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Steven W. Cheung  
Chair, Assembly of the  
Academic Senate  
Faculty Representative,  
UC Board of Regents  
Academic Senate

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CAMPUSES

Berkeley  
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Irvine  
UCLA  
Merced  
Riverside  
San Diego  
San Francisco  
Santa Barbara  
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MEDICAL CENTERS

Davis  
Irvine  
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San Diego  
San Francisco

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Lawrence Berkeley  
Lawrence Livermore  
Los Alamos

October 1, 2024

**YVETTE GULLATT, VICE PRESIDENT & VICE PROVOST  
GRADUATE, UNDERGRADUATE AND EQUITY AFFAIRS**

**Re: Request for UC Online Annual Report**

Dear Vice President Gullatt,

At its September 2024 meeting, the Academic Council endorsed the attached letter from the University Committee on Educational Policy ([UCEP](#)) requesting an annual report from UC Online on its systemwide course offerings.

This request reflects the Senate's ongoing interest in the success of UC Online, as well as a desire for greater transparency regarding enrollment trends, student demographics, and academic outcomes. As UC Online continues to grow, it is important that the unit be equipped with the means to provide a clear and comprehensive overview of its impact on student access to courses, students' performance, and overall program effectiveness.

UCEP has identified several key areas that should be addressed in the annual report, including:

- 1) The number of students who applied for, enrolled in, and completed UC Online courses over the past academic year.
- 2) Demographic breakdowns for these students, including transfer, first-generation, underrepresented, and other historically under-served groups.
- 3) A list of all UC Online courses offered, including course names, sponsoring campus, numbers, units, and enrollment/completion data, along with average final grades.
- 4) A report from the UC Online Advisory Council outlining its membership, meeting dates, and key decisions made.

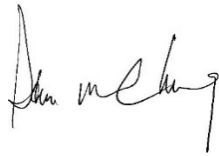
The Academic Council believes such data as outlined above will provide valuable insights into UC Online that can help inform strategic planning and

resource allocations. These data will also enable the Senate to better understand the program's role in advancing the University's educational mission and addressing student equity gaps.

We would appreciate a response confirming whether this request for an annual report will be accommodated, and if so, a timeline for when we can expect the report. If there are any concerns or reasons that the request cannot be met, we kindly ask that you communicate this to the Senate so we can determine next steps.

Please feel free to contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven W. Cheung". The signature is fluid and cursive, with the first name "Steven" and last name "Cheung" clearly distinguishable.

Steven W. Cheung  
Chair, Academic Council

Cc: Academic Council  
UCEP  
Executive Director Moe  
Senate Division Executive Directors  
Senate Executive Director Lin



UNIVERSITY COMMITTEE ON EDUCATIONAL POLICY (UCEP)  
Melanie Cocco, Chair  
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August 1, 2024

**JAMES STEINTRAGER, CHAIR  
ACADEMIC COUNCIL**

**RE: REQUEST FOR ANNUAL REPORT FROM UC ONLINE**

Dear Jim,

UC Online makes online courses from individual UC campuses available to undergraduate students across the system. UCEP has had ongoing interest in UC Online since its conception in 2009. As enrollment in UC Online grows, UCEP requests to be kept informed about the courses offered systemwide to understand the effect of this cross-campus enrollment system on educational goals within the UC. Notably, the Regents also made a specific request at their January 2024 meeting for UC Online to provide more detailed outcome and performance data.

This memo requests a formal written report from UC Online to be made available to UCEP once a year. We are aware that the Director of UC Online intends to prepare an annual report. The information requested by UCEP (described below) should be provided with the UC Online Annual Report, no later than Fall for the preceding academic year.

Specific information should include:

1. In the past year: the number of students who applied to enroll in UC Online courses, the number who were enrolled, the number who were still enrolled at census and the number who completed the course.
2. Demographics for the students in each category requested in item 1 above. These data should include students who are transfer, first generation, underrepresented or otherwise vulnerable.
3. A spreadsheet including a) names, b) course numbers, and c) number of units for each UC Online course available the past year and d) the number of students who enrolled in and e) the number who completed each course. Also include f) the average final grade for each course.
4. A report from the UC Online Advisory Council indicating the membership, meeting dates and summary of decisions made at those meetings.

UCOP's Ethics, Compliance & Audit Services and Graduate, Undergraduate & Equity Affairs offices partnered with Deloitte to evaluate UC Online's cross-campus enrollment system in 2022; UCEP reviewed that external report. The Deloitte report raised a number of significant concerns about the structure of UC Online. Notably, the Deloitte report recommended that either significant resources be invested in UC Online to make it viable or that the program be dissolved. We understand that a Strategic Planning Committee is currently assessing changes to UC Online. UCEP requests to receive the final report of the Strategic Planning committee.

I have included a history of UCEP interactions with UC Online program as it has developed below to underscore this committee's longstanding interest in data and evaluation for this program.

### *History of UCEP interactions with UC Online*

UCEP has been actively involved with UC Online since 2009-2010 when the Office of the President (UCOP) launched the UC Online Pilot Project (OIPP). UCEP recommended that measurements should be made to determine if online courses are equally effective as a traditional course. UCEP also expressed concerns about students who need face to face interaction with faculty or who are not prepared for UC overall. The next year, Academic Council endorsed the committee's recommendation to establish the Blue Ribbon Panel on Evaluation of Online Instruction Pilot Project. In the 2011-2012 academic year, UCEP developed the guidelines for approving systemwide courses to address the policy issues related to the approval and organization of any systemwide courses, including those supported by OIPP.

The Blue Ribbon Panel (BRP) appointed to review the evaluation of the Online Instruction Pilot Project (OIPP) received the Evaluation Summary Report Year 1 from the UC Evaluation Center (UCEC) in November 2013, over six months later than promised. UCEP endorsed the BRP's main findings as described in an [April 2014 memo](#), and its conclusion that the UCEC's evaluation report did not provide sufficient information about student performance and learning outcomes for an appropriate evaluation of the OIPP. UCEP also incorporated the BRP's comments on the UCEC assessment into a broader framework of advice on UC's expansion into the online education environment, calling for a rigorous and continuing evaluation component.

In May 2013, the OIPP was re-envisioned by UC as the [Innovative Learning Technology Initiative](#) (ILTI), a direct response to the Governor's plan to earmark \$10 million from UC's 2014 fiscal year core budget to use technology to increase access to high demand courses for UC matriculated undergraduates. This included building new infrastructure to facilitate cross-campus enrollment by UC students.

Over the course of the 2014-2015 and 2015-2016 academic years, reports from the ILTI program coordinator to UCEP focused on the number of courses being funded, and enrollment. In 2016-2017, the committee considered barriers to cross-campus enrollment and in 2017-2018, discussions began to revolve around the value of having data on the utilization of online courses and the success of students who take ILTI courses as documented in a [June 2018 memo to Academic Council](#).

This was followed, in 2018-2019, by an effort to understand why students drop out of ILTI courses at significantly higher rates than for in person courses. Central to this investigation was the committee's review of approximately two years' worth of data from the cross-campus enrollment system (CCES), close to 6,000 individual enrollments. Following UCEP's recommendation, ILTI began to organize the data into common categories to form the basis for a taxonomy. UCEP shared these findings in a [letter to Academic Council in June](#), 2019 recommending that ILTI prioritize the creation of a taxonomy to standardize the

organization of enrollment data. ILTI continued to develop features in the CCES to categorize the reasons students drop courses into 2020-2021.


In August 2021, the ILTI was rebranded as UC Online and was moved from the systemwide Provost's Office to the Educational Innovations and Services unit within Graduate, Undergraduate and Equity Affairs at UCOP. In a section titled "UC Online in operation" on the Educational Innovations and Services unit's website, it states that "Evaluation of the courses and of the initiative itself is on-going, providing accountability and information on how the project is progressing."

During [UCEP's meeting on April 4, 2022](#), UC Online's program director presented data on enrollment and completion of the courses available for cross campus enrollment since 2013. However, the program director could not confirm if the number of enrollments represented unduplicated students and whether the completion data did reflected the number of students who remained in the courses until the end of the term. In May and June, committee members expressed concerns about why UC Online has been unable to provide basic data in a straightforward manner to help the Senate assess the quality of the enrollment system and courses. In July 2022, Academic Council transmitted [a memo from UCEP](#) to the UC Online Advisory Council with a series of concrete recommendations for data collection and reporting.

UC Online's new executive director, appointed in May 2023, met with UCEP for the first time in December 2023. The executive director reviewed the seven recommendations delineated in the July memo and stated that the program is committed to ensuring data is appropriately collected, secured, and analyzed. The committee was informed that UC Online would begin producing an annual report and the executive director anticipated that the first report would be available to share with UCEP later this academic year (expected by Spring 2024). When the executive director joined UCEP on May 20<sup>th</sup>, 2024 the committee was informed that the annual report would not be available until the fall.

UCEP requests that Academic Council transmit this memo to Provost Newman and the UC Online Advisory Council. UCEP appreciates the opportunity to comment on this matter. Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Melanie Cocco". The signature is written in a cursive, flowing style.

Melanie Cocco, Chair  
UCEP