

State Center Community College District (SCCCD) Academic Online Educational Services

Online Educational Services Report As of January 14, 2008

Title V Grant - Activity 2 – Development of Online Educational Services

Mario Gonzales	Reedley College Counselor
Renee Harris	Fresno City College Counselor
Brent Nabors	North Centers – Clovis, Madera, Oakhurst & Willow International Web Consultant
Erica Johnson	North Centers – Clovis, Madera, Oakhurst & Willow International Counselor
Steve Jones	Reedley College Counselor

Online Educational Services Report

Title V Grant - Activity 2 – Development of Online Educational Services

The following report includes:

- A summary describing the status of each district-wide online educational student service developed through the Title V Grant Activity 2
 - Frequently Asked Questions (FAQ) Database
 - Live Help – Online Counseling
 - Online Orientation

- Representation of data to support our services for the district and by campus

FAQ

The purpose of the FAQ Database is to provide students with a database of question with district-wide responses and an opportunity to ask additional questions. The FAQ Database is available 24 hours a day, 7 days a week. The online counselors will respond to each question within 48 hours Monday through Friday. The intent of the FAQ database is to provide general academic advising. Currently, the State Center Community College District is dedicating 20 hours per week per site (FCC, RC, NC) to online counseling.

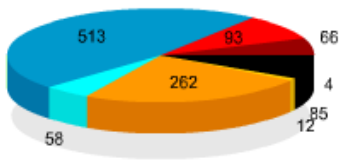
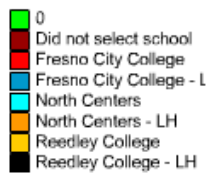
FAQ

1) How many students are submitting questions to the FAQ database.

1227 Answered Questions

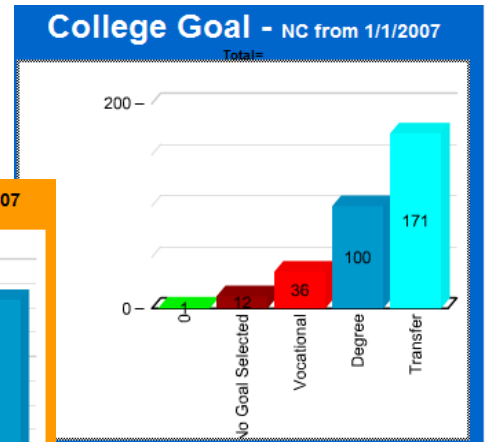
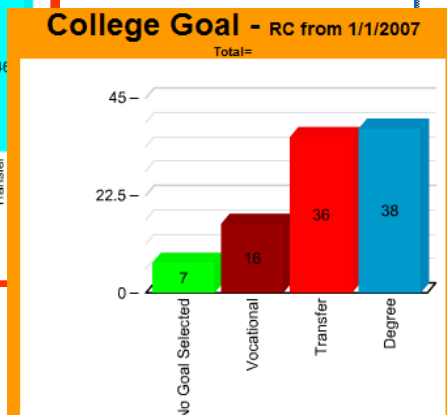
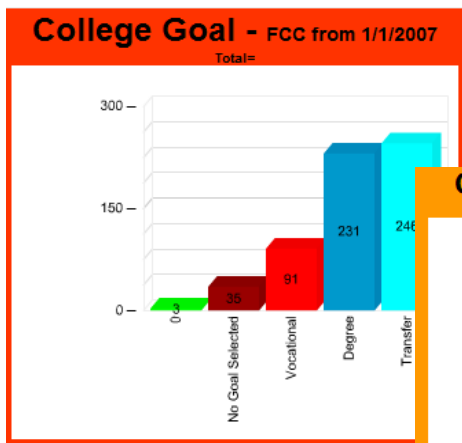
College Count - from 1/1/2007

Total= 93 , 513 ,



How many students were bounced from LH and submitted a questions to FAQ (will not know if they were bounced and did not ask a question) (by district/campus)

2) Educational goals, name, home campus, e-mail (if submitted a question)...if just browsed the site we do not have the personal information)



3) Top 10 viewed, most viewed, highest rated FAQ's

Ranks	Question	Views
1.	I don't know what career/major I want to pursue; where can I get help?	505
2.	I would like to find out what courses are required for an Associate Degree. I would prefer online courses.	490
3.	What is the deadline to apply for financial aid?	367
4.	How do I apply to the college?	307
5.	What is the Ability to Benefit Test? Am I required to take it?	243
6.	How do I make an appointment with a counselor?	166
7.	How do I order my transcripts?	141
8.	What are the prerequisites to apply to the Registered Nursing(RN) program?	138
9.	I am interested in taking an online class. I have never taken an online class. I have no idea how to go about doing it. What are the steps that I need to take to enroll, and what should I expect? Can I take courses over the summer?	96
10.	Are there ways to eliminate past classes and grading points that have been taken in the past that are not needed or required for the major? Is there a way to improve one's transcript without taking additional classes? What could be some of the methods, if any, to do such a thing?	94

Top 10 viewed, Highest viewed.

Rank	Questions	Rating
1.	What is the writing center?	★★★★★
2.	What services are offered through the writing center?	★★★★★
3.	What is a student education plan?	★★★★★
4.	How can the Career Center help me?	★★★★★
5.	Is Biology 1 with a lab the biology class for NON-biology majors? Is Biology 3 an easier or more difficult class and does it meet the general ed requirement?	★★★★★
6.	I am returning from vacation this summer one day after summer school begins. Is it okay if I miss the first day of class?	★★★★★
7.	I plan to take 9 or less units this semester, do I still need to take the ATB test for my financial aid?	★★★★★
8.	Hello, I was advised to take Political Science 2 at FCC. I split time between FCC and Westhills in Lemoore which offers Political Science 1. I'm wondering if someone could tell me if these classes are equivalent.	★★★★★
9.	Hi My name is Navjot. I wanna know if i can take bio 1 and English 252 together?. actually i took my placement test and i score higher than 252.and i fill petition for my english 125 class so they gave english 252. i already register all of my classes. i em going to take bio 1 summer. i don't want to get behind. i didn't fail my english class beacuse i didn't study, its beacuse my teachers said my grammer . i need to work on it. so my counslor told me take english 105 which is a gramer class. so why i have to take english 252 again?. i don't have any problem with that. i just wanna take my other classes. becuase if register for 252, they an't gonna let me regster for my other classes. i don't know what to do? please Reply me ASAP thankyou for you time	★★★★★
10.	I am participating in the commencement ceremony on May 18th. I have recently been approved for a course alleviation which brought my cumilative GPA to a 3.29 according to webadvisor. I have a strong suspicion that I will get a 4.0 this semester which would bring my GPA above the 3.30 required for graduating with honors. Am I eligibile to attend the May 12th honors ceremony? Thank you for your time.	★★★★★

10 lowest Rated FAQ's.

Rank	Questions	Rank
1.	How do I apply to the college?	★
2.	How many units are required for an Associates of Arts/Science degree?	★
3.	I want to get an associates in science and also go into the nursing program. I want to know what other classes I need to take to achieve this goal.	★
4.	I have passed two AP exams during my high school career, so how do I get the units for the classes that I should be able to get credit for?	★
5.	I attended Clovis Center a few years back, and I am now wanting to return. How do I go about doing this? I was on probation before I left, and I did not finish the semester. Please let me know what I need to do.	★
6.	are there any refresher courses for alcohol and drug counseling?	★
7.	Hello. On Blackboard, I am having some difficulty. I am currently enrolled in five classes, three of them use blackboard. However, I only see one of my classes. How can I see the other courses? I tried modifying, but they didn't give me a choice of courses to choose from, like they did before. Only one class appears. Help me please, I need blackboard for my courses.	★
8.	How can I connect to the Wireless Internet when I'm on a SCCCD campus or center?	★
9.	I have been unable to access webadvisor to drop my short term online class Human Relations. I have seen that there was an extension date but still unable to access. There has been a death in the family and I have fallen so far behind that I can not make up. I wish to drop the class with out it hurting my GPA. I have barely hung on to my classes that I am attending at the north center. I can not get down the the FFC campus at the time we are with only one car, I live close to the north center campus so I walk. The online class is not needed for my major I was just taking it for the knowledge. Can I please drop this class. Thank You, tammy Galli	★
10.	What do I have to do to get A1 taken off? Do I have to take a class? If so, when & where?	★

Global FAQ Data

on=
Visitors Overview

Aug 1, 2007 - Jan 14, 2008

Comparing to: Site




4,524 people visited this site

 **5,593 Visits**

 **4,524 Absolute Unique Visitors**

 **13,043 Pageviews**

 **2.33 Average Pageviews**

 **00:02:02 Time on Site**

 **80.12% New Visits**

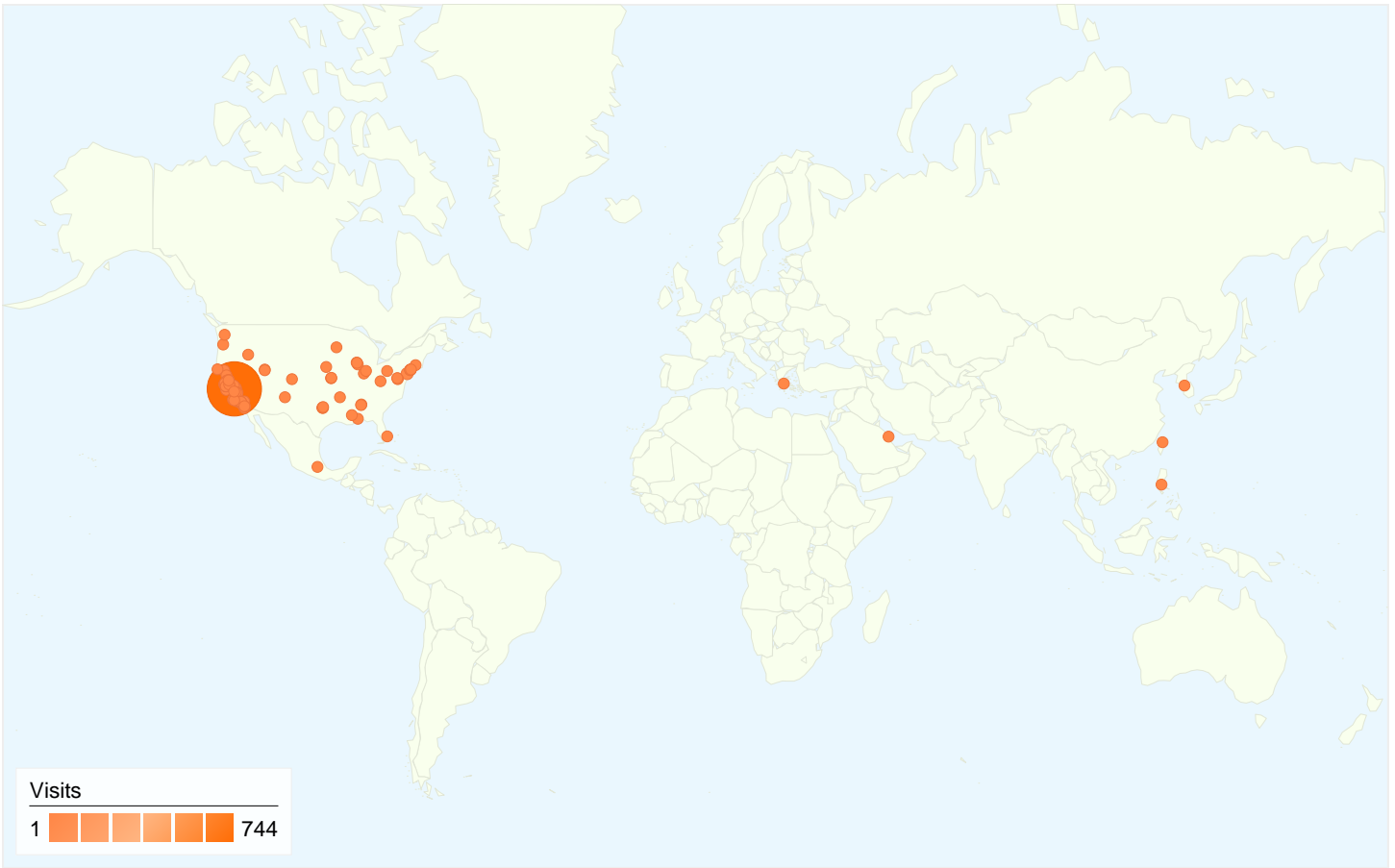
Technical Profile

Browser	Visits	% visits	Connection Speed	Visits	% visits
Internet Explorer	4,652	83.18%	DSL	1,970	35.22%
Firefox	727	13.00%	Cable	1,245	22.26%
Safari	179	3.20%	T1	1,191	21.29%
Netscape	13	0.23%	Unknown	896	16.02%
Opera	10	0.18%	OC3	148	2.65%

on=
Map Overlay

Dec 14, 2007 - Jan 13, 2008

Comparing to: Site



1,126 visits came from 133 cities

Site Usage

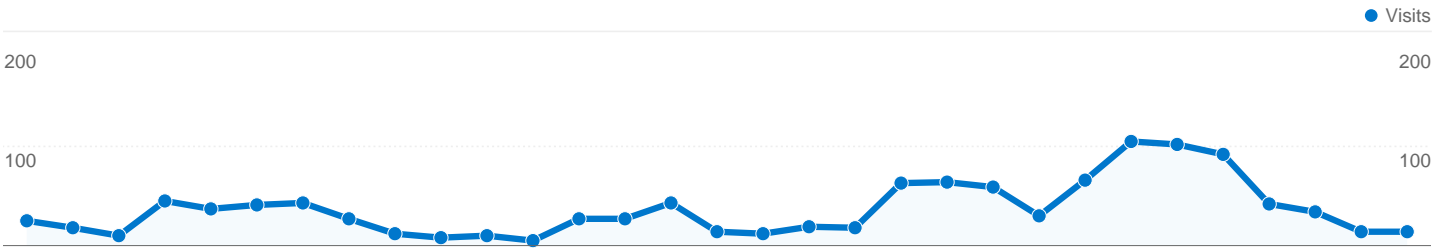
Visits		Pages/Visit		Avg. Time on Site		% New Visits		Bounce Rate	
1,126		2.37		00:02:04		81.17%		59.68%	
% of Site Total: 100.00%		Site Avg: 2.37 (0.00%)		Site Avg: 00:02:04 (0.00%)		Site Avg: 81.08% (0.11%)		Site Avg: 59.68% (0.00%)	
City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate				
Fresno	744	2.31	00:01:56	79.03%	60.62%				
Sanger	29	1.48	00:01:26	86.21%	75.86%				
Monterey Park	23	2.39	00:04:38	95.65%	47.83%				
Fowler	22	2.05	00:01:41	72.73%	63.64%				
Mount Laurel	21	3.38	00:03:29	66.67%	42.86%				
(not set)	19	2.63	00:02:32	100.00%	47.37%				
Lathrop	19	2.16	00:02:02	89.47%	57.89%				
Raymond	13	2.23	00:05:51	92.31%	61.54%				
Friant	9	2.44	00:01:31	88.89%	44.44%				

Madera	8	5.25	00:03:60	100.00%	50.00%
					1 - 10 of 133

on=
Visits for all visitors

Dec 14, 2007 - Jan 13, 2008

Comparing to: Site



1,126 Visits

36.32 Visits / Day




00:00:00	1.51% (17)
01:00:00	0.98% (11)
02:00:00	0.44% (5)
03:00:00	0.53% (6)
04:00:00	0.18% (2)
05:00:00	0.53% (6)
06:00:00	0.53% (6)
07:00:00	1.42% (16)
08:00:00	4.44% (50)
09:00:00	5.33% (60)
10:00:00	9.15% (103)
11:00:00	7.10% (80)
12:00:00	8.08% (91)
13:00:00	6.84% (77)
14:00:00	8.88% (100)
15:00:00	7.10% (80)
16:00:00	6.39% (72)
17:00:00	4.62% (52)
18:00:00	4.35% (49)
19:00:00	4.97% (56)
20:00:00	5.15% (58)
21:00:00	5.15% (58)
22:00:00	3.82% (43)
23:00:00	2.49% (28)

Live Help




The Live Help program provides students with an opportunity to communicate with a SCCC Academic Counselor online. The Online Academic Counseling session is live and is a recorded session. The purpose of the Live Help program is to provide SCCC students with an additional option to work with a counselor for academic advising purposes only. The Live Help program is available for a limited number of hours per week and is available for current SCCC students only. You must log in to access the Live Help program. The login requires your Student ID #. The online counselors can assist all SCCC students regardless of their main location. The hours are posted at <http://counseling.sccd.edu>. Currently, the State Center Community College District is dedicating 20 hours per week per site FCC, RC, NC) to online counseling.

Live Help – Per/Campus




Requests per campus- (last 90 days period)

North Centers Counseling	31.6%	 167
Fresno City College Counseling	53.1%	 281
Reedley College Counseling	15.3%	 81


Average rating per campus (last 90 days period)

North Centers Counseling		4 on 71 Requests
Fresno City College Counseling		4 on 63 Requests
Reedley College Counseling		4 on 35 Requests

Average session time per campus (last 90 days period)

Reedley College Counseling	 00:08:10 (hh:mm:ss)
Fresno City College Counseling	 00:06:44 (hh:mm:ss)
North Centers Counseling	 00:05:39 (hh:mm:ss)


Total session time per campus (last 90 days period)

North Centers Counseling	 15:43:50 (hh:mm:ss)
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Fresno City College
Counseling

 31:34:18 (hh:mm:ss)







Reedley College
Counseling

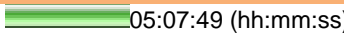
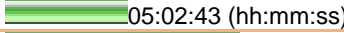



 11:02:49 (hh:mm:ss)

Live Help – Per/counselor

Requests per counselor (last 90 days period)		
Pat Bayer	31.9%	 110
Tasha Hutchings	15.4%	 53
Steven D. Jones	9%	 31
Renee Harris	15.4%	 53
Mario Gonzales	7%	 24
Erica Johnson	13.9%	 48

Average rating per counselor (last 90 days period)		
Mario Gonzales	★★★★★	5 on 16 Requests
Pat Bayer	★★★★★	4 on 36 Requests
Tasha Hutchings	★★★★★	4 on 35 Requests
Erica Johnson	★★★★★	4 on 32 Requests
Steven D. Jones	★★★★★	4 on 18 Requests

Average session time per counselor (last 90 days period)	
Pat Bayer	 00:10:40 (hh:mm:ss)
Tasha Hutchings	 00:10:44 (hh:mm:ss)
Steven D. Jones	 00:11:21 (hh:mm:ss)
Renee Harris	 00:10:49 (hh:mm:ss)
Mario Gonzales	 00:12:36 (hh:mm:ss)
Erica Johnson	 00:06:24 (hh:mm:ss)

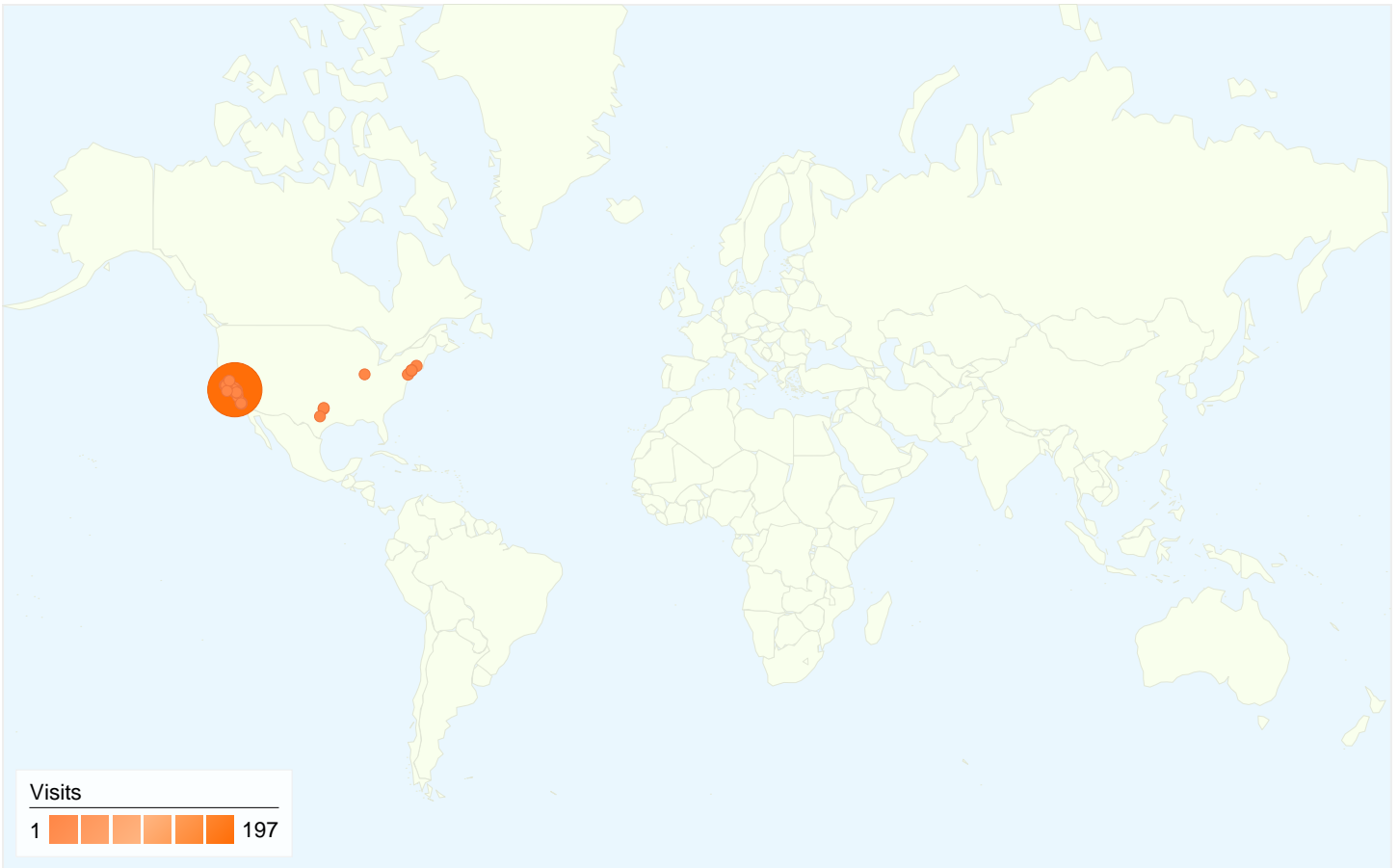
Total session time per counselor (last 90 days period)	
Erica Johnson	 05:07:49 (hh:mm:ss)
Mario Gonzales	 05:02:43 (hh:mm:ss)
Renee Harris	 09:33:18 (hh:mm:ss)
Steven D. Jones	 05:51:56 (hh:mm:ss)
Tasha Hutchings	 09:29:35 (hh:mm:ss)

Global Live help Data

Map Overlay

Dec 14, 2007 - Jan 13, 2008

Comparing to: Site



294 visits came from 40 cities

Site Usage

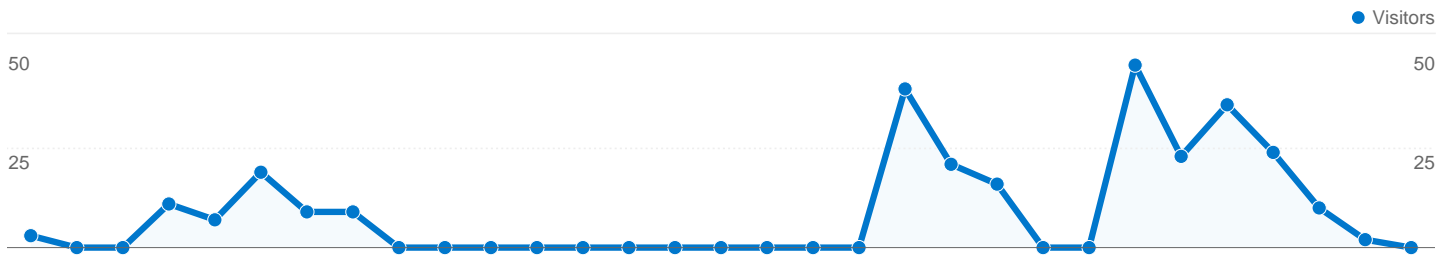
City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Visits 294 % of Site Total: 100.00%	Pages/Visit 2.60 Site Avg: 2.60 (0.00%)	Avg. Time on Site 00:03:49 Site Avg: 00:03:49 (0.00%)	% New Visits 74.49% Site Avg: 74.49% (0.00%)	Bounce Rate 48.30% Site Avg: 48.30% (0.00%)	
Fresno	197	2.71	00:04:06	76.65%	45.18%
Sanger	11	3.00	00:02:39	63.64%	27.27%
Kerman	8	2.12	00:07:33	25.00%	37.50%
(not set)	7	1.57	00:00:51	100.00%	71.43%
Monterey Park	6	4.00	00:03:05	66.67%	50.00%
Fowler	4	2.75	00:09:11	75.00%	50.00%
Hanford	4	3.75	00:04:31	25.00%	25.00%
Raymond	4	3.25	00:02:52	75.00%	50.00%
Elk Grove	3	1.00	00:00:00	100.00%	100.00%

Mount Laurel	3	2.67	00:03:16	100.00%	33.33%
					1 - 10 of 40

Visitors Overview

Dec 14, 2007 - Jan 13, 2008

Comparing to: Site



236 people visited this site

294 Visits

236 Absolute Unique Visitors

765 Pageviews

2.60 Average Pageviews

00:03:49 Time on Site

48.30% Bounce Rate

74.49% New Visits

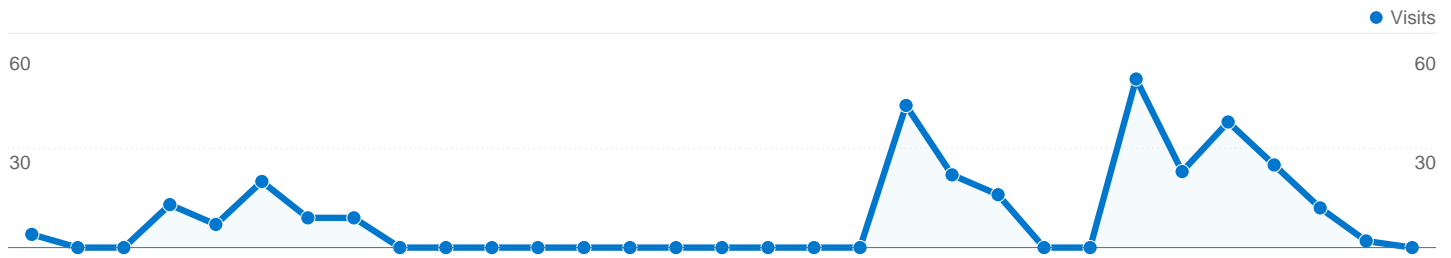
Technical Profile

Browser	Visits	% visits	Connection Speed	Visits	% visits
Internet Explorer	227	77.21%	DSL	99	33.67%
Firefox	57	19.39%	Unknown	63	21.43%
Safari	9	3.06%	Cable	60	20.41%
Opera	1	0.34%	T1	58	19.73%
			OC3	9	3.06%

Visits for all visitors

Dec 14, 2007 - Jan 13, 2008

Comparing to: Site



294 Visits

9.48 Visits / Day

00:00:00	0.00% (0)
01:00:00	0.00% (0)
02:00:00	0.00% (0)
03:00:00	0.00% (0)
04:00:00	0.00% (0)
05:00:00	0.00% (0)
06:00:00	0.00% (0)
07:00:00	0.34% (1)
08:00:00	2.38% (7)
09:00:00	6.80% (20)
10:00:00	18.37% (54)
11:00:00	19.39% (57)
12:00:00	8.84% (26)
13:00:00	7.48% (22)
14:00:00	13.95% (41)
15:00:00	17.69% (52)
16:00:00	3.40% (10)
17:00:00	0.34% (1)
18:00:00	0.00% (0)
19:00:00	0.00% (0)
20:00:00	0.00% (0)
21:00:00	0.00% (0)
22:00:00	1.02% (3)
23:00:00	0.00% (0)

Orientation Data not available yet (Live on 10/2007)

The purpose of the SCCCD online orientation is to provide first time college students with an additional option to review the districts' policies, procedures, programs, and services. This is not intended to replace the face-to-face orientations provided by the colleges and centers. High school students are encouraged to participate in the Reg to Go orientations held on the high school campus. The online orientation will be used to remove the orientation hold for registration.

Step #1: We have provided an introduction to the SCCCD through step #1. The introduction was developed by the Title V team and recorded through the Tegrity software by Erica Johnson.

Step #2: The student will be asked to select their home campus which is defined as the campus where they are taking most of their units or where the campus/center that provides their major or program. Once they select their home campus, they will be taken through a series of slides that includes quiz questions throughout.

Step #3: The third step includes an online orientation quiz. The results of this quiz will be used to remove FCC orientation hold for registration. Students are required to complete an application for admission and know their student ID # to complete the quiz component. At this time, orientation is not mandatory for RC or the NC.

Step #4: The last step includes a 5-question satisfaction survey. The results will be used to make any changes or revisions to better serve our students.

- Data that will be collected:
 - Number of students by campus who take the quiz
 - Pass rate of quiz by campus
 - Ethnicity
 - (Release holds from Datatel)...system in place? Who?

Number of students by campus who take the quiz: 454

FCC: 359
RC: 14
NC: 34
Other: 47

Gender

- Female: 208
- Male: 185
- Declined input: 61

Grade Break Down

Score:

$$2 = 1$$

$$3 = 3$$

$$5 = 2$$

$$7 = 17$$

$$8 = 22$$

$$9 = 90$$

$$10 = 292$$

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