

# State Center Community College District (SCCCD) Academic Online Educational Services

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## **Online Educational Services Report As of September 14, 2009**

*Title V Grant - Activity 2 – Development of Online Educational Services*

Mario Gonzales	Reedley College Counselor
Renee Harris	Fresno City College Counselor
Brent Nabors	North Centers – Clovis, Madera, Oakhurst & Willow International Web Consultant
Erica Johnson	North Centers – Clovis, Madera, Oakhurst & Willow International Counselor
Steve Jones	Reedley College Counselor

## **Online Educational Services Report**

### *Title V Grant - Activity 2 – Development of Online Educational Services*

The following report includes:

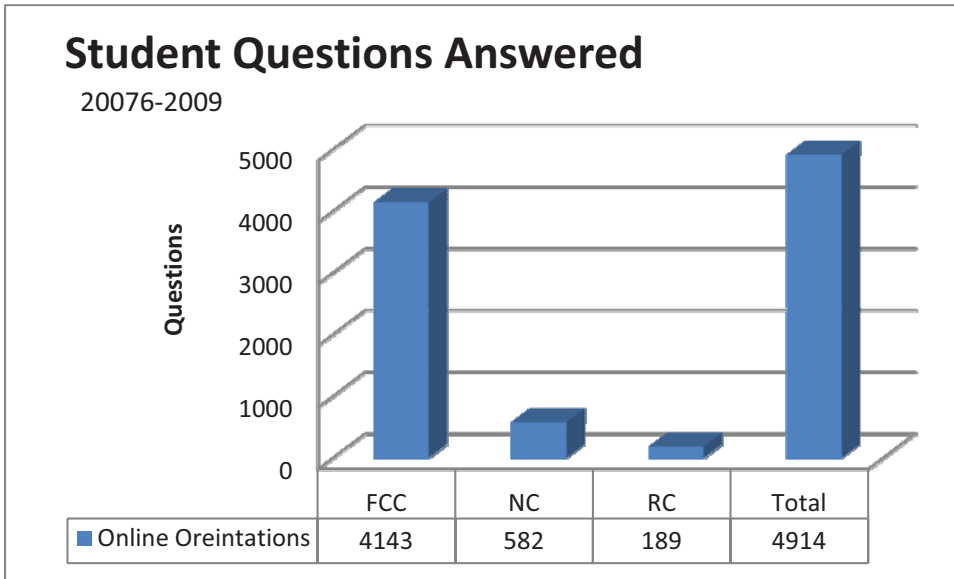
- A summary describing the status of each district-wide online educational student service developed through the Title V Grant Activity 2
  - Frequently Asked Questions (FAQ) Database
  - Live Help – Online Counseling
  - Online Orientation
- Representation of data to support our services for the district and by campus

## FAQ

The purpose of the FAQ Database is to provide students with a database of question with district-wide responses and an opportunity to ask additional questions. The FAQ Database is available 24 hours a day, 7 days a week. The online counselors will respond to each question within 48 hours Monday through Friday. The intent of the FAQ database is to provide general academic advising. Currently, the State Center Community College District is dedicating 20 hours per week per site (FCC, RC, NC) to online counseling.

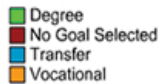
## FAQ

1 ) How many students are submitting questions to the FAQ database.

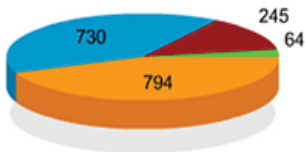


2) Educational goals, name, home campus, e-mail (if submitted a question)...if just browsed the site we do not have the personal information)

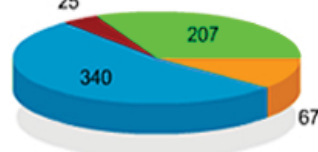
## Educational Goals



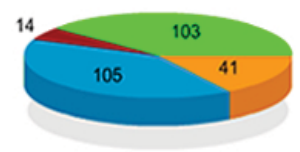
### Fresno City College Goals - FAQ



### North Centers Goals - FAQ



### Reedley College Goals - FAQ



### 3) Top 10 viewed, most viewed.

#	Question	Hits
1.	I would like to find out what courses are required for an Associate Degree. I would prefer online courses.	1352
2.	I don't know what career/major I want to pursue; where can I get help?	895
3.	How do I make an appointment with a counselor?	834
4.	What is the deadline to apply for financial aid?	640
5.	How do I apply to the college?	535
6.	What is the Ability to Benefit Test? Am I required to take it?	368
7.	I am trying to register online and there is a prerequisite hold blocking me from registration. What do I do?	337
8.	What are the prerequisites to apply to FCC's Registered Nursing(RN) program?	304
9.	I am interested in taking an online class. What are the steps that I need to take to enroll, and what should I expect? Can I take courses over the summer?	304
10.	How do I order my transcripts?	258

### Top 10, Highest Rated.

#	Question	Rating	Hits
1.	How do I apply for a Direct Loan?	★★★★★	72
2.	I am trying to register online and there is a prerequisite hold blocking me from registration. What do I do?	★★★★★	337
3.	What is the writing center?	★★★★★	87
4.	What services are offered through the writing center?	★★★★★	46
5.	How can the Career Center help me?	★★★★★	84
6.	How do I get a Federal Work Study job on campus?	★★★★★	103
7.	What is Federal Work Study?	★★★★★	79
8.	I there any way to skip taking the math 101 course and go straight into the math 103 course? I am curious to know what is being taught in math 101 to see if I really need the class. I then could decide to take the placement test if I feel I need to. Thank you for any help you can give me.	★★★★★	27
9.	Is Biology 1 with a lab the biology class for NON-biology majors? Is Biology 3 an easier or more difficult class and does it meet the general ed requirement?	★★★★★	37
10.	I am not real sure where I need to start, I am thinking about going back to school, after more than ten years. Where do I start?	★★★★★	38

## 10 lowest Rated FAQ's.

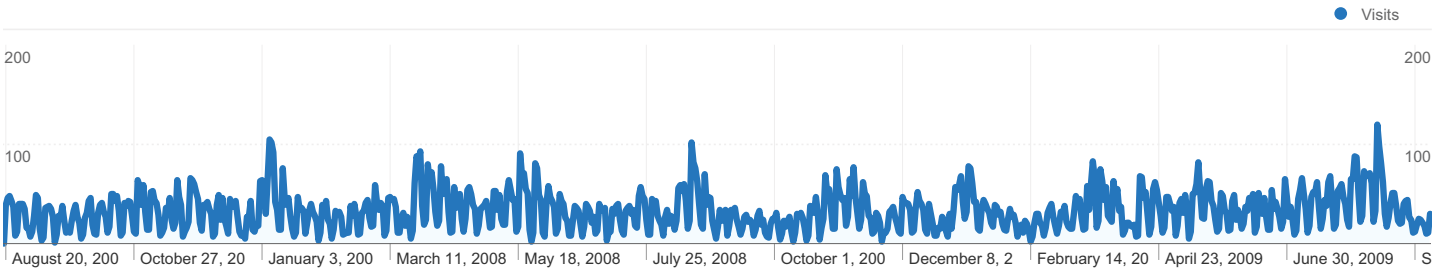
#	Question	Rating	Hits
1.	How do I apply to the college?	★	535
2.	How many units are required for an Associates of Arts/Science degree?	★	164
3.	What classes do I need to complete the graduation requirements for the Clovis Center; or any of the SCCCD campuses/centers?	★	129
4.	How do I get a copy of my transcripts?	★	136
5.	When should I see a Health Science Counselor?	★	112
6.	Why is WebAdvisor giving me a prompt saying "Not eligible for registration refer to counseling for registration approval probation"? I need to make a change to my schedule and my grades are good.	★	243
7.	I want to get an associates in science and also go into the nursing program. I want to know what other classes I need to take to achieve this goal.	★	2
8.	I have passed two AP exams during my high school career, so how do I get the units for the classes that I should be able to get credit for?	★	33
9.	Do I have to go in to the counseling center to pick up the major sheets that outline requirements for my associate degree and transfer majors?	★	200
10.	I attended Clovis Center a few years back, and I am now wanting to return. How do I go about doing this? I was on probation before I left, and I did not finish the semester. Please let me know what I need to do.	★	180

## **Global FAQ** Data

# Dashboard

Aug 19, 2007 - Sep 14, 2009

Comparing to: Site




## Site Usage

 **24,830** Visits

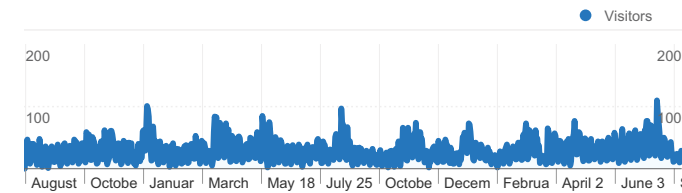
 **61,424** Pageviews

 **00:02:26** Avg. Time on Site

 **2.47** Pages/Visit

 **79.04%** % New Visits

## Visitors Overview

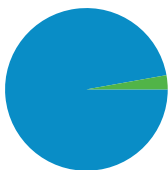


**Visitors**  
**19,720**

## Map Overlay world

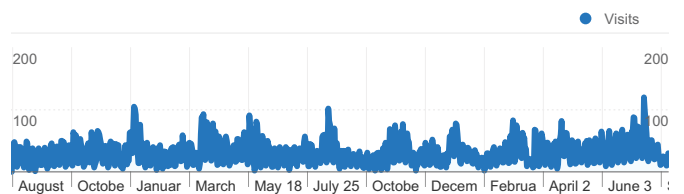


## Traffic Sources Overview



- Direct Traffic**  
24,134.00 (97.20%)
- Referring Sites**  
696.00 (2.80%)

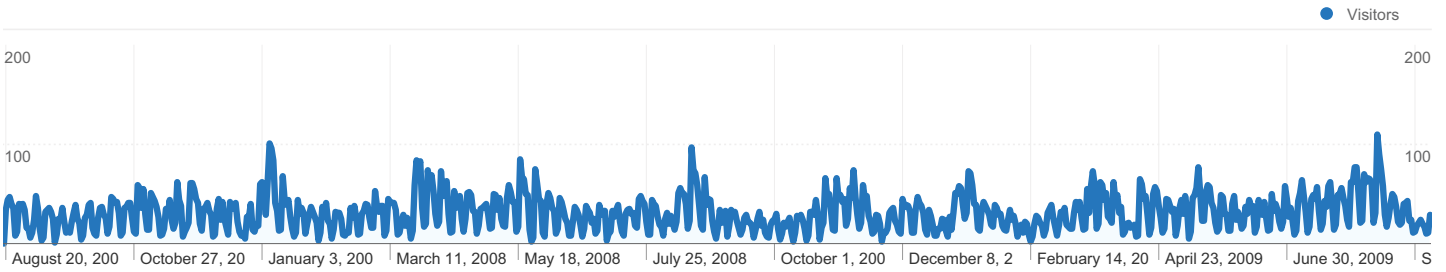
## Visits for all visitors



**Visits**  
**24,830**

on=  
**Visitors Overview**

**Aug 19, 2007 - Sep 14, 2009**  
Comparing to: Site




**19,720 people visited this site**

 **24,830 Visits**


 **19,720 Absolute Unique Visitors**

 **61,424 Pageviews**

 **2.47 Average Pageviews**

 **00:02:26 Time on Site**

 **58.56% Bounce Rate**

 **79.04% New Visits**

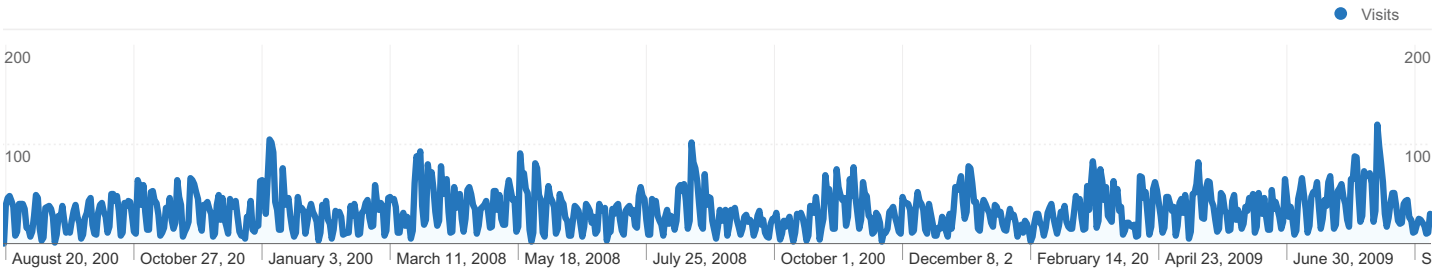
**Technical Profile**

Browser	Visits	% visits	Connection Speed	Visits	% visits
Internet Explorer	19,520	78.61%	DSL	8,716	35.10%
Firefox	4,048	16.30%	Cable	6,976	28.10%
Safari	1,018	4.10%	T1	4,352	17.53%
Chrome	128	0.52%	Unknown	3,910	15.75%
Opera	31	0.12%	OC3	443	1.78%



on=  
**Traffic Sources Overview**

Aug 19, 2007 - Sep 14, 2009  
 Comparing to: Site

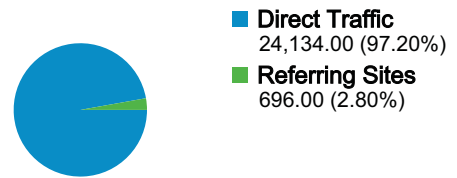


**All traffic sources sent a total of 24,830 visits**

 **97.20% Direct Traffic**

 **2.80% Referring Sites**

 **0.00% Search Engines**



**Top Traffic Sources**

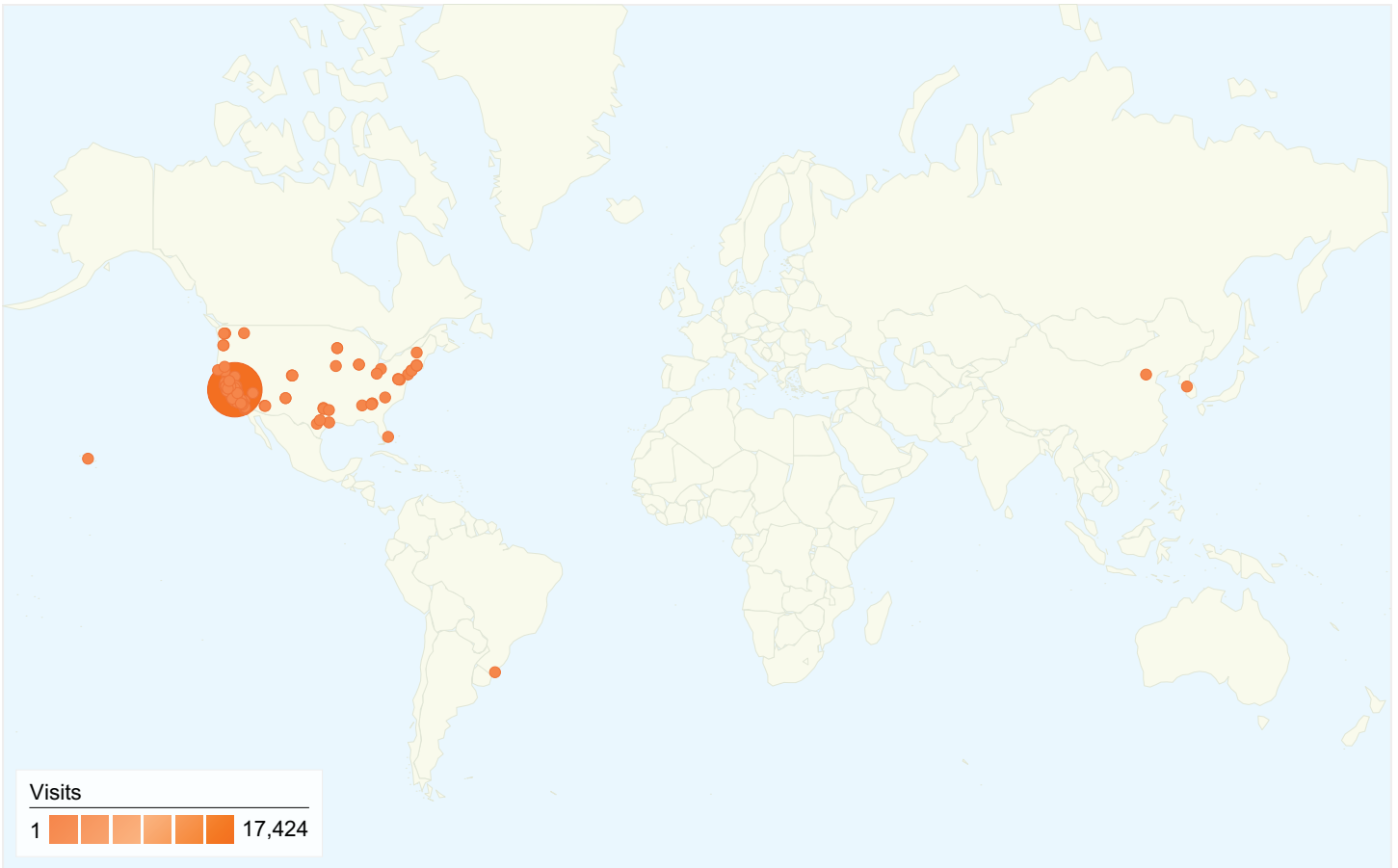
Sources	Visits	% visits
(direct) ((none))	24,134	97.20%
blackboard.scccd.edu (referral)	334	1.35%
blackboard.fresnocitycollege.edu	157	0.63%
blackboard.reedleycollege.edu	67	0.27%
fresnocitycollege.edu (referral)	49	0.20%

Keywords	Visits	% visits
There is no data for this view.		

on=  
**Map Overlay**

**Aug 19, 2007 - Sep 14, 2009**

Comparing to: Site



**24,830 visits came from 1,052 cities**

Site Usage

City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
<b>Visits</b> <b>24,830</b> % of Site Total: 100.00%	<b>Pages/Visit</b> <b>2.47</b> Site Avg: 2.47 (0.00%)	<b>Avg. Time on Site</b> <b>00:02:26</b> Site Avg: 00:02:26 (0.00%)	<b>% New Visits</b> <b>79.09%</b> Site Avg: 79.04% (0.07%)	<b>Bounce Rate</b> <b>58.56%</b> Site Avg: 58.56% (0.00%)	
Fresno	17,424	2.47	00:02:20	78.67%	59.11%
(not set)	402	2.20	00:02:43	82.84%	59.20%
Madera	342	2.45	00:02:13	82.46%	57.02%
Sanger	277	2.72	00:02:42	79.06%	56.32%
Sanger	236	2.14	00:01:48	82.20%	59.32%
San Francisco	205	2.60	00:02:48	82.44%	52.20%
Los Angeles	192	2.17	00:01:58	83.85%	63.02%
Visalia	160	2.54	00:03:53	66.25%	53.12%
Kerman	147	2.69	00:02:42	83.67%	52.38%

## Live Help

The Live Help program provides students with an opportunity to communicate with a SCCC Academic Counselor online. The Online Academic Counseling session is live and is a recorded session. The purpose of the Live Help program is to provide SCCC students with an additional option to work with a counselor for academic advising purposes only. The Live Help program is available for a limited number of hours per week and is available for current SCCC students only. You must log in to access the Live Help program. The login requires your Student ID #. The online counselors can assist all SCCC students regardless of their main location. The hours are posted at <http://counseling.sccd.edu>. Currently, the State Center Community College District is dedicating 20 hours per week per site (FCC, RC, NC) to online counseling.

## Live Help – Per/Campus





### Requests per campus- (last 120 days period)

Blackboard	64.5%	 639
Reedley College Counseling	1.9%	 19
Fresno City College Counseling	29.4%	 291
North Centers Counseling	4.2%	 42





### Average rating per campus (last 120 days period)

Blackboard	★★★★	4 on 183 Requests
Fresno City College Counseling	★★★★	4 on 53 Requests
North Centers Counseling	★★★★	4 on 17 Requests
Reedley College Counseling	★★★★	4 on 10 Requests

### Average session time per campus (last 120 days period)

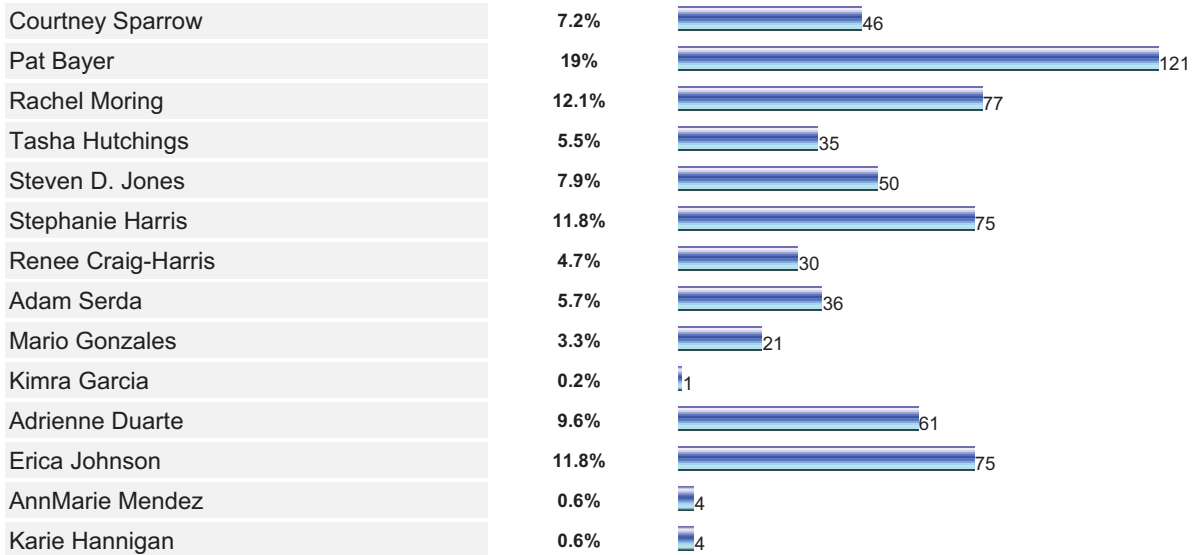
Blackboard	 00:06:37 (hh:mm:ss)
Reedley College Counseling	 00:10:03 (hh:mm:ss)
Fresno City College Counseling	 00:06:31 (hh:mm:ss)
North Centers Counseling	 00:06:56 (hh:mm:ss)

**Total session time per campus (last 120 days period)**

Blackboard	 70:35:33 (hh:mm:ss)
Reedley College Counseling	 03:11:14 (hh:mm:ss)
Fresno City College Counseling	 31:40:11 (hh:mm:ss)
North Centers Counseling	 04:51:14 (hh:mm:ss)

# Live Help – Per/counselor

## Requests per counselor (last 120 days period)



## Average rating per counselor (last 120 days period)

Counselor	Average Rating	Number of Requests
Kimra Garcia	★★★★★	5 on 1 Requests
Erica Johnson	★★★★	4 on 47 Requests
Pat Bayer	★★★★	4 on 36 Requests
Rachel Moring	★★★★	4 on 35 Requests
Adam Serda	★★★★	4 on 27 Requests
Steven D. Jones	★★★★	4 on 23 Requests
Stephanie Harris	★★★★	4 on 22 Requests
Adrienne Duarte	★★★★	4 on 22 Requests
Renee Craig-Harris	★★★★	4 on 9 Requests
Tasha Hutchings	★★★★	4 on 8 Requests
Courtney Sparrow	★★★	3 on 15 Requests
Mario Gonzales	★★★	3 on 11 Requests
AnnMarie Mendez	★	1 on 1 Requests

## Average session time per counselor (last 120 days period)

Courtney Sparrow	00:10:11 (hh:mm:ss)
Pat Bayer	00:11:58 (hh:mm:ss)
Rachel Moring	00:10:16 (hh:mm:ss)
Tasha Hutchings	00:08:24 (hh:mm:ss)
Steven D. Jones	00:08:04 (hh:mm:ss)
Stephanie Harris	00:11:06 (hh:mm:ss)
Renee Craig-Harris	00:09:24 (hh:mm:ss)
Adam Serda	00:10:32 (hh:mm:ss)
Mario Gonzales	00:09:44 (hh:mm:ss)
Kimra Garcia	00:04:17 (hh:mm:ss)
Adrienne Duarte	00:09:17 (hh:mm:ss)
Erica Johnson	00:09:23 (hh:mm:ss)
AnnMarie Mendez	00:16:14 (hh:mm:ss)
Karie Hannigan	00:13:45 (hh:mm:ss)

## Total session time per counselor (last 120 days period)

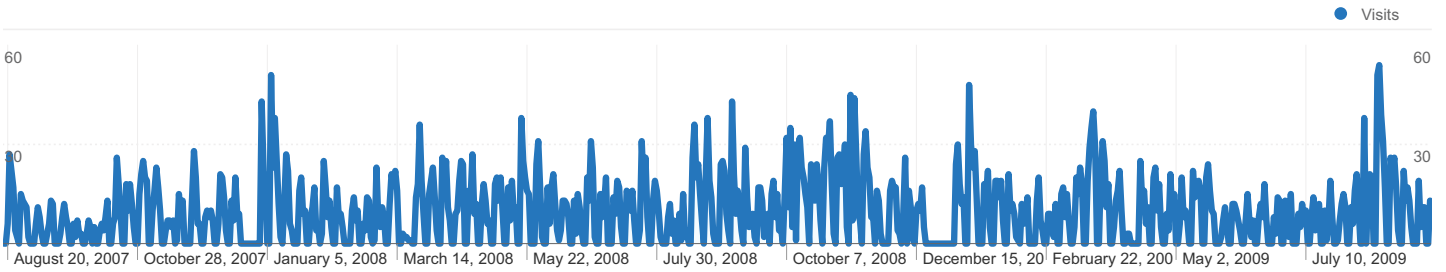
Courtney Sparrow	07:48:36 (hh:mm:ss)
Pat Bayer	24:08:43 (hh:mm:ss)
Rachel Moring	13:11:41 (hh:mm:ss)
Tasha Hutchings	04:49:23 (hh:mm:ss)
Steven D. Jones	06:43:52 (hh:mm:ss)
Stephanie Harris	13:53:32 (hh:mm:ss)
Renee Craig-Harris	04:42:16 (hh:mm:ss)
Adam Serda	06:19:43 (hh:mm:ss)
Mario Gonzales	03:24:38 (hh:mm:ss)
Kimra Garcia	00:04:17 (hh:mm:ss)
Adrienne Duarte	09:26:56 (hh:mm:ss)
Erica Johnson	11:44:18 (hh:mm:ss)
AnnMarie Mendez	01:04:59 (hh:mm:ss)
Karie Hannigan	00:55:01 (hh:mm:ss)

## **Global Live help Data**

# Dashboard

Aug 18, 2007 - Sep 14, 2009

Comparing to: Site



## Site Usage

**7,295** Visits

**38.34%** Bounce Rate

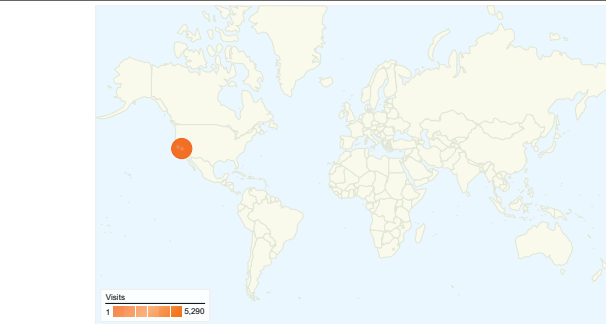
**22,445** Pageviews

**00:04:46** Avg. Time on Site

**3.08** Pages/Visit

**70.39%** % New Visits

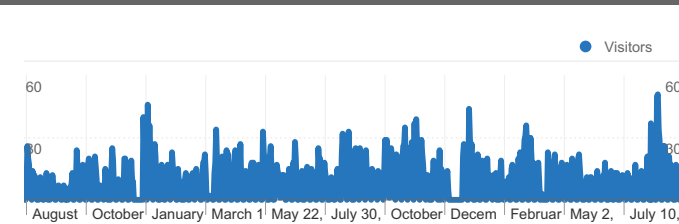
## Map Overlay world



## Content Overview

Pages	Pageviews	% Pageviews
/admin/livehelp/UserChatTop.a	6,008	26.77%
/admin/livehelp/UserChatSessi	2,245	10.00%
/admin/livehelp/UserChatSessi	1,473	6.56%
/admin/livehelp/UserPreChat.as	1,338	5.96%
/admin/livehelp/UserChatExit.a	870	3.88%

## Visitors Overview

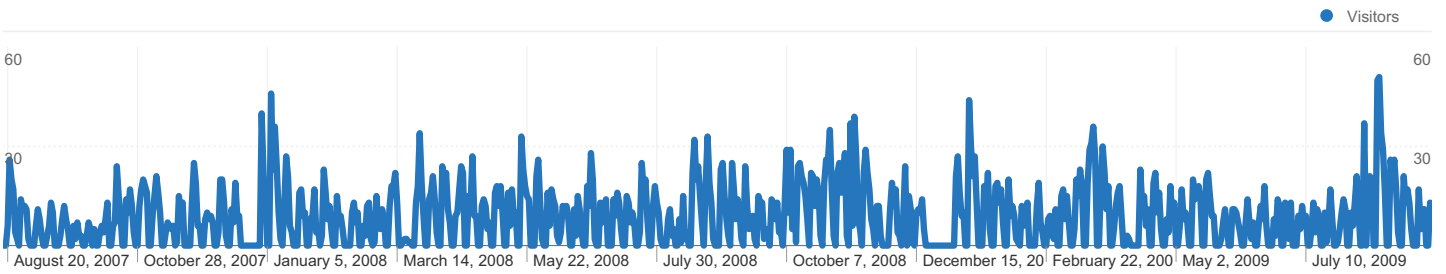


**Visitors**  
**5,161**



# Visitors Overview

Comparing to: Site



**5,161 people visited this site**

**7,295 Visits**

**5,161 Absolute Unique Visitors**

**22,445 Pageviews**

**3.08 Average Pageviews**

**00:04:46 Time on Site**

**38.34% Bounce Rate**

**70.39% New Visits**

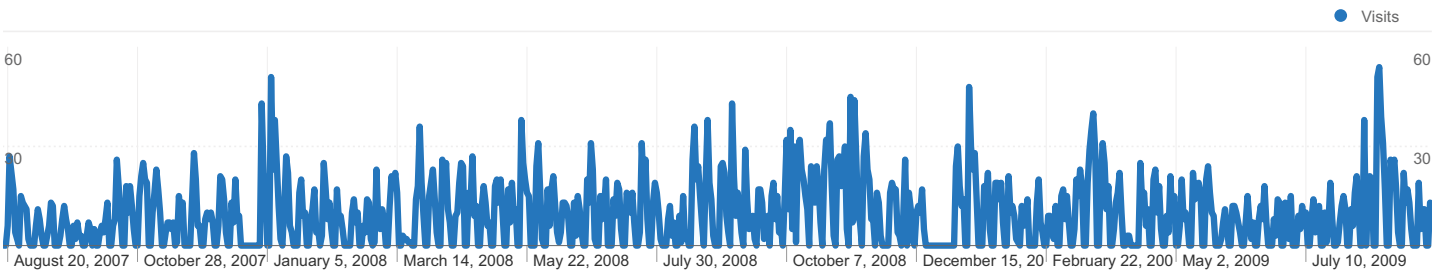
## Technical Profile

Browser	Visits	% visits	Connection Speed	Visits	% visits
Internet Explorer	5,696	78.08%	DSL	2,324	31.86%
Firefox	1,256	17.22%	T1	1,835	25.15%
Safari	287	3.93%	Cable	1,725	23.65%
Chrome	30	0.41%	Unknown	1,232	16.89%
Opera	11	0.15%	OC3	96	1.32%

# Traffic Sources Overview

Aug 18, 2007 - Sep 14, 2009

Comparing to: Site

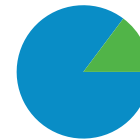


All traffic sources sent a total of 7,295 visits

 85.24% Direct Traffic

 14.76% Referring Sites

 0.00% Search Engines



■ Direct Traffic  
6,218.00 (85.24%)  
■ Referring Sites  
1,077.00 (14.76%)

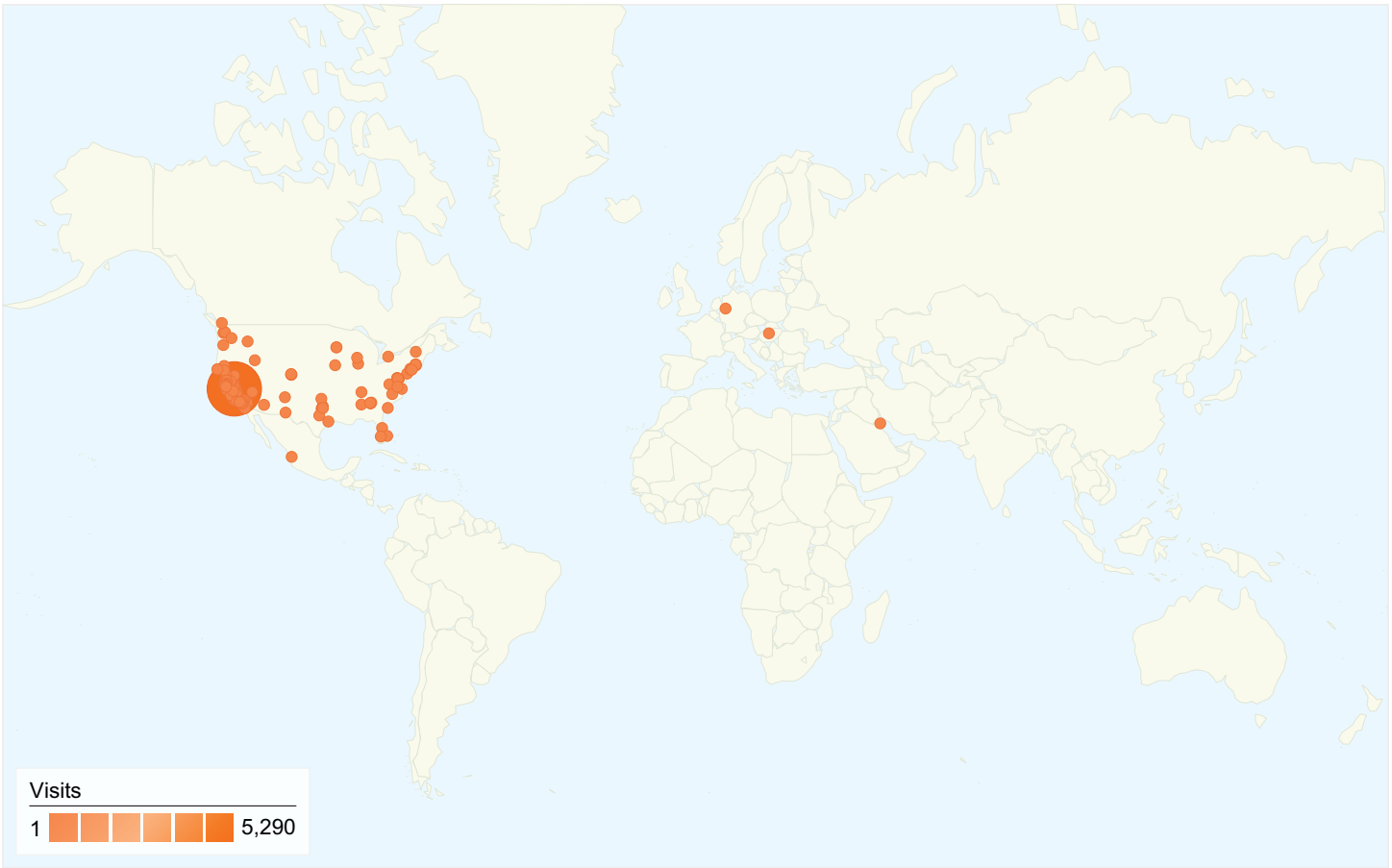
## Top Traffic Sources

Sources	Visits	% visits
(direct) ((none))	6,218	85.24%
blackboard.fresnocitycollege.ed	385	5.28%
blackboard.scccd.edu (referral)	327	4.48%
fresnocitycollege.edu (referral)	123	1.69%
blackboard.reedleycollege.edu	84	1.15%

Keywords	Visits	% visits
There is no data for this view.		

# Map Overlay

Comparing to: Site

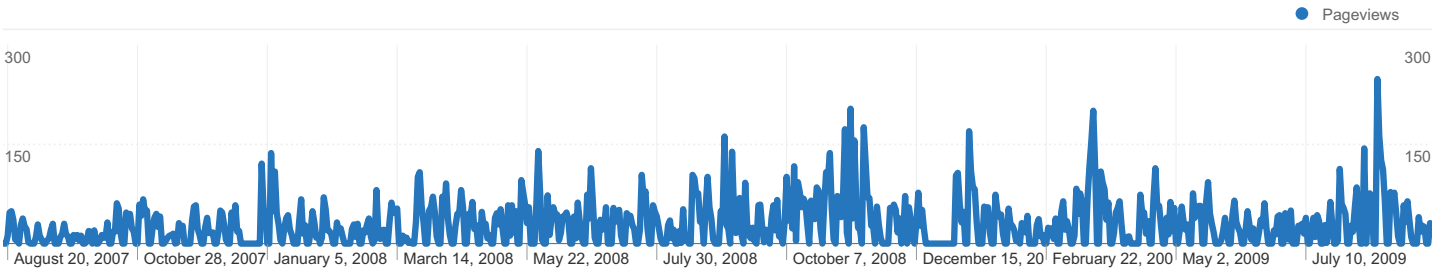


## 7,295 visits came from 435 cities

Site Usage

City	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
<b>Visits</b> <b>7,295</b> % of Site Total: 100.00%	<b>Pages/Visit</b> <b>3.08</b> Site Avg: 3.08 (0.00%)	<b>Avg. Time on Site</b> <b>00:04:46</b> Site Avg: 00:04:46 (0.00%)	<b>% New Visits</b> <b>70.39%</b> Site Avg: 70.39% (0.00%)	<b>Bounce Rate</b> <b>38.34%</b> Site Avg: 38.34% (0.00%)	
Fresno	5,290	3.07	00:04:40	71.49%	38.92%
Madera	109	2.75	00:03:47	69.72%	39.45%
Sanger	106	3.70	00:05:25	63.21%	41.51%
(not set)	101	2.59	00:05:14	74.26%	42.57%
San Francisco	60	2.98	00:04:06	70.00%	28.33%
Sanger	59	3.07	00:05:01	69.49%	28.81%
Los Angeles	53	3.42	00:07:08	71.70%	22.64%
Manteca	43	3.30	00:04:58	58.14%	32.56%
o Neals	42	4.21	00:07:50	66.67%	23.81%

# Content Overview



Pages on this site were viewed a total of 22,445 times

 22,445 Pageviews

 16,935 Unique Views

 38.34% Bounce Rate

## Top Content

Pages	Pageviews	% Pageviews
/admin/livehelp/UserChatTop.aspx	6,008	26.77%
/admin/livehelp/UserChatSession.aspx?userid=&deptid=2	2,245	10.00%
/admin/livehelp/UserChatSession.aspx?userid=&deptid=4	1,473	6.56%
/admin/livehelp/UserPreChat.aspx?ref=http://counseling.scccd.edu	1,338	5.96%
/admin/livehelp/UserChatExit.aspx?busy=	870	3.88%

**Orientation Data not available yet (Live on 10/2007)**

The purpose of the SCCCD online orientation is to provide first time college students with an additional option to review the districts' policies, procedures, programs, and services. This is not intended to replace the face-to-face orientations provided by the colleges and centers. High school students are encouraged to participate in the Reg to Go orientations held on the high school campus. The online orientation will be used to remove the orientation hold for registration.

**Step #1:** We have provided an introduction to the SCCCD through step #1. The introduction was developed by the Title V team and recorded through the Tegrity software by Erica Johnson.

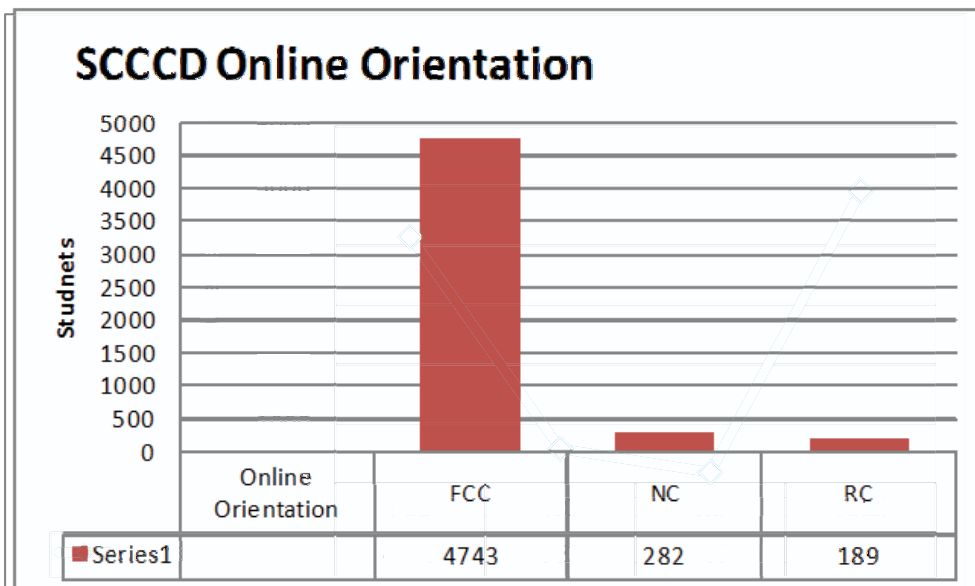
**Step #2:** The student will be asked to select their home campus which is defined as the campus where they are taking most of their units or where the campus/center that provides their major or program. Once they select their home campus, they will be taken through a series of slides that includes quiz questions throughout.

**Step #3:** The third step includes an online orientation quiz. The results of this quiz will be used to remove FCC orientation hold for registration. Students are required to complete an application for admission and know their student ID # to complete the quiz component. At this time, orientation is not mandatory for RC or the NC.

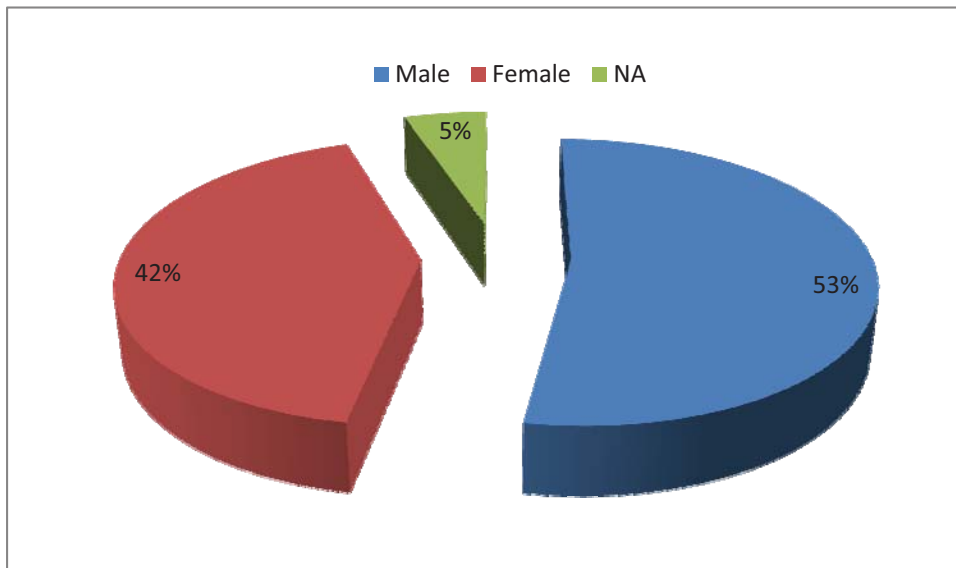
**Step #4:** The last step includes a 5-question satisfaction survey. The results will be used to make any changes or revisions to better serve our students.

- Data that will be collected:
  - Number of students by campus who take the quiz
  - Pass rate of quiz by campus
  - Ethnicity
  - (Release holds from Datatel)...system in place? Who?

**Number of students by campus who take the quiz: 5214**



## Gender



## Grade Break Down

Score:

2 = 1

3 = 14

5 = 20

7 = 3

8 = 963

9 = 282

10 = 3002

Parlier	40	5.10	00:07:54	52.50%	17.50%
					1 - 10 of 435