Focus of meeting was brainstorming around our identified priority 1. - **Develop online education (quality of instruction, student support, and fully online programs)**.

We established six major areas for consideration around this priority.

1. **Support of online students (really should mirror what we do for on-campus students):**
   a. Tutoring
   b. Advising
   c. Financial aid
   d. Bookstore processes (we currently have no online ordering and shipping options)
   e. Library support
   f. Ability to make payments online
   g. Extended hours
   h. Tech help (maybe chat feature)
   i. Assessment of readiness for online learning, followed up with training
   j. Must be very easy to determine on web which programs and services are available online
   k. Idea – look at institutions such as WGU for further ideas

2. **Training and support for faculty**
   a. Assessment of competency in online teaching methods
   b. Incentivize development
   c. Need clear policies and direction
   d. Quality Matters training currently available – how wide spread? Is it enough?

3. **Assessment**
   a. Need to develop online course evaluation tool
   b. Ensure student evaluations make sense for this type of course
   c. Survey of students specifically around online education (similar to SENSE)

4. **Examination of which programs and courses could/should be fully online**
   a. Make sure potential programs have data to support need
   b. Thinking only about programs may be too narrow, which courses make sense to move online to meet student needs

5. **Should not limit ourselves to credit programs/courses, may be market for non-credit as well**

6. **Worth exploring consortium with other 2-year colleges and/or UM**