September 25, 2015

Dr. Susan Clifford
Vice President of Commission Operations
Accrediting Commission for Community and Junior Colleges
10 Commercial Blvd. Suite 204
Novato, CA 94949

SUBJECT: Addendum to Substantive Change Proposal—Distance Education

Dear Dr. Clifford,

In March of 2015 College of the Siskiyous submitted a Substantive Change Proposal for Distance Education. Little by little as the number of online courses has increased, COS now has a number of programs in which more than 50% of the credits earned can be earned through distance education, notably through online courses. On May 7, 2015, the Substantive Change Committee of the ACCJC considered this proposal, and on May 19, the College received a written response from the Committee. They approved the proposal pending additional information on the following two items:
- student retention and success data for online courses and programs
- authentication of students in online courses.

This letter contains the additional information that addresses both concerns.

Student Retention and Success Rates
The College has compiled retention and success rates for courses within the 38 degrees and certificates that have been identified and for general education courses that may be completed as part of the total coursework required for an associate degree. These data are contained in Attachment A. The data are presented discipline by discipline rather than course by course and are designated as (1) disciplines containing courses required for a certificate, degree, or major; (2) disciplines containing courses available for general education; and (1,2) disciplines with courses that satisfy both degree requirements and general education options.

The list of disciplines in Attachment A does not match the original list of degrees and certificates because several of the degrees and certificates on the original list are interdisciplinary. Also, because general education and elective courses that can be completed online are factored into the 50%-or-more-online classification of the degree or

certificate, general education disciplines are included in Attachment A, even though *as programs* they were not included in the original list of degrees and certificates.

Observations Regarding These Data
Generally, retention and success rates are higher in traditional sections than in online or video-conferenced sections. However, this is not always the case. For example, in Computer Science, online students performed as well or better than the traditional face-to-face students. Similar results appear in Psychology and Sociology.

Success rates for online courses are formatted in boldface for easier identification. It can be noted that in several disciplines, success rates have increase over the past several years. This may be a result of the College's increased efforts to provide continuing education for online instructors in course management and effective pedagogy; to conduct meaningful evaluations of online courses and faculty, with constructive feedback from peer evaluators; and to emphasize regular and effective contact with students in the curriculum design.

Of the two distance education options at College of the Siskiyous, online courses outnumber two-way interactive video courses. The College does not use correspondence education as an option.

Authentication of Students
College of the Siskiyous has instituted several methods for ensuring that students who enroll in the course are the students who participate in the course. These methods are listed in Administrative Procedure 4105 on Distance Education (Attachment B):
   1. Secure credentialing/login and password;
   2. Proctored examinations; or
   3. New and other technologies and practices that are effective in verifying student identification.

(1) For secure credentialing, each student is assigned a unique student identifier and password, which he or she uses to log into the online learning management system. After the first log-in, students are instructed to change their password to a unique and robust password. (2) Proctored examinations are administered onsite at the College or at another location agreed on by the instructor. For off-campus proctoring, the student and instructor coordinate the arrangements with a verified proctoring site. (3) The College has not yet purchased other technology that will assist in verifying student identification.
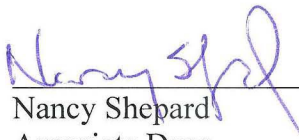
In addition to these methods of authentication, COS faculty utilize other methods to engage students and to authenticate student identity. Some instructors require students to do in-person presentations or recorded video or audio presentations, including voice recognition. Other instructors engage students using 2-way video-chat via Skype, CCCConfer, or other interactive video applications or websites. Another method of

authenticating student work is through plagiarism-checking software; instructors use these applications to check the originality of students' writing. Through these methods, instructors familiarize themselves with students' uniqueness and can authenticate student participation.

Concluding Summary

In this addendum to its Substantive Change Proposal for Distance Education, March 2015, College of the Siskiyous has addressed the ACCJC's request for more information regarding the College's retention and success data and its processes for authenticating the identity of online students.

Respectfully submitted,

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Nancy Shepard
Associate Dean
Learning Resources and Technology

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Steven Reynolds
Accreditation Liaison Officer

Attachment A

Course Success and Retention Rates by Discipline
Traditional Face-to-Face vs Online Interactive vs 2-Way Interactive Video

	2012-13 retention rate			2012-13 success rate			2013-14 retention rate			2013-14 success rate			2014-15 retention rate			2014-15 success rate		
	Trad	OL	Vid	Trad	**OL**	Vid	Trad	OL	Vid	Trad	**OL**	Vid	Trad	OL	Vid	Trad	**OL**	Vid
ADJ[1]	96%	89%	91%	95%	**67%**	75%	97%	91%	95%	97%	**67%**	80%	95%	91%	86%	93%	**78%**	81%
ANTH[1,2]	90%	90%	79%	87%	**58%**	75%	74%	82%	52%	65%	**67%**	42%	---	78%	65%	---	**68%**	57%
ART[1,2]	87%	54%	---	75%	**51%**	---	86%	89%	---	76%	**67%**	---	82%	86%	---	73%	**67%**	---
BA[1]	92%	88%	98%	79%	**59%**	80%	91%	89%	82%	83%	**70%**	55%	83%	87%	---	71%	**66%**	---
COMS[1,2]	91%	---	88%	80%	**---**	76%	88%	---	90%	80%	**---**	80%	88%	---	84%	83%	**---**	80%
CSCI[1]	88%	88%	---	75%	**71%**	---	83%	88%	---	70%	**63%**	---	72%	91%	---	56%	**69%**	---
ECE[1]	100%	88%	91%	100%	**72%**	80%	75%	89%	89%	75%	**70%**	85%	75%	86%	89%	75%	**70%**	85%
ECON[2]	---	---	96%	---	**---**	87%	---	---	86%	---	**---**	69%	---	89%	---	---	**79%**	---
ENGL[1,2]	79%	83%	81%	68%	**68%**	69%	85%	78%	87%	71%	**65%**	76%	86%	78%	96%	77%	**67%**	88%
ERPG[1]	100%	95%	---	100%	**74%**	---	99%	85%	---	91%	**55%**	---	82%	89%	---	55%	**56%**	---
ETHN[2]	81%	69%	86%	73%	**62%**	73%	69%	67%	---	67%	**61%**	---	55%	73%	50%	53%	**67%**	50%
FIRE[1]	97%	96%	---	91%	**65%**	---	97%	78%	---	89%	**70%**	---	99%	---	---	96%	**---**	---
GEOL[2,3]	74%	68%	---	74%	**64%**	---	96%	72%	---	72%	**55%**	---	---	---	---	---	**---**	---
GUID[2]	92%	76%	---	58%	**48%**	---	94%	72%	---	72%	**60%**	---	81%	---	---	70%	**---**	---
HEA[2]	93%	87%	---	72%	**73%**	---	95%	85%	---	85%	**75%**	---	84%	95%	---	66%	**81%**	---
HIST[1,2]	77%	90%	72%	64%	**73%**	57%	77%	78%	86%	59%	**62%**	72%	77%	76%	67%	59%	**60%**	63%
HUM[1,2]	91%	70%	---	77%	**57%**	---	83%	82%	---	64%	**66%**	---	100%	85%	94%	100%	**64%**	80%

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[1] Programs that offer online courses that are included among lists of required courses for degrees or certificates.
[2] Programs that offer online courses that fulfill a general education requirement.
[3] No data exists for 2014-15 in Geology because the instructor was on sabbatical.

	2012-13 retention rate			2012-13 success rate			2013-14 retention rate			2013-14 success rate			2014-15 retention rate			2014-15 success rate		
	Trad	OL	Vid	Trad	OL	Vid	Trad	OL	Vid	Trad	OL	Vid	Trad	OL	Vid	Trad	OL	Vid
MATH[1,2]	86%	85%	---	63%	**56%**	---	83%	82%	---	67%	**53%**	---	82%	81%	---	66%	**55%**	---
MUS[1,2]	90%	72%	---	88%	**64%**	---	90%	82%	---	88%	**65%**	---	89%	81%	---	87%	**64%**	---
PEFI[2]	91%	90%	---	74%	**77%**	---	92%	81%	---	81%	**73%**	---	90%	93%	---	86%	**75%**	---
PHIL[1,2]	90%	83%	---	71%	**75%**	---	78%	77%	---	68%	**60%**	---	67%	75%	---	65%	**67%**	---
PHYS[2]	93%	85%	---	92%	**74%**	---	87%	83%	---	83%	**55%**	---	96%	65%	---	91%	**48%**	---
POLS[2]	---	74%	80%	---	**71%**	74%	80%	70%	---	70%	**69%**	---	91%	72%	---	86%	**70%**	---
PSY[1,2]	84%	92%	---	78%	**74%**	---	84%	83%	---	72%	**74%**	---	77%	79%	---	69%	**72%**	---
SOC[1,2]	88%	80%	82%	76%	**64%**	79%	64%	79%	75%	58%	**68%**	---	92%	77%	69%	62%	**68%**	55%
SPAN[2]	72%	---	---	72%	**---**	---	84%	80%	---	80%	**---**	---	81%	55%	---	81%	**55%**	---
THEA[1,2]	91%	84%	---	88%	**66%**	---	90%	83%	---	87%	**68%**	61%	91%	76%	---	90%	**70%**	---

Explanation of Abbreviations:

ADJ	Administration of Justice	GEOL	Geology	SOC	Sociology
ANTH	Anthropology	GUID	Guidance	SPAN	Spanish
ART	Art	HEA	Health	THEA	Theatre
BA	Business Administration	HIST	History	Trad	Traditional face-to-face
COMS	Communication Studies	HUM	Humanities	OL	Online interactive
CSCI	Computer Science	MATH	Mathematics	Vid	2-way interactive video
ECE	Early Childhood Education	MUS	Music		
ECON	Economics	PEFI	Physical Education: Fitness		
ENGL	English	PHIL	Philosophy		
ERPG	Environmental Resources: Power Gen	PHYS	Physics		
ETHN	Ethnic Studies	POLS	Political Science		
FIRE	Fire	PSY	Psychology		

[1] Programs that offer online courses that are included among lists of required courses for degrees or certificates.
[2] Programs that offer online courses that fulfill a general education requirement.

COLLEGE OF THE SISKIYOUS

<u>**Procedure Manual**</u>

Title: **Distance Education**

Revision Date: **3/2/10; November 19, 2013**

Responsible Office: **Vice President, Student Learning Office**

Policy Reference: **Title 5 Sections 55200 et seq.**
U.S. Department of Education regulations on Integrity of Federal Student Financial Aid Programs under Title IV of the Higher Education Act of 1965, as amended
34 Code of Federal Regulations Section 602.17

Consistent with federal regulations pertaining to federal financial aid eligibility, the District must authenticate or verify that the student who registers in a distance education or correspondence education courses is the same student who participates in and completes the course or program and receives the academic credit. The District will provide to each student at the time of registration, a statement of the process in place to protect student privacy and estimated additional student charges associated with verification of student identity, if any.

The Vice President, Student Learning shall utilize one or more of these methods to authenticate or verify the student's identity:

- Secure credentialing/login and password;
- Proctored examinations; or
- New and other technologies and practices that are effective in verifying student identification.

The Vice President, Student Learning shall establish procedures for providing a statement of the process in place to protect student privacy and estimated additional student charges associated with verification of student identity, if any, to each student at the time of registration.

Definition: Distance education means instruction in which the instructor and student are separated by distance and interact through the assistance of communication technology.

Course Approval: Each proposed or existing course offered by distance education shall be reviewed and approved separately. Separate approval is mandatory if any portion of the instruction in a course or a course section is designed to be provided through distance education.

The review and approval of new and existing distance education courses shall follow the curriculum approval procedures outlined in Administrative Procedures 4022, Program and Curriculum Development. Distance education courses shall be approved under the same conditions and criteria as all other courses.

Certification: When approving distance education courses, the Deans and Directors and Curriculum Committee will certify the following:

- Course Quality Standards: The same standards of course quality are applied to the distance education courses as are applied to traditional classroom courses.

- Course Quality Determinations: Determinations and judgments about the quality of the distance education course were made with the full involvement of the Curriculum Committee approval procedures.

Instructor Contact: Each section of the course that is delivered through distance education will include regular effective contact between instructor and students.

Duration of Approval: All distance education courses approved under this procedure will continue to be in effect unless there are substantive changes of the course outline.