Multimodal Learning Report – Fall 2014

Date: 20 January 2015
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This report outlines ongoing programs and future initiatives to be undertaken by the Multimodal Learning Team.

Personnel Updates

Senior Media Technician: We hired Chad Schone as a full-time Senior Media Technician in the Multimodal Education Center to provide multimedia design and development support to faculty and students. He will support faculty using Panopto for lecture capture on their office desktop computers, with mobile laptop kits, and in recording studios we are developing in Black Hall. He is supervised by Julie Jensen, MEC Manager.

Library Media Specialist: We welcomed Leona Lindvig, half-time Library Media Specialist in the Multimodal Education Center, to our team. Her primary responsibilities are cataloging and updating materials in the Curriculum Library, in consultation with the Curriculum Advisory Board. She is supervised by Julie Jensen, MEC Manager.

Office Assistant: We welcomed Eileen Blain, half-time Office Assistant in the Multimodal Education Center, to our team. Her primary responsibility is financial record-keeping for the MEC. She is supervised by Julie Jensen, MEC Manager.

Student Assistants: We welcomed three returning student assistants and three new student assistants in the Multimodal Education Center. Their primary responsibilities are providing customer service, equipment checkout, and technology assistance to patrons in the MEC. They are supervised by Julie Jensen, MEC Manager.

Instructional Designer/Multimedia Developer: We are in the process of hiring an additional instructional designer/multimedia developer to provide instructional design and development support to faculty and serve as administrator for our enterprise Panopto lecture capture system.

Online & Multimodal Learning Updates

Online Enrollment – For Fall, the number of online undergraduate majors increased 11%, online graduate student enrollment grew 80%, and total online degree growth was 19% year-to-year with continued growth in ITAM and Law & Justice, scale-up of the new English Professional & Creative Writing major and ITAM master’s degree, and enrollment gains in all the graduate degree programs. The quarterly total of online course enrollments increased 12% (over 300 added enrollments) year-to-year (2891 total enrollments).
Undergraduate Program | Fall 2013 | Fall 2014 | Increase
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BAS ITAM | 260 | 307 | 47
BS ITAM | 146 | 169 | 23
BS ITAM – FlexIT | 0 | 2 | 2
Law & Justice | 99 | 135 | 36
Psychology | 153 | 128 | (25)
Sociology | 62 | 50 | (12)
Interdisciplinary Studies: Social | 117 | 117 | 0
Paramedicine | 24 | 31 | 7
English Prof & Creative Writing | 7 | 26 | 19
**Undergrad Totals** | **868** | **965** | **97**

Graduate Program | Fall 2013 | Fall 2014 | Increase
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M.Ed. Higher Education | 35 | 44 | 9
M.Ed. Literacy | 8 | 18 | 10
M.Ed. School Administration | 13 | 27 | 14
MS Athletic Administration | 42 | 47 | 5
MS Health & Physical Ed | 11 | 20 | 9
MS Special Education | 3 | 6 | 3
MS ITAM | 0 | 40 | 40
**Grad Totals** | **112** | **202** | **90**

**Combined Totals** | **980** | **1167** | **187**

**Quality Assurance** – The annual Quality Assurance of Online Learning report was completed in Fall and included data from 1) SEOI analysis of face-to-face, online, and ITV courses; 2) DFW comparisons of face-to-face and online courses; 3) Priorities Survey for Online Learners (PSOL); 4) National Survey of Student Engagement (NSSE); 5) Retention rates for students in online programs compared to university and transfer retention rates; 6) COACHE Faculty Satisfaction Survey; and 7) reviews of online courses developed through work-for-hire agreements. The complete report can be viewed at: [http://www.cwu.edu/associate-provost/reports](http://www.cwu.edu/associate-provost/reports)

**Canvas Integrations** – Fall was the first quarter in which all courses were taught using our new learning management system, with over 1,100 courses (40% of all courses) and 600 instructors (85% of faculty) using Canvas. Turnitin plagiarism detection service is now integrated into Canvas, and we have seen steady increases in adoption with more than 400 faculty users, more than 7,400 student users, and 25,000 paper submissions. Collaborate web-conferencing is also integrated into the LMS with 591 meeting spaces created (89% of total) through Canvas, over 2200 unique attendees, and 170 session recordings.

**Multimodal Education Center** – Multimodal Learning has merged with the Educational Technology Center to develop a state-of-the-art center for teaching and learning with technology for all CWU faculty, staff, and students. During Summer and Fall quarter, we
made upgrades to facilities, curriculum materials, and technologies for enhanced patron support, user experience, and operational efficiency. Self-checkout was implemented for the Curriculum Library with almost 1,000 curriculum items checked out, along with 275 equipment items (video cameras, laptops, tablets, projectors) by over 250 patrons. We added 280 new items to the Curriculum catalog, created video tutorials to help students use media and computer equipment, and developed training presentations for faculty and students on Universal Design and the Future of Educational Technology.

**MediaAMP Streaming Media** – Phase II of our MediaAMP roll-out began this Fall with a new integration in Canvas for faculty to upload and manage streaming media in their courses. Public Affairs will use MediaAMP for syndication of publicity videos and live streaming of events, and Athletics will provide game and practice film for review by coaches and athletes. During the first year of implementation, more than 18,000 media requests were streamed through MediaAMP, with the largest providers being Multimodal Learning (7,900 requests), Archives (6,400 requests), DE/ITV (2,500 requests), and Libraries (1,500 requests). More than 10,000 media objects and 7 TB of content are stored in MediaAMP.

**Panopto Lecture Capture** – Our new cloud-based enterprise lecture capture system has been set-up and will be hosted by MediaAMP. We are in the process of integrating it with Canvas for single sign-on authentication and synching courses with lecture capture content. We have packaged a set of mobile lecture capture kits (laptop, video camera, microphone, and light) available for faculty check-out. We will outfit one-button recording studios in Black Hall for higher quality video recording, and Panopto provides a site license for desktop-based lecture capture as well.

**Technical Support** – Student and faculty tier-one support (phone/chat/web) for Canvas is now available 24 hours a day, 7 days a week. Over 1,700 Canvas support interactions were logged during Fall. Tier-two support (phone/in-person/email), is available from our onsite instructional technologists who fielded over 1,000 support requests for Fall. Our staff will soon have access to the CWU ServiceDesk ticketing system to provide support for Canvas, MediaAmp, Panopto, and Respondus with enhanced communication, tracking, and reporting capabilities.

**Faculty Training** is offered each quarter (face-to-face workshops, Collaborate webinars, and on-on-one sessions) and has been primarily focused on topics essential to faculty migrating to Canvas: Canvas Open Lab, Intro to Canvas, Canvas Modules, and Universal Design. Over 110 participants engaged in these training opportunities for Fall.

**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). MLC meetings for Fall focused on the following topics: 1) MediaAMP Streaming Media in Canvas, 2) Respondus Monitor for Online Exam Proctoring, 3) CWU’s Online Tutoring Services, 4) Student Acceptance of Canvas. Over 100 attendees participated in these professional development meetings in Fall.
Professional Development – We offered travel support to 5 faculty to attend the Sloan-C Online Learning conference in Orlando and provided virtual access for another 19 faculty. Our Instructional Design Librarian gave a presentation on our “MediaAMP Streaming Media Solution” at the Northwest eLearning Conference in Boise. Our Canvas Admin attended the NWACC Roundtable in Portland focused on instructional design and technology support. Our Multimodal Education Center manager attended the Consortium of College and University Media Centers conference in Portland focused on supporting faculty and student use of media technology.

Future Initiatives

New Online Degrees/Courses – New online degree programs under development: 1) B.S. Aviation Management, 2) B.S. Social Services, 3) M.A. Professional & Creative Writing, and 4) M.S. in Geographic Information Systems. We have also provided course development support for online delivery of Biology and Computer Science courses.

Master Online Teacher Certification – Beginning with our inaugural Faculty Institute for Online Teaching this past Summer and Pre-Fall, attended by 35 faculty members, 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, and submitting the course for quality assurance review.

Panopto for DE – We will begin investigating the use of Panopto for class capture and live streaming in DE classrooms. When combined with Collaborate web-conferencing, this could provide a web-based alternative to ITV for streaming distance education courses directly to individual students, alleviating the need for them to travel to a DE classroom at one of the Centers. This could also provide a more reliable and cost-effective means of streaming course content and providing recordings of DE class sessions.

Exam Proctoring – An ATAC task force is currently investigating ways to provide comprehensive exam proctoring services to students on campus, online, and at the Centers. Multimodal Learning has been piloting Respondus Monitor for web-cam proctoring of online exams with good results. Monitor is a passive web-based proctoring service that allows faculty to review video recordings of students taking online exams when there is suspicion of cheating.

Student Response System (Clickers) – An ATAC task force is currently investigating an enterprise solution 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. The two primary systems currently used on campus are Turning Technologies and iClicker. An enterprise solution would alleviate the need for students to use different systems (and potentially purchase different devices) for different classes. It could also provide students with discounts on device purchase and higher resale value.