

# The Paradox of 24/7 Access in Community Colleges

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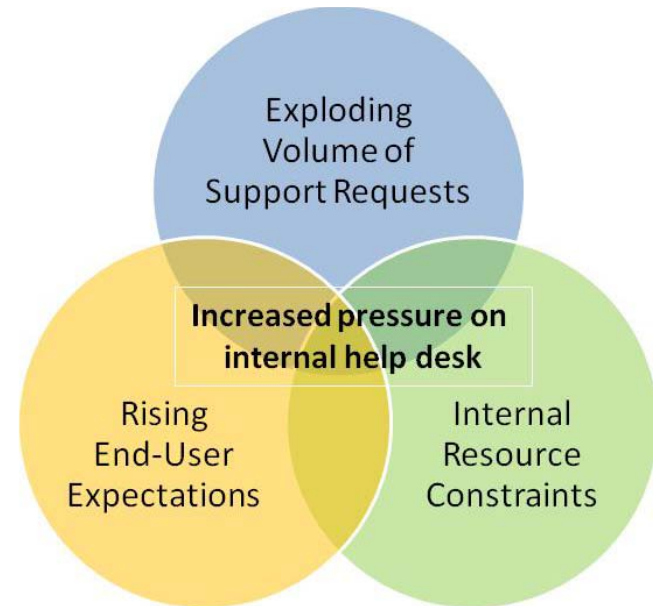


# Sneak Preview

- The Perfect Storm for Community College IT Support
- The Mission Critical Nature of Support Services
- Some Questions to Consider When Evaluating Support Options
- SDCCD Snapshot
- Partner Evaluation Criteria
- On a Daily Basis
- Overview of the SDCCD Support Environment
- SDCCD Longitudinal Data

# The Perfect Storm

- Ubiquitous presence of course management systems and technology euphoria
- Boomers and You-Tubers have increasing expectation for answers in “Google Time”
- Yet, only 40% of colleges and universities report that campus expectations are aligned with resources (ECARS 2007)



# Support is Mission Critical

- 67% of students that dropped an online course cited insufficient support as the primary reason (Educause Quarterly)
- Community Colleges report that “support staff needed for training and technical assistance” is the number one challenge in delivering distance education. (Instructional Technology Council, 2007)
- Enhancing customer service was cited as one of the Top 3 higher education trends for 2008 (Chronicle, 2008)

# Support is Mission Critical

## Faculty and Student Support Services

Accreditation Standard for Quality Assurance in Distance Education

**Accrediting Commission for Community and Junior Colleges  
of the Western Association of Schools and Colleges (WASC)**

<http://www.accjc.org/standards.htm>

**\*Policy on Distance Learning, Including Electronically-Mediated  
Learning**

# Questions to Consider When Evaluating Options

- What should our hours of operation be? Can we afford to go 24/7/365?
- How can we staff for the peaks and valleys of the academic year?
- Should we build the support function internally or partner?



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# Snapshot



San Diego Community College District  
San Diego City College, Mesa College  
Miramar College and Continuing Education

**SDCCD Online began Fall 2001 – 18 sections**

**2007-2008 - Online courses = 12% of the total**

**Spring 2008 = 461 Online Course Sections**

**Summer 2008 = 370 Online Course Sections**

**Fall 2008 = 468 Online Course Sections**

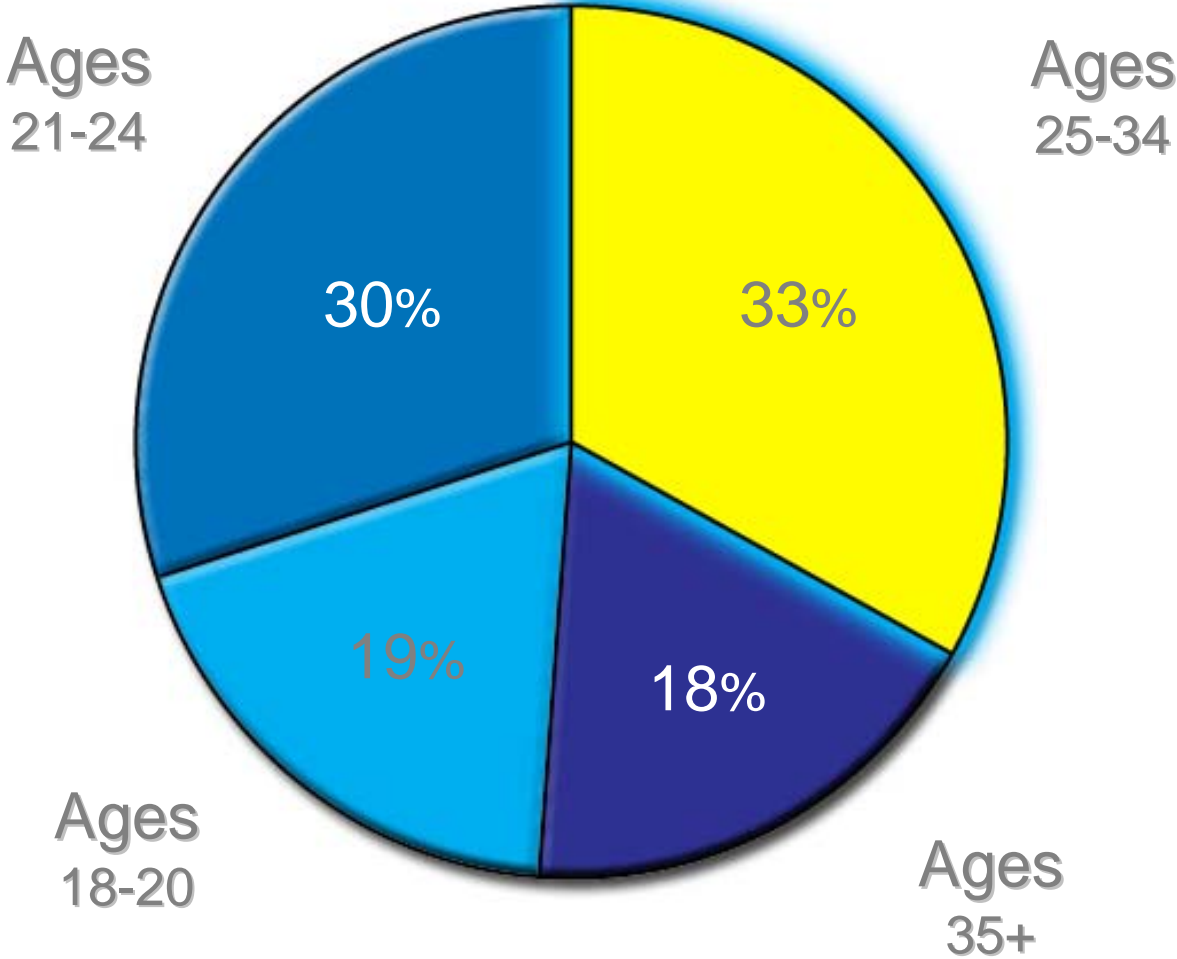
**275 Faculty**

**2 Full-time Instructional Design Coordinators**

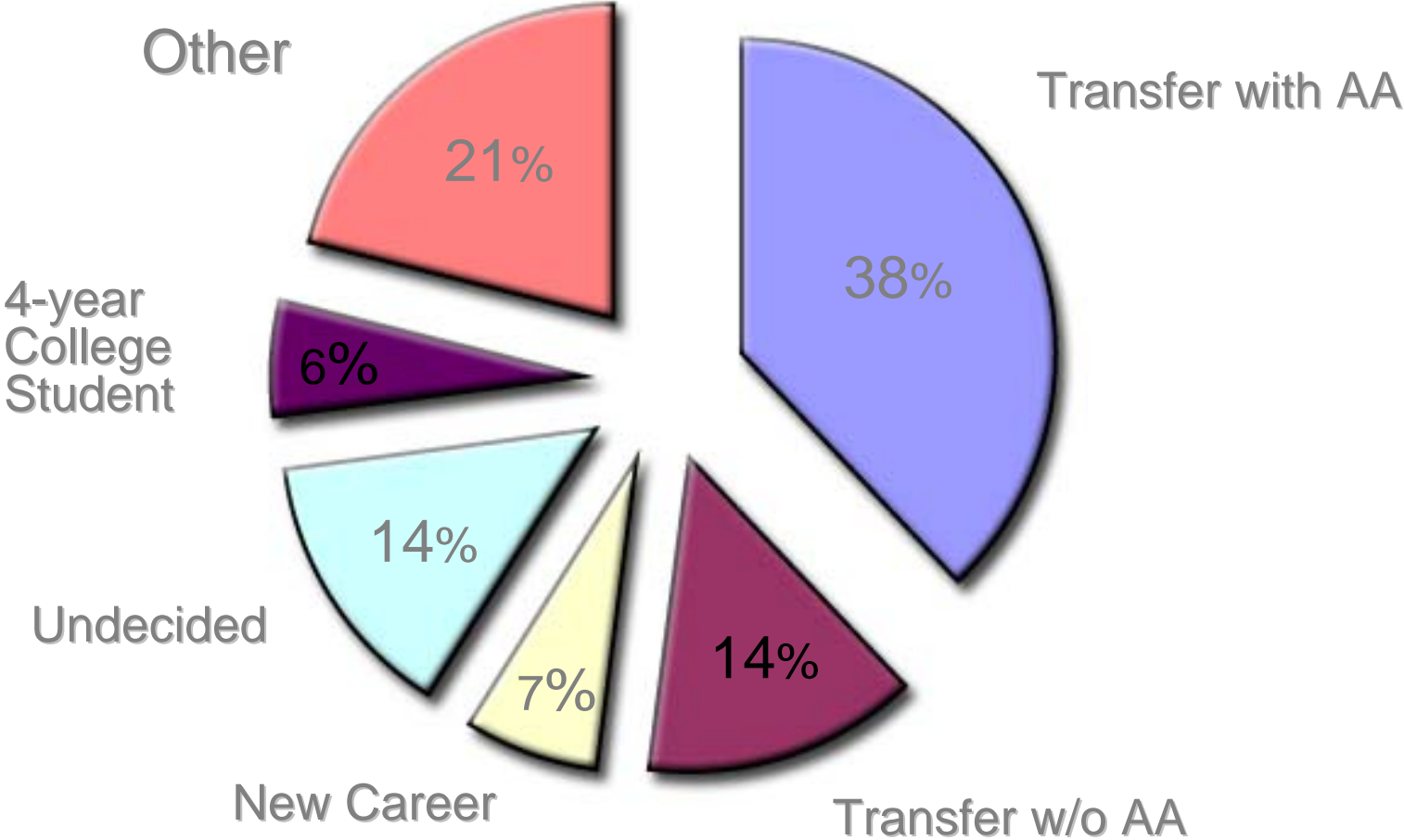
**Online Faculty Mentors**



# SDCCCD Online Student Profile



# SDCCCD Online Educational Objectives



# Our Criteria for Choosing Vendor

- **Experience**
- **References**
- **Budget**
- **Required Services:**
  - **HelpDesk Services for WebCT Campus Edition and Bb Vista CMS**
  - **Toll-free telephone**
  - **Three-minute on-hold maximum**
  - **Web-based resources**
  - **Reports on Usage and User Satisfaction**
  - **Support for both faculty and students**
  - **Multiple incoming phone lines with voice messaging**
  - **Provide dedicated client service manager**
  - **Support computer issues**
  - **Support Wimba issues**
  - **Support MAC and PC users**

# Strategic Benefits of Co-Sourcing Help Desk Services

- Cost Effective
- 24/7/365 Support
- Variety of support options
- Customizable to changing and expanding operational needs
- Both faculty and students are served
- 24/7 Helpdesk supports quality distance education and accreditation requirements for student support
- Enterprise reporting

## On a Daily Basis

- Staff time is devoted to course development and training—less time answering phone and emails for routine support
- Helpdesk tutorials and Knowledge Base articles used in orientation and training
- Helpdesk escalations ensure proper handling of issues
- More positive online learning/teaching experience for students and faculty

Text Only Page CITY | MESA | MIRAMAR | CONTINUING EDUCATION

**SAN DIEGO COMMUNITY COLLEGE DISTRICT**



# Online Learning Pathways

- [HOME](#)
- [LOGIN](#)
- [HELPDESK](#)
- [COURSE SCHEDULE](#)
- [STAFF/FACULTY DIRECTORY](#)
- [STUDENT WEB SERVICES](#)
- [PROSPECTIVE STUDENTS](#)

Welcome to Online Learning Pathways for the San Diego Community College District, where you can complete quality courses developed and taught online by instructors from our colleges.

<b>STUDENTS</b>	<b>FACULTY</b>
<a href="#">Login</a> <a href="#">Training</a> <a href="#">Support</a> <a href="#">Resources</a>	<a href="#">Login</a> <a href="#">Training</a> <a href="#">Support</a> <a href="#">Resources</a>



**WHAT'S NEW?**

Fall 2008 Classes start August 25

[Course Information Pages](#)

**GET PREPARED!**

[Prepare for Online Learning Success!](#)

[Check your browser!](#)

Disable your [Pop-up Blockers](#) or

Advanced Search

Support Downloads

- WebCT Vista Tutorials

Knowledge Base | Downloads

## Downloads

[Support Downloads](#) > [WebCT Vista Tutorials](#) > [Faculty Tutorials](#) >

- ### Faculty Tutorials
1. [How do I...add, edit, headers, and footers](#)
  2. [How do I...build modules](#)
  3. [How do I... create announcements](#)
  4. [How do I... create assessments](#)
  5. [How do I... create assignments](#)
  6. [How do I... create calendar entries](#)
  7. [How do I... create grade book columns](#)
  8. [How do I... create group sign-up sheets](#)
  9. [How do I... create ML collections](#)
  10. [How do I... create a syllabus](#)

<https://www.sdccdonline.net/help>

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Support Downloads WebCT Vista Tutorials

Downloads Support Downloads > WebCT Vista Tutorials > Student Tutorials >

Student Tutorials

- 1. Submitting assignments
2. Creating course artifacts and saving to your portfolio
3. Customize your portfolio
4. Discussion Board
5. Navigating the general interface
6. Manage quests in your portfolio
7. Navigating Vista 4
8. Owner Tools for portfolios
9. Present your portfolio materials

Back



# San Diego Community College District Online Learning Pathways

Welcome to our Technical Support Center for online students and faculty. Helpdesk staff are standing by 24 hours a day to assist you. Select one of the options below or call **(866) 271-8794**.

## WebCT Vista Tutorials

For student and faculty flash tutorials that will assist in your WebCT Vista experience, please click [here](#).



[Knowledge Base](#)  
Browse or search the Knowledge Base for a wide variety of solutions.



[Submit a Ticket](#)  
Submit a trouble ticket to our service representatives. You can track the status of your ticket in My Support.



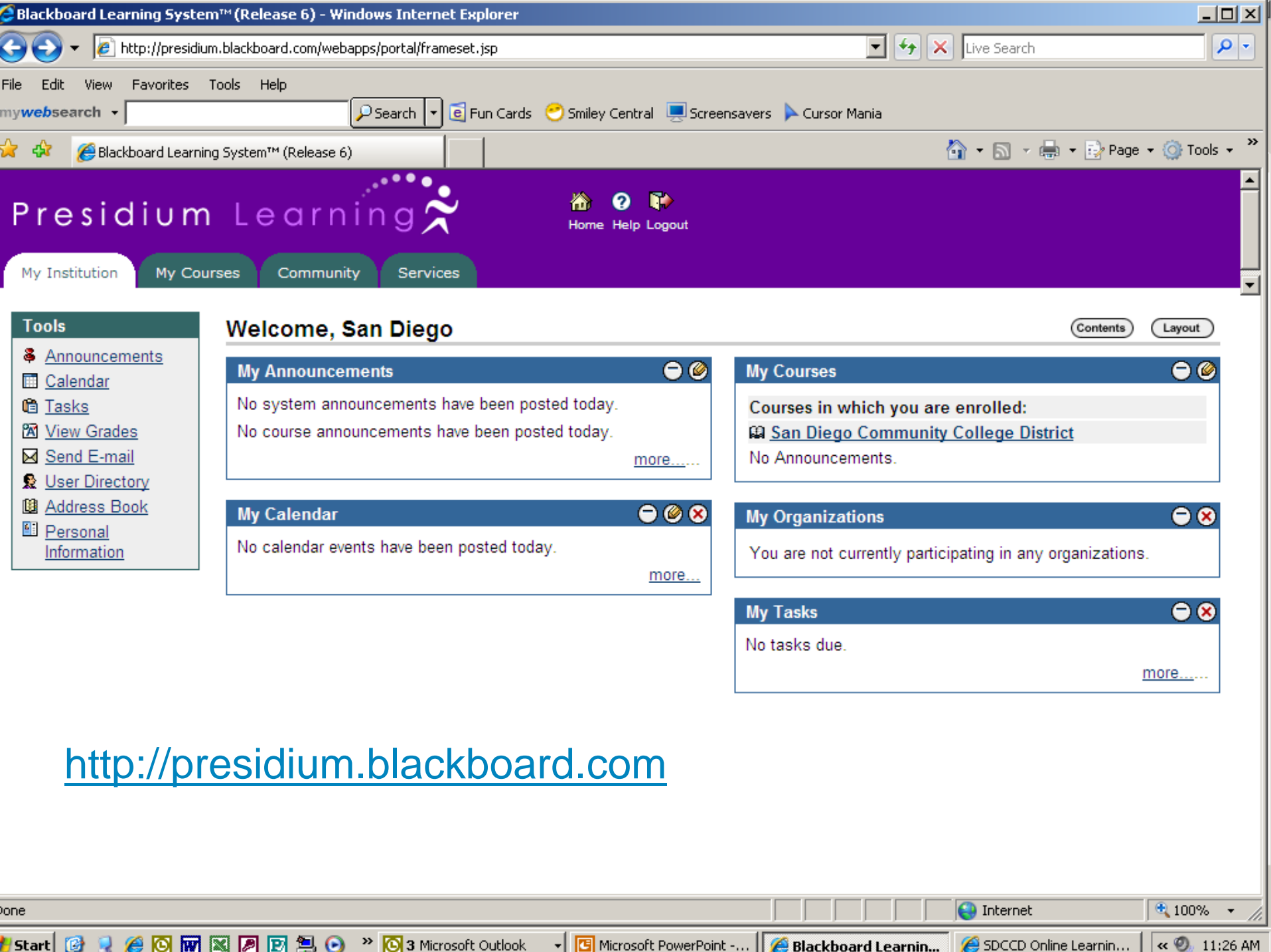
[Live Chat](#)  
Chat with a service representative live over the web.



[Contact Us](#)  
For 24/7 support, please call (866) 271-8794.

## Most Popular Topics

	Viewed
1. <a href="#">How do I access the bookstore?</a>	2218
2. <a href="#">What types of operating systems are supported to work with WebCT Campus Edition?</a>	872
3. <a href="#">Windows Vista, Office 2007, and IE 7 Compatibility Issues</a>	643
4. <a href="#">Getting course content into a blank shell.</a>	449
5. <a href="#">How do I determine which version of the Java Plugin is installed on my PC or MAC (Macintosh OS X)?</a>	403



Presidium Learning

Home Help Logout

My Institution My Courses Community Services

- Tools**
- Announcements
  - Calendar
  - Tasks
  - View Grades
  - Send E-mail
  - User Directory
  - Address Book
  - Personal Information

**Welcome, San Diego** Contents Layout

**My Announcements**

No system announcements have been posted today.  
 No course announcements have been posted today.

[more.....](#)

**My Calendar**

No calendar events have been posted today.

[more...](#)

**My Courses**

Courses in which you are enrolled:  
 San Diego Community College District

No Announcements.

**My Organizations**

You are not currently participating in any organizations.

**My Tasks**

No tasks due.

[more.....](#)

<http://presidium.blackboard.com>



Announcements  
Presidium Reports  
Course Map

MY COURSES > SAN DIEGO COMMUNITY COLLEGE DISTRICT > PRESIDUM REPORTS

-  [Presidium Monthly Utilization Reports - 2006](#)
-  [Presidium Monthly Utilization Reports - 2007](#)
-  [Presidium Monthly Utilization Reports-2008](#)

Announcements  
Presidium Reports  
Course Map

MY COURSES > SAN DIEGO COMMUNITY COLLEGE DISTRICT > PRESIDIU REPORTS > PRESIDIU MONTHLY UTILIZATION REPORTS-2008 > AUGUST 2008

-  **Utilization Report Aug 2008**  
[San\\_Diego\\_Community\\_College\\_District\\_Aug\\_2008.htm](#) ( 2432905 Bytes )
-  **Telephony Report Aug 2008**  
[San\\_Diego\\_CC\\_Aug\\_2008.xls](#) ( 19968 Bytes )

OK

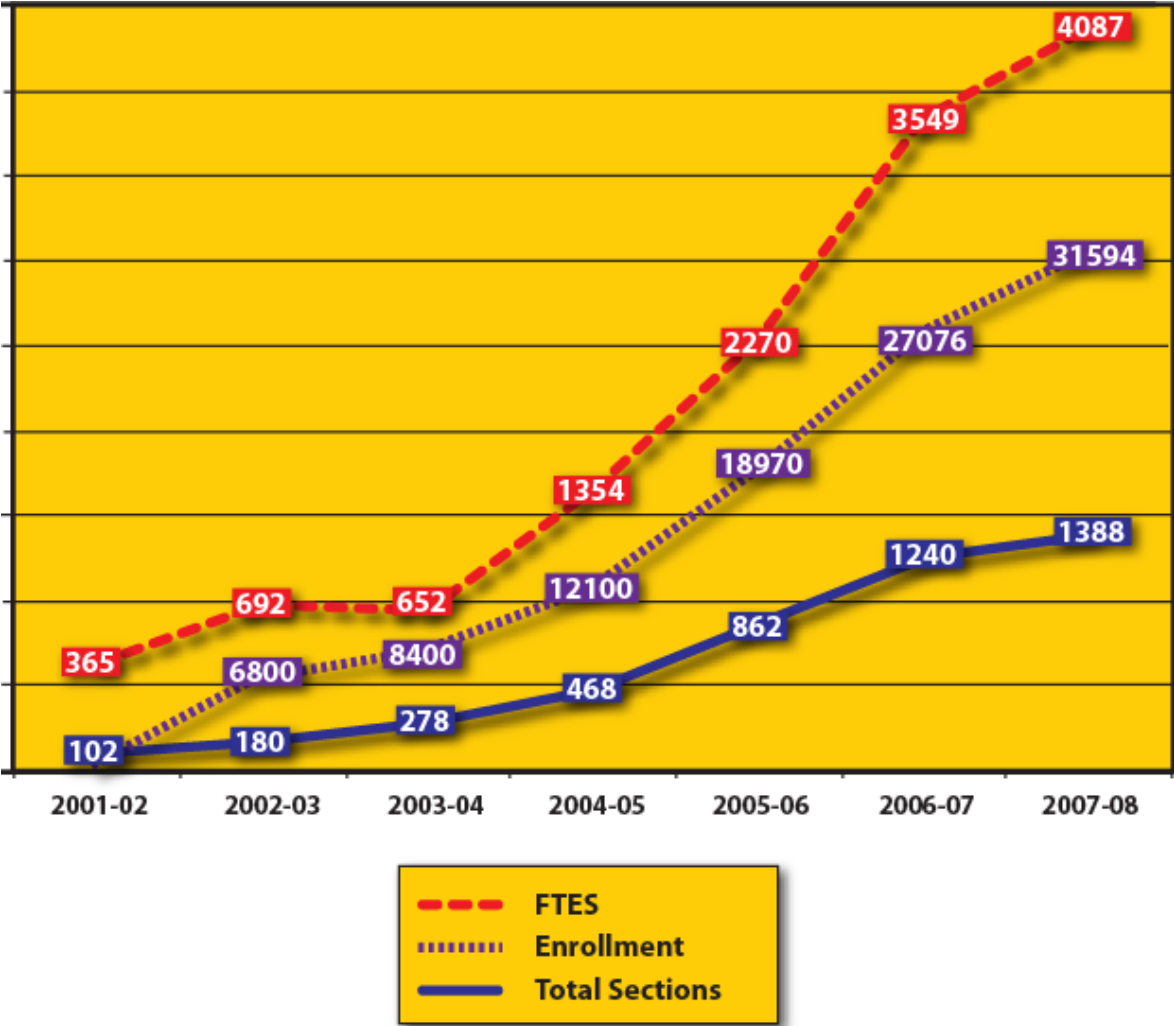
**OVERALL INCIDENT SUMMARY - by contact method**

Ticket Origin	8/1 - 8/2	8/3 - 8/9	8/10 - 8/16	8/17 - 8/23	8/24 - 8/30	8/31 - 8/31	Total
Unspecified	0	0	0	0	<u>1</u>	0	<u>1</u>
Web Site	<u>1</u>	<u>8</u>	<u>5</u>	<u>15</u>	<u>85</u>	<u>2</u>	<u>116</u>
Chat	<u>2</u>	0	<u>2</u>	<u>4</u>	<u>16</u>	<u>2</u>	<u>26</u>
Phone	<u>17</u>	<u>58</u>	<u>42</u>	<u>67</u>	<u>500</u>	<u>11</u>	<u>695</u>
Other	0	0	0	0	0	0	0
<b>Total</b>	<b><u>20</u></b>	<b><u>66</u></b>	<b><u>49</u></b>	<b><u>86</u></b>	<b><u>602</u></b>	<b><u>15</u></b>	<b><u>838</u></b>

College	8/1 - 8/2	8/3 - 8/9	8/10 - 8/16	8/17 - 8/23	8/24 - 8/30	8/31 - 8/31	Total
Unspecified	0	0	0	0	0	0	0
City College	<u>8</u>	<u>22</u>	<u>25</u>	<u>35</u>	<u>210</u>	<u>3</u>	<u>303</u>
Mesa College	<u>10</u>	<u>34</u>	<u>14</u>	<u>33</u>	<u>238</u>	<u>4</u>	<u>333</u>
Miramar College	<u>2</u>	<u>10</u>	<u>7</u>	<u>14</u>	<u>146</u>	<u>8</u>	<u>187</u>

Microsoft Office Publisher 2003  
Create and edit newsletters, brochures, flyers, and Web sites by using Microsoft Office Publisher.

# SDCCCD Online





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