Paradigm Shift refers to systemic change in the way DCL operates to support online degree completion programs.

**BACKGROUND**

Presently, DCL works with academic units to build online degree courses and programs. These courses and programs are presently administered by the academic units. In this paradigm shift DCL will assume greater administrative control over programs selected for the PSPP. Departments will retain control over content and instructional methodology.

**PENULTIMATE GOAL**

To use DCL resources to modify the way online programs are administered to grow new student credit hours (SCH).

**PARADIGM SHIFT**

DCL will realign existing staff and financial resources to change the way it supports online courses and programs to;

1) increase online SCH production,
2) enhance course and program quality, and
3) realize an economy of scale across all UNCG online degree completion programs.

**PREPONDERANT GOALS/PROCEDURES**

1. Use DCL expertise and resources to centralize generic administrative tasks across PSPP online programs to reduce duplication and enhance economy of scale. These administrative tasks include, but are not limited to:
   a. Adjunct instructor identification, training (in concert with FTLC), and support working with unit administration.
   b. Working with students through the entire Customer Relations Model (CRM) process from lead generation to enrollment to graduation.
   c. Provide back end support for PSPP instructional faculty related to technical support, monitoring of progression through courses and handling special circumstances. (ODS issues, exceptions to policies, proctored exams, etc).

Freeing the instructional staff from these duties will enable faculty to focus on the course content, methodology, and grading issues. And subsequently enable the faculty to handle more students.

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2. Assist faculty with online course design that will accommodate a larger number of students without negatively impacting learning outcomes or faculty load.

3. Within budget limits, provide stipends for instructional faculty based on prevailing adjunct instructor rates. The faculty could be remunerated on a per class section or per student basis.

**ACADEMIC UNIT RESPONSIBILITIES AND COMMITMENTS**

1. Work collaboratively with DCL to enable this paradigm shift.

2. Use staff and financial resources saved in the paradigm shift to support the maintenance of on-campus (M and web M) SCH production, while growing online SCHs.

3. Understand that to grow new SCHs under this paradigm shift that:
   - a. An economy of scale in supporting online courses and programs can be achieved if all units participate in the process,
   - b. The consistent application of the operational procedures will yield a synergistic effect, and
   - c. A certain “dose level” of operational changes are needed to meet the penultimate goal.

**OTHER IMPORTANT POINTS**

- PSPP programs in the pilot phase are volunteering to participate.
- SCH’s generated from courses taught with DCL supported instructor stipends may be retained by Academic Affairs.
- The pilot phase will be applied through the life cycle of students in the pilot process.
- If successful, the funding model will be either a permanent function of DCL and included in the DCL budget, or submitted as part of the biannual budget process.