June 1, 2018

TO: Katherine Frank, Provost

CC: Gayla Stoner, Associate Provost, Extended Learning & Outreach

FROM: Online/Multimodal Learning Work Group
Christopher Schedler (Chair), Kathy Whitcomb (CAH), Sara Bender (COTS), Jeff
Stinson (CB), Julie Bonner (CEPS), Duane Dowd (ADCO), Bret Smith (Assessment),
Andreas Bohman (IS), Richard Opoku (Student Success)

RE: Annual Progress Report 2017-18

After submitting our Online/Multimodal Learning Work Group's first progress report with
recommendations to the Baccalaureate Task Force (BTF), we received two total responses from
the faculty survey posted in Canvas and on the BTF web page, which makes it difficult to discern
any patterns of feedback. One faculty concern was about ownership of online course materials,
which is already addressed by the Intellectual Property policy 4.2.3 of the CWU-UFC Collective
Bargaining Agreement 2017-2020. The other faculty concern was about whether all CWU
degree programs will be offered online in the future or whether departments will determine the
modality of their program offerings. As noted in the first progress report, proposals for changes
to curriculum are initiated by departments and go through the same curriculum approval process,
regardless of modality.

The work group was then charged by the Provost with addressing the recommendations outlined
in the first progress report. The work group was reconvened as an advisory council, with some
continuing members and some new members added (*see Appendix A*). The advisory council
began by prioritizing the work group recommendations and identifying strategies to address them
(see below with progress updates). The advisory council began formally meeting in Spring and
plans to meet monthly going forward. The advisory council will make recommendations to the
Provost Council through Gayla Stoner, Associate Provost for Extended Learning & Outreach.

1. *Governance: Implement standing committee for developing institutional policies/procedures
   for online/multimodal learning.*

   - Establish Online/Multimodal Learning advisory council
     - Advisory council established to make recommendations to Provost Council
       through Associate Provost of Extended Learning & Outreach (Spring 2018)
   - Join State Authorization Reciprocity Agreement (SARA) to deliver distance education
     and online courses/programs to students in all 50 states
     - SARA application completed, signed, and submitted for approval (Spring 2018).
       Multimodal Learning currently maintains individual authorizations with 43 states;
       adding SARA membership would allow for authorization in all 50 states

2. *Strategic Planning: Incorporate online/multimodal learning into institutional and unit-level strategic planning.*

- Develop Multimodal Learning master plan (*see Appendix B*)
    - Multimodal Learning initiatives aligned with Information Services master plan and incorporated into campus master plan draft (Spring 2018)
- Support Extended Learning & Outreach (ELO) strategic plan
    - ELO strategic plan draft shared with campus through University Centers workgroup, individual meetings, and Associate Provost web site (Fall 2017).
- Support accreditation review
    - Priorities Survey of Online Learners administered to assess priorities and satisfaction of students in online courses/programs (Winter 2018)
- Support college/department strategic planning

3. *Funding: Identify dedicated funding sources for faculty lines/course delivery, online/multimodal initiatives on campus, and distance education updates.*

- Provide Multimodal Learning funding for online course development and refresh
    - 18 online courses developed under contract (2017-18) and reviewed for quality assurance (*see Appendix C*) = $18,000
    - Course development stipend increased to $1,500 (beginning Summer 2018)
- Upgrade Distance Education (DE) classrooms and core video-conferencing platform
    - Cisco Telepresence/WebEx implemented as new video-conferencing platform (Fall 2016) = $83,000
    - 9 DE classroom upgrades completed at Ellensburg, Des Moines, and Lynnwood (2016-17) = $654,000
    - 7 DE classroom upgrades completed at Ellensburg, Des Moines, and Pierce (2017-18) = $536,000
    - 6 DE classroom upgrades remaining at Ellensburg, Wenatchee, and Moses Lake (2018-19) ~ $433,000
    - WebEx cart (JBLM) and DE computer lab equipment (Sammamish) = $3,500
- Support requests for classroom instructional technology funding through ATAC
    - 3 proposals for instructional technology funding approved by ATAC:
        - Academic Technology & Media Services maintenance/operations funding for repair/replacement of classroom technology (Fall 2018) = $50,000
        - DE phase II upgrades for classroom technology (Fall 2018) = $41,000
        - Black Hall upgrades for classroom technology (Winter 2018) = $154,000
- Facilitate requests for technology funding through Student Tech Fee Committee (STFC)
    - Multimodal Education Center equipment funded by STFC (2017-18) = $50,000
        - 5 - virtual reality headsets
        - 2 - 3D printers and scanners
        - 4 - projectors for checkout
        - 10 - laptops for checkout
        - 2 - digital drawing tablets checkout
        - 8 - digital cameras for checkout
        - 12 - desktop computers for PC computer lab

- o Proposal to STFC to provide funding for enterprise license of Top Hat student engagement app and open education resource platform (Spring 2018)
- Support college/department requests for Provost initiative funding
- Support college/department pre-proposal process for new OL/MML degree programs

4. _Student Support: Provide ongoing support and new resources for student services to meet demand in growth of online/multimodal courses and programs._

- Provide dedicated online advising for students in online degree programs
  - o 2 new online advisors hired (Fall 2017)
- Provide student ID cards and orientation resources to all students
  - o Current online orientation for students in online degree programs being revised (Spring 2018)
- Enhance engagement of remote students in research, community, and campus events
  - o Online degree students engaged in research with faculty; e.g., Psychology faculty-students collaborated on 3 articles – published and in press (2017-18)
  - o SOURCE webcast and recordings (40 sessions and 300 viewers) and Westside-SOURCE at CWU-Des Moines (Spring 2018)
  - o Convocation (Fall 2017), Commencement (Spring 2018) webcast and recording
- Continue to provide technology for checkout, collaboration spaces, media development, and training workshops for students in Multimodal Education Center (MEC)
  - o Each quarter MEC serves 5,000+ patrons, with 1,000+ equipment checkouts, and workshops on video/image editing, virtual reality, and 3D printing (2017-18)
- Enhance online tutoring support services
  - o Multimodal Learning contributed to Learning Commons advisory board and external review process (Spring 2018)
  - o 15 academic subjects will be available for online tutoring (coming Fall 2018)

5. _Quality Assurance: Develop consistent standards for design and delivery of online/multimodal courses and programs, review process for quality assurance and faculty performance review, faculty training, peer evaluation, and peer mentoring (by department)._

- Continue to support Multimodal Learning faculty development opportunities for online/multimodal teaching
  - o 250 faculty participants in 10 learning community meetings on topics like hybrid vs. online courses, open education resources, light boards, and podcasts (2017-18)
  - o 150 faculty participants in 60 training workshops (2017-18)
  - o 47 faculty attended in-person/online institutes for online teaching (Summer 2017)
  - o 9 faculty completed master online teaching certification (2017-18)
- Develop Multimodal Education Center (MEC) faculty development program to incorporate emerging technologies and innovative pedagogy into curriculum
  - o Hosted 2nd annual Teaching Innovation Showcase at SOURCE (Spring 2018)
  - o MEC faculty fellowships call for applications for initial cohort (Summer 2018)
- Partner with Faculty Development Center to offer innovative pedagogy workshops
  - o 12 faculty participated in Flipped Classroom workshop (Spring 2018)
- Support departments to develop standards for design and delivery of online/multimodal courses and programs

- ITAM FlexIT competency-based program developed and launched with master course model (Spring 2018)
- Support departments to develop standards for faculty training, peer evaluation, and peer mentoring for online/multimodal teaching
  - 2 departments implementing process for all faculty to achieve master online teaching certification in order to teach online courses
- Self-evaluation using Online Learning Consortium Quality Scorecard for Online Program Administration (2018-19)

6. *Technology: Address current gaps in technology infrastructure and support, including student identity verification, internal 24x7 technical support, and digital accessibility.*

- Support development of accessible technology policy and processes
  - ADAPT (Accessibility and Disability Action Planning Team) group convened, mission and goals drafted (Winter-Spring 2018)
- Implement and support tools to assist faculty in creating accessible instructional materials
  - Blackboard Ally business case developed and approved by ATAC (Spring 2018) for pilot implementation in Fall. Blackboard Ally integrates with Canvas to automatically generate accessible alternative formats for instructional materials
- Partner with Information Services (IS) to pilot emerging technologies for teaching & learning and student life
  - Multimodal Education Center (MEC) and IS developed collaboration to offer Virtual Reality demo sessions and workshops (2017-18)
- Partner with Information Services (IS) to evaluate technology infrastructure at Centers and Instructional Sites (conference rooms, computer labs, and non-DE classrooms)

7. *4-Year Degree: Investigate potential for offering 4-year online/multimodal degree programs as additional option to current degree-completion programs.*

- Implement online service campus to support students in online degree programs not supported at a Center campus
  - Implemented online service campus assigned automatically for new online degree students and reassigned Center/Ellensburg campus as appropriate (2017-18)
- Develop master schedule of online course offerings for General Education program
  - Developed master schedule of online courses in current Gen Ed program and work with Associate Deans to meet Gen Ed needs of online students (2017-18)
  - Master schedule will be developed for new Gen Ed program (starting Fall 2019)
- Develop advising structure for undeclared online students

Appendix A

Online/Multimodal Learning Advisory Council

Christopher Schedler, Executive Director, Multimodal Learning (Chair),
Kathy Whitcomb, Professor, English (CAH)
Sara Bender, Professor, Psychology (COTS)
Jeff Stinson, Associate Dean (CB)
Julie Bonner, Professor, ITAM (CEPS)
Janet Finke, Professor, EDTL (Education)
Chad Schone, Director, Multimodal Education Center
Maura Valentino, Professor, Library
Bret Smith, Assessment Coordinator
Andreas Bohman, AVP Information Services
Richard Opoku, Online Advisor
Lauren Hibbs, Executive Director, University Centers
Open, Student (not identified yet)
Forrest Hollingsworth, Program Assistant, Multimodal Learning

Appendix B

Multimodal Learning Master Planning Process

1. Multimodal Learning initiatives incorporated into the Extended Learning Strategic Plan:
    - Create technology platform and provide pedagogical models for integrating synchronous (DE) and asynchronous (Online) instructional modalities for distance learners
    - Identify, pilot, and scale personalized learning initiatives (digital textbooks, open education resources, adaptive learning, alternative credentials, and learning analytics)
    - Provide support services and engagement activities for a diversity of learners across all campuses through multiple modalities
    - Support digital accessibility and universal design for all courses with digital components

2. Multimodal Learning collaborated with Information Services to incorporate initiatives into Information Services Master Plan and will be included in IS strategic planning:
    - Provide a high-speed wired and wireless network in support of the Ellensburg campus, centers, residential facilities, and mobile learning in classrooms and other instructional spaces
    - Implement active learning classrooms and learning spaces with flexible layouts and mobile technology to support active learning pedagogy
    - Support and advocate for the inclusion of emerging technologies (such as virtual/augmented reality, 3D printing, class capture) in both classroom and pedagogy
    - Build and enhance infrastructure to deliver distance education courses/programs and live stream campus events to University Centers and external audiences

Appendix C

2017-18 completed online course development with quality assurance review:

Anthony	Peter	ADMG 571 FlexMS
Bonner	Julie	ADMG 531 FlexMS
Krause	Jackie	ADMG 681 FlexMS
Portolese	Laura	ADMG 641 FlexMS
Portolese	Laura	ADMG 501 FlexMS
Rivera	Sue	ADMG 525 FlexMS
Williams	Luke	ADMG 654 FlexMS
Norris	Lisa	ENG 454
Periera	Liane	PSY 445
Valentino	Maura	LIS 314
Feeney	Sarah	FCL 234
Oursland	Mark	MATH 406
Smith	Anthony	PHYS 112
Thompson	Lori	RMT 330
Olivero	Michael	LAJ 300
Brown	James	IT 260
Polage	Danielle	PSY 200
Samples	Mark	MUS 101