

BCCC Distance Learning Update

DL Overview

BCCC has offered distance learning in some form or fashion for over a decade. We have witnessed awesome changes in the technology, infrastructure, and faculty and staff expertise. The first official online courses were offered in 1999 - with implementation of Internet classes funded by a USDA Distance Learning grant. Just think what has occurred in 11 years! Click here for [interesting statistics](#) and the [Distance Learning Guidelines](#).

Blackboard

Blackboard is supported by many BCCC team players who strive to work together to resolve student and faculty concerns on a daily basis. There are several well-known issues involving Blackboard's interoperability with assorted browsers and various operating systems, which keeps the BCCC DL staff constantly working to implement timely resolutions. Blackboard has acknowledged these issues and is developing fixes in the newer versions such as 9.1 and Next Gen. Patches are deployed as soon as we receive them from Blackboard. Migrating to the latest release of Blackboard is essential not only because it will offer newer and better tools but the older versions will cease to be supported. This summer we are offering 18 hybrid courses using BB 9.1.

It is important to be aware that there are many instances in which Blackboard is not the sole culprit. Faculty/students are accessing Blackboard from many different levels of computer competency skills and networks, compounding technical problems. User errors can contribute to frustration and confusion. Using the [Course Checklist](#) is a great way for instructors to review their courses and ensure that the course information is current and organized. If you encounter problems please contact us so that we can document them, develop solutions and/or workarounds, and notify Blackboard if necessary. The BB Administrator and LRC assistant support a help desk for over 1000 or more users on a daily basis and over 250 courses in any given semester. The library staff assists online students with a wide variety of questions just about every day.

The DL staff backs up courses at the end of each semester to the O drive - Instructors are responsible for backing up their courses and grade books throughout the semester; at the end of the semester archived courses should be filed in a safe place in case of an emergency.

We strive to offer excellent support to faculty and students and monitor success with considerable attention. Your collaboration and assistance are crucial as we work together to provide the best system functionality and service to our students and faculty, regardless of the Learning Management System (BB or Moodle). Contact us with any suggestions, questions, ideas, etc.

Penny Sermons, Tricia Woolard, Brenda Rogers

Think about this!

“Intellectual habits such as deep reflection decrease with increased time spent on browsing, blogging, IMing, Twittering, and Facebooking. *Fast scanning does not translate into academic reading.* So it appears that the learner's familiarity with technology does not indicate how well he or she will perform in a distance learning environment ... instructors should focus on designing instruction based on sound cognitive learning strategies.”

**AN INSTRUCTIONAL MEDIA
SELECTION GUIDE FOR
DISTANCE LEARNING—
IMPLICATIONS FOR BLENDED
LEARNING**

*Jolly T. Holden, Ed.D.
Philip J.-L. Westfall, Ph.D.
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Moodle

Most of us are interested in knowing more details about Moodle. Since the Blackboard contract ends June 2011, we are in a transition mode, working to offer courses in both formats this fall. Click here to see our [Moodle Transition Plan](#). As with any new software, training is essential. Moodle training sessions will start this summer. Currently, BCCC is participating in a feasibility study conducted by NCCCS to help determine the strengths/weaknesses of each LMS.

Service

Penny Sermons - Director of LRC/DL

Tricia Woolard - Coordinator of Media Services/BB Admin/Webmaster

Brenda Rogers - LRC Assistant

Who to contact if you:

- have a problem with BB Software --Tricia, Brenda
- have a problem with BB Hardware --Brown
- have a problem with email -- Brown
- need to schedule training --Tricia
- need to schedule orientations --Tricia, Brenda, Penny
- have general questions about distance learning --Penny
- need to tell a student who to contact for assistance -- Tricia, Brenda, Penny
- want to know more about proctoring services -- Penny
- want to participate in the voluntary course improvement process--Penny, Tricia, Brenda.

The DL staff continues to stay abreast of current trends and issues and strives to maintain high standards of professional development and certifications.

Presentations: NC3ADL, NCCCS Faculty Conference, Distance Learning Directors' Institute, NCLRA.

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Spring Semester 2010

Online (section 20, 21, 22...) unduplicated enrollment after 10% point--- 776

Online unduplicated enrollment May 6, 2010 --- 679

The North Carolina Community College System (NCCCS) Learning Technology Systems (LTS) Department provides e-learning infrastructure, resources, learning content, standards, and support for online and distance learning course registrations that total 588,000 curriculum and 80,000 occupational and continuing education across the state (2008-09 academic year, duplicated head count).

Dr. Bill Randall
Associate Vice President
NCCCS