

Distance Education UpClose

Published by the Office of Distance Education at New Mexico State University

Distance Education Student Orientations

The NMSU Office of Distance Education announces that Spring 2004 Distance Education Student Orientations will be held on the main campus and at branch campuses in January. These voluntary orientations are designed to introduce and familiarize prospective, new, and current distance education students with distance education at NMSU and with the technical basics and student support resources needed to be a successful distance learner. Two four-hour face-to-face orientation sessions will be available during the following dates at these locations:

January 6: NMSU-Alamogordo

January 7: NMSU-Grants

January 8: NMSU-Carlsbad

January 12: NMSU Main Campus, Las Cruces

Orientations are free and everyone is welcomed to participate. More information on times, locations, and registration is available on the ODE website at www.nmsu.edu/distance. Students will also be able to access the orientation materials online in the form of tutorials, demonstrations, checklists, resource links, etc. Online orientation materials for self-guided, independent use are under development and will be available March 2004. The Spring 2004 NMSU Distance Education Student orientations are the first series of orientations planned to be held two times per year, prior to the beginning of the spring and fall semesters. All administrators, faculty, and staff should encourage students interested in distance education to register.

Library Services for Distance Education

The NMSU Library makes available a number of services and resources for distance education students and their instructors. The Library provides access to both full-text electronic and print information sources. Full-text electronic resources can be accessed from the Library's article databases list [<http://lib.nmsu.edu/article.shtml>] and from the electronic journals page [<http://lib.nmsu.edu/journals/index.shtml>]. Distance education faculty especially should know that the Library will reserve materials for students in electronic format through Docutek. Many of the library databases feature Permanent URLs (PURLs) that allow faculty or library staff to link directly from a course web page to a required reading.

The NMSU Library also makes print resources available to students in several different ways. Print books from the Library's collection can be shipped to distance education students, articles in the NMSU Library's collection can be scanned and made available electronically to DE students, and the library will gladly request books and articles for DE students from other libraries' collections. Finally, DE students (and NMSU faculty) can take advantage of several reciprocal borrowing programs. NMSU and UTEP libraries honor each others' library cards, and with the Passport and Alliance Passport Programs, permission can be obtained to check out items on-site from other participating New Mexico academic and research libraries.

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December 2003

NMSU Events

ICT Training Services

December 11 - **WebCT in a Day**

December 12 - **WebCT Quiz Module**

Visit the *Faculty* area of the DE site [<http://www.nmsu.edu/distance>] and click the *Professional Development* link for these and other events.

National & International Events

December 3-5 **Online Educa Berlin**
Berlin, Germany

December 7-13 **International Conference on Open and Online Learning 2003**

Mauritius, Mauritius

December 8-10 **Syllabus Fall 2003**
Cambridge, Massachusetts, USA

For more events, information and links, visit the *DE Clearinghouse Conference Database* [www1.uwex.edu/disted/conf/].



The NMSU Office of Distance Education wishes everyone a safe and joyous holiday season and a Happy New Year!

UpClose will return February 2004.

Profiles



NMSU Distance Education Students Abroad in the Military

Distance education is a powerful resource for supporting learning opportunities for even the most non-traditional students, including those serving abroad in the Armed Forces. The College of Arts and Sciences, Criminal Justice department serves these students, including two profiled here: Bianca Mendez and Travis Jungewaelter.

Bianca Mendez, a graduate student in the Department of Criminal Justice's online MCJ program, completed her degree in Spring 2003. She serves in administration in the US Air Force and was stationed at Holloman AFB near Alamogordo when she enrolled in the online MCJ program. When Ms. Mendez was transferred to Saudi Arabia, she was able to continue her studies online and earn her degree while stationed in the Middle East.

Another student in the online MCJ program, Travis Jungewaelter, is also completing his degree while serving overseas. Jungewaelter, a transportation officer in the Air Force, is one of seven students who are currently pre-enrolled in CJ 532, Advanced Issues in Criminal Justice, for Spring 2004. He is stationed in Japan.

DEAB Student Services & Support

This subcommittee is focused on improving student support and services for DE learners at NMSU. Their current activities include a DE Student Support survey, the development of the DE Student Orientation Program, and improvements in advising and other services. To comment or participate, please contact Ramon Dominguez, Subcommittee Chair at radoming@nmsu.edu.

News From the Colleges

College of Agriculture and Home Economics - The CoAHE welcomes a new Associate Dean to the College: C.W. Holley. "Being new to New Mexico State University and the College of Agriculture and Home Economics," Holley states, "I am excited about the opportunities distance education offers. The college has unique programs available only through New Mexico State University and we should make those programs and courses available throughout the state." Dr. Holley welcomes your interest, comments, and suggestions regarding distance education. He may be contacted at wholley@nmsu.edu or 505.646.1806. - *Cinda L. Holsombach-Ebner*

College of Arts and Sciences - The Department of Sociology and Anthropology launched its course offerings for the online B.A. in Sociology this year. Approval to award the distance degree is being sought from the Higher Learning Commission of the North Central Association. Sociology offered three courses in Fall 2003 with a total of 40 students enrolled. A newly hired college faculty member, Dr. Patricia Hoffman, is coordinating the department's online program. She will teach at least two courses online every semester. Other online courses in this program will be taught by Sociology faculty members Lee Hamilton, James Williams, Lisa Frehill, and Martha Loustaunau. - *Jeffrey Brown*

College of Business Administration and Economics - This spring the College of Business Administration and Economics initiates a degree completion program consisting of Internet courses and leading to a Bachelor of Business Administration with a major in General Business. Courses offered in Spring 2004 include three of the nine required business core courses. In addition to the core courses, students will take eight courses from four different business disciplines. Next semester students will be able to select up to four of such courses. - *Kathleen Brook*

College of Education - The College of Education Distance Education Program began more than 25 years ago in the Farmington area with a master's degree, and now offers 13 programs including a bachelor of science in elementary education, four master's degree programs, two doctoral programs and six certificates and licensure programs. The CoE DE program supports around 1000 enrollments per semester. The programs are delivered in a variety of ways including on-site face-to-face, internet-based through WebCT and Centra and through Interactive Television. - *Juanita Mendoza*

College of Engineering - Engineering Distance Education at NMSU is a family affair for one Seattle Boeing couple. This semester when Ha Nguyen came to the NMSU campus in Las Cruces to present her final project, she became the second person in her family to receive a Master's Degree in Industrial Engineering from NMSU via distance education. Ha (MSIE '03) and her husband, Hop Nguyen (MSIE '01), are both employed by The Boeing Company in the Seattle area. Through an agreement between Boeing and NMSU, courses are offered to Boeing employees via the Internet. This allows engineers the needed flexibility to continue working while attaining an advanced degree. To date, twenty-seven Boeing employees have graduated with Master's Degrees in Industrial or Mechanical Engineering through the NMSU Engineering Graduate Distance Education Program. - *Christina Brumm*

College of Health and Social Services - Since its inauguration in Fall, 2002, the Bachelor of Human and Community Services (BHCS) has enrolled over 50 students. This program currently is offered primarily using WebCT as the delivery modality, but there are plans to incorporate additional technologies as well. The first graduate from the program was Lt. John Morgan, who completed the Community Health and Military Science minors as a part of the program. At present, the College of Health and Social Services has degree articulation agreements for this degree completion program with 17 of the 21 two-year institutions in New Mexico, and El Paso Community College. The core courses for the program are offered each semester and enrollment is accepted every semester, including summer. - *Rebecca Chambers*

Student Support Services for Distance Education

Supporting students at a distance comprehensively, whether they are enrolled in web-based courses or those held face-to-face at remote locations, is critical to increasing retention, satisfaction, and success. Yet, student services for DE students often lag behind DE course development in quality and quantity at many institutions. While the initial structure of a DE Student Support Services program (see diagram below) looks very similar to on-campus programs, there are specific differences that need to be addressed in order to support DE learners effectively including readiness assessments for technical and independent learning skills, accessibility compliance, secure testing, technical support, and help desks. To be truly effective for distance education students, all services should be available on the Web, or at least, by telephone, and while many universities are already digitizing their student support services such as registration and payment, other services remain unavailable at a distance. WCET's 2003 FIPSE-funded LAAP Project *Beyond the Administrative Core: Creating Web-Based Student Services for Online Learners* [<http://www.wcet.info/projects/laap/>] offers a few significant lessons learned about this complex, yet timely topic:

- Offering quality DE courses requires quality DE support services - student services for distance learners must not be an afterthought, but a priority;
- Services must be designed from the customer's perspective: students are demanding a personalized, user-friendly, one-stop "shop" in which to handle their academic affairs. Otherwise, an alternative competitor for their education may be just one-click away.
- Re-engineering services for the online environment must be based on the needs of the end-users, not technical capabilities.
- "No more silos" in post-secondary student services - re-engineering services for distance education requires a cooperative cross-functional campus team.
- The responsibility of providing support services such as advising and tech support in distance education often inappropriately falls on faculty members. This unnecessarily increases the work load burden on faculty and should be provided by other, more appropriate units at the institution.
- Institutional leadership must stand focused and united behind distance education in order to move the process of providing adequate support forward.

Student Support Components for Distance Learners

Pre-Enrollment Services	Enrollment Services	Instructional Support	Community Building	Career Services
Readiness Assessment & Orientation	Admissions	Technical Support	Academic Mentoring	Career Mentoring
FAQs	Course Schedules & Registration	Bookstore	Peer Support	Career Skills Workshops
Advising	Tuition Remittance	Library	Student Extracurricular Activities	Career Mentoring
	Financial Aid	Secure Assessment	Personal Counseling	Resume Posting
	Student Portals	Tutoring	Academic Mentoring	Job Search Databases
		Copyright & Plagiarism	Wellness Services	
		Study Skills Workshops	Accessibility Compliance	
		Learning & Academic Resources		

At NMSU:
■ In Place
■ Under Development
■ Under Consideration

Adapted from:
SLOAN: *Elements of Quality: The Sloan-C Framework*, 2002
WCET: *Beyond the Administrative Core: Creating Web-Based Student Services for Online Learners*, 2003.

The NMSU Office of Distance Education's website offers students information on admissions, enrollment, tuition payment, support resources and more. Improvements are added continually as we strive to support students effectively.

Innovative Student Support Resources

LAAP Student Support Services [<http://www.wcet.info/projects/laap/resources/index.asp>]

Overviews and resource links in the topic areas of advising, orientation, career planning, personal counseling, financial aid, tutoring, library services, and more.

Best Educational E-Practices (BEEP): Student Support Services for Distance Learners [www.spjc.edu/eagle/BEEP/BEEP2.htm]

Project Eagle, St. Petersburg Junior College. Offers links to models for student support handbooks, assessments, orientations, hardware requirements, counseling, tutorials, etc.

Putting Principles into Practice: Promoting Effective Support Services for Students in Distance Learning Programs.

[www.wiche.edu/telecom/project_s/studentservices/survey%20report.pdf]

Research example. Peter J. Dirr, President of the Public Service Telecommunications Corporation, presents student support services survey findings for an evaluation section of the *Putting Principles into Practice* project conducted by the Western Cooperative for Educational Telecommunications (WCET).

Support Services for Distance Education Students

[www.webminer.com/desupport.htm]

Sharon Stoerger MLS, MBA. Many of the links in this issue of *UpClose* have come from this great collection. The site's author offers complete lists of student support articles, papers, publications, examples of online student support initiatives, student support projects, and professional associations.

DE Global News

Here's a sampling of news from the world of distance education from Daily News at Distance-Educator.com: [www.distance-educator.com/dnews/]

- Online college courses gaining ground in Puerto Rico
- Outback students need Net access
- GIs need command approval for distance learning
- E-learning module raises AIDS awareness
- Ignou becomes world's largest open university
- New study reveals 187 key web design rules
- Library to offer free distance learning for Latinos
- Peer tutors go to front of class
- WebCT Research Study: Students Perceptions of the Value of On-Line Instruction
- E-Learning Trends 2003

Submissions

We welcome your ideas, comments and suggestions.

Contact us at the Office of Distance Education to submit your ideas to "UpClose". Deadline for submission is the 15th of each month for distribution on the 1st. Email submissions to: distance@nmsu.edu, or send to: MSC 3WEC. Call 646.4699 for assistance.

About UpClose

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Milton Hall Room 185, MSC 3WEC
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Editors: Carmen L. Gonzales and Cinda Holsombach-Ebner

Staff: Bethany Bovard, Phillip Johnson and Julia Parra

Library Services for Distance Education - continued from page 1

The Library's Instruction Program is happy to work with distance education programs to ensure that students receive the necessary training to effectively access and use library resources in their fields. For example, an online guide to library research in the health sciences [<http://lib.nmsu.edu/instruction/healthsci/tutorial.html>] has been created for DE students. The Instruction Program is available to create other subject-specific guides for programs. General instructional handouts can also be found at <http://lib.nmsu.edu/instruction/handouts/handouts.htm>. Instructional sessions for DE students may be conducted via synchronous chat, ITV, HorizonLive, WebCT, and in-person meetings upon request.

E-Line, a bi-weekly email newsletter [<http://lib.nmsu.edu/news/eline/index.html>] keeps faculty subscribers up-to-date on the library's resources and services. General reference questions can be submitted via email [webref@lib.nmsu.edu], by toll-free telephone (866-835-9826), or by mail. Students and faculty are also encouraged to contact directly the librarian subject specialist for their area [<http://lib.nmsu.edu/aboutlib/librarian.html>] to help with purchasing materials, troubleshooting access problems, and making referrals to other library service providers. - *Kate Manuel*

Bookstore Services for DE Students and Faculty

Recognizing the changing needs of the university community, the University Bookstore is innovating services to offer convenient access to course materials for on and off-campus faculty and students. Faculty who teach distance education courses can utilize any of these resources to order textbooks. This assures them that the right book will be available for their students by the start of classes, and provides a contact for anyone with questions or concerns. They can also help with referrals for publishers, desk copies, copyright permissions, and online custom course packs. The University Bookstore encourages instructors to add a link to the bookstore at their website. This provides the added convenience of online ordering and the option of having books shipped to students or held at the store for them to pick up. All students can take advantage of the tax-free status of textbooks, as well as the option of purchasing used books when available.

The NMSU University Bookstore invites comments, suggestions and inquiries. Services and support are easily accessible by phone, fax or Internet. Phone: 505.646.4431; Fax: 505.646.6022 or on the web at www.nmsubookstore.com. - *Carleen Cirillo-Murray*

The Vice Provost's Corner



For all those who participate in the distance education process, whether from the student, faculty, or administrator perspective, it becomes clear very quickly that distance learning is quite different from traditional face-to-face learning. Distance learning requires specialized skill sets including knowledge and capabilities in the areas of: independent learning, goal-setting, time management, distance communication and collaboration, and technical skills. The Office of Distance Education seeks to make the transition to distance learning smoother and easier. This

January, the ODE will offer its first series of distance education student orientations. Students will be able to attend the voluntary and free orientations in person or access the orientation materials online starting March 2004. We are confident that by providing comprehensive orientations, our distance learners will be prepared for success.

Carmen L. Gonzales, Vice Provost for Distance Education