

THE COMMUNITY COLLEGE DIGITAL EDUCATION

SURVEY RESULTS ARE IN!



SOME SIGNIFICANT RESULTS FROM THE TOP TEN

39% Number of surveyed campuses where students can access admissions forms online, complete and submit online, or complete using some form of electronic processing such as IVR (integrated voice response), and can pay online.

30% Number of surveyed campuses where students have secure online access to view transcripts and to print an unofficial transcript, and can order an official transcript online.

52% Number of surveyed campuses where the college provides online training for technology skills for its faculty, and also provides automated tools for faculty.

17% Number of surveyed campuses that offer 16 percent or more of all courses online as part of a distance learning program.

Recently, the Center for Digital Education and *Converge* conducted the country's first survey of community colleges focused on deployment of administrative and instructional technology solutions. The purpose of the survey is to assess and to promote those community colleges that provide high levels of service through information technologies.

The Center is a national research and advisory institute providing education, government and industry leaders with decision support, research and educational services to help them effectively incorporate new technologies in the 21st century.

The Center for Digital Education through its sister organization The Center for Digital Government, conducts the five-year national Digital State Survey, the Digital Cities Survey and the seven-year Best of the Web contest. The Digital State Survey is the nation's most comprehensive and respected study of information technology

applications in state government. This study, which is the "survey of record" with governors, has consistently garnered participation by all 50 states. The priority of digital systems in state government has been elevated by the Digital State Survey through media coverage by *The Wall Street Journal* and many other acclaimed publications.

The Community College Digital Education Survey is an outgrowth of a continuing dialogue with educators, administrators and education technologists. It will elevate awareness of the progress community colleges are making in adopting and utilizing digital technologies. "We know that this survey will highlight the importance of education technology solutions for governors and state legislatures," said Marina Leight, publisher for *Converge*.

This premier installment of the survey is a representative

DIGITAL EDUCATION SURVEY TOP TEN COMMUNITY COLLEGES

- 1 Florida Community College at Jacksonville FL
- 2 Columbus State Community College OH
- 3 Santa Monica College CA
- 3 Miami-Dade Community College FL
- 5 City College of San Francisco CA
- 6 Northern Virginia Community College, Annandale, VA
- 7 College of DuPage, Glen Ellyn, IL
- 7 Houston Community College TX
- 9 De Anza College, Cupertino, CA
- 9 Grossmont College, El Cajon, CA

THE CRÈME DE LA CRÈME

This year's top-rated school in our survey is the Florida Community College at Jacksonville (FCCJ). FCCJ serves over 80,000 students on its five campuses, four major centers, and through its virtual college programs. Additionally, FCCJ serves as the corporate college for over 20 different major corporations and governmental agencies. Rob Rennie, the Vice President of Technology and Chief Information Officer for FCCJ, was asked to respond to a few questions to explain the success of his school in implementing technology.

How has Florida Community College used technology to provide services to students and faculty?

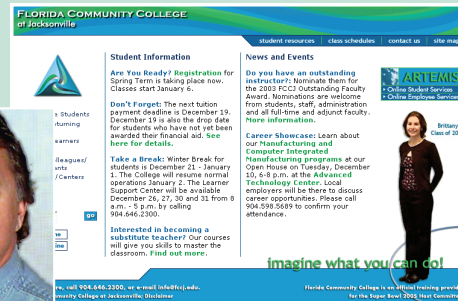
FCCJ employs a comprehensive approach to technology management based on the vision: "Florida Community College will be viewed as a technological leader providing superior access to the resources of scholarship and workforce preparation through the application of advanced technologies." This vision was realized through achievement of technology initiatives that were based upon specific goals, a deliberate collegewide e-strategy and an integrated technology architecture.

The heart of this technology-rich resource and educational environment is the college's portal, Artemis. In addition to the portal, the college employs solid backend systems that support the primary mission of the college-direct instruction.

The most remarkable technologies are those found in the learning environment. These include up-to-date LAN [local area network] and WAN [wide area network] configurations supporting all manner of instructional software and technology-enhanced instruction, voice over IP (Internet Protocol), streaming video content serving, virtual office hours and counseling services, smart classrooms, and nearly 5,000 lab and classroom machines for student use. The college rolled out a comprehensive wireless solution during the past academic year to enable untethered access to all resources at high speeds from all college open spaces (all college offices, classrooms and common areas are also wired).

sampling of the largest community colleges in the United States. The survey focuses on admissions and registration, use of technologies for administrative needs of both students and faculty, and the progress of distance learning courses and issues. In addition, community college mission-specific questions are asked regarding transferring to higher education institutions and workforce development.

The top-ranking college, Florida Community College,



What have been the benefits to faculty and students?

All students and faculty have access to the resources of scholarship (including learning management systems, library and reference resources, e-mail, chat, their personalized data, calendars, schedules, official records, grades and gradebooks, tutorial and testing systems, class syllabi), all college transactions (application, registration, payment by credit card, alternate payment plans, financial aid, counseling and advising, travel reimbursement, scheduling, property control, budget, evaluation, program of study data, transcript request and fulfillment, status checks, etc.), and first-class applications software and computer workstations.

This robust environment provides the capability for all students and faculty to conduct all of their transactions and business with the college through one seamless portal solution at their convenience from anywhere at anytime.

What advice do you have for other colleges?

Hire really smart people, create a comprehensive technology vision that is solely dedicated to enhancing the quality of the college's core mission, plan for agility, take risks, and be passionate about becoming the best. Don't be afraid to be an early adopter of radical new technologies if they meet your requirements, new (or disruptive) technologies often produce the greatest ROI (return on investment) and help build a leading-edge spirit in the technology team. It is imperative that there be significant faculty involvement in the planning and development phases of any major implementation. Faculty should be intimately involved in creating the vision and in authoring a storyboard of what the technology story of the college will be.

Jacksonville, scored 100 percent in all categories. Leight said, "You can do it all — pay online, learn online and communicate with faculty online. This is really the future of community colleges." Columbus State Community College ranked second, and Santa Monica College and Miami-Dade Community College tied for third in the ranking.

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