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Annual report : 2016 - 2017

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Online Learning and Instructional Technology Services AY 2016-2017 Annual Report

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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 academic year 2016-2017. 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:

During this fiscal year, OLITS took project lead to oversee the installation of 33 academic spaces (55% increase) in the new Kate Tiedemann College of Business. These include a large 200 seat auditorium and community room, a state-of-the-art trade and sell room, a computer lab, and additional rooms that consists of board rooms, conference rooms, seminar rooms and open collaboration spaces. This was a two year project as OLITS provided technology design, installation oversight, and end user training support.

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. We started a review of our process and procedures, 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. This past year, OLITS identified a cloud-based solution for inventory and maintenance record keeping. This new system tracks technology entering and leaving academic spaces and storage units using barcodes and iPads. Over time, we will be able to track manufacture defects and reliability for future purchases.

The department also helped design AV technology for four new science teaching labs that were installed in the old Greyhound bus repair shop located behind Poynter Institute. These rooms now incorporate state-of-the-art HD technology that allows faculty to connect more mobile devices to help enhance the teaching and learning process.

ID Card Operations AY 2016-17

- 2,619 ID Cards produced

Classroom Service Requests AY 2016-17

- Summer 2016 - 08 Tickets
- Fall 2016 - 38 Tickets
- Spring 2017 - 95 Tickets (new KTCOB building)
- Summer 2017 - 08 Tickets

Total : 149 Tickets serviced from July 1st 2016 - June 30th 2017 -

** OLITS deployed a new ticket system to help track issues reported within academic spaces.

Instructional Design Services

The Instructional Design Unit extends the University of South Florida St. Petersburg's academic and technology resources to help faculty and instructional staff enhance their teaching and learning. Instructional Designers and Multimedia Developers assist faculty in the form of consultation, design, development and/or maintenance for online and blended learning environments.

Notable Initiatives and Accomplishments:

From July 2016 through June 2017, 76 courses received instructional design, multimedia production, Quality Matters review and extensive Canvas support through the unit. This figure does not take into account multiple semesters or sections of the same courses that we support every semester.

This year USF implemented a variety of new tools and updates to existing tools. Some of which include:

- TurnItIn LTI
- DocViewer
- Panopto Automated Captioning

Instructional Designers have assisted or are in the process of assisting with faculty and student awareness, training, implementation, and connection to tech support.

USFSP continues to subscribe to Quality Matters and implements their rubric as a design and quality management tool. In AY 2016-2017, 12 courses received Quality Matters Certification through the external peer review process. The Instructional Design Unit completed 16 internal reviews. There are currently 3 courses undergoing the external

review process for initial QM certification. There are currently 2 courses undergoing the external review process for recertification which is required five years after the initial QM certification.

With our team's Quality Matters Facilitator certifications, we continue to offer "Applying the QM Rubric" and "Improving Your Online Course" as both face-to-face and online workshops for our faculty and instructional staff. In addition to earning and maintaining these certifications and offering professional development to our faculty, members of the design team have been selected to deliver two presentations at the Quality Matters Annual Conference in September 2017.

To date, our institution has 17 certified Peer Reviewers that have participated on 18 national course reviews. One of our Instructional Designers is in the process of obtaining Master Reviewer Certification in order to enable us to facilitate a subscriber-managed peer review process if desired by the institution in the future.

These accomplishments and the expertise of the team brings awareness to USF St. Petersburg as a leader in online learning quality. USF St. Petersburg was featured in the Quality Matters Annual Report this year and will be featured in their marketing materials beginning with year 2017-2018. Our leadership in this process has positioned us as a key partner in the new USF system-wide QM subscription. During 2017-2018, our team will work to provide the necessary training and consultation to build capacity within the system throughout the implementation process.

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. Many members of the committee authored an article based on their closed captioning research titled "Closed captioning matters: examining the value of closed captions for all students" that was published in the Fall 2016 issue of the Journal of Postsecondary Education and Disability. The committee presented the results of their closed captioning and interactive transcript research at two conferences with national audiences in the field of online learning and accessibility. The committee continues to pursue additional research, training, and awareness activities in this field to benefit the university.

With the passing of the USF System Closed Captioning Policy, this year brought an increased focus on closed captioning compliance. OLITS collaborated with other USF Campuses to conduct pilot testing on cost effective automated captioning solutions with the hopes of informing institutional best practices for meeting this policy. OLITS played a key role in this through workflow and accuracy rate testing and developing a set of recommendations specific to USFSP's resources and processes. Work on this project will continue over the next year.

The Instructional Design Unit continues to collaborate with the Faculty Professional Development Unit and the Center for Innovative Teaching and Learning 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. Services that the unit provides, assist 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.
















Notable Initiatives and Accomplishments:

The addition of our two small Studio Booths have been vital to faculty. Of the 316 events that were supported during the 2016-2017 AY by production services, 91 of them were in the Studio Booths.

After launching a new initiative from the OLITS team during 2016-2017, the [Monday Minute](#) videos will return for the 2017-2018 AY. These one-minute videos highlighted the services offered by OLITS. We released one video each week during the fall and spring semesters. The videos were designed to entice faculty to explore new trends in online learning and to seek out new training opportunities. We created and produced videos ranging in topics from copying over a course in Canvas, to the usage of classroom technology, to techniques on getting more student engaged in watching online videos.

VIDEOS

Uploads PLAY ALL SORT BY

 Monday Minute: Proctorio Issues 414 views • 10 months ago CC	 Monday Minute: Extron Classroom Technology 312 views • 6 months ago CC	 Monday Minute: Lightboard Introduction 271 views • 10 months ago CC	 Welcome to the OLITS Monday Minute 180 views • 11 months ago CC	 2017 Bay to Bay Learning Symposium Teaser 164 views • 9 months ago CC
 Monday Minute: Engaging Video Tips 99 views • 10 months ago CC	 Monday Minute: Quality Matters E-Learning 89 views • 11 months ago CC	 Monday Minute: Happy Thanksgiving from OLITS 81 views • 8 months ago CC	 Monday Minute: Converting Google Documents 79 views • 10 months ago CC	 Monday Minute: All Text in Word and PowerPoint 74 views • 5 months ago CC
 Monday Minute: MyStudio booth 72 views • 9 months ago CC	 Monday Minute: Free Microsoft Office 65 views • 9 months ago CC	 Monday Minute: Summer Professional Development 64 views • 3 months ago CC	 Monday Minute: Canvas Undelete 60 views • 6 months ago CC	 Monday Minute: Get Students to Watch More of 59 views • 8 months ago CC

Number of events supporting video production services for AY 2016-2017:

July 2016 - 20
August 2016 - 29
September 2016 - 18
October 2016 - 15
November 2016 - 17
December 2016 - 7
January 2017 - 41
February 2017 - 45
March 2017 - 38
April 2017 - 52
May 2017 - 25
June 2017 - 9

Total for AY 2016/17 - 316 events supported

With the implementation of the Master Academic Plan, some face-to-face courses will make the transition to online course offerings. OLITS is expected to see an increase in the next academic year after averaging 42% of online courses for 2016-2017. This is a 9.5% increase in the number of online courses versus face-to-face and hybrid.

Professional Development Services

OLITS offered a wide array of training services in AY 2016/2017 to support USFSP faculty. Training workshops consisted of in-house training and web-based training from in-house production as well as third-party vendors.

Professional Development

Faculty professional development 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 continued goals of OLITS professional development (OLITS PD) are to enhance effective online teaching methods and practices, promote collaboration, develop technological competences, enhance creativity, and enrich student learning and success.

Notable Initiatives and Accomplishments:

OLITS professional development continued a strong record of performance in AY 2016/2017. We completed the stipend training initiative designed to provide a personalized program of professional development for faculty in the process of developing and redesigning their online courses. While this program has officially ended,

OLITS PD will continue to provide this service to faculty developing and designing online courses.

OLITS PD hosting the 2nd Annual a system-wide Bay-to-Bay Learning Symposium. professional development conference. The theme of this year's symposium, Preparing Students for the Workplace of Tomorrow, provided faculty with an broad perspective of industry trends which our graduates will face as they enter the workforce. Seth Mattison provided the keynote address highlighting the expectations employers have for recent graduates. Seth provided high-level insight of the key skills students will need and how faculty can foster those skills in their courses. In support of the keynote, USF Sarasota-Manatee professor Phil Wagner facilitated a series of roundtable activities to the symposium attendees. These sessions provided faculty and students an opportunity to work together with hands-on activities designed to advance the skills needed to enter the workforce. Faculty received clear take-aways and techniques to implement in their own courses, both online and face-to-face.

OLITS PD also developed a new annual event in conjunction with the USFSP Center for Innovative Teaching and Learning (CITL), the CITL Week of Teaching. The event is designed as a mini-conference with a series of workshops held during the week prior to the fall semester. Twenty-seven workshops will be held and co-facilitated with CITL and a number of accomplished USFSP faculty. Workshops highlight pedagogy innovations in the classroom to improve student engagement, active learning, and critical thinking in curricula across disciplines.

OLITS PD initiated a series of videos sent each week to faculty providing helpful instructional technology tips to faculty, Monday Minute Videos. These videos are hosted on the OLITS YouTube channel and are made available to the public, although their primary purpose is to support USFSP faculty. This series of videos has been well received and created a new avenue in which to provide instructional technology training.

Training Development and Delivery

Professional development training at OLITS is subdivided into three distinct categories of focus: technology, pedagogy, and Canvas LMS.

Technology Training

OLITS technology training focuses on education technologies as well as social and productivity platforms. All of the various trainings offered by OLITS aid in the development and delivery of the educational goals faculty wish to achieve with their students.

Pedagogy Training

The focus of OLITS pedagogy trainings are rooted in existing adult learning theories and best practices. The theories and practices used in OLITS workshops are also presented through the Quality Matters (QM) framework and rubric which aligns with department,

university, and board of governors goals for quality online education. Currently, the OLITS staff are certified to facilitate three of the major QM workshops in both online and face-to-face delivery modalities.

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.

*Note: Due to the completion of the faculty stipend program, which provided a significant monetary incentive to attend training, the number of faculty trained and total contract hours decreased in AY 2016/2017.

<u>Platform Statistics</u>	
	AY 2016/2017
Number of Technology workshops	24
Number of Pedagogy workshops	18
Number of Canvas LMS workshops	10
Total	52

*AY 2016/2017	Total Faculty (Headcount)	Total contact hours
Workshops	58	295
Symposium	160	960
Totals	218	1255

Future Development

OLITS PD will continue it’s mission to provide high-quality faculty training opportunities in conjunction with CITL. Along with the addition of the CITL Week of Teaching, OLITS PD will coordinate and help implement Faculty Learning Communities (FLCs) here at USFSP. FLCs have a long history of engaging faculty in research-related activities which promote the scholarship of teaching and learning. FLCs will be year-long projects which a group of faculty engages in scholarly research culminating in a presentation of research during the CITL Week of Teaching in 2018, with the possibility to extend the research to external publications and presentations.

OLITS PD, along with CITL, will build on the momentum of the CITL week of teaching

by creating follow-up sessions with faculty to continue to explore the topics covered in a more in-depth manner. These advanced sessions, along with the entire platform as described in this report, provide a holistic approach to providing faculty at USFSP with a superior level of support and professional development.

Staff Publications and Presentations

Publications

Kmetz Morris, K., Frechette, C., Dukes, L., Stowell, N., Emert Topping, N., Brodosi, D. (2016) Closed captioning matters: examining the value of closed captions for all students. *Journal of Postsecondary Education and Disability*, 29(3), 231-238.

Presentations

“The New Learning Technology Landscape” InfoComm Connections -
November 10, 2016 Presenters: David Brodosi, Univ. of South Florida St. Petersburg;
Otis Wilder, Univ. of South Florida St. Petersburg