

February 18, 2013

Dr. Susan B. Clifford
Vice-President, ACCJC
10 Commercial Boulevard
Suite 204
Novato, CA 94949

Dear Dr. Clifford,

On November 20, 2012, the Committee on Substantive Change for the Accrediting Commission for Community and Junior Colleges (ACCJC), Western Association of Schools and Colleges, forwarded a letter to Dr. Rachel Rosenthal, President of Folsom Lake College. The letter notified the college that the Committee met on November 15, 2012 and reviewed the Substantive Change Proposal submitted by Folsom Lake College (FLC) to offer 43 certificate and degree programs for which 50% or more were available via distance education or electronic delivery.

The Committee acted to defer the request and required the College to submit an addendum that addresses student support services for distance education as compared to face-to-face, including active links to the services. The Committee was particularly concerned about the reference in the proposal to "most services" being made available to distance education students. Further, the letter requested that the college include in the addendum more information about the training requirements for distance education faculty.

In response to the Commission's request, the following have been addressed in the addendum:

- I. A statement describing the FLC training requirements for distance education faculty.
- II. A face-to-face (F2F) vs. online matrix listing the student services available to Folsom Lake College Students, including active links.

I. As stated in the 2012 Folsom Lake College Distance Education Substantive Change Report, FLC is committed to increasing educational access for students in its service area, including those who may have difficulty traveling to college sites during regularly scheduled on-ground classes as well as those who may enjoy or benefit from a variety of teaching modalities.

Folsom Lake College faculty have the ability to choose whether or not to teach using distance education modalities and have access to teaching support through the college's Innovation Center, facilitated by the college's full-time Instructional Design and Development Coordinator. Presently, Folsom Lake College does not require training for faculty who choose to teach online. However, the FLC Deans, who are responsible for staffing classes both online and F2F, do not assign faculty online classes without previous online teaching experience or proof of participation

in an online training workshops. All FLC online teaching faculty are encouraged to actively participate in regularly scheduled FLC online training sessions.

The full-time Instructional Design Coordinator is responsible for working individually with faculty who are already teaching distance education courses or those who wish to explore distance education modalities to assess their training and support needs. Depending on the number of faculty involved in a given semester, training may occur one-on-one with the coordinator or in longer, multiple day sessions during the summer term. In addition, the coordinator offers in-service sessions each semester during state-mandated Flex (Professional Development) days, and throughout the semester to introduce faculty to new teaching and learning technologies; the coordinator also facilitates an active FLC online educators group that meets twice monthly to share best practices and discuss emerging technologies.

All FLC Faculty provide non-classroom academic or student support services and are responsible for assisting students with successfully accessing their respective services in both online and on-ground environments. Additionally, a recent survey of FLC spring 2013 online faculty indicates that all spring 2013 faculty have received previous and/or ongoing online training.

II. As requested by the Commission, the following Matrix was developed to address student support services for distance education, as compared to face-to-face, including active links to these services.

Folsom Lake College Student Support Service for On-Site and Distance Education Students			
Student Support Service	Avail. On-site Yes/No	Avail. D.E. Yes/No	Link
Admissions and Records			
Application & Registration information, Fee Payment Policy and the catalog	Yes	Yes	http://www.flc.losrios.edu/student-services/admissions-and-records
Registration	Yes	Yes	http://www.flc.losrios.edu/student-services/admissions-and-records/registration-information
eServices – online enrollment: add/drop classes, make payments, view and print class schedule, check grades, access degree audit report and assessment scores.	Yes	Yes	https://ps.losrios.edu/psp/direct/STSELFSERV/HRMS/c/SA_LEARNER_SERVICES.SSS_STUDENT_CENTER.GBL

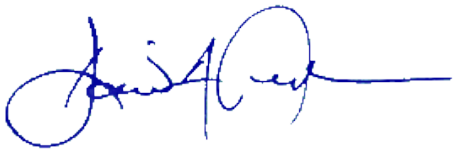
Student Support Service	Avail. On-site Yes/No	Avail. D.E. Yes/No	Link
Admissions & Records Forms	Yes	Yes	http://www.flc.losrios.edu/student-services/admissions-and-records/admissions-and-records-forms
Transcript Ordering	Yes	Yes	http://www.flc.losrios.edu/student-services/admissions-and-records/transcript-requests
Orientation			
General Orientation Information	Yes	Yes	http://www.flc.losrios.edu/student-services/student-success/orientation
Online Orientation and Quiz	Yes	Yes	http://www.flc.losrios.edu/student-services/student-success/orientation/quiztest
Assessment			
Assessment General Information	Yes	Yes	http://www.flc.losrios.edu/student-services/student-success/assessment
Distance Education Placement Testing	Yes	Yes	http://www.flc.losrios.edu/student-services/student-success/assessment/distance-education-students
Assessment Preparation Tutorial	Yes	Yes	http://www.flc.losrios.edu/Documents/Student%20Services/EOPS_CARE_CalWORKS/Assessment_Orientation/Assessment%20Preparation%20%20vedits.pdf
Counseling			
Counseling Services	Yes	Yes	http://www.flc.losrios.edu/student-services/counseling
Distance Counseling Information	Yes	Yes	http://www.flc.losrios.edu/student-services/counseling/distance-counseling
Distance Counseling Form	Yes	Yes	http://www.flc.losrios.edu/student-services/counseling/counsel-form
Financial Aid			
General Financial Aid Website	Yes	Yes	http://www.flc.losrios.edu/student-services/student-aid/financial-aid
BOG Fee Waiver Online Application	Yes	Yes	http://www.losrios.edu/lrc/bog_steps.php
Satisfactory Academic Progress (SAP) Workshop	Yes	Yes	http://www.flc.losrios.edu/student-services/student-aid/financial-aid/workshops/satisfactory-academic-progress-(sap)-workshop
Scholarship Information	Yes	Yes	http://www.flc.losrios.edu/community/foundation/scholarships

Student Support Service	Avail. On-site Yes/No	Avail. D.E. Yes/No	Link
D2L			
Desire2Learn access	Yes	Yes	https://d2l.losrios.edu/

As communicated to the Commission Staff via telephone on January 30, 2013, since February 18, 2013 is a college holiday, FLC will transmit the addendum via email to Dr. Susan Clifford (sclifford@accjc.org) on February 19, 2013.

Please feel free to contact me if you have any questions or if you require additional information.

Sincerely,



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