

EFFECTIVE SUPPORT OF DISTANCE DELIVERY

*Cynthia Hammond, Community Programs, Lewis-Clark State College, Lewiston, ID 83501
208.666.6707, cjhammond@lcsc.edu*

*Kathy Martin, Community Programs, Lewis-Clark State College, Lewiston, ID 83501
208.792.2282, kmartin@lcsc.edu*

*Randel Martin, Business Division, Lewis-Clark State College, Lewiston, ID 83501
208.792.2293, rmartin@lcsc.edu*

*John Haehl, Business Division, Lewis-Clark State College, Lewiston, ID 83501
208.666.6707, jhaehl@lcsc.edu*

ABSTRACT

Over the past two decades, Lewis-Clark State College (LCSC) evolved from in-class, on-site conventional instructional design over a 15-week semester to one of diverse instructional delivery formats, locations, and partnerships. The LCSC-Coeur d'Alene Center serves 350 students in a partnership with North Idaho College, a two-year college. Coeur d'Alene and North Idaho are also served by the University of Idaho. Site-sharing and LCSC-CdA's degree completion programs pose unique challenges to collaboration and the inherent, competitive temperament of higher education personnel.

BACKGROUND

Representatives from the four institutions that serve North Idaho students meet monthly to address shared concerns and revisit shared values. Underpinning the mission of this Local Operations Council (LOC) is the State of Idaho charge that higher education programs are not to be duplicated.

State Board of Education (SBOE) policy anticipates the planning and coordination of educational programs in a manner that enhances access to quality programs and courses, while concurrently increasing efficiency, avoiding duplication and maximizing the cost-effective use of educational resources. The Board has established primary service regions for the college and universities and vocational technical education based on the geography of the state.

LCSC-CdA suffered from a wall-flower syndrome. For the better part of two decades, the Coeur-d'Alene campus was hidden in plain sight. The state's land-grant institution was well-known, well-heeled, and its North Idaho campus overshadowed LCSC-CdA.

As directed by SBOE, an oversight council comprised of senior administration representing area colleges and universities directed LOC to facilitate collaboration, partnerships, and joint marketing.

LOC meets monthly to create a unified, education organization committed to the planning and delivery of high quality post secondary education services to the northern Idaho region. Students should have easy access to higher education and student services including advisement, registration, and financial services through a single point of contact.

The nature of the conflict in this arrangement, between the goals of the faculty and administrators at various levels, as well as between institutions will also be discussed.