

2nd Quarterly Report

Submitted - 3/10/2006

**Texas Higher Education Coordinating Board  
Community and Technical Colleges Division  
Carl D. Perkins Grants for Program Year 2005-2006  
Second Quarterly Report - Summary Page**

**Project:** 61105 - Online Student Support @ Every College**Institution:** Tyler Junior College**Amount Approved:** \$ 98,000**Project Director:** Dr. Vickie Geisel**E-mail:** vgei@tjc.edu**Submitted By:** Dr. Vickie Geisel**E-mail:** vgei@tjc.edu**Project Summary:***Provide brief project abstract (Part A of project application).*

Colleges that teach at a distance must be able to connect students to needed student support services - including advisement, library activities, career services, support for special populations, and more - to provide a successful online experience and to increase student retention and completion rates.

Using a statewide advisory group with extensive experience in delivering online services, this project will continue to explore and create a battery of student services best practices and applications in the distance learning arena. Building upon the results from the project's first year, including a variety of onsite and online workshops and courses, an online monograph, and a collection of best practices, the project will move forward with new training and models for best practices.

The project will work with other state initiatives, including related Perkins funded projects such as the Texas Collaborative for Professional Development, and other initiatives for both retention and online nursing.

**Advisory Committee:***Provide advisory committee information if applicable (i.e. Consortium projects).**Has the Advisory Committee met?*

Yes

*The dates of the Advisory Committee meetings:*

September 28th &amp; 29th

*Are the minutes on file at the college?*

Yes

**Staff Assistance:***Describe assistance requested from Consortium or CB Staff and results.*

Consortium staff participated in meetings and has regularly been available for assistance with the planning and implementation of the project.

**Comments on Progress/Problems:**

*Comment on the project's progress (broken down by quarter) and any obstacles encountered.*

1st Quarter: Project moving as planned. Workshops organized for the winter and spring with the only obstacle being a delay in the deployment of the Statewide Common Application. With this delay, the project has organized a workshop for February on the topic of "Getting Ready to Use an Online Application" rather than a "How to Implement the Statewide Application."

A major project - the Online Monograph - is now available at <http://vc.tjc.edu/StudentSupport/Monograph>.

2nd Quarter: Significant activity occurred during the second quarter, including the initiation of a collaborative online tutoring project; the completion of the DVD, A Tutor's Workshop: Working with Students with Special Needs; Workshops and Webinars with approximately 300 participants from over 45 colleges; and national recognition from both the League for Innovation in the Community College and the American Association of Community College's Instructional Technology Council.

2nd Quarterly Report

Submitted - 3/10/2006

**Texas Higher Education Coordinating Board  
Community and Technical Colleges Division  
Carl D. Perkins Grants for Program Year 2005-2006**

**Second Quarterly Report - Goals, Objectives, Activities, Results and Timelines**

**Project:** 61105 - Online Student Support @ Every College

**Institution:** Tyler Junior College

**Goal:** 1. Identify a variety of Student Service categories and supporting activities viable for the distance environment.

Objectives/Activities	Timeline Planned	Timeline Completed	Results/Comments
<p>1. Renew participation in and identify new members in order to convene the statewide advisory group for conceptualizing viable activities to support student services in: a. counseling; b. distance learning orientation; c. financial aid; d. library access; e. technology support and assessment; f. student activities; g. online civility; h. health support; and i. testing.</p>	<p>9/1/2005 - 10/31/2006</p>	<p>Yes</p>	<p>Committee recruited and has conducted their first meeting. This year's members include:</p> <p>Mickey Slimp, Ed.D. Executive Director Northeast Texas Consortium of Colleges and Universities</p> <p>Vickie Geisel, Ed.D., L.P.C. Dean, College Preparatory Studies &amp; Support Services Tyler Junior College</p> <p>Jan Adams Special Populations Coordinator, Support Services Tyler Junior College</p> <p>Alma Adamez Director of Educational Services Coastal Bend College Rito Silva Jr. Director of Student Development Projects Coastal Bend College</p> <p>Helen Torres, M.A. Director of Distance Education San Antonio College</p> <p>Duane Durrett Vice President, Student Services Weatherford College</p> <p>Dr. Doris Coy Associate Professor of Counseling University of North Texas Dennis Crowson Dean of Admissions and Records Blinn College</p> <p>Stephanie Jones Associate Dean of Distance Education and Instructional Support South Plains College</p>

			<p>Devon Wiggins Director, Financial Aid Tyler Junior College</p> <p>Paul Goertemiller Director, Testing Services Tyler Junior College</p> <p>Maricela Garcia Director of Distance Education South Texas College</p>
2. Conduct faculty and/or focus groups at the project partner institutions to identify concerns and needs of the distance learner that could be alleviated through student services support.	12/1/2005 - 8/31/2006	No	Planned for third quarter.
3. Add to an overview of research and a literature review for an online monograph, "Support Services for Online Students."	9/1/2005 - 5/31/2006	No	<p>1st Quarter: Monograph established and available online at <a href="http://vc.tjc.edu/StudentSupport/Monograph">http://vc.tjc.edu/StudentSupport/Monograph</a>. Topic areas identified for additional components to be completed by the 4th Quarter.</p> <p>2nd Quarter: Monograph revisions in place or underway on three existing sections, and Online Testing, Online Career Services, Online Orientation.</p>
4. Create a list of training workshops and short online courses that colleges will be able to access during the grant period.	9/1/2005 - 5/31/2006	No	<p>Workshops identified and listed online at <a href="http://vc.tjc.edu/dlworkshops.htm">http://vc.tjc.edu/dlworkshops.htm</a>.</p> <p>New workshops include:</p> <p>Can Counseling Go Online?</p> <p>Are You Ready for Online Applications?</p> <p>The Best Student Support Services - An Online Resource</p> <p>Financial Aid for Online Students</p> <p>How to Put Your Student Newspaper Online</p> <p>Can Your Online Student work a Computer?</p> <p>Including Distance Learners in Student Government</p> <p>Building an Online Student Union</p>

**Goal: 2.** Create and distribute a collection of best practices for providing support services to distance students.

Objectives/Activities	Timeline Planned	Timeline Completed	Results/Comments
1. Identify best practices used within Texas and other colleges for online services for students, including: a. counseling; b. distance learning orientation; c. financial aid; d. library access; e. technology support and assessment; f. student activities; g. online civility; h. health support; and i. testing.	9/1/2005 - 8/31/2006	No	<p>Discussions during the statewide planning group resulted in additions to the Online Student Support Monograph and were used to identify areas for new workshops.</p> <p>In particular, the project identified best practices in online Student Government, Student Activities, Financial Aid, and Counseling.</p>
2. Provide a website with links to selected best practices in each of the identified areas from project years one & two.	9/1/2005 - 8/31/2006	Yes	<p>1st Quarter: Completed within the Online Monograph at <a href="http://vc.tjc.edu/StudentSupport/Monograph">http://vc.tjc.edu/StudentSupport/Monograph</a>. Additional items will be added throughout the year.</p> <p>2nd Quarter: Website updated and a new URL has been purchased: <a href="http://www.OnlineStudentSupport.org">http://www.OnlineStudentSupport.org</a>. The site will be posted on a new server during April. The Monograph will be located at <a href="http://www.OnlineStudentSupport.org/monograph">http://www.OnlineStudentSupport.org/monograph</a>.</p> <p>A new feature on the website is a registration link that allows individuals to join a listserve in order to receive regular updates on best practices or events related to online student support.</p>
3. Add to and present a "Best Practices" workshop at multiple locations dealing with Student Services for Online Students.	9/1/2005 - 8/31/2006	No	<p>1st Quarter: Workshop presented at J/CCSPAT in October in El Paso to approximately 20 participants. Program also presented to the Northeast Texas Consortium of Colleges &amp; Universities during November with 25 participants.</p> <p>2nd Quarter: Workshop presented at the North Texas Regional Community College Technology Forum at Collin County Community College to a "standing room only" crowd with 60+ participants from 18 colleges.</p> <p>The program was also accepted for the national eLearning Conference, sponsored by the Instructional Technology Council, meeting in Augusta, Georgia. Twenty-eight participants from 20+ colleges across the nation were involved. Grant funds were not used for this presentation.</p>
4. Continue and improve a model website for Online Student Services in	9/1/2005 - 2/28/2006	No	Coastal Bend Website up and running at <a href="http://www.coastalbend.edu">http://www.coastalbend.edu</a> and at

<p>conjunction with both of the Project Partner Distance Learning websites.</p>		<p><a href="http://www.coastalbend.edu/cbcss/">http://www.coastalbend.edu/cbcss/</a>. TJC continuing its conversion to SCT Banner and has implemented Luminis, a web portal product to house its site. The site should be ready for launching by April 1st.</p>
---	--	---

<b>Goal: 3. Model innovative and unique student service activities for distance learners.</b>			
<b>Objectives/Activities</b>	<b>Timeline Planned</b>	<b>Timeline Completed</b>	<b>Results/Comments</b>
<p>1. Model innovative software solutions for distance student access to student services, including but not limited to the areas of: a. technology support and assessment; b. online tutoring; c. career counseling; d. online testing; e. plagiarism detection; f. secure counseling; and g. meeting &amp; chat management.</p>	<p>9/1/2005 - 8/31/2006</p>	<p>No</p>	<p>1st Quarter: Solutions developed during the project's first year are in place and being demonstrated, including advising management, online testing, plagiarism detection, and career counseling software and more. Significant preparation for implementing online counseling underway.</p> <p>2nd Quarter: Process for Collaborative Online Tutoring initiated with pilot schools including Tyler Junior College, Paris Junior College, South Plains College, Angelina College, and Coastal Bend College. "Ask Online" software acquired for tutoring coordination. Initial pilot will implement Tutoring with the colleges' own tutors for English 1301.</p> <p>Online meeting and chat management software also purchased for implementation during the third quarter. The software (Elluminate) will be available for webinars for this project and may be used by any of the 15 colleges of the Northeast Texas Consortium to support their distance applications.</p>
<p>2. Model innovative web solutions for distance student access to student services, including but not limited to the areas of: a. distance learning orientation; b. financial aid; c. online application; d. student activities; e. library resources(TexShare); and f. health services.</p>	<p>9/1/2005 - 8/31/2006</p>	<p>No</p>	<p>1st Quarter: Continuing with solutions developed during the project's first year. Additional activities include the purchase of and first trials with the Texas Statewide Online Application; acquiring the tools to create "Online Virtual Tours" and devising a process to involve other colleges.</p> <p>2nd Quarter: Note that the solutions acquired as software in Objective 1 are distributed as Web applications. In addition, the workshop at Collin County highlighted innovative Web solutions for Student Orientation while</p>

			the Savannah program modeled best practices for building your local college student support website.
3. With the help of the project team and advisory committees, amend and improve online Monograph "Support Services for Online Learners" to include an updated review of literature; additional chapters for various elements of support services, including strategies and best practices for each; and a list of resources for further study.	6/1/2005 - 8/31/2006	No	1st Quarter: Planning meeting in September identified new areas as already discussed. Committee members have agreed to add to and were chosen based upon the additional student support areas.  2nd Quarter: Several existing chapters updated, with attention paid to highlighting one chapter each month. Major updates intended for the summer.

<b>Goal: 4. Demonstrate innovative practices in the areas of student involvement and activities.</b>			
<b>Objectives/Activities</b>	<b>Timeline Planned</b>	<b>Timeline Completed</b>	<b>Results/Comments</b>
1. Create and distribute an online newsletter for distance students, potentially customizable for individual institutions with the first newsletter produced by October 15th and the second by March 1st.	10/1/2005 - 8/31/2006	No	First newsletter produced for distribution with the spring semester. The newsletter may be viewed at <a href="http://vc.tjc.edu/StudentSupport/Newsletters/OnlineScholar-Vol1-Issue1.htm">http://vc.tjc.edu/StudentSupport/Newsletters/OnlineScholar-Vol1-Issue1.htm</a> .
2. In conjunction with an oncampus student speaker series, pilot the use of "webinars," allowing students to log-in and chat with a featured speaker.	12/1/2005 - 5/31/2006	No	Eliminate online meeting software acquired allowing the project to implement webinars without requiring the participants to pay long distance charges. Software will be available after March 20th.
3. Explore options for online student participation in local Student Government Associations for possible implementation.	9/1/2005 - 8/31/2006	No	Website developed for Student Activities at <a href="http://www.tjc.edu/about/studentactivities.htm">http://www.tjc.edu/about/studentactivities.htm</a> with links to student government, student clubs, and other activities. In addition, the student newspaper is available from the college's main page or directly from <a href="http://www.tjc.edu/studentnewspaper/">http://www.tjc.edu/studentnewspaper/</a>

<b>Goal: 5. Enable students at every college to obtain access to student services personnel trained in providing support for the online student</b>			
<b>Objectives/Activities</b>	<b>Timeline Planned</b>	<b>Timeline Completed</b>	<b>Results/Comments</b>
1. Work with the Advisory groups and with additional specialists to develop workshops and related materials in a variety of student services areas.	9/1/2005 - 7/31/2006	No	Workshops developed as discussed in earlier goals and listed at <a href="http://vc.tjc.edu/dlworkshops.htm">http://vc.tjc.edu/dlworkshops.htm</a> .
2. Conduct workshops within two	9/1/2005 -	No	1st Quarter: Workshops were held in

driving hours of every requesting college in the state and at appropriate professional associations to demonstrate and explore online options for providing student services in the areas identified.

8/31/2006

Tyler and in El Paso. Upcoming workshops for the second quarter planned as webinars and at other locations upon request.

2nd Quarter: Webinar offerings a tremendous success. Offering two programs each of "Are You Ready for the Texas Common Application" and "Can Counseling Go Online," the project recruited over 240 participants from over 60 college and 6 university campus locations. The participating campuses included:

Alamo-Northwest Vista Alamo-San Antonio Alamo-St. Philip's Alamo-System Alvin Community College Amarillo College Austin Community College Blinn College Brazosport College Central Texas College Cisco Junior College Clarendon College Coastal Bend College College of the Mainland Collin County-McKinney Collin County-Spring Creek DCCCD-Eastfield DCCCD-Mountain View Del Mar College El Paso Community College Frank Phillips College Galveston College Grayson County College Houston-System Howard College -Lamesa Howard College-Big Spring Kilgore College Lamar State - Orange Lamar State-Port Arthur Laredo Community College Lee College McLennan Midland College Navarro College NHMCCD-Kingwood NHMCCD-Montgomery NHMCCD-North Harris College NHMCCD-System North Central Texas-Gainesville Northeast Texas Odessa College Panola College Paris Junior College Sam Houston State San Jacinto-Central San Jacinto-South South Plains College South Texas College Stephen F. Austin State University Tarrant County-South Tarrant County-Tech Center Temple College Texarkana College Texas A&M University-Commerce Texas A&M University-Texarkana Texas Southmost Trinity Valley Community College TSTC-Harlingen TSTC-Marshall TSTC-Waco TSTC-West Texas Tyler Junior College University of Houston-Victoria UT Austin Victoria College Weatherford College Western Texas College Wharton County Junior College.



			<p>Onsight instate workshops conducted during the quarter included two programs at the North Texas Regional Community College Technology Forum at Collin County's Spring Creek Campus in Plano. More than 60 participants from 18 colleges in the North Texas Consortium of Community Colleges attended the best practices seminar and approximately 45 attended an in-person version of "Are You Ready for the Texas Common Application."</p> <p>Finally, project partners Tyler Junior College and Paris Junior College shared an online training/demonstration session to learn to use "Ask Online," an online tutoring program.</p>
3. Conduct workshops in partnership with the Virtual College of Texas and the Northeast Texas Consortium of Colleges and Universities and in conjunction with the Texas Collaborative for Teaching Excellence, the North Texas Consortium of Community Colleges and others. The project partners will serve as the facilitators for the workshop activities and will coordinate activities with the other programs of the Texas Collaborative.	9/1/2005 - 8/31/2006	No	<p>Workshops have been publicized through the Virtual College of Texas, TACTE, J/CCSPAT, the North Texas Consortium, the Northeast Texas Consortium and others. J/CCSPAT and the Northeast Texas Consortium have served as the host for two of the activities.</p> <p>During February, the project also worked with the Instructional Technology Council of the American Association of Community Colleges to offer it's best practices workshop at their national conference in Savannah GA and to provide a national webinar, Online Career Counseling, reaching over 20 campuses nationwide.</p>
4. Work with the Advisory groups and with additional specialists to design a series of short (12 hours or less) online courses relating to the individual areas of online student support.	9/1/2005 - 5/31/2006	Yes	<p>1st Quarter: Planning underway for a series of three short courses dealing with online counseling and in conjunction with the University of North Texas. A preliminary 90 minute webinar on the course topic planned for December has recruited more than 50 participants from more than thirty campuses.</p> <p>2nd Quarter: Two courses are now planned with 15 hours of instruction each in the area of online counseling during this project year. The third course will be provided in project year 2006/7.</p>
5. Offer the courses online from the project and other institutions, enrolling	9/1/2005 - 8/31/2006	Yes	The first course in online counseling will be offered starting March 28th

participants from community college districts throughout the state.

from the University of North Texas. The project has contracted to cover the costs of the first 40 participants and already has sufficient LPC licensed applicants to fill the class. Up to twenty more may be added at their own expense. For an added personal expense, participants may also receive one hour of college credit for the class.

The course description includes:

Course Title: On-Line Counseling for the 21st Century Student

Instructors: Doris Rhea Coy, Ph.D., Donna Ford, M.S., Lee J. Richmond, Ph.D.

Module I: Basics for On-Line Counseling  
A. What is on-line counseling?

B. The history of on-line counseling.

D. The language of on-line counseling.

E. Chat room session: Simulated role play - counselor/client - on-line. Chat room discussion.

F. The importance of written communication without "seeing" (face to face).

G. Simulated role play - counselor/client - on-line. Chat room discussion

H. Institutional policies, legal and ethical issues, and confidentiality related to on-line counseling.

Assignments for the students will be made for each section which will include internet and books, chapters, and articles to read for information and assignments.

The second class will be offered during the summer as a continuation of the first and be made available to at least 20 part 1 completers.

6. Conduct evaluations at the end of each workshop or online training activity.	9/1/2005 - 8/31/2006	No	Evaluations conducted for the workshops by the Texas Collaborative or by the North Texas Consortium of Community Colleges
---	----------------------	----	---

2nd Quarterly Report

Submitted - 3/10/2006

**Texas Higher Education Coordinating Board  
Community and Technical Colleges Division  
Carl D. Perkins Grants for Program Year 2005-2006  
Second Quarterly Report - Budget Details**

**Project:** 61105 - Online Student Support @ Every College**Institution:** Tyler Junior College

<b>COST CATEGORY</b>	<b>Revised Total Budget For Year</b>	<b>Actual Cumulative Expenditures Through First Quarter</b>	<b>Actual Cumulative Expenditures Through Second Quarter</b>	<b>Actual Cumulative Expenditures Through Third Quarter</b>	<b>Actual Cumulative Expenditures Through Fourth Quarter</b>
1. <b>Salaries and Fringe Benefits</b> (Schedule A)	\$ 15,900	\$ 4,128 26%	\$ 8,429 53%		
2. <b>Travel (Staff Only)</b> (Schedule B)	\$ 5,450	\$ 3,367 62%	\$ 4,170 77%		
3. <b>Capital Outlay/Equipment</b> (Schedule C)	\$ 0	\$ 0	\$ 0		
4. <b>Consultant Fees</b> (Schedule D)	\$ 10,600	\$ 0	\$ 0		
5. <b>Subgrants and Subcontracts</b> (Schedule E)	\$ 36,800	\$ 700 2%	\$ 24,700 67%		
6. <b>Miscellaneous</b> (Schedule F)	\$ 24,350	\$ 3,980 16%	\$ 4,062 17%		
7. <b>SUBTOTAL - DIRECT</b> (Lines 1-6)	\$ 93,100	\$ 12,175 13%	\$ 41,361 44%		
8. <b>Administration</b> (Schedule G)	\$ 4,900	\$ 1,225 25%	\$ 2,450 50%		
	\$				

9. TOTAL (Line 7 plus Line 8)	98,000	\$ 13,400 14%	\$ 43,811 45%		
-------------------------------	--------	------------------	------------------	--	--