Addendum to
Substantive Change Proposal

February 3, 2011

FOOTHILL COLLEGE

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DATE: February 3, 2011
TO: Accrediting Commission for Community Colleges and Junior Colleges
            Western Association of Schools and Colleges
FROM: Foothill College

This Addendum to Substantive Change Proposal is submitted in accordance with guidelines set by the Accrediting Commission for Community Colleges and Junior Colleges, Western Association of Schools and Colleges. We certify that campus community participated in preparation of this Substantive Change Proposal. This Substantive Change Proposal provides accurate information about the status of distance education at Foothill College.

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ADDENDUM TO
SUBSTANTIVE CHANGE PROPOSAL:
DISTANCE EDUCATION PROGRAMS

Foothill College
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February 3, 2011

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Proposal to the Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges

Addendum to Substantive Change Proposal for Foothill College

Foothill College provides student services and support via face-to-face and the Internet. Each of these services has an informational webpage that is readily available to online students. Some services are available exclusively face-to-face and others are available in online and interactive formats as well. Additionally, Foothill College has a presence on the following social networking sites to provide online students with ways to participate as members of the Foothill College community using the Internet: Facebook, Twitter, and YouTube.

The Student Services and Support webpage (http://www.foothill.fhda.edu/services.php) provides links to information about Academic Services, Career Resources, Disability Support Services, Financial Assistance, Health & Well-Being, Housing, Learning Resources & Labs, Mentoring & Peer Support, New Student Assistance, Outreach & Retention Office, Ride Sharing Transportation, Veterans & Military, and Support Services Directory.

Student Services and Support	Available Face to Face	Information Available Online	Interactive Services Available Online
Academic Advising and Counseling	x	x	x
Admissions and Registration	x	x	x
Assessment and Placement	x	x	x
Bookstore	x	x	x
Career Services	x	x	x
Disability Resource Center	x	x	
Extended Opportunity Program	x	x	x
Financial Aid and Scholarships	x	x	x
Health and Psychological Services	x	x	
Help Desk	x	x	x
Library	x	x	x
Rental Housing System		x	x
Ride Sharing Transportation		x	x
Student Computer Labs	x	x	x
Transfer Center	x	x	x
Tutoring	x	x	

Academic Advising and Counseling

Face-to-face. The mission of the Counseling Division is to help students make appropriate and successful educational decisions, set achievable and realistic goals, adjust to changing roles in a global society and resolve academic, transfer and career concerns that can interfere with the ability to succeed in their college experience. The Counseling Division provides 30 minute face-to-face and telephone counseling services on a drop-in basis and by appointment on the main campus as well as the Middlefield campus.

Information Available Online. A webpage about academic advising and counseling is available at http://www.foothill.edu/fga/advisingforums.php. This webpage contains a link to a Frequently Asked Questions page as well as a link to an online discussion forum.

Interactive Services Available Online. Distance education students have access to individualized academic advising and counseling via an online forum and by telephone, email, and fax (http://www.foothill.edu/fga/advisingforums.php). The forum is staffed 11 months per year by three full-time faculty counselors who respond to forum postings within 48 hours. Students can schedule 30 minute face-to-face or telephone appointments with counselors via an online form. A one-unit course (CNSL 90) titled *Introduction to Online Learning* is taught via the Internet by counselors and introduces students to the various online academic and support services such as counseling and the college library.

Admissions and Registration

Face-to-face. Admissions and registration services are available at the Student Services Building on the main campus and at the Administration Building at the Middlefield Campus. The Admissions office on the main campus is open five days per week for walk-in services. The office hours are Monday through Tuesday, 7:30 a.m.-7 p.m., Wednesday through Thursday, 7:30 a.m.-5 p.m., and Friday, 8 a.m-3 p.m.

Information Available Online. The Admissions and Registration webpage (http://www.foothill.edu/admissions.php) provides online access to the following information and services: Apply for Admission; Before You Register; Counseling and Advising; Fees and Refunds; Financial Aid; High School Student Enrollment; International Students; Registration Problems; Student Right-to-Know; Testing Services; Transfer Planning; Wait-List Process; Dates & Deadlines; Get Started; Tips for New Students; Adding Classes; Dropping Classes; Parking Permits; Social Security Privacy; Veterans' Assistance; Withdrawing for Military Duty; Add a Class, Forms, Drop a Class; Get My Grades; Order My Transcript; Pay My Fees; Register for Classes; Update My Student Information; Class Schedule; College Catalog; and Degrees and Programs of Study. The webpage for prospective students (http://www.foothill.fhda.edu/prospective.php) provides links to the following information: Admission & Registration; Apply Online**;** Earn Credit in High School; When to Register; Degrees & Programs of Study; Schedule of Classes; Testing Services; Transfer to a 4-Year College; Financial Aid & Scholarships; Tuition & Fees; CalWORKS; Counseling and Advising; College Publications; Disability Resource Center; Veterans & Active Military; About Foothill; Campus Map; Campus Tours**;** Main Campus Hours; Middlefield Campus Hours. Admissions, Counseling, Financial Aid, and Transfer forms are available for students to download as PDF documents (http://www.foothill.fhda.edu/reg/forms.php).

Detailed information about lower division major course preparation for UCs and CSUs may be obtained via the Internet using Assist.org (http://www.Assist.org). The California

Virtual Campus Course Catalog lists information about 279 online courses offered by Foothill College (see http://www.cvc.edu/students/courses/). This information is regularly maintained by Foothill Global Access (FGA) staff.

Interactive Services Available Online. The entire admissions process is available online via an application and registration portal (Banner). Upon completion of the application, students automatically receive an email message containing their student ID, registration information, and course enrollment instructions. After the application process is complete, students receive an appointment to register online. By using the online schedule of classes and online registration, a student can enroll in any available course offered at Foothill College. The online registration process also provides online access to the following information and services: Add and Drop Classes; Fee Payment; Grades; Parking Permit; Student MyPortal Information; Register for Classes; Registration Date and Time; Transcripts; Update Student Information; View Your Schedule; Course Availability; New and Former Student Application; High School Student Application; International Application for F-1 Visa Students; and Application Status. Students can email staff in the Admissions Office for assistance with registration issues (webregfh@mercury.fhda.edu).

A link to the Fee Calculator (http://www.foothill.edu/reg/feecalc.php) is available on the Student Fees & Refund Policies webpage (http://www.foothill.edu/reg/fees.php). Students can use this interactive tool to estimate their own educational costs.

Assessment and Placement

Face-to-face. The Testing Center is located on the main campus in the Student Services Building. Walk-in office hours are Monday, Tuesday and Thursday, 8 a.m. to 5 p.m. and Wednesday and Friday, 8 a.m. to 3 p.m.

Distance education students may take their placement tests for English, English as a Second Language or mathematics at a college assessment/testing center located near them. The selected center will need the ability to administer an online Accuplacer test. The student has the test center coordinator email proctor information to the Foothill College Testing Center to set up the access for test administration. Test preparation information is also forwarded to the student (http://www.foothill.edu/placement/math.samples.php).

For distance education students who are able to take placement tests at any Foothill College campus location or at another college's site, the placement tests results are received at the end of the test session and are also available through each student's portal. Foothill College belongs to the Consortium of College Testing Centers (CCTC) which is "a free referral service provided by the National College Testing Association (NCTA) to facilitate distance learning." The purpose of the CCTC is to make test administration services available to students at educational institutions away from their campuses. The CCTC site may be used to locate a testing center by clicking on a U.S. map to find the center nearest to the student. These services are provided in traditional paper-pencil formats as well as by online, web-based servers at some sites. A test administration site

does not have to provide web-based examinations in order to participate in the Consortium. All participating institutions must be NCTA members in good standing, and all participating institutions are expected to adhere to the CCTC guidelines" (retrieved from http://www.ncta-testing.org/cctc/).

Information Available Online. The Placement/Testing webpage provides information about service location, office hours, contacts, FAQs, procedures, and links to English and Math test review sites.

Interactive Services Available Online. The online registration process via MyPortal in Banner provides students with online access to their own Placement Test score results. Also, students can schedule appointments for assessments for ESL, Chemistry, English for Native Speakers and Math or proctored exam via the Placement/Testing webpage (http://www.foothill.edu/placement/).

Bookstore

Face-to-face. The main campus has a fully-stocked and functioning campus bookstore for textbook shopping and textbook rentals. The Middlefield Campus maintains a bookstore in room C-7 to serve the needs of its programs and students.

Information Available Online. The Online Foothill College Bookstore provides information to students about textbooks, computer equipment and software, ebooks, class materials, textbook rentals, buyback, refund policy, shipping policy, employment, store hours, and contact details.

Interactive Services Available Online. Books and other required course materials are available for online purchase via the Online Foothill College Bookstore shopping cart (http://books.foothill.edu/). A direct link to the Online Foothill College Bookstore site is available from the student information page of the Foothill Global Access website. Books, articles, and other library resources are available to all registered Foothill students online via the library services as described in the section on Library services.

Career Services

Face-to-face. The Career Center sponsors the Career Focus speakers series which features industry professionals providing informative discussions, personal experiences, and practical advice. In addition, three Career and Life Planning credit courses have approval for delivery as distance education courses and are offered online at least once each year: CRLP 070 Self-assessment; CRLP 073 Effective Resume Writing; and CRLP 074 Successful Interviewing Techniques.

Information Available Online. The Career Services webpage (http://www.foothill.edu/career/) lists hours of operation, location information, phone numbers, staff information, handouts, and events. In addition, Career Services has a blog

(http://foothillcareercenter.wordpress.com/).

Interactive Services Available Online. Basic career services are currently available to distance education students via telephone, email, and the Career Center's website (http://www.foothill.edu/career). The Career Center website provides online resources listed by category (http://www.foothill.edu/career/library.php). The Foothill College Career Center also provides an online job posting board (http://www.foothill.edu/career/jobsearch.php). The Career Center provides online videos on a variety of topics, such as *How to Choose a Major*, *Resume Writing*, and Mastering the Interview. The videos enhance in-person workshops (http://www.foothill.edu/career/workshops.php).

Disability Resource Center

Face-to-face. When a learning disability is verified, special ongoing services such as academic and vocational counseling, early registration, note-taking and extended time for examinations are available. Classes offered include study skills, comprehension techniques and writing skills. Foothill College disability access information and procedures for requesting accommodations are available from the Foothill College Adaptive Learning coordinator and in the Foothill College President's Office. Adaptive computer technology for students with disabilities is available on campus.

Information Available Online. The webpage has links to Core Programs, Services, and Application Information. Additional information provided includes Disability Resource Center, Staff, Computer Access Center, Transition to Work Program, Community-Based Program, REACH (designed to provide the essential link between outpatient rehabilitation and full community reintegration to adults recovering from stroke), Adapted Physical Education program, and Accessibility Locations Map.

Interactive Services Available Online. None.

Extended Opportunity Program & Services

Face-to-face. The Foothill College EOPS Department is located in the lower campus Student Services building. The Front Desk, Peer Advisors, Outreach, and Tutorial Center provide services in-person.

Information Available Online. The Extended Opportunity Program & Services webpage contains information about Book Services, Financial Assistance, Counseling**,** Peer-Advising**,** Tutoring, Readiness Program, CARE (Cooperative Agencies Resources for Education), and Additional Services, Fees, Counseling, Educational Plan, EOPS Peer-Advising, and CARE Program, and EOPS Tutorial Center. The webpage has links to EOPS Eligibility, How to Apply, EOPS Services, EOPS Tutorial Info, Student Responsibilities, Calendar (pdf), October Events (pdf), contacts, CNSL 175, Newsletter (pdf), Forms, and Book Exchange.

Interactive Services Available Online. Student Services Book Exchange is provided as a service to the community, by the Foothill College Student Services organization for soliciting book exchanges only. This interactive online service (http://www.foothill.edu/books/) allows student to view listings and create listings of books for exchange. Foothill College EOPS Department is on Facebook (http://www.facebook.com/EOPSonthehill) where students can share photos, links, and event information with each other.

Financial Aid and Scholarships

Face-to-face. The Financial Aid Office is located on the main campus and has staff to serve student financial aid and scholarship needs in-person.

Information Available Online. The online registration process via MyPortal in Banner provides online access to the following information about Financial Aid Status and Financial Aid Awards. Information and forms for financial aid applications are available via the Internet from the financial aid webpages (http://www.foothill.edu/aid/) such as Loan Entrance Counseling through EdTe$t; School Lender List; Stafford Loan Request Form; Board of Governors Enrollment Fee Waiver; FAFSA.

Interactive Services Available Online. Students can check their financial aid application and awards status via the Internet through the MyPortal student information portal. Students are able to track the completion of the loan requirements on their own online account. Upon request, students can receive a financial aid newsletter delivered via email. After Foothill College receives a student's FAFSA application, the following will occur: The Foothill College Financial Aid Office will mail the student a postcard along with instructions to view their application status through MyPortal. The student can then use their student ID and password to access the site and check their application status and print any additional forms needed to complete their application. Student awards and account balances are also easily viewable through the MyPortal system.

Health Services

Face-to-face. Clinical health and medical services are available to students at the on-campus Health Center. Services include Clinic Services, Transfer Physical Exams, Allied Health Physical Exams, Diagnosis and Treatment for Cough, Cold and Rash **,** Sexually Transmitted Infection Screening**,** Pregnancy testing, Birth Control Methods**,** Free Nutrition Counseling, Treatment of Urinary Tract Infections, Prevention Educational Materials, HIV Testing, Immunization Vaccines**,** and Acupressure Massage.

Information Available Online. Health Services offers Foothill Students FREE access to *Student Health 101***,** an online magazine that promotes better health throughout college campuses. In addition, the Health Services webpage provides links to health information relevant to college students and information about Clinic Location, Clinic Hours, and phone numbers.

Interactive Services Available Online. None.

Help Desk

Face-to-face. On-campus Student Orientation to Etudes sessions are conducted during the first week of each quarter. Foothill Global Access (FGA) staff are also available to provide in-person and telephone assistance to students with login or other technical problems with the Etudes course management system.

Information Available Online. Students obtain information about the online delivery of courses and how to login in several ways: 1) Course information webpages posted each quarter on the FGA website, 2) Footnotes beneath course listings on the Foothill College schedule, and 3) Help Center website (https://foothill.helpdeskconnect.com/).

Interactive Services Available Online. Student use of the FGA Help Desk is monitored by type of help requested, timing of requests during the quarter, and frequency of requests each quarter. Since June 2007, 1,784 requests for assistance have been submitted to the FGA Help Desk. Requests to the FGA Help Desk peak during the first two weeks of each quarter and at the quarter mid-point, for a total of approximately 200 requests each quarter. The vast majority of requests pertain to logging into course sites and registration issues. Students can also use the online self-assessment questionnaire (http://www.foothill.edu/fga/pre_assessment.php) on the FGA website before they register for a fully online class in order to determine whether or not they have the personality traits, learning aptitude, technical knowledge, hardware and software, and study skills for online learning. Additionally, the FGA Online Learning Tour (http://www.foothill.edu/fga/tour.php) offers an overview about how online learning works, how courses are set up, which tools are generally used, what is expected of students, how interaction takes place, and how to succeed in online courses.

Library

Face-to-face. Distance education students can call the Foothill library for assistance in the Fall, Winter, and Spring quarters during hours of operation: Monday through Thursday from 8 a.m. to 7 p.m. and Friday from 8 a.m. to 4:30 p.m., and in the summer session, Monday through Thursday from 8 a.m. to 4:30 p.m. Reference librarians are available by telephone, by email, and in person. Reference librarians are available to assist students with research through the use of traditional print and state-of-the-art electronic resources, including the Internet. There is also information on research strategies and online searching tips. Each quarter the Library offers independent study library research courses designed to help students become familiar with the resources the library has to offer and to develop their research skills. The library provides access to the Internet and other electronic resources via computer workstations and wireless connections. Computers in the library are intended for academic research. Library and learning support services are readily available for distance education students. Librarians are available for one-on-one assistance to distance education students during normal working hours via an *Ask a Librarian* link in the library website. Librarians also teach research skills in a course

offered online and through workshops and tutorials. Library and learning support services are readily available for distance education students.

Information Available Online. The library webpage (http://www.foothill.edu/library/) lists services, hours of operation, and telephone numbers as well as links to book resources, research assistance, and databases.

Interactive Services Available Online. Librarians are available for one-on-one assistance to distance education students during normal working hours via an *Ask a Librarian* link in the library website. Librarians also teach research skills in a course offered online and through workshops and tutorials. The Hubert H. Semans Library website provides links to information for book, periodical, and internet resources. Fully online access to book resources is offered through the online Catalog. The library provides access to 9,049 eBooks. Foothill College subscribes to several article databases: 360 Search, Journals A-to-Z, EBSCO host, ProQuest, ARTstor, Biography Resource Center, Business Source Premier, CollegeSource, CQ Researcher, Literature Resource Center, and Opposing Viewpoints. Upon registering for classes, distance education students are assigned an ID number that can be used to access Library resources via the Internet, which are available 24/7. Students are able to renew their checked out books via the library website. Electronic databases provide access to many full-text journals, newspapers, and magazine articles. The library provides access to about 9,000 titles through NetLibrary, selected by a committee of California community college librarians, plus another 3,000 or so public domain titles from Project Gutenberg. Records for e-book titles are in the library's book catalog. Foothill College library faculty members teach a one unit Research Paper Search Strategies (LIBR 71) course, which is offered in a distance education format. This course offers an overview of information resources and guides students through every phase of the research process, from defining a topic to finding quality information to writing a "works cited" page. Self-help video tutorials are available online. The tutorials provide information on Foothill College Library resources, and assistance on how to use these resources.

Rental Housing System

Face-to-face. None.

Information Available Online. The Rental Housing System webpage explains how the service works (http://www.foothill.edu/services/housing/).

Interactive Services Available Online. The Rental Housing System is provided as a service by Foothill College Student Services for the purpose of listing potential housing opportunities for students. Students can Search for Housing, Add a Rental Listing or Edit their own Existing Listing.

Ride Sharing Transportation

Face-to-face. The only face-to-face student transportation services are the two public bus stops on campus.

Information Available Online. Foothill College has partnered with Zimride to offer a new rideshare service. The service is offered through a website providing details about who is eligible to use the services and how it works as well as links to the Foothill College Parking Department and Sustainability Committee webpages.

Interactive Services Available Online.
The Foothill Zimride website (http://zimride.foothill.edu/), is available online in an interactive format to allows students to easily coordinate with other students for sharing rides to campus.

Student Computer Labs

Face-to-face. Distance education students have access to the Media Center student computer lab as well as additional computers available in the Krause Center for Innovation, Middlefield Campus Hub, and the Library. The services in the Media Center are available to students Monday through Thursdays: 8 a.m. through 7 p.m., Friday: 8 a.m. through 4:30 p.m. The Media Center provides 15 PC computers, 38 iMac computers, and three scanners for general student use in addition to one Dell PC for students requiring accommodation (Adaptive Learning) and two PCs purchased for students enrolled in respiratory therapy courses. Each of the computers is equipped with the full Microsoft Office suite, in addition to other software as needed for specific course applications. This lab is open to all registered Foothill College students to use for both class and personal work. The Media Center provides students with access to over 2000 videotapes, audio tapes, CD-ROMs, slides, and computer software related to the classes given at Foothill. In addition, access to reserve materials assigned by faculty is provided. In the Media Center there are slide and video viewing stations, cassette players, and PC and Macintosh computers on which students can view or listen to these materials. The Media Center provides access to the Internet and other electronic resources via computer workstations and wireless connections. Word processing, email and participation in online classes are available in the Media Center. The Krause Center for Innovation (KCI) operates an open access multimedia lab Monday through Friday, 7:30 a.m. through 8:30 p.m. and Saturday 9 a.m. to 5 p.m. The entire KCI building is wireless. It has 33 PCs and seven large-monitor Mac computers in the KCI open lab and 17 PCs dedicated for use by computer science students. One computer station provides priority use for students needing disabled student access. The Middlefield Campus Hub provides computer lab services to students Monday through Thursday from 9 a.m. to 9 p.m.

Information Available Online. A webpage lists links to information about student computer labs on campus (http://www.foothill.edu/fga/campus_computer_labs.php). Most (but not all) CTIS students have UNIX accounts created for them automatically at the start of each quarter. Many instructors require their students to interact or upload completed course work to our UNIX systems. It is the responsibility of the student to learn how to access their account and learn to use appropriate tools when interacting with

the system by following instructions provided on the CTIS UNIX Lab webpage (http://www.foothill.edu/ctis/howTo/index.php).

Interactive Services Available Online. The Computers, Technology and Information Systems Division provides students with remote access to UNIX servers and the Oracle lab.

Transfer Center

Face-to-face. The Transfer Center staff assist students with selecting a major or preparing to transfer to a four-year college or university, and provides assistance to students in meeting minimum transfer requirements, filling out college applications, writing admission essays, and completing Transfer Admission Guarantees (TAGs). The center also sponsors college representative visits and an annual Transfer Day.

Information Available Online. The Transfer Center webpage provides links to the Transfer Library for a list of available resources located in the center, information about what majors are impacted at which CSU campuses, and the California College Explorer website.

Interactive Services Available Online. A one-unit online course, Transfer Readiness Class (CNSL 85H), provides distance learning students with instruction about choosing a college or university, taking the right courses, filling out a college application, writing an application essay, finding a "transfer buddy" online for inside information on transfer, and using counselors and transfer programs to enhance transfer eligibility.

Tutoring

Face-to-face. The Tutorial Center provides individual learning assistance for Foothill College students. It is located in the Library building on the main campus.

Information Available Online. The webpage provides information about services, location, hours, conduct guidelines, contacts, tutor schedules, and student employment as tutors.

Interactive Services Available Online. No interactive online tutoring services are currently available. Staff in the Tutorial Center and Foothill Global Access are currently exploring effective ways to provide tutoring for distance education students. One method under consideration is synchronous and asynchronous communications between students and tutors using the CCC Confer software. This software is provided by the CCC System Office at no cost to Foothill College or students. CCC Confer has Internet conferencing features that allow tutors and students, either as one-on-one or in groups, to talk, share desktop applications, and write via text chat and whiteboard. Tutoring sessions conducted via CCC Confer can be transcribed and archived for later viewing by students and program evaluation by Tutorial Center staff.