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## Yearly report : 2014 - 2015

Nelson Poynter Memorial Library. Online Learning and Instructional Technology Services.

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# Online Learning and Instructional Technology Services. AY 2014-2015

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The Online Learning and Instructional Technology Services Unit of the Nelson Poynter Memorial Library is an interdisciplinary working group of professionals organized around supporting our faculty and students at USFSP.

Online Learning and Instructional Technology Services consists of four core service units, Classroom Technology Services, Instructional Design Services, Video Production Services and Faculty Professional Development Services. This platform provides resources and best practices that cover teaching technology support for our face-to-face courses and online/hybrid course design.

This end of year report provides an overview of the initiatives, projects and accomplishments for AY 2014-2015. As the department and campus view for online learning changes over the next few years, it's important to know what has been accomplished and what new support services have been developed for faculty and students.

## Classroom Technology Services

Classroom Technology Services is responsible for the teaching technologies found within the USF St. Petersburg smart classrooms. The unit is focused on supporting the University in its teaching, learning and research endeavors. The unit supports, services, and upgrades all of the equipment within campus teaching spaces and responds via its Help Desk to any problems that users may encounter. The unit prides itself on quick response to requests, technical support, and other services. Digital audiovisual services are provided to faculty, students and staff to develop multimedia packages for teaching, delivery of information, learning and research.

### Notable Initiatives and Accomplishments:

The trend in modern AV technology continues to move toward a greater integration with an ever-widening range of sources. This has bolstered the need to design, house, and maintain more complex AV systems to manage the demand. In the eyes of technicians what used to be a simple step-by-step troubleshooting process has evolved into a technical tightrope. Observing this trend a project was undertaken, the goal of which was to take stock of our current AV control systems and to simplify as much as possible the servicing of classroom equipment. Over the summer and into the fall of 2014, a repository was created to store a clone of each classroom's unique control profile. This allows a technician to instantly revert back to a working profile without having to spend time trying to rebuild a broken profile.

The department has also been involved with the planning and development for three major campus technology projects. These include preparations for the upcoming technology refresh inside the Science & Technology building, which is to be done concurrently with a select number of Davis classrooms. The last two projects involve the redesign and repurposing of Harbor Hall, and the initial planning for equipment demand in what will be the College of Business building currently under construction. In all, these additions and remodeling projects will increase the number of classrooms that OLITS supports from 50 to over 80 once completed.

### ID Card Operations AY 2014-15

- 2265 ID Cards produced from July 1st 2014 - June 30th 2015

### Classroom Service Requests

- July 2014 - 9 service tickets
- August 2014 - 6 service tickets
- September 2014 - 14 service tickets
- October 2014 - 3 service tickets
- November 2014 - 11 service tickets
- December 2014 - 5 service tickets
- January 2015 - 14 service tickets

- February 2015 – 7 service tickets
- March 2015 – 11 service tickets
- April 2015 – 8 service tickets
- May 2015 - 9 service tickets
- June 2015 – 9 service tickets
- AY 2014-15 Total - 106 service tickets

## Instructional Design Services

The Instructional Design unit extends the University of South Florida St. Petersburg academic and technology resources to help faculty, students and staff to design and develop multimedia for teaching, delivery of information, learning and research. Instructional Designers and Technologists assist faculty in the form of consultation, design, and/or maintenance for online and blended learning environments.

### Notable Initiatives and Accomplishments:

The Instructional Design Unit continues to provide support to Faculty and Instructional staff. From July 2014 through October 2014, the unit was only tracking work courses receiving Instructional Design through the official intake process. Beyond November 2014, a new time tracking program was implemented to more accurately track work on all courses receiving instructional design, multimedia production, Quality Matters review and canvas support through the unit.

Number of courses supported by the Instructional Design Unit AY 2014-2015

- July 2014 - 24
- August 2014 - 11
- September 2014 - 13
- October 2014 - 14
- November 2014- 27
- December 2014- 29
- January 2015 - 35
- February 2015 - 29
- March 2015 - 31
- April 2015 - 29
- May 2015 - 40
- June 2015 - 35

USFSP continues to subscribe to Quality Matters and implements their rubric as a design and quality management tool. In AY 2014-2015, four courses received Quality Matters Certification through the external peer review process. The Instructional Design Unit completed nine internal reviews. Additionally, one of our Instructional Designers received training and certification to offer the official “Applying the QM Rubric” and “Improving Your Online Course” workshops for the institution. To date, our institution

has 11 certified Peer Reviewers that have participated on 16 national course reviews.

The Distance Learning Accessibility Committee continues to support efforts to improve accessibility and universal design for students with and without disabilities in online and blended learning environments. This year, the committee expanded its membership to collaborate with USF Sarasota-Manatee on these efforts.

Significant accomplishments this year include the development of an interactive checklist to assess the accessibility of online courses. The checklist provides specific results and connects the assessor to necessary tutorials and information.

Additionally, the committee presented the results of their Closed Captioning Research Project at a conference geared towards university disability service professionals. The committee also received notification of acceptance for publication of their article in the *Journal of Postsecondary Education and Disability* for 2016. Thus far, the data and information from this study has been used by the University of Central Florida, Rutgers University, and Florida Atlantic University to influence their closed captioning guidelines for online courses.

The committee began a project partnering with seven other institutions to conduct a full accessibility audit of the Canvas learning management system. This project has been encouraged by Instructure Inc and is expected to influence updates to their design. This project is expected to be completed in early 2016.

The Instructional Design Unit continues to collaborate with the Faculty Professional Development Unit to assist with development and delivery of workshops focused on instructional strategy and technology integration. The unit also collaborates with the Video Production Unit to create and edit multimedia to enhance courses developed with support from the department.

## Video Production Services

Video Production Services offers comprehensive video/audio production and webcasting services for a wide variety of needs using our broadcast quality studio. unit provides assists faculty and staff at USFSP by providing them with a set of comprehensive and flexible multimedia services to integrate media in the classroom, and within online courses. Our professional grade equipment as well as dedicated staff work closely with faculty in all areas of production.

Services that the

### Notable Initiatives and Accomplishments:

Over the past few years the studio was upgraded to newer technology to include a switchover from analog to digital and the addition of extra monitors for studio viewing. This high quality upgrade has lead to an increased demand of our services. For this reason we installed two new small studio booths that faculty can use on demand. These

two rooms have been met with great success with nearly 1/3 of our video production events taking place in the studio booth.

The campus also lost their main video conferencing facility this past year. Since then, OLITS has become the VTC hub of the campus. For AY 2014-2015, OLITS supported 28 videoconferences between USF System campuses in support of various committees and system wide meetings.

Number of events supporting video production services for AY 2014-2015:

- July 2014 - 20 events
- August 2014 - 9
- September 2014 - 5
- October 2014 - 8
- November 2014 - 5
- December 2014 - 7
- January 2015 - 15
- February 2015 - 17
- March 2015 - 21
- April 2015 - 23
- May 2015 - 15
- June 2015 - 11

Total for AY 2014/15 - 156 events support

## Faculty Professional Development Services

OLITS offered a variety of training services in AY 2014/2015 to support USFSP faculty. Training workshops consisted of in-house training and web-based training from third-party vendors based on the latest research and best practices in online learning.

### Professional Development Platform

The faculty professional development platform is designed to provide comprehensive training to meet the online professional developments needs of faculty and staff to foster excellence in teaching and learning. The goals were to enhance effective online teaching methods and practices, promote collaboration, develop technological competences, enhance creativity, and enrich student learning and success.

#### Platform Development

The platform was developed based on faculty feedback from surveys completed in fall 2013 and spring 2014. Faculty data illustrated two distinct categories of learning, technology instruction and pedagogical instruction. Technical instruction was identified as software-based training for desktop and mobile platforms which included the USF system LMS, Canvas. Pedagogical instruction was requested by faculty to improve student-to-student and student-to-teacher engagement.

#### Platform Delivery

Platform delivery was initially created in a tiered system with pre-selected and pre-scheduled face-to-face classes. Feedback from faculty surveys indicated that more flexibility was required to meet their scheduling needs. As a result, platform delivery was augmented to include workshops scheduled on-demand. Currently all training workshops offered by OLITS are available to all faculty to schedule on-demand during normal business hours.

### Canvas LMS Training

OLITS is committed to supporting faculty with ongoing training for the Canvas LMS. Training workshops are offered to faculty on-demand, including on-boarding for new faculty. OLITS also provides two weeks of Canvas open labs at the beginning and end of each semester. Open labs are scheduled in blocks of time with walk-in service for faculty training and troubleshooting.

### Platform Statistics

Technology classes offered	22
Pedagogy classes offered	14
Canvas LMS classes offered	8
Total faculty headcount	165

### **Future Development**

The future of the OLITS professional development platform will continue to evolve in AY 2015/2016. In spring 2016 OLITS will introduce the first in a bi-annual series of symposia focused on creating a shared experience for all faculty and staff to connect online learning to the greater goals of the university. OLITS is also in the process of creating online versions for most of our workshops to allow faculty to experience professional development in the instructional environment in which they are teaching.

Staffing Publications and presentations:

### **Publications**

Davis, C. J., Morris, K. M. (2015) Student Engagement: The core model and inter-cohort analysis. *Information Systems Education Journal*, 13(3) pp 4-14. <http://isedj.org/2015-13/n3/ISEDJv13n3p4.html>

Kmetz, K., Davis, C. J. (2014). Access to on-line learning: a SAD case. *Information Systems Education Journal*, 12(2) pp 10-17. <http://isedj.org/2014-12/n2/ISEDJv12n2p10.html>

Davis, C.J., Kmetz, K. (2014). Software Engineering: accessing IT core concepts. *2013 CONISAR Proceedings*. <http://proc.conisar.org/2013/pdf/2817.pdf>

### **Presentations**

“Perspectives on Accessibility Series: Instructional Designers in Higher Education.”  
@AccessibleMason Webinar Series, Virtual Conference, 10/14 with Kathleen Bastedo and Maureen Madden

AERA 2014 Annual Meeting, Division H Invited Graduate Student Poster Session, The Preservice Elementary Teacher Affect Scale for Science: Pilot Study