

The profession of Distance Education in Mexico

Appendix D Survey Protocol

PART I Demographics

This part requires brief responses related to general demographics and distance education demographics. Please respond to the 10 following direct questions.

Demographics

1. What is your gender?

_____ Male _____ Female

2. What is your maximum level of studies? _____ BS _____ Masters _____ PhD

3. What was your field/discipline of education? (i.e. telecommunications engineering).

4. What is the name of the institution you work for? _____

5. What is your current position? (Check the one item you do the majority of the time)

_____ Professor/Faculty Member

_____ Instructor

_____ Researcher

_____ Instructional Designer

_____ Administrator

_____ Other

Distance Education Demographics

6. How long have you worked in the field of distance education? _____ years

7. What percentage of the time would you describe yourself working in the field of distance education?

_____ 25% _____ 50% _____ 75% _____ 100%

8. Do you hold any type of certification in Distance Education? ____ Yes ____ No

9. Have you conducted any research in the field of distance education?

_____ Yes _____ No

10. Have you published any research findings in the field of distance education?

_____ Yes _____ No

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PART II Outputs, roles and competencies

In the following sections there is a list of outputs, roles and competencies of the North Americas' distance education profession model. The model is arranged by sets that encompasses outputs of the profession, its correspondent role and the associated competencies. This questionnaire requires your response on the applicability or non-applicability of each set to the practice of distance education that you have seen in your institution. It also requests any additional outputs-role-competencies not listed in the model. Please follow the instructions stated in every section.

Definitions:

Output: Products, services or information that are the heart of the field.

Role: Functional grouping of outputs that may or may not describe individual jobs.

Competency: Knowledge and skill that enable distance learning professionals to produce outputs.

Section 1. ADMINISTRATIVE MANAGER Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

ADMINISTRATIVE MANAGER

1. Manage/supervise of DL staff & operation. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Balancing Budget. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Advocate and oversees marketing of DL courses/programs. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Ensure evaluation processes are in place. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Ensure all support services are in place. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Select and hire DL personnel. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Ensure students receive learning materials & resources. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
8. Monitor program development/compliance. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

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9. Coordinate with academia and industry. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
10. Inform students of available classes. Is this output applicable to your institution? Yes/No.
In case of yes:
Very important Important Not important
1 2 3 4 5
11. Possess basic understanding of technology. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
12. Ensure student needs assessments are conducted. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
13. Oversee registration and scheduling. Is this output applicable to your institution? Yes/No.
In case of yes:
Very important Important Not important
1 2 3 4 5
14. Organizes varied training opportunities for faculty to prepare them for teaching at a distance. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education ADMINISTRATIVE MANAGER:

Blank space here

Section 2. LEADER CHANGE/AGENT Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

Leader Change/Agent

1. Act as an organizational change agent. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Development of collaborative models and promotion of teamwork. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Act as a liaison with other groups. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Plan for optimal & future use of technology. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Provision of support to academic programs in the selection of DL courses. Is this output applicable to your institution? Yes/No. In case of yes:

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Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education LEADER CHANGE/AGENT:

Blank space here

Section 3. INSTRUCTOR Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

INSTRUCTOR

Instructor

1. Set clear and well organized course expectations. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Manages time to deliver well planned and prepared course (synchronous or asynchronous). Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Establish environments that facilitate learning using technologies appropriately. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Show expertise in subject matter. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Establish and work around clear learning outcomes/objectives. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Set a personable and enthusiastic environment about teaching. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Provide students with timely feedback. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
8. Facilitate Information presentation. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
9. Utilize technology in a competent manner. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

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10. Monitor and evaluate student's performance. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
11. Collaborate with technical/support staff. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
12. Provide a variety of learning activities. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
13. Initiate and maintain interactive discussions. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
14. Act responsive to audience's learning needs. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
15. Encourage peer learning. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
16. Provide student advisement and counseling. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
17. Foster collaboration in instructional design effort. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
18. Provide guidance regarding student support services. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
19. Provide facilitation of guest "experts" at a distance. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education INSTRUCTOR:

Blank space here

Section 4. INSTRUCTIONAL DESIGNER Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

INSTRUCTIONAL DESIGNER

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1. Work with instructors to design courses. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Conduct needs assessment of students. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Ensure course design fits DL environments. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Incorporate variety and interactive segments. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Revise existing courses to fit DL environments. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Integrate support services into design. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Promote teamwork in course design process. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
8. Ensure course design works with technology. Is this output applicable to your institution?
Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
9. Present workshops on DL instructional design. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
10. Appropriate evaluation and data. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education INSTRUCTIONAL DESIGNER:
Blank space here

Section 5. TECHNOLOGY EXPERT Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

TECHNOLOGY EXPERT

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1. Work cooperatively with instructors and instructional designers. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Assure smooth operation of technology. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Advise in selection of technology for DL. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Manage technology set-up and linkages. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Evaluate effectiveness of technology. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Translate technical terminology to lay terms. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Analyze instructional advantages of media. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
8. Assess future changes in technology. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
9. Provide orientation/training on technology. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
10. Helpdesk function & student technical support. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education TECHNOLOGY EXPERT:

Blank space here

Site 6. SITE FACILITATOR/PROCTOR Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

SITE FACILITATOR/PROCTOR (PREFECTO)

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1. Assistance of students in learning at remote sites. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Primary contact between central organization and remote site. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Distribution and collection of material/assignments. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Proctoring of tests and exams. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Proper preparations of remote site. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Operational and accessible equipment at remote site. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Feedback to faculty and home campus on student needs within a course and community needs for programs/services. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
8. Solution of onsite problems. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

**In accordance to your experience/institution, please write any additional output pertaining to a Distance Education SITE FACILITATOR/PROCTOR:
*Blank space here***

Section 7. SUPPORT STAFF Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

SUPPORT STAFF

1. Coordination of support services issues. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Communicate class schedule to students. Is this output applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

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3. Register students for DL classes. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

4. Electronic communication with students and staff. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

5. Student advisement when appropriate. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

6. Answering phone. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education SUPPORT STAFF:

Blank space here

Section 8. LIBRARIAN Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

LIBRARIAN

1. Access for DL students to full text retrieval, proxy servers, online reserves, electronic databases. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

2. Provide of library and related resource assistance to DL students. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

3. Provide of library skills training for students. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

4. Assistance with searches/research of library, WWW, electronic resources. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

5. Delivery of library materials to DL students. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

6. Keep track of web page with links to electronic resources. Is this output applicable to your institution? Yes/No. In case of yes:

Very important	Important	Not important
1 2	3 4	5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education LIBRARIAN:

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Blank space here

Section 9. TECHNICIAN Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

TECHNICIAN

1. Functioning equipment. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
2. Support for computer and/or video networks. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
3. Demos manuals & training for users when needed. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
4. Timely and informative response to users questions & problems. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
5. Periodic equipment tests. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
6. Timely equipment upgrades. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5
7. Working relationship with technology expert role. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education TECHNICIAN:

Blank space here

Section 10. Evaluation Specialist Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

EVALUATION SPECIALIST

1. Provide tools and evaluation instruments. Is this applicable to your institution? Yes/No. In case of yes:
Very important Important Not important
1 2 3 4 5

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2. Monitor programs successes/problems. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

3. Develop multiple evaluation methods. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education EVALUATION SPECIALIST:

Blank space here

Section 11. GRAPHIC DESIGNER Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

GRAPHIC DESIGNER

1. Design attractive clear page layout. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

2. Ensure materials facilitate learning. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

3. Quality graphics for delivery media whether print, video and electronic publishing. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

4. Animations that clarify concepts. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education GRAPHIC DESIGNER:

Blank space here

Section 12. MEDIA PUBLISHER/EDITOR Definition

Instructions: Please indicate if each output is applicable to your institution. In case it is, rate its importance. At the end of the list you will find a blank space to write any additional output performed in your institution and not presented in this list.

MEDIA PUBLISHER/EDITOR

1. Proofread and edit instructors' work. Is this applicable to your institution? Yes/No. In case of yes:

Very important Important Not important
1 2 3 4 5

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2. Arrange text layout for presentation. Is this applicable to your institution? Yes/No. In case of yes:
- | | | |
|----------------|-----------|---------------|
| Very important | Important | Not important |
| 1 2 | 3 4 | 5 |
3. Edit for reading level of audience. Is this applicable to your institution? Yes/No. In case of yes:
- | | | |
|----------------|-----------|---------------|
| Very important | Important | Not important |
| 1 2 | 3 4 | 5 |
4. Edit for style, clarity, grammar & structure. Is this applicable to your institution? Yes/No. In case of yes:
- | | | |
|----------------|-----------|---------------|
| Very important | Important | Not important |
| 1 2 | 3 4 | 5 |
5. Clearly organized web sites that facilitate learning. Is this applicable to your institution? Yes/No. In case of yes:
- | | | |
|----------------|-----------|---------------|
| Very important | Important | Not important |
| 1 2 | 3 4 | 5 |
6. Interactive & accessible web pages. Is this applicable to your institution? Yes/No. In case of yes:
- | | | |
|----------------|-----------|---------------|
| Very important | Important | Not important |
| 1 2 | 3 4 | 5 |

In accordance to your experience/institution, please write any additional output pertaining to a Distance Education MEDIA PUBLISHER/EDITOR:

Blank space here

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PART II-b. Instructions: Please choose from the list of general competencies those competencies (rows) associated with each of the roles (columns). If you know of any competency not listed please add it in the blank space at the bottom.

Competencies

	Role 1	Role 2	Role 3	Role 4	Role 5	Role 6	Role 7	Role 8	Role 9	Role 10	Role 11	Role 12
1. Adult Learning Theory	1	2	3	4	5	6	7	8	9	10	11	12
2. Advising/Counseling Skills	1	2	3	4	5	6	7	8	9	10	11	12
3. Basic Technology Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
4. Budgeting Skills	1	2	3	4	5	6	7	8	9	10	11	12
5. Change Agent Skills	1	2	3	4	5	6	7	8	9	10	11	12
6. Collaboration/Teamwork Skills	1	2	3	4	5	6	7	8	9	10	11	12
7. Computer Hardware Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
8. Computer Networking Skills	1	2	3	4	5	6	7	8	9	10	11	12
9. Content Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
10. Data Analysis Skills	1	2	3	4	5	6	7	8	9	10	11	12
11. Editing Skills	1	2	3	4	5	6	7	8	9	10	11	12
12. Engineering Skills	1	2	3	4	5	6	7	8	9	10	11	12
13. English/"Language" Proficiency	1	2	3	4	5	6	7	8	9	10	11	12
14. Evaluation Skills	1	2	3	4	5	6	7	8	9	10	11	12
15. Facilitation (Discussion) Skills	1	2	3	4	5	6	7	8	9	10	11	12
16. Feedback Skills	1	2	3	4	5	6	7	8	9	10	11	12
17. General Education Theory	1	2	3	4	5	6	7	8	9	10	11	12
18. Graphic Design Skills	1	2	3	4	5	6	7	8	9	10	11	12
19. Group Process Skills	1	2	3	4	5	6	7	8	9	10	11	12
20. Instructional Design (ID) Skills	1	2	3	4	5	6	7	8	9	10	11	12
21. ID for Interactive Technologies	1	2	3	4	5	6	7	8	9	10	11	12
22. Interpersonal	1	2	3	4	5	6	7	8	9	10	11	12

Role 1. Administrative manager	Role 5. Technology expert	Role 9. Technician
Role 2. Leader change/agent	Role 6. Site facilitator/proctor	Role 10. Evaluation specialist
Role 3. Instructor	Role 7. Support staff	Role 11. Graphic designer
Role 4. Instructional designer	Role 8. Librarian	Role 12. Media publisher/editor

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Communication Skills												
23. Knowledge of Dist. Lrng. Field	1	2	3	4	5	6	7	8	9	10	11	12
24. Knowledge of Support Services	1	2	3	4	5	6	7	8	9	10	11	12
25. Teaching Strategies/Models	1	2	3	4	5	6	7	8	9	10	11	12
26. Learning Style and Theory	1	2	3	4	5	6	7	8	9	10	11	12
27. Library Research Skills	1	2	3	4	5	6	7	8	9	10	11	12
28. Managerial Skills	1	2	3	4	5	6	7	8	9	10	11	12
29. Marketing Skills	1	2	3	4	5	6	7	8	9	10	11	12
30. Media Attributes Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
31. Modeling of Behavior Skills	1	2	3	4	5	6	7	8	9	10	11	12
32. Multi-media Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
33. Needs Assessment Skills	1	2	3	4	5	6	7	8	9	10	11	12
34. Negotiation Skills	1	2	3	4	5	6	7	8	9	10	11	12
35. Organizational Skills	1	2	3	4	5	6	7	8	9	10	11	12
36. Planning Skills	1	2	3	4	5	6	7	8	9	10	11	12
37. Policy-making Skills	1	2	3	4	5	6	7	8	9	10	11	12
38. Presentation Skills	1	2	3	4	5	6	7	8	9	10	11	12
39. Project Management Skills	1	2	3	4	5	6	7	8	9	10	11	12
40. Public Relations Skills	1	2	3	4	5	6	7	8	9	10	11	12
41. Questioning Skills	1	2	3	4	5	6	7	8	9	10	11	12
42. Software Skills	1	2	3	4	5	6	7	8	9	10	11	12
43. Strategic Planning	1	2	3	4	5	6	7	8	9	10	11	12
44. Technology Access Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
45. Technology Operation/Repair Skills	1	2	3	4	5	6	7	8	9	10	11	12
46. Telephone System Knowledge	1	2	3	4	5	6	7	8	9	10	11	12
47. Text Layout Skills	1	2	3	4	5	6	7	8	9	10	11	12
48. Training Skills (for technology)	1	2	3	4	5	6	7	8	9	10	11	12
49. TV/Satellite	1	2	3	4	5	6	7	8	9	10	11	12

Role 1. Administrative manager	Role 5. Technology expert	Role 9. Technician
Role 2. Leader change/agent	Role 6. Site facilitator/proctor	Role 10. Evaluation specialist
Role 3. Instructor	Role 7. Support staff	Role 11. Graphic designer
Role 4. Instructional designer	Role 8. Librarian	Role 12. Media publisher/editor

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Communication Skills												
50. Videoconferencing Skills	1	2	3	4	5	6	7	8	9	10	11	12
51. Writing Skills	1	2	3	4	5	6	7	8	9	10	11	12
52. Teaching Strategies/Models	1	2	3	4	5	6	7	8	9	10	11	12
53. Skill with Internet Tools for Instruction	1	2	3	4	5	6	7	8	9	10	11	12
54. HTML authoring skills	1	2	3	4	5	6	7	8	9	10	11	12
55. Skill with Internet Tools for Instruction	1	2	3	4	5	6	7	8	9	10	11	12
56. Web Related Programming Skills	1	2	3	4	5	6	7	8	9	10	11	12

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- Role 1. Administrative manager –**Blank space here**
- Role 2. Leader Change/Agent -**Blank space here**
- Role 3. Instructor -**Blank space here**
- Role 4. Instructional Designer -**Blank space here**
- Role 5. Technology Expert -**Blank space here**
- Role 6. Site Facilitator/Proctor -**Blank space here**
- Role 7. Support Staff -**Blank space here**
- Role 8. Librarian -**Blank space here**
- Role 9. Technician -**Blank space here**
- Role 10. Evaluation Specialist -**Blank space here**
- Role 11. Graphic Designer -**Blank space here**
- Role 12. Media publisher/editor -**Blank space here**

Role 1. Administrative manager	Role 5. Technology expert	Role 9. Technician
Role 2. Leader change/agent	Role 6. Site facilitator/proctor	Role 10. Evaluation specialist
Role 3. Instructor	Role 7. Support staff	Role 11. Graphic designer
Role 4. Instructional designer	Role 8. Librarian	Role 12. Media publisher/editor

Role 1. Administrative manager	Role 5. Technology expert	Role 9. Technician
Role 2. Leader change/agent	Role 6. Site facilitator/proctor	Role 10. Evaluation specialist
Role 3. Instructor	Role 7. Support staff	Role 11. Graphic designer
Role 4. Instructional designer	Role 8. Librarian	Role 12. Media publisher/editor

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PART III Open questions

This part requires responses in the form of narrative style. The following four questions describe personal experiences related to distance education.

Distance Education Open Questions

1. Can you tell us briefly how did you start working in the field of Distance Education?

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2. Do you perform more than one role of a distance education professional in your institution? Please explain.

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3. Please briefly describe the complete process (design and implementation) of at least one distance education program in your institution.

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4. How do you consider the quality of the Distance Education programs you have participated in and why?

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