluation Letter to Academic Senate from Vice-President of Academic Services***
- 1.5 Curriculum and Academic Standards Committee minutes - November 18, 2014, December 2, 2014, December 16, 2014***
- 1.6 Distance Education Review Committee Charge***

- 2.1 August 13, 2014 Adjunct Faculty Orientation Agenda***
- 2.2 January 7, 2015 Adjunct Faculty Orientation Agenda***
- 2.3 Online Faculty Handbook (revised September 9, 2014)***
- 2.4 LCC Standards for Online Instruction***
- 2.5 Fall 2014 Monthly TECC Training Schedules***
- 2.6 Faculty Cohort Announcement***

- 3.1 Lassen Community College Website and Portal***

- 4.1 Consent Agenda from Governing Board minutes – November 12, 2014***
- 4.2 Learning Resource Center Floor Plan***

***March 15, 2015 – Follow-up Report
Development, Review and Approval Calendar***

<i>July 3, 2014</i>	<i>Letter from ACCJC/WASC re-affirming accreditation and requesting an March 15, 2015 Follow-up Report</i>
<i>August 5, 2014</i>	<i>Consultation Council discusses and agrees upon the process to develop the Follow-up Report</i>
<i>November 6, 2014</i>	<i>Initial draft Follow-up Report present to Consultation Council</i>
<i>December 4, 2014</i>	<i>Consultation Council discusses the preliminary draft Follow-up Report</i>
<i>December 18, 2014</i>	<i>Consultation Council adoption of draft Follow-up Report and distribution to campus for review</i>
<i>December 19, 2014 – January 16, 2015</i>	<i>Constituent groups meet to give feedback to Consultation Council representatives</i>
<i>January 22, 2015</i>	<i>Consultation Council adoption of the Follow-up Report</i>
<i>February 10, 2015</i>	<i>Governing Board approval of Follow-up Report</i>

Academic and Student Services Evaluation of Services			
Traditional On-campus Services	ditional Public Safety Training Center Ser	Correspondence Services	Online Services
Admissions and Records	Admissions and Records	Admissions and Records	Admissions and Records
<p>Students at Lassen Community College (LCC) can visit the Admissions and Records Office Monday thru Friday from 8:00-4:30 pm. The A&R office is staffed by three classified employees and the Dean of Student Services functions as the Registrar. The classified staff meets most of the needs of students who utilize A&R with a few of the issues being directed to the Registrar that are appropriate for that position. All forms, records, and paperwork can be acquired in the office which is located in the Vocational Tech building on campus and which houses most of the remainder of Student Services. Fees and tuition can still be paid in person at one of the windows in A&R. Staff and work-study are available to help students with application and registration questions at the computer kiosks located between A&R and Financial Aid.</p>	<p>Services for Admissions and Records are offered to students located at the Public Safety Training Facility by use of a computer and internet services which are provided at the facility. Students whether located at the Public Safety Training Facility or any other location are able to apply for admission to LCC by using OpenCCC link located on the homepage of the school's website. All students are able to apply through open apply and become an LCC student regardless of location. Most forms that are typically available in A&R offices are available online at the LCC website for completion. Registration and tuition/fees can be completed online using WebAdvisor by all students regardless of location. Assistance with registering for students with questions at PSTF can be answered by either calling the A&R office phone or by asking for assistance from the Site Coordinator at PSTF who is knowledgeable in the registration process and the A&R website page.</p>	<p>LCC offers correspondence instruction to students that are and are not incarcerated. For those that are incarcerated all forms that would be necessary to apply, register, or access records are mailed because internet access is not available to students and they are unable to access them online or in person at LCC. For those who are not incarcerated and taking correspondence classes, forms can be accessed online via the website.</p>	<p>Students who attend LCC at a distance by means of online instruction can access A&R through the website, Open CCC, Web Advisor and by means of the portal which was implemented fall 2014. Through Open CCC, student may apply for admission to LCC. Open CCC may be located both within the portal and on the front page of the LCC website. The College provides online registration via Web Advisor. Additionally, online access allows students to pay tuition and fees, check class schedules, add and drop classes, check grades and view unofficial transcripts. Located in the portal and on the college's website, students may access the necessary forms to request transcripts, FERPA release form, degree change form and all the other forms that are available to students who come physically into the A&R office.</p>

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Assessment</i>	<i>Assessment</i>	<i>Assessment</i>	<i>Assessment</i>
<p>Lassen Community College uses ACT COMPASS Internet Version to test (and retest) individual students in Math, Reading, and Writing for placement. Remote COMPASS testing is also utilized through ACT as needed. Paper-pencil College Board ACCUPLACER COMPANION Tests are used for outreach groups that test reading, sentence skills, arithmetic and elementary algebra. Non-COMPASS assessment placement test reports (under two years old) are accepted from other colleges that include scores and the course number and title of the Mathematics, English and Reading recommended classes.</p>	<p>The College currently utilizes both web-based and paper-based placement testing. The college's web-based placements utilize COMPASS®. This computer-adaptive placement test quickly evaluates incoming student skills in Reading, Writing Skills, Writing Essay and Math. Students may schedule appointments with the assessment office through email or by phone from a distance. Assessment testing for those attending classes at PSTF either occurs on the main campus or is proctored on the adjacent campus for high school students, who will then be attending LCC in the future several times a year.</p>	<p>Paper-pencil College Board ACCUPLACER COMPANION Tests are used for outreach groups that test reading, sentence skills, arithmetic and elementary algebra. These tests are typically proctored for incarcerated students that are assessing to be placed into classes at LCC.</p>	<p>Students, who will be attending classes at LCC via online, may request an appointment to assess either on campus in the assessment office or they may request to assess off campus at another college where their assessment test will be proctored. Student can request appointments via email or by phone.</p>

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Counseling</i>	<i>Counseling</i>	<i>Counseling</i>	<i>Counseling</i>
<p>Counseling services are provided in person, via telephone, email, workshops, online – student planning, Skype, and by orientations face-to-face, online, and correspondence. Datatel is used to document all contact with students. The counselors, which includes four full time counselors and one adjunct counselor, document assessment results, personal counseling, and assistance in completing university applications, graduation evaluations and academic advising. In fall 2014, students began to utilize the Degree Audit and Student Self Planning modules online. The new service allowed students to submit education plan changes and schedules for counselors to review. Degree Audit allows students, regardless of location, to select a degree and forecast an expected completion date. Orientation is available to all students online on the website. Each fall, a face-to-face orientation is offered that students are able to attend if they wish.</p>	<p>Counseling services are provided in person, via telephone, email, workshops, online – student planning, Skype, and by orientations face-to-face, online, and correspondence. Datatel is used to document all contact with students. The counselors, which includes four full time counselors and one adjunct counselor, document assessment results, personal counseling, and assistance in completing university applications, graduation evaluations and academic advising. In fall 2014, students began to utilize the Degree Audit and Student Self Planning modules online. The new service allowed students to submit education plan changes and schedules for counselors to review. Degree Audit allows students, regardless of location, to select a degree and forecast an expected completion date. Orientation is available to all students online on the website. Each fall, a face-to-face orientation is offered that students are able to attend if they wish.</p>	<p>Students who are incarcerated have a counselor who is dedicated to working with them. This counselor, in conjunction with the student, prepares an ed plan for the student and helps each student to register for their classes. Students are able to correspond with a counselor by mail to ask questions and for assistance with educational goals whenever they wish. Forms that are necessary for the student are mailed to them when they are needed. Beginning spring 2015, the online orientation will be printed and provided in all first time students' correspondence packets.</p>	<p>The Counseling office began using the Student Planning module in fall 2014, which allows student to select a degree and then map their two years out on the screen in front of them. They can then submit this plan to a counselor to review who will approve or give suggestions for changes and potential issues based upon that review. Counselors use Skype, email, and phone to meet with students at great distances and who are unable to come into the Counseling Office. Forms necessary for students that are found in the counseling office can be accessed online via the portal, website or emailed to the students if requested. Online orientation can be found on the college website. In spring 2015, LCC anticipates rolling out a new online orientation model that will be mandatory for all students who have not been exempted under the Student Success and Support Act.</p>

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Financial Aid</i>	<i>Financial Aid</i>	<i>Financial Aid</i>	<i>Financial Aid</i>
<p>All students are able to complete their FAFSA online. Documents that need to be completed in addition to the FAFSA are emailed or mailed to students for completion. Financial Aid and work study funds are disbursed electronically if students wish using HigherOne debit cards or they can still receive a paper check. The Financial Aid office is staffed by four full time classified employees and one manager/financial aid director. Workstudy also assist at needed. These employees provide excellent service and are able to meet the needs of all students at LCC.</p>	<p>Students, who attend the PSTF for classes, are able to access financial aid assistance by means of the website, portal, email, phone, or visit the financial aid office on the main campus. All forms or paperwork can be found online at the website or the portal or by requesting them by email.</p>	<p>Incarcerated students attending LCC are ineligible to receive federal financial aid. These students however, are able to apply through a paper copy for a BOG fee waiver. These are processed and applied towards all those who are eligible. Questions about financial aid are often answered through the counselor to whom they are assigned. Many incarcerated students gain valuable knowledge about financial aid prior to their release and apply for financial aid once they are out.</p>	<p>Online students can apply for financial aid and the BOG fee waiver online. All forms are accessible via the website and portal or can be emailed to the student if requested. Students are able to see their award letters and pending financial aid via Web Advisor.</p>

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Special Services (EOP&S, DSP&S, CalWORKs)</i>	<i>Special Services (EOP&S, DSP&S, CalWORKs)</i>	<i>Special Services (EOP&S, DSP&S, CalWORKs)</i>	<i>Special Services (EOP&S, DSP&S, CalWORKs)</i>
<p>Each department has its own page on the LCC website and in the portal. Contact information for each department can be located. The primary services for each of these support programs are only available on the main campus, however, access to the departments and what they are about can be found out online and during orientation.</p>	<p>Access to these special services can be utilized by visiting the main campus.</p>	<p>Incarcerated students can learn about these special services via their counselor and during orientation. Most of these services are not available for students while they are incarcerated. If an incarcerated student with a disability requests DSPS services, the student will have the psychologist or medical doctor from the institution complete paperwork and return it to LCC's DSPS Coordinator. Upon receiving that paperwork, our DSPS Coordinator determines which accommodations are deemed appropriate. The prison educational staff will be responsible for providing the accommodations for the student.</p>	<p>Students online can access special services by means of the website to learn more and to find contact information for each department.</p>
Bookstore	Bookstore	Bookstore	Bookstore
<p>Students are able to see which books are needed for their class by accessing their WebAdvisor schedule. Students may then order their books using the bookstore on campus and pick them up at the main campus on Monday thru Friday or they may order their books using an offsite bookstore company.</p>	<p>Students at the PSTF can buy their books using the online services and then pick them up at the main campus during the hours of operation of the bookstore. If students wish, they may purchase their books on their own utilizing a vendor of their choosing.</p>	<p>A few of the incarcerated institutions that work with LCC have book lending libraries. Books were bought and provided by the Lassen College Foundation for students that take correspondence classes at LCC. The other institutions that do not have lending libraries have students purchase their books through family members or friends or the institutions provide the books for them.</p>	<p>Most of the book ordering process is completed online and is followed in a similar pattern for students regardless of location or modality.</p>

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Food Services (Cafeteria)</i>	<i>Food Services (Cafeteria)</i>	<i>Food Services (Cafeteria)</i>	<i>Food Services (Cafeteria)</i>
Full cafeteria service for breakfast and lunch is offered on-campus.	Full cafeteria service is only offered on-campus, but drink and snack vending machines are available at PSTF.	NA	NA

Traditional On-campus Services	tional Public Safety Training Center Ser	Correspondence Services	Online Services
<i>Learning Resource Center</i>	<i>Learning Resource Center</i>	<i>Learning Resource Center</i>	<i>Learning Resource Center</i>
<p>On-campus students may access the Learning Resource Center (Library) during any of its normal hours of operation. Staff and faculty provide the assistance as needed to students who come into the Learning Resource Center. Hard copies of books are available for students to check out for a limited amount of time. Textbook access is available on a limited basis for students to use while physically present in the library. The tutoring center is available Monday thru Friday from 8:00 to 4:30 pm. Students have access to free printing, computers, Wi-Fi, Basic Skills workshops, and an inviting atmosphere to study and relax. Tutoring is provided free to all students at two hours per week for each subject.</p>	<p>Learning Resource Center (Library) access for students at the PSTF is available online using the databases that are provided to all students. Students at the PSTF who wish to check out hard copies of books or other materials need to visit the main campus to do so. A limited number of computers are provided for student use at PSTF. Tutoring services can be accessed at the Learning Center on campus, however, students, who wish to receive tutoring services, have access to online math and English tutors beginning fall 2014 semester. Tutoring is provided free to all students at two hours per week for each subject. Tutoring services can be accessed at the Learning Center on campus.</p>	<p>Correctional institutions carefully screen materials brought into their facilities, therefore providing library books from LCC is not feasible. Correspondence courses requiring research include copies of relevant articles in the correspondence packets provided to the incarcerated students. Most correctional institutions offer their own libraries that are available for student use. Correspondence tutoring is not available for incarcerated students in the Learning Center. Students taking correspondence classes write their instructor who is able to assist them with questions regarding their classes.</p>	<p>Students can access the campus Learning Resource Center (Library) from any location using online databases available at http://www.lassencollege.edu/academics/academic-support/. Effective January 2015, a full-time Librarian is available to assist students. The college's databases are based upon the recommendations of faculty and are comparable to or exceed those at colleges of similar size across the state. Additionally, an "Ask a Librarian" link is on the library website to provide online assistance to students. Tutoring services can be accessed at the Learning Center on campus. Also, a link to tutoring services is provided on the college website. Students needing additional support can use the link to request assistance. Tutoring services can be accessed at the Learning Center on campus, however, students, who wish to receive tutoring services, have access to online math and English tutors beginning the fall 2014 semester. Tutoring is provided free to all students at two hours per week for each subject.</p>