

Multimodal Learning Report – AY 2013-14

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This report outlines ongoing programs and initiatives undertaken by the Multimodal Learning Team during AY 2013-14.

Personnel Updates

Director: Chris Schedler is responsible for all day-to-day operations of the team, supervising 7 staff members and a faculty fellow, as well as leading the campus-wide initiatives outlined below. Increasing from 75% to 100% for AY 2014-15 (9 month).

Instructional Designer/Multimedia Developer: In Fall, we hired Michael Lane to provide instructional design support to faculty and serve as administrator for the MediaAmp streaming media and digital asset management system. After the successful launch of MediaAmp, Mike resigned his position in Spring to return to Portland. We were able to draw from our original pool of applicants and hired Julie Jensen to fill the position starting in Summer. Julie will also serve as Manager of the new Multimodal Education Center.

Blackboard/Canvas Administrator: Delayna Breckon is responsible for administration and support of our learning management systems, as well as Collaborate (web-conferencing) and instructional technology training. Over the past year, she successfully led the migration from Blackboard to Canvas. After classification review, her position was reallocated as Information Technology Specialist 1 with an accompanying salary increase.

Online Advisor/Retention Counselors: Amber Darting supports students in online degree programs through orientation, general academic advising, and retention efforts. In Winter, we hired Barbara Baines as half-time online advisor and proportionally divided responsibilities for online program advising caseload between the counselors. With increased funding and restructuring of Academic Advising, Student Achievement will now assume full responsibility for online advising.

Instructional Design Librarian/MediaAmp Admin: Geri Hopkins assists faculty incorporating research and multimedia resources into online courses. With the departure of Mike Lane, she has assumed responsibility as institutional administrator for the MediaAmp streaming media and digital asset management system.

Faculty Fellows: Joe Johnson (English) provides professional development support, mentorship, and peer review for faculty teaching online. He is also developing and leading our inaugural Faculty Institute for Online Teaching this Summer. For AY 2014-15, the Faculty Fellow position will be filled by Todd Weber (College of Business).

Online Tutoring Coordinator: In collaboration with Student Success and Learning Commons we hired Mindie Dieu as a full-time Online Tutoring Coordinator in Spring. She developed a tutor training curriculum, hired online tutors for English and Math, and implemented an online tutoring platform using Canvas and Collaborate. With dedicated funding for tutoring services from student fees, Learning Commons will now assume full responsibility for online tutoring.

Office Assistant: In Spring we hired Justin Carroll as full-time office assistant for Multimodal Learning. With our move to Black hall, he will provide front-door reception for Multimodal Learning and the Multimodal Education Center. He handles office duties, scheduling, travel, and requisitions, and will be assuming responsibility for budget planning, contracts, and licenses.

Online Enrollment & Program Updates

Online Enrollment - The total number of declared majors in online degree programs increased 33% during AY 2013-14 (from 751 to 1003 combined undergraduate and graduate).

Undergraduate Degree	Spring 2013	Spring 2014	Increase
BAS ITAM	226	262	36
BS ITAM	103	155	52
Law & Justice	51	118	67
Psychology	127	139	12
Sociology	48	51	3
Interdisciplinary Studies:Social	103	111	8
Paramedicine	17	22	5
English: Prof/Creative Writing	-	20	20
Totals	675	878	203
Graduate Degree	Spring 2013	Spring 2014	Increase
M.Ed. Higher Education	15	33	18
M.Ed. Literacy	-	10	10
M.Ed. School Administration	8	16	8
M.Ed. Special Education	2	2	-
MS Athletic Administration	38	47	9
MS Health & Physical Ed	13	17	4
Totals	76	125	49

Quarterly total online course enrollments increased year-to-year each quarter:

Online Course Enrollments	2012-2013	2013-2014	Increase
Fall	2033	2587	554
Winter	2490	2770	280
Spring	2331	2637	306

Quality Assurance –Quality Assurance of Online Learning report was presented in Fall 2013 and included data from 1) Noel Levitz Priorities Survey for Online Learners (PSOL) administered Spring 2013, 2) DFW comparisons of face-to-face and online courses through Summer 2013, 3) SEOI analysis of face-to-face, online, and ITV courses for AY2012-13, 4) data on instructional design consultations and course reviews completed by the Multimodal Learning team, and 5) retention data for students in online programs. In Fall 2013, the COACHE survey was administered to all faculty, and included custom questions on faculty satisfaction with multimodal teaching and support. We will include the COACHE data as one of the quality assurance measures in the next report.

Canvas Migration –The migration from Blackboard to Canvas learning management system was successfully completed. Starting Summer quarter 2014, all courses using an LMS will be taught in Canvas. Blackboard will still be available in archive-mode for a period of one year for faculty to migrate content to Canvas and review past courses. During AY 2013-14, increasing numbers of faculty, courses, and students were active in Canvas each quarter:

Canvas	Fall 2013	Winter 2014	Spring 2014
Faculty	101	191	284
Courses	182	347	517
Students	3,766	5,510	7,496

Turnitin Plagiarism Detection –As part of our Canvas Migration, we also integrated Turnitin plagiarism detection service during AY 2013-14 with increasing numbers of faculty, students, and submissions each quarter:

Turnitin	Summer 2013	Fall 2013	Winter 2014
Faculty	49	132	181
Students	431	1780	3,047
Submissions	2,254	10,823	12,704

MediaAmp – Roll-out of MediaAmp streaming media and digital asset management system proceeded with Library support of permission-based streaming video and Archives oral histories project (600 media files) delivered through the ScholarWorks institutional repository. Additional stakeholders in Phase I included Multimodal Learning migration of iTunesU content (4,000 media files) for delivery through Canvas, and ITV recordings of Distance Education class sessions. Stakeholders for Phase II include Public Affairs for campus video portal, digital signage, and live event streaming, and Film & Video Studies for streaming and review of faculty and student digital films. We will also integrate MediaAmp with our Shibboleth portal for single sign-on, lecture capture pilot, and Canvas LMS.

Technical Support – Student and faculty tier-one support (phone/chat/web) for both Blackboard and Canvas is available 24 hours a day, 7 days a week. Over 1,000 Blackboard support interactions and over 1,800 Canvas support interactions were logged during AY

2013-14. Tier-two assistance (phone/in-person/email) is available from our onsite instructional technologists who fielded over 2,500 support requests during AY 2013-14.

Faculty Training on Canvas and other instructional technology tools is offered each quarter through face-to-face workshops, Collaborate webinars, and one-on-one sessions. 250 participants engaged in these training opportunities during AY 2013-14.

Multimodal Learning Communities of practice are open to faculty, based on relative experience and expertise in teaching online (Vanguard for the more experienced; Explorers for beginners). Recent MLC meetings have addressed such topics as: Effective and Engaging Online Discussion, Group Collaboration Using GoogleDocs, Fair Use and Teach Act, Streaming Video, Mobile Learning, Reducing Faculty Workload in Online Courses, ScholarWorks Institutional Repository, Best Practices for Online Course Development, and a Comparison of Web Conferencing Tools. Over 220 attendees participated in these professional development meetings during AY 2013-14.

Student Advising/Retention Outreach is provided to online students by our online advising/retention counselors. During AY 2013-14, they engaged in over 1,700 advising sessions (phone/in-person/email). They developed an online student orientation in Canvas with video-based modules and assessment, which allowed students access to early registration for classes. They participated in calling campaigns for new online students and non-registered students. They generate DFW reports comparing face-to-face and online courses for the past academic year that will be utilized for quality assurance. They track discontinued students and students on warning and probation for retention outreach.

Future Initiatives

New Online Degrees/Courses – New online degree programs to launch in Fall 2014 include 1) M.S. ITAM, 2) M.S. School Counseling, and 3) FlexIT B.S. ITAM-Retail Management & Technology Specialization (competency-based program). Online programs under development include 1) B.S. Aviation Management, 2) B.A.S. International Hospitality, Tourism, and Events, 3) B.A. Non-Profit Organization Management. In addition, College of Business is now offering their first online minor in Sports Business. We are working with COTS to support faculty in the natural sciences interested in developing online lab-based courses.

Multimodal Education Center – A Memorandum of Agreement between the Ed Tech Center and Multimodal Learning will create a new Multimodal Education Center. Multimodal Learning Director and Staff will move their offices to Black Hall. Upgraded technologies and facilities will create a center for teaching and learning with technology for the 21st Century, including technology training and production labs, audio/video recording studios, lecture capture classrooms, and a tech-flex collaborative.

Master Online Teacher Certification – Beginning with our inaugural Faculty Institute for Online Teaching this Summer, we will implement a program for faculty to achieve

certification as Master Online Teacher by completing the in-person institute, attending selected training workshops, participating in faculty learning community meetings, developing an online course with peer feedback, and submit the course for quality assurance review. After the initial announcement, more than 80 faculty responded with their interest in participating in the institute, with half of the respondents also interested in pursuing certification. The initial Summer institute will enroll 15 faculty and an additional pre-Fall institute will enroll another 25 faculty.

Lecture Capture – After participating in a RFP process with the State Board of Community and Technical Colleges, we have chosen Panopto for a lecture capture pilot to begin in Summer 2014. UW is also piloting Panopto and working on an integration with MediaAmp. We will outfit Black Hall one-button recording studios and a select number of Distance Education classrooms with necessary cameras and hardware for lecture capture. Panopto also provides a site license for desktop-based lecture capture and recording as well.