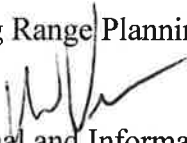




California State University  
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Date: February 18, 2014  
To: Budget and Long Range Planning Committee  
From: Wayne Veres   
Dean, Instructional and Information Technology Services and Chief Information Officer  
Subject: IITS Comments for the Applied Behavior Analysis Certificate of Advanced Study

Thank you for the opportunity to provide additional comments for the program proposal for the CSUSM Applied Behavior Analysis Certificate of Advanced Study. Review of the proposal indicates on page 2, paragraph 3 that this program is fully online. Given that this program has the potential to have students from across the nation, and potentially around the world, what are the extra helpdesk hours that will be needed to assist students in different time zones? Is a 24x7 helpdesk required? Will there be any live sessions with the students? If so, will students need to have a microphone and/or web cam? Will the instructor require any additional software besides Cougar Courses?

We highly recommend that you continue to work with the instructional developers in Instructional Development Services (IDS) to use the QOLT (Quality Online Learning and Teaching) rubric in conjunction with the BCBA standards as you develop your courses into the online format.

To effectively support any proposal that includes new courses and new faculty we have the following guidelines.

- It has been our experience that new courses with typical technology resources take 3 to 5 hours of instructional developer support and more technology-intensive courses (especially fully online courses) may take 20 hours or more of support.
- Any new course must comply with the CSU Accessibility Technology Initiative (ATI) guidelines for instructional materials: "New courses and new course content, including instructional materials and instructional websites, will be designed and authored in a manner that incorporates accessibility." An instructional developer will meet with the faculty member designing the new course to review specific accessibility guidelines and ensure that the course content is in compliance with the ATI. Typical issues include captioning multimedia, adding image tags to PowerPoint, using styles in Word, and naming links appropriately in the LMS or website. Analyzing the instructional materials and training how to make these

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items accessible could take a minimum of 3 hours of instructional development time.

- New faculty members are usually not familiar with our Learning Management System (LMS) or the multimedia options we offer. Therefore, they are highly encourage to attend workshops or request an orientation by contacting [ids@csusm.edu](mailto:ids@csusm.edu) to become familiar with all of the options that Academic Technology Services has available to support their teaching. This training can range from 1 hour to 20 plus hours depending on the interactive content, media integration and whether the course is flipped, hybrid, or fully online.
- Online courses are labor-intensive to develop. The Instructional Development Services team provides one-on-one and professional development opportunities to prepare faculty to develop quality online courses. It is suggested that faculty teaching online meet with the IDS team one semester in advance of teaching the course.
- Multimedia resources including video studios, Mediasite studio, and videoconferencing rooms are supported Monday through Friday, 8 am to 5 pm. Funds need to be identified for additional support for programs with support needs outside of this schedule.
- Courses taught at the Temecula site require increased support from IITS. Courses taught outside of the established academic calendar may need additional coordination and/or effort in order to provide resources to students and instructors. IITS should be notified of these conditions as early as possible

cc: Regina Eisenbach  
Gretchen Sampson  
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