

Multimodal Learning Report – AY 2015-16

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This report outlines ongoing programs and initiatives undertaken during AY 2015-16.

Personnel Updates

Executive Director, Multimodal Learning: After an external search, Chris Schedler was selected to fill the new exempt position of Executive Director, responsible for all day-to-day operations of the team, supervising 10 staff members and a faculty fellow, as well as leading the campus-wide initiatives outlined below.

Senior Instructional Technologist/Canvas Admin: Joy Bensiger assumed responsibility as the primary Canvas Admin in the Fall. He implemented a number of new integrations for Canvas, including Threadz (discussion board data visualization), UDoIT (course accessibility checker), and a new Turnitin (plagiarism detection) integration.

Instructional Technologist: After a brief stint away from CWU, Delayna Breckon was rehired as an Instructional Technologist this Summer. She will be supporting faculty and students using Canvas and our other instructional technologies, as well as helping us roll-out Canvas Commons for faculty sharing of instructional resources across campus.

Director, Multimodal Education Center (MEC): After an external search, Chad Schone was selected to fill the position of MEC Director in the Fall. He supervises the Media Technician, Library Media Specialist, and student consultants in the MEC. He has been instrumental in providing new services (including 3D printing), technology workshops, new checkout equipment, and expanded computer labs in the MEC.

Senior Media Technician: In Spring, we hired Forrest Hollingsworth as the Media Technician in the MEC to provide multimedia design and development support to faculty and students. Forrest previously served as one of the MEC student consultants and has expertise in 3D printing, Panopto lecture capture, and student response systems.

Library Media Specialist: After an external search, we hired Holly Wheeler as the Library Media Specialist for the MEC Curriculum Library in the Fall. She has taken the lead in migrating our collections data for access through the Brooks Library catalog, worked on a new Library mission and policies, and doubled our revenue from the Scholastic Book Fair this year so we can add new materials to our collections.

Faculty Fellow: Todd Weber (Management) served as our faculty fellow for the last two years, during which time he offered multiple training workshops, led faculty learning community meetings, presented at our faculty institute for online teaching, and developed a model online course. Bruce Palmquist (Physics) will be our faculty fellow for next year.

Online Degree and Course Enrollment

Online Degree Enrollment - The total number of enrolled majors in online degree programs increased 14% year-to-year, with strong growth in BAS ITAM, Psychology, Professional & Creative Writing, and Social Services.

OL Undergraduate Degree	Spring 2015	Spring 2016	Change
BAS ITAM	264	254	-10
BS ITAM	149	176	+27
Law & Justice	112	120	+8
Psychology	99	123	+24
Sociology	47	54	+7
Social Services	--	19	+19
Interdisciplinary Studies	87	89	+2
Paramedicine	29	30	+1
English: Prof/Creative Writing	41	62	+21
Total OL Undergraduate	828	927	+99
OL Graduate Degree	Spring 2015	Spring 2016	Change
MEd Higher Education	30	35	+5
MEd Literacy	12	20	+8
MEd School Administration	26	26	--
MEd Special Education	6	7	+1
MS Athletic Administration	32	41	+9
MS Health & Physical Ed	13	18	+5
MS ITAM	38	50	+12
Total OL Graduate	157	197	+40
Total OL Majors	985	1124	+139

Online Course Enrollment - Total online course enrollments increased 5-14% and unique students taking online courses increased 3-15% quarter-to-quarter. 1/3 of CWU students take at least one online course each quarter.

OL Course Enrollments *	2014-15	2015-16	Change
Fall	5592	6392	+800
Winter	5934	6681	+747
Spring	6220	6558	+338
Unique OL Students *	2014-15	2015-16	Change
Fall	3044	3511	+467
Winter	3324	3690	+366
Spring	3524	3635	+111

* OL Course Enrollments = duplicated headcount of students enrolled in online courses.
 Unique OL Students = individual students taking at least one online course per term.

Multimodal Learning Activities

Multimodal Education Center – During our second full year of operation in the Multimodal Education Center in Black Hall, we expanded our services and support for faculty and students with a second 3D printer, new poster printer, new checkout equipment (additional laptops, Go-Pro camera, DSLR cameras), sound-proof recording studio, and expanded computer labs, as well as new furniture and carpet. We served over 10,000 patrons and total revenue (from services, fines, and book fair) more than doubled.

DE/ITV Transition – Last Summer, Multimodal Learning assumed responsibility for supporting Distance Education (DE) course delivery and was tasked with leading an investigation into a replacement for our legacy Interactive Television (ITV) system. After multiple demos, vendor proposals, an IS consulting RFP, and business case development, we selected the Cisco Telepresence-WebEx solution. Implementation of the core Cisco system and upgrades to 9 DE classrooms at Ellensburg, Des Moines, and Lynnwood will proceed this Summer.

Master Online Teacher Certification – Now in its second year, our Faculty Institute for Online Teaching (offered in Summer and Pre-Fall) has enrolled over 75 faculty members, 28 applied for Master Online Teacher Certification, and 20 completed all the requirements.

Canvas – Each quarter, 60-75% of all courses and 65-85% of faculty use Canvas:

Canvas	Fall 2015	Winter 2016	Spring 2016
Faculty	669	639	654
Courses	1,714	2,104	1,747

Turnitin Plagiarism Detection – The number of faculty, students, and submissions in Turnitin continues to grow:

Turnitin	Fall 2015	Winter 2016	Spring 2016
Faculty	571	604	695
Students	10,181	9,694	10,078
Submissions	41,625	55,143	60,686

Collaborate Web-Conferencing – Use of Collaborate has remained steady. This Fall, we will roll-out the new Ultra version, which is easier to launch and more user-friendly:

Collaborate	Fall 2015	Winter 2016	Spring 2016
Rooms	469	702	677
Attendees	1,474	2,289	1,867
Recordings	108	179	142

MediaAmp Streaming Media – During AY 2015-16, over 38,000 media requests were streamed through MediaAMP, with the largest providers being Multimodal Learning for instructional media in courses (5,000+ requests), Archives for ScholarWorks digital collections (6,000+ requests), DE-ITV for recordings of distance education classes (12,000+ requests), and Library for copyrighted video in online courses (1,500+ requests). We also developed and launched a campus media portal managed by Public Affairs for public video and live event streaming, which streamed 12,000+ media requests.

Panopto Lecture Capture – In its first full year in use, Panopto lecture capture was used in 215 courses, with more than 1,500 sessions/555 hours of recordings, and over 24,000 sessions/3,000 hours of viewings. We will be migrating our Panopto site to a cloud-hosted service this Summer, which will reduce our hosting costs and provide more efficient and timely updates.

Online Exam Proctoring – We expanded our license of Respondus Monitor to provide web-cam recordings of students taking online exams and saw increasing adoption over the year, with 23 courses, 2700 exam sessions, and 450 students using the service. We are also piloting a system to manage face-to-face proctoring at the Ellensburg campus, Centers, and a database of vetted individual proctors.

Technical Support – Student and faculty tier-one support (phone/chat/web) for Canvas is available 24 hours a day, 7 days a week. Over 3,200 Canvas support interactions were logged during AY 2015-16. Tier-two assistance (phone/in-person/email/open-lab) is available from our onsite instructional technologists, who assisted more than 1,500 faculty and students.

Faculty Training on Canvas and other instructional technology tools is offered each quarter through face-to-face workshops and webinars. We offered 47 training sessions to more than 160 participants during AY 2015-16.

Faculty 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). MLC meetings over the past year addressed such topics as: Online Social Presence, Flipped Classrooms, Open Education Resources, Streaming Video Assignments, Cheating in OL Tests, Canvas Commons, Gamification, and Digital Storytelling. Close to 240 attendees participated in these professional development meetings during AY 2015-16.

Future Initiatives

Online Program Expansion – New online degree programs launching in 2016-17 include 1) B.S. General Business Administration, 2) M.A. English: Professional & Creative Writing, and 3) M.S. Aviation Management. An RFP was completed for online program management consulting services. Keypath was selected as the vendor to complete an institutional assessment of online learning, develop a partnership proposal, and build a financial pro-forma outlining projected enrollment growth, costs, and revenue-share model. After much

deliberation, a decision was made that the external partnership proposal could not move forward until a sustainable financial model could be developed to account for both the revenue-share agreement and the new RCM allocation formula. To foster internal growth of online programs, an online service campus has been defined to identify and track students in fully online degree programs who are not assigned to a Center campus. We are also collaborating with the college Deans to offer a suite of online General Education courses for online students.

eTextbooks & Open Education Resources – A task force investigated opportunities for adoption of e-textbooks and open education resources to provide students with more timely access to course texts, lower-cost textbook options, digitally-enhanced instructional materials, increased engagement, and higher academic achievement. This Fall, the Wildcat Bookstore will be piloting an e-textbook direct access initiative with Pearson for the Physics Department. Multimodal Learning has enabled Canvas Commons for faculty to share open educational resources within the institution.

Student Response System (Clickers) – A task force investigated enterprise solutions for a student response system that would integrate with Canvas and allow students to use either smartphones or clickers for student response polling in face-to-face classes. Multimodal Learning has been offering demos of Turning Technologies clickers to users across campus and will bring forward a business case to standardize on this platform.

Media Captioning – A state-wide RFP was conducted for media captioning services, with MEC Director Chad Schone serving as the CWU representative. Once a vendor has been selected, we will utilize the state contract to provide media captioning services to accommodate students with disabilities and to support universal design principles in online courses. We will also integrate the captioning services with MediaAmp and Panopto.

Samuelson STEM Building – The renovation of the old Samuelson building has begun with the new Samuelson STEM building slated to open in Fall 2018. Multimodal Learning has contributed to the design plans for this project over the last four years, as it morphed from a Communication & Technology Center to a STEM Center. In the new building, Multimodal Learning will have a suite of offices, multiple tech-flex active-learning classrooms, faculty recording studios, distance education teaching studios, and training labs. This will serve as a central hub for faculty support with instructional technologies, just as the Multimodal Education Center serves as a central hub for student support with technology.