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Online Operations at CCC: Present and Future States

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Pre-Pandemic, online delivery was limited to mostly general education courses designed for asynchronous learning.

Online instruction

- Delivered exclusively by Harold Washington College.
 - Students from all seven colleges enrolled in HW classes if they wanted to take online classes.
 - Faculty from all seven colleges with online teaching qualifications taught HW online classes.
 - Between 80 and 90 classes were “built” by instructional designers and available to offer online.
- CCC and Harold Washington College made significant gains to ensure a quality learning experience for students:
 - Master course shells created for all online classes that ensure ease of navigation, accessibility, and alignment of readings, assignments and exams to student learning objectives.
 - Clear professional development standards for faculty to become qualified to teach online.
 - Clear expectations for instructors’ presence and engagement in asynchronous courses.

Student services

Prior to the pandemic, nearly all student services were provided by colleges in-person.

Changes since the beginning of the pandemic have brought lasting enhancements to the student experience.

Online Live Modality	<ul style="list-style-type: none">• Provides synchronous instruction fully online.• Began as an emergency modality (remote instruction) when CCC shifted approximately 90% of its courses online within one week in March 2020.• CCC is committed to preserving Online Live, as it provides an additional online option for students who prefer the flexibility and convenience of an online course with the increased instructor engagement that comes with synchronous learning.
Adult Education modalities	<ul style="list-style-type: none">• ADED emergency modality during the pandemic was “Distance Learning” that met students where they were through a combination of synchronous and asynchronous instruction, phone calls, and email communications.• ADED has now built quality around numerous modalities that provide choice and meet students where they are through in-person, asynchronous online, and hybrid online (blending synchronous and asynchronous instruction).
Virtual Student Services (VSS)	<ul style="list-style-type: none">• Began as an emergency response to ensure continuity of service in March 2020.• CCC is committed to preserving VSS and continuously improving the experience for students, e.g. by adding Live Chat hours, answers to frequently asked questions, and prominent links to commonly needed services as well as direct connections to college service desks via Zoom.

Looking forward, our focus will be on ensuring a high quality student experience.

As **Online Live** takes root as a permanent modality, we are defining the standards of quality that will ensure a consistently excellent student experience, similar to what is in place for asynchronous online instruction.

Virtual Student Services will continue to evolve as we adopt new tools such as chatbots powered by artificial intelligence.

Enterprise-wide after-hours operations are planned to begin this spring and summer for **Tutoring** and **Wellness**.

- Early morning, evening, and weekend **Tutoring** services will be operated out of Harold Washington College and available remotely to any CCC student, beginning with support in reading and writing, basic computer skills, and lower-level math.
- CCC will expand **Wellness** services after hours through the use of vendors who will provide scheduled therapy (evening and Saturday hours) and an emergency hotline (evenings and weekends).

CCC is also providing supervisors with the tools they need to deliver a quality student experience before, during, and after regular business hours by expanding telework to the job categories of **tutors and librarians**.

The principles that shape the future of online operations will be the same that are in place today.

Wherever possible, students will have a choice of course modalities and in how they interact with student services.

Quality delivery and an excellent student experience will guide our priorities as we continue to build out and refine online operations.