



# Online Education Committee

MINUTES

SEPTEMBER 29, 2017 9:00 AM

IT CONFERENCE ROOM

<b>MEETING CALLED BY</b>	Coleen Arviso, Chair
<b>PRESENT:</b>	Professor Harry Whiting, Coleen Arviso, Jason Arviso, Richelle Henderson, Professor Shasha Han, Professor Carlos Baki, Clyde Henderson, Jerlynn Henry

## Agenda Topics

### 1. ACTION APPROVAL OF MINUTES APRIL 28, 2017

The Online Education Committee accepts the 04/28/17 Minutes as written:

**Moved:** Professor Whiting

**Seconded:** Richelle Henderson

**Voice Vote:** All in Favor

**Motion Carried:** Yes

### 2. ACTION APPROVAL OF AGENDA SEPTEMBER 29, 2017

The Online Education Committee accepts the 09/29/17 Agenda amended to change items 5-7 to Discussion. The meeting change from 10:00 am to 9:00 am because a Faculty meeting was held at the same time.

**Moved:** Professor Whiting

**Seconded:** Richelle Henderson

**Voice Vote:** All in Favor

**Motion Carried:** Yes

### Partnerships with Sun Online & WICHE ICE

### 3. DISCUSSION

NTU is partnering with SUN PATH and WICHE ICE. This opportunity provides quality online course sharing that ensures our students access a variety of online courses to help them stay on track to graduate. The partnership offers NTU access to the many Higher Learning online courses within the State of New Mexico and the region. Vice-versa, other Universities and Colleges would be able to enroll in our online courses. This helps with articulation and course sharing, which will help in cost savings, and ensuring our students graduate on time. All SUN ONLINE courses are Quality Matters (QM) certified which means NTU plans to offer QM certified courses as well. This is a huge advantage and opportunity for NTU.

SUN PATH - SUN PATH is a consortium of New Mexico public colleges sharing quality online courses to ensure that students have access to a variety of courses, certificates, and degree programs. We are dedicated to excellence in online learning and professional development for faculty who teach online and committed to increasing access to quality online education for students across New Mexico.

WESTERN INTERSTATE COMMISSION FOR HIGHER EDUCATION (WICHE) – Internet Course Exchange (ICE) - WICHE ICE



WICHE ICE enables students, through their home institutions, to seamlessly access high quality online courses and programs offered by other four-year and two-year ICE member institutions. The collaborative model fosters faculty engagement, resource sharing, and innovation.

NEW MEXICO SUN ONLINE powered by WICHE ICE: Online Course Sharing System

SUN Online is a course sharing statewide system that provides New Mexico students, from participating colleges and universities, to have greater access to quality online courses and programs across the state. Through this system students have the opportunity to take classes from other institutions in the state that articulate their programs of study, while remaining enrolled in their home institution. Colleges benefit with less duplication of courses, resources and programs and employers benefit with increased responsiveness and reduced time-to-market for local and regional training needs.

An online course catalogue with all courses shared by participating institutions can be accessed at <http://www.wiche-ice.org/new/>.

For more information contact Coleen Arviso at [ccarviso@navajotech.edu](mailto:ccarviso@navajotech.edu).

#### 4. DISCUSSION

#### Faculty Training Plan

Coleen will work on a Training Plan for the Academic Year and provide a draft for review at the next meeting.

#### 5. DISCUSSION

#### Online Tutoring

Coleen send email to Link-System to request a usage report. She will share at the next meeting. The committee also shared they would like to have a Pop-Up to inform students of the Online tutoring tool. The pop-up will ensure students are aware of the resource to help them obtain tutoring services. Coleen will look into the Pop-Up message in Moodle.

#### 5. DISCUSSION

#### Online Chat Tools

The committee selected tawk.to chat tool. It is an open source product with all the features and functions that the other chat tools had. The Tawk.To tool, <https://dashboard.tawk.to>, is free and addresses our needs. The intent is to use the chat tool to address the HLC distance education guidelines support services such as online Admission, online Registration, online Library, online Financial Aid, online IT, online bookstore to address questions an online student may have upon enrolling or during their time here at NTU.

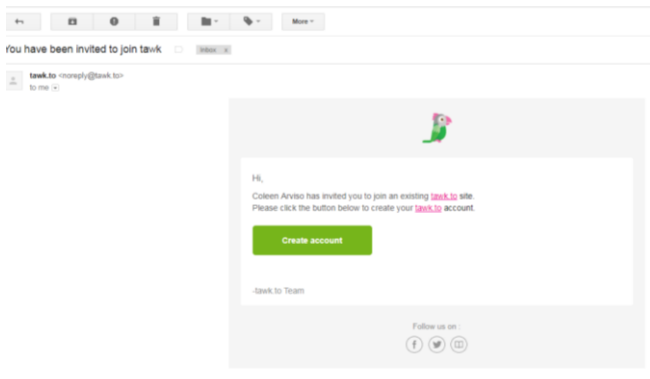
Also, the committee would like to have other chat tools to better communicate with students, other faculty, and staff on campus. A user-friendly chat tool that is open on desktop and notifications can be sent faster. Coleen will look into chat tool to help address the communication need.

#### Tawk.to Information – Chat Tool

A. Go to Tawk.To Login at URL: <https://dashboard.tawk.to/login>. Image below is the login screen.



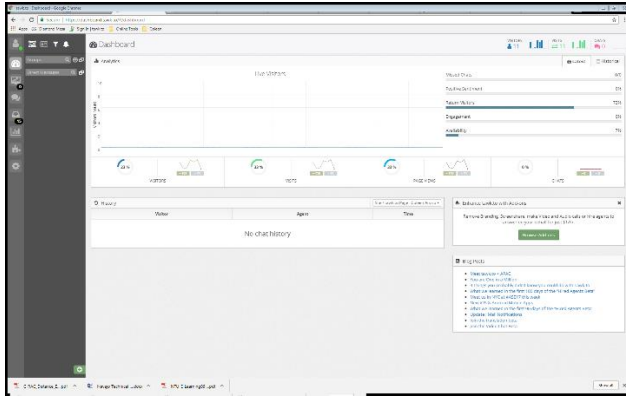
**B. Depending on the assigned person(s), they will see a email from 'tawk.to'.**



**C. Who to assign as property members?**

Property	Property Settings	Property Members	Have you Access? (Y/N)	Need Training? (Y/N)
ADMISSIONS	Admissions Information : <a href="http://www.navajotech.edu/future-students/admissions">http://www.navajotech.edu/future-students/admissions</a>	Jerlynn Henry, Benson James, Geraldine Slim	N	Y
FINANCIAL AID	Finacial Aid – Returinging Students: <a href="http://www.navajotech.edu/students/financial-aid">http://www.navajotech.edu/students/financial-aid</a>	Tyrell Hardy & Yolanda Begay	Y	Y
INFORMATION TECHNOLOGY	Information Technology Dept.: <a href="http://www.navajotech.edu/students/it-dept">http://www.navajotech.edu/students/it-dept</a>	?		
E-LEARNING	E-Learning: <a href="http://www.navajotech.edu/academics/e-learning">http://www.navajotech.edu/academics/e-learning</a>	Coleen Arviso & Alex Perry	Y	N
NTU LIBRARY	NTU Library: <a href="http://www.navajotech.edu/students/library">http://www.navajotech.edu/students/library</a>	Marla Smiley-Price & Candice	N	Y
REGISTRATION & RECORDS	Registration + Records: <a href="http://www.navajotech.edu/students/registration-records">http://www.navajotech.edu/students/registration-records</a>	Jerlynn Henry, Renee Damon, Myron Tsosie	N	Y
STUDENT SUPPORT SERVICES	Services Provided to Students: <a href="http://www.navajotech.edu/students/support-services">http://www.navajotech.edu/students/support-services</a>	Jerlynn Henry, Caraleta Kescoli	N	Y

### D. DASHBOARD SCREEN CAPTURE

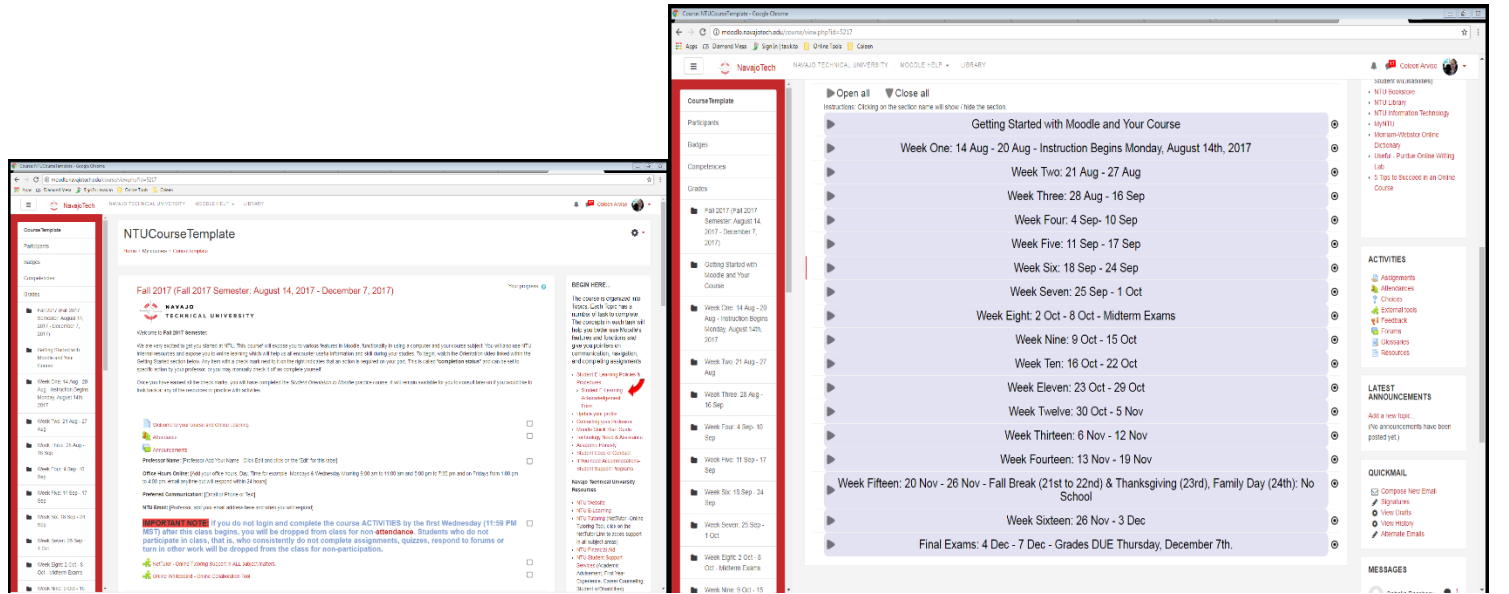


E. REFER TO HLC GUIDELINE 7 Addressing Student Support Services. – Attached to packet at url <http://download.hlcommission.org/C-RAC Distance Ed Guidelines 7 31 2009.pdf>.

## 6. DISCUSSION

### Moodle Course Shell

A draft moodle shell template is ready and can be viewed at <http://moodle.navajotech.edu/> called NTUCourseTemplate. This template is used now and the Committee can work on modifying for better navigation and access.



## 7. DISCUSSION

### Online Programs

Discussion on the Engineering Technology and Nursing Assistant programs on creating hybrid programs which incorporate Telepresence. If students cannot view the real-time telepresence session, the session will be recorded and placed into Moodle for access and reinforcement.

## 8. DISCUSSION

## NC-SARA



National Council for  
State Authorization  
Reciprocity Agreements

Approved Institution

Navajo Technical University (NTU) is pleased to share as of June 7, 2017, we've been approved by [New Mexico Higher Education Department \(NMHED\)](#) to participate in the [National Council for State Authorization Reciprocity Agreements \(NC-SARA\)](#). We are the first Tribal University/College to become members of SARA.

Institutions that are members of SARA are authorized to provide online education to students from all SARA member states, currently 43 states and the District of Columbia are members. States and institutions that choose to become members of SARA operate under a set of policies and standards that are overseen by the National Council for State Authorization Reciprocity Agreements (NC-SARA) and administered by four regional higher education compacts.

SARA is intended to make it easier for students to take online courses in member states regardless of where the students live and the institution is located. As a State Authorization Reciprocity Agreement participant, NTU will comply with the following provisions developed by the Council:

- Online learning is appropriate to the institution's mission and purposes.
- The institution's plans for developing, sustaining, and, if appropriate, expanding online learning offerings are integrated into its regular planning and evaluation processes.
- Online learning is incorporated into the institution's systems of governance and academic oversight.
- Curricula for the institution's online learning offerings are coherent, cohesive, and comparable in academic rigor to programs offered in traditional instructional formats.
- The institution evaluates the effectiveness of its online learning offerings, including the extent to which the online learning goals are achieved, and uses the results of its evaluations to enhance the attainment of the goals.
- Faculty responsible for delivering the online learning curricula and evaluating the students' success in achieving the online learning goals are appropriately qualified and effectively supported.
- The institution provides effective student and academic services to support students enrolled in online learning offerings.
- The institution provides sufficient resources to support and, if appropriate, expand its online learning offerings.
- The institution assures the integrity of its online offerings.

For more information about the SARA initiative and the progress of state and institutional membership, please visit <http://nc-sara.org/sara-states-institutions>.

**Complaint Resolution** - If a student would like to discuss a concern or complaint s/he is encouraged to follow NTU's resolution process as described at our [Student E-Learning Policy](#) or [Online Student Complaint Procedure](#) if the complaint is not met with satisfaction, a student may file a complaint with the appropriate agency within the state of residence. Please select a state from the menu below for regulatory agency and/or SARA portal agency resolution process information at <http://www.hed.state.nm.us/institutions/complaints.aspx>.



**9. DISCUSSION**

**Announcements/Other**

**None**

**10. ADJORN**

**10:05 AM**

Next Meeting: Friday, December 01, 2017 @ 10:00 am in the IT Conference Room