



# North Dakota Center For Distance Education

## We Are

28

Full-time Team Members

83

Temporary Team Members

18+

Contractors

## Our Why

**Mission:** To ensure that all ND K-12 learners regardless of location have access to educational opportunities that meet or exceed customer expectations for

- Quality of curriculum, ongoing contact with highly qualified teachers, monitoring course delivery efficiency and effectiveness, and learning.

**Purpose:** To provide learning opportunities for ND's K-12 learners.

**Values:** Teamwork, Customer Focus, Learning, Educational Transformation, Innovation, Partnerships, Opportunity

**Envisioned Future:** Every learner is at a unique place in their learning journey. CDE believes that with one-on-one learning facilitation, quality curriculum, and the intelligent use of technology, all learners can master essential learning objectives.

## We Serve



### Learners

All K-12 learners in the state of ND are considered primary customers. CDE strives to meet or exceed their learning expectations.



### Learner Parents/Guardian

Parents or guardians of K-12 learners play a vital role in assisting their children to grow and become educated adults.



### ND Legislature

The legislature makes a significant investment in CDE to provide measurable learning outcomes for ND's K-12 learners.



### Local Education Agencies

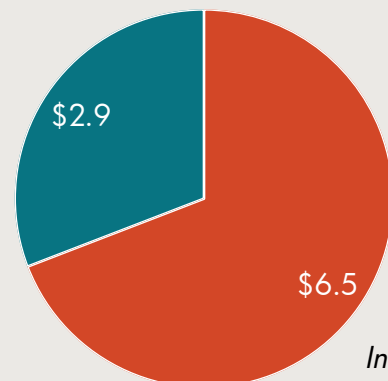
Individual LEA's often partner with CDE to provide online learning opportunities for their learners.

## How We Do It

Total Agency Budget:  
\$9,456,811.11

- General: \$6,406,811.10
- Special: \$3,050,000.00
- Federal: \$0

- Salary
- Operating



In Millions

## Performance and Innovation

### K-5 Online

To fulfill an identified customer need, CDE onboarded K-5 online courses and saw over 1,000 enrollments in the first semester of the 21-22 school year.

### ND SmartLabs

CDE has installed and now supports 23 (and growing) hands-on, project-based learning labs across ND. That equates to 3859 students potentially learning in SmartLabs each day.

### Customer Purchase Experience

CDE launched a new customer course purchasing experience leveraging Microsoft power applications and ND's active directory. Customer purchase time has been reduced with fewer purchasing errors.

11,396

K-12 Online courses sold.

4,224

Individual students in online courses

81.4%

Successful course completion rate.

5,117

Customer support tickets solved.



All data is from the 2020-2021 school year

## What We Do



### Provide Student Choice

Over 350 online learning courses available for students. Core, Elective, Cyber Education, CTE, Dual Credit, Advanced Placement, and Credit Recovery.



### Learning Innovation

Innovation in personalization and customization of learning experiences.



### K-12 Online Learning

Provide online learning experiences that meet or exceed student expectations. All taught by ND highly qualified online teachers.



### Learning Leadership

National and local leadership in quality online programs and instruction. Active membership/ leadership in the VLLA, DLC, NREA, and NDCEL.



### ND SmartLabs

Project based learning labs installed in schools. Focus is on blended learning that reinforces higher level thinking skills.



### Partnerships

Working together with school districts, CTE centers, and the University System to provide more learning opportunities.

## How We Measure Success

### Enrollment % Increases

2018: 5,281  
2019: 6,386 (21%)  
2020: 6,390 (0%)  
2021: 11,396 (78%)

### Completion Rates

Percentage of learners successfully finishing an online course.  
2018: 85.6%  
2019: 83.3%  
2020: 83.5%  
2021: 81.4%

### Customer Support

All IT support tickets assigned within 8 hours and typically solved within 24 hours. Monitored using Zendesk

### Choice and Enrollment

Availability of over 350 online separate course sections. Online store and enrollment process that can be completed in 24 hours or less from purchase to beginning an online course.