

Department of Education

Program Review Report Recommendations

The review team believes that adoption of these recommendations will assist the institution in its administration of the Title IV, HEA programs.

- 1) Due to the large population of incarcerated students enrolling in correspondence courses, CCC must ensure that its regular students enrolled in distance education courses are in fact receiving **regular and substantive interaction** from instructors, and that this **interaction is documented, preferably within the LMS.**
- 2) Ensure that all instructors consistently include all of the information necessary for the successful completion of a class, including information about interaction requirements, **in their course syllabi.**
- 3) Enforce policies and procedures that make regular and substantive interaction between students and faculty a required part of course design for all distance education courses.
 - a. Faculty should provide substantive feedback and guidance to students throughout online meetings and through multiple channels (i.e., engaging in forum discussions with students, commenting on written assignments, and providing comments on quizzes and tests).
 - b. Feedback and guidance must be related to the academic content of the course (i.e., not limited to reminders about deadlines or other logistical matters) and should go beyond perfunctory comments such as "good job" or "great work."
 - c. If rubrics are used for grading assignments, they should be enhanced by providing substantive feedback to students about how to improve their work if they received fewer than the maximum number of points.
 - d. **Regular and substantive interaction must be initiated by the faculty,** not only by students who have questions about the course materials.
- 4) **Implement a periodic internal audit of distance education courses** to ensure that they include regular and substantive interaction between faculty and students and that **this interaction is documented in the LMS.** In addition, CCC should share the findings of its internal audit with its faculty and provide training as needed.
- 5) Monitor that the total number of correspondence courses does not exceed the maximum per the regulatory requirements.
- 6) CCC should continuously monitor its students to ensure that the percentage of correspondence students is below 50% of its entire regular student population.
- 7) Monitor attendance in online classes to ensure that attendance includes participation in academically-related activities as defined in 34 C.F.R. § 668.22(1)(7)(i) and (ii). Students who log into their accounts, but do not post or actively participate in any academically-related activity, are not considered to be in attendance for purposes of recording the last day of attendance at CCC.
- 8) Continue monitoring the verification of the identity of the student who participates in class or coursework by using methods as described in 34 C.F.R. § 602.17(g).