

# Greatest Challenges for Administrators of College Distance Education Programs

The Instructional Technology Council asked respondents to rank the challenges faced by their distance education programs. The top challenge consistently has been providing adequate support staff and training. In 2011, that was replaced by the need to provide adequate student support services. Here is a snapshot of the past five years of survey results. Range for responses: 1 is the greatest challenge, 8 is the least challenging

CHALLENGE	RANK 2011	RANK 2010	RANK 2009	RANK 2008	RANK 2007
Adequate student services for distance education students	1	3	2	2	2
Adequate assessment of distance education classes	2	2	3		
Compliance with new financial aid requirements	3				
Operating and equipment budgets	4	4	4	3	3
Faculty acceptance	5	7	6	5	4
Organizational acceptance	6	8	8	7	7
Support staff needed for training and technical assistance	7	1	1	1	1
Adequate administrative authority	8	5	5	4	5
Adequate space for training and technical assistance	9	6	7	6	6
Student authentication	10				
State authorization regulations	11				
Student acceptance	12	10	10	8	8