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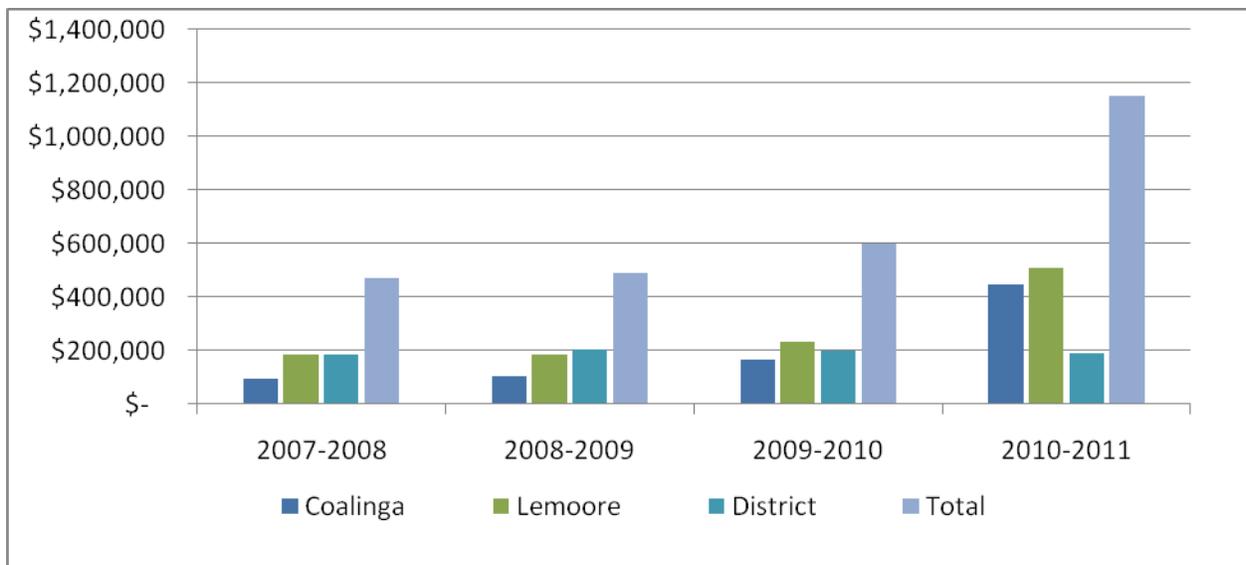
September 8, 2010

Susan Clifford, Vice President, ACCJC
Committee on Substantive Change
Accrediting Commission for Community and Junior Colleges
Western Association of Schools and Colleges
10 Commercial Boulevard, Suite 204
Novato, CA 94949

Dear Dr. Clifford

Thank you for the communication dated July 19, 2010 regarding our Substantive Change Proposal. The following is our response to the Substantive Change Committee's request for more information on the budget supporting distance education.

West Hills College began offering online courses in 1998. These online courses increase transparency to the student in regards to access and online support services. The graph below illustrates the budgetary support of online instruction in response to increasing student demand for online instruction.



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The online program is supported by the West Hills Community College District (WHCCD). The district associate vice chancellor for educational planning collaborates with the college vice president of educational services in planning and scheduling distance education opportunities. The following outlines the recent progress of distance education with the WHCCD:

- From 2000 to 2009, the support for distance education predominantly came from three distinct areas; WHCCD office of learning resources for administration, West Hills College Coalinga for academic salaries, and West Hills College Lemoore for academic salaries.
- In 2001-2002 WHCCD engaged in the strategic planning process for online and technology infrastructure resulting in the 2002-2005 e-Learning Strategic Plan
- Through the assistance of a Title V Cooperative Grant (2002-2007), the online program was able to expand to include help desk services, faculty multimedia labs, and commensurate staffing including a help desk coordinator and education technology specialist (faculty trainer).
- At the end of the Title V Cooperative Grant (2007), WHCCD institutionalized the online component retaining staff and physical resources support.
- In 2007, another strategic planning process was held for WHCCD technology resulting in the 2007-2012 Technology Plan.
- In 2008, a workshop was held to develop a Strategic Plan for Distance Education; this plan was vetted through the college governance committees and ratified by the Board of Trustees in summer 2010.
- In spring 2009, the Western Cooperative for Educational Telecommunications (now the WICHE Cooperative for Educational Technologies) (WCET) was contracted to conduct the online student services audit.
- In fall 2009, based on the recommendations of the Strategic Plan for Distance Education and the online student services audit, the WHCCD Chancellor's Executive Cabinet met and discussed the institutionalization of the WHCCD online program to become a virtual college site model (eCampus). This included subsequent meeting with the college executives over the fall 2009 semester.
- In spring 2010, the transition to the virtual college site model began in earnest with a formalization of the budget allocation provided through a combination of the colleges' and WHCCD distance learning budget resources. The budget has separate line items entitled eCampus administration and eCampus faculty salaries.
- In fall 2010, additional support was allocated to the eCampus through the addition of part time, temporary help desk advisors. These positions are a combination of first level help desk support in order to assist with logins and password issues and first level student advising to assist with information gathering and student referral to advisors, counselors, financial aid, or other student support services.

West Hills College Coalinga and the WHCCD are focused on an eCampus that includes staff and budget resources to support the continued growth of online distance education.

Please see attached spreadsheets that provide the overall increase in budgetary allocations (Distance Education Support Budget 08-2010), the detail of ten years of line item budget allocations (District LR TENT Worksheets 1-10), and the recent transition to include an eCampus budget designation (ADOPTED eCampus-Distance Ed budgets 8-17-10).

In summary, West Hills College Coalinga is committed to the online student environment and continued growth through planning, personnel, student services, and technology resource allocations.

If you have any questions or concerns, please do not hesitate to contact me at 559.934.2307 or jillstearns@whccd.edu

Sincerely,

A handwritten signature in blue ink, appearing to read "Jill Stearns". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Jill Stearns