TO: **Tuition and Fee Advisory Board (TFAB)**
FROM: **Carol Gering, Associate Vice Provost for Online Education**
RE: **Class fee for online courses**
DATE: **January 22, 2019**

By means of this memo I request implementation of a class fee in the amount of $25 per credit hour, assessed to enrollments in online courses beginning with Fall term 2019.

Up to this time, online courses at UO have been delivered without consistent support systems. We have heard reports from students and faculty alike that the current level of support for online courses is inadequate. The proposed fee of $25 per credit hour on fully online courses will fund resources to support student success in these courses. Faculty support will directly benefit students by increasing quality and consistency of online courses. The fee will not duplicate existing personnel, software, or services, but coordinate and expand current assets. Services and support funded by this fee are outlined in the table below.

Services and support

FOR STUDENTS	FOR FACULTY
Content designed to support the accessibility needs of diverse students	Support for addressing compliance and accessibility (example: closed captioning and transcripts for video content)
Call/Chat Center, providing single-point-of-contact assistance for students in online courses	Call Center for students, increasing faculty capacity for instruction and feedback by reducing time spent on non-instructional support
Expanded help desk hours, including nights and weekends	Expanded help desk hours for students, thereby increasing faculty capacity for instruction and feedback
Expanded access to exam proctoring; consistent processes and scheduling across all academic departments	Additional staff to support exam integrity, including identity verification and vetting of remote proctors
Flexible delivery of high-demand courses that support timely degree completion	Instructional design assistance for pedagogically sound course development; ongoing support during course delivery
Support for media-rich content in online courses	Support for producing video content; software tools to enhance content creation and delivery (such as screen casting and video streaming)
Revision of previously developed online courses to improve quality	Training and development; support for Quality Matters review

Additions to existing resources

STAFFING	NON-PERSONNEL COSTS
Exam support	Software licenses
Call Center	Captioning services
Help Desk (extended hours)	Quality Matters reviews
Instructional Designers	Course development and revision costs
Videographer/Producer	Faculty training and development

With this fee, a call/chat center will be established. Additional personnel will be hired to staff extended hours at the help desk. Additional instructional designers and video production personnel will be hired to aid faculty in design and delivery of online courses. Faculty will receive training in pedagogy and online quality standards; they will have access to technology resources for enhanced content creation.

Care will be taken not to duplicate fees. For example, a per-course fee for exam proctoring has historically been attached to a small group of online courses. The previous fee will be eliminated in recognition that proctoring services will now be supported for all online courses.

3-year budget

	FY2020	FY2021	FY2022
Additional Staff to Support: • exam support • call center • after-hours help desk • instructional designers • videographers	$1,142,016	$1,620,826	1,696,604
Software Licenses for: • chat • exam support • screencasting • video streaming • web meeting	$124,000	$124,000	$124,000
Course Quality Enhancements through: • accessibility support • quality review • course design • revision and continuous improvement	$232,000	$272,000	$272,000
Total	**$1,498,016**	**$2,016,826**	**$2,092,604**

3-year revenue/cost projection

	FEE	CREDIT HOURS*	PROJECTED REVENUE	PROJECTED COSTS	NET
FY2020	$25	69,805	$1,745,125	$1,498,016	$247,109
FY2021	$25	73,993	$1,849,833	$2,016,826	($166,994)
FY2022	$25	78,433	$1,960,822	2,092,604	($131,781)

* projected annual growth rate 6%

Compared with other universities

Universities across the nation use a variety of means to fund online courses and programs. Many institutions charge a per-credit online fee. Looking at our peer AAU institutions, we find some that vary their fees on a course-by-course basis. **Iowa State**, for example, charges delivery fees for online courses that range from $50 to $570. Similarly, **Texas A & M** levies an additional charge for online courses that may range from $40 per credit hour to $550 per credit hour. **Ohio State** charges a fee of $100 per online student. Other universities, such as **Oregon State**, charge a flat rate for online courses that combines tuition and fees.

A standard per-credit fee across all online UO courses helps to normalize support for online students and faculty, enhancing predictability and quality assurance. For simplicity of comparison, institutions included in the table below all charge a *consistent per-credit fee across all online courses*. A conversion rate has been calculated for universities operating on semesters rather than quarters.

	TERM LENGTH	PER CREDIT	CONVERTED PER-QUARTER CREDIT
Idaho State University	Semester	$35	$23
Montana University System	Semester	$48	$32
Oregon Institute of Technology	Quarter	$65	$65
Southern Oregon University	Quarter	$65	$65
University of Alaska Fairbanks	Semester	$25	$17
University of Idaho	Semester	$35	$23
University of Maine	Semester	$25	$17
University of Nevada Reno	Semester	$34	$23

Looking to the future

Online infrastructure and faculty support will directly benefit students by increasing the quality and consistency of online courses. As an added benefit, the framework built to meet current students' needs will pave the way for offering more high-quality courses in the future.

Our goal is to increase flexibility and reduce scheduling barriers by creating online courses that support timely degree completion. While **specific courses have not yet been selected**, the table below presents a snapshot of the **types of courses** that are high priority for early development, specifically:
- high-demand core education courses, especially gateway courses
- courses that teach key, transferable academic and study skills to boost student success
- courses identified by academic units as bottlenecks within majors

By noting which courses UO students take online from other universities (transferring the credits back to UO) we gain additional insight into student preferences.

Types of courses prioritized for online development

COURSE NUMBER	COURSE TITLE	MEETS CORE ED REQUIREMENT	ONLINE COURSES FREQUENTLY TRANSFERRED FROM OTHER UNIVERSITIES
ENG 104	Intro Lit: Fiction	Arts & Letters	
SPAN 101	1st Year Spanish		✔
SPAN 201	2nd Year Spanish	Arts & Letters	✔
WR 121	College Composition I		✔
ASTR 121	The Solar System	Natural Sciences	
CH 221	General Chemistry I	Natural Sciences	✔
MATH 241	Calc Bus & Soc Sci I	Natural Sciences, Math	✔
PHYS 201	General Physics	Natural Sciences	✔
J 201	Media and Society	Social Science	
ACTG 211	Intro Accounting I		✔
BA 101	Intro to Business	Social Science	
MUS 131	Music Theory I	*meets requirement for a major*	