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Annual report : 2017 - 2018

Nelson Poynter Memorial Library

Online Learning and Instructional Technology Services

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Online Learning and Instructional Technology Services AY 2017-2018 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 innovative 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 2017-2018. 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.

Instructional Technology Services

Instructional Technology Services is responsible for the teaching technologies found within the USF St. Petersburg smart classrooms. Our department is dedicated to stimulating innovation and applying new technologies creating a cutting-edge teaching and learning experience for our campus. The unit supports, services, and upgrades all teaching equipment within campus learning 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 technology for the new Student Edge Project. USFSP's newest waterfront destination for academic and leisure pursuits. This project revamped indoor and outdoor space that provides prospective and current students and the university with a variety of activities along Bayboro Harbor. A recreation room with TVs and games, a study room for classes and CPR training, and a space for orientation and campus tours are just a few of the new features. Instructional Technology designed and supervised the AV system that supports eleven 65" monitors, two data projectors, directional sound system for two gaming consoles and sound reinforcement for USFSP's orientation seminar room.

Two additional design projects currently under development include technology upgrades for the new STEM teaching lab, technology refresh for four classrooms in Coquina Hall, and the OLITS studio. These projects will be completed by the end of summer 2018.

The Spring 2018 Faculty Survey on Instructional Technology was sent out to 450 faculty members at USFSP in April 2018 to assess the current use and perceptions of Instructional Technology Services and their current needs and future aspirations. There were 30 faculty responses, a rate of 7% of all instructors. The survey was designed to gather data to inform OLITS on how to best align services and support to meet instructors' teaching needs for technology in academic spaces.

The purpose of this survey was to provide OLITS with information to make better decisions for current and future technology support specifically as it applies to teaching and learning.

1. Assess faculty perceptions of Instructional Technology Services.
2. Assess current use of instructional technologies in our classrooms.
3. Assess faculty current needs and future aspirations related to instructional technologies.
4. Measure awareness and use of services, facilities, and support.

Survey Responses:

<p>Top College for Respondents</p> <ul style="list-style-type: none"> ● CAS - 50% ● COE - 33% ● COB - 17% 	<p>Top Technology Used in Classrooms</p> <ul style="list-style-type: none"> ● Data Projector - 85% ● Podium PC - 83% ● Smart interactive monitor - 50%
<p>Use of personal laptops or mobile devices - 63% do not use personal devices for teaching.</p>	<p>Adequate training on the technology you use - 57% said they had adequate training.</p>
<p>What technological tools or capabilities would further benefit your teaching?</p> <ul style="list-style-type: none"> ● An updated desktop computer and larger monitor, plus a audio and video connections that are more intuitive. The current technology in PRW 123 is archaic. ● a reliable clock and better computer ● A screen that would not block the chalkboard. ● More reliable online software. Canvas has lots of bugs and is not user friendly. ● Better speakers for improved sound rendition. ● Doc cameras 	<p>Rate your overall satisfaction with Instructional Technology Services provided by OLITS:</p> <ul style="list-style-type: none"> ● Opening the office by about 7:30 would help those of us who have 8:00 classes. ● I answer Neutral because when I have had an issue and have gone to the help desk, the problem has been resolved and the assistant has been very responsive and professional. ● Michael Mathon has always been there to help with any problem I've had by promptly responding and helping with both set up and actualization of many Skype sessions for my students.
<p>Adequate support for the technology you use in your assigned classroom(s)?</p> <ul style="list-style-type: none"> ● 87% reported yes ● 6.5% said no and ● 6.5% said N/A. 	<p>Overall satisfaction with Instructional Technology Services provided by OLITS?</p> <ul style="list-style-type: none"> ● 88% overall are happy with support from OLITS.
<p>When contacting OLITS for classroom technology support, how well did we.....</p> <ul style="list-style-type: none"> ● help to resolve issues with classroom technology over the phone - 87% ● help to resolve issues with classroom technology in person - 88% 	

Takeaways from survey

- Only half of the respondents reported that they felt they had adequate training on the technology available in classrooms. As a result, OLITS team will offer professional development opportunities starting fall 2018 on the use of classroom technology and how this technology can be integrated into current content to enhance the teaching and learning process.
- One faculty mentioned technology in PRW was outdated. These classrooms are already on our schedule for upgrades during the holiday break of 2018.
- We had one respondent stating that they sometimes need help before their 8am class. Since we have one staff member on staff starting at 7am, we will send out communication to faculty stating that services will be available starting at 7:30am. We will also work with the registrar's office to identify these early courses and reachout to these faculty members personally.
- While our satisfaction results are nearly 90%, we believe we will need to tweak the survey to address drift to non-OLITS related comments that generate lower scores.

ID Card Operations AY 2017-18

- 2,492 Student ID Cards produced

Helpdesk Classroom Service Requests AY 2017-18

- Summer 2017 - 10 Tickets
- Fall 2017 - 82 Tickets
- Spring 2018 - 88 Tickets
- Summer 2018 - 20 Tickets

Total : 200 Tickets serviced from July 1st 2017 - June 30th 2018.

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 Accomplishments

From July 2017 through June 2018, 79 courses received instructional design, multimedia production, Quality Matters review and extensive Canvas support through the unit. This

figure does not take into account minor technical support or multiple semesters and sections of the same courses that we support every semester. Collaborative work with faculty in these areas, and in professional development, constitute the majority of daily work for this unit.

The design team also completed several projects that support faculty and online learners. The [USFSP Guide to Online Learning](#) was developed to orient online learners to the skills and resources needed to be successful in online courses. The design team also integrated this guide into our re-designed Getting Started module to achieve 9 of the standards on the QM Rubric for Learner and Technology support.

In collaboration with the Office of Graduate Studies, an online orientation was developed to support incoming graduate students, both online and face to face. All incoming graduate students are enrolled in the Online Orientation for Graduate Students through Canvas that welcomes them to the university, introduces them to resources and processes, and acts as a knowledge-base during their time here.

The Online Orientation for Teaching was developed to support Teaching Assistants in face-to-face and online courses. This orientation discusses basic roles and responsibilities, USFSP policies, tips for interaction, resources, and technology training. This orientation can also be copied and customized to meet the specific needs of colleges and departments.

Our instructional designers continue to contribute to the field through conference presentations, research, and publication. Four instructional designers presented at the Quality Matters Annual Conference in September 2017 on the topics of course templates and syllabus integration. Three designers presented a webinar to the entire QM network in November 2017 on the topic of using course templates to prepare for QM reviews. Three designers presented at the TOPkit workshop in March 2018 on the topic of campus wide collaborate for accessibility in online courses. One designer presented at the Tampa Bay Regional Instructional Designers meeting in April 2018 on the topic of online learning processes and procedures at USFSP as part of the USF System. (Presentation citations included at the end of this report.)

USFSP continues to subscribe to Quality Matters and implements their rubric as a design and quality management tool. In AY 2017-2018, 12 courses received Quality Matters Certification through the external peer review process. The Instructional Design Unit completed 14 internal reviews. USFSP now has 41 QM Certified online courses. To date, our institution has 8 certified Peer Reviewers that have participated on 22 national course reviews. 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 delivered the necessary training through workshops to faculty and instructional design staff on the Tampa campus and provided consultation to build capacity within the system throughout the implementation process.

Future Development

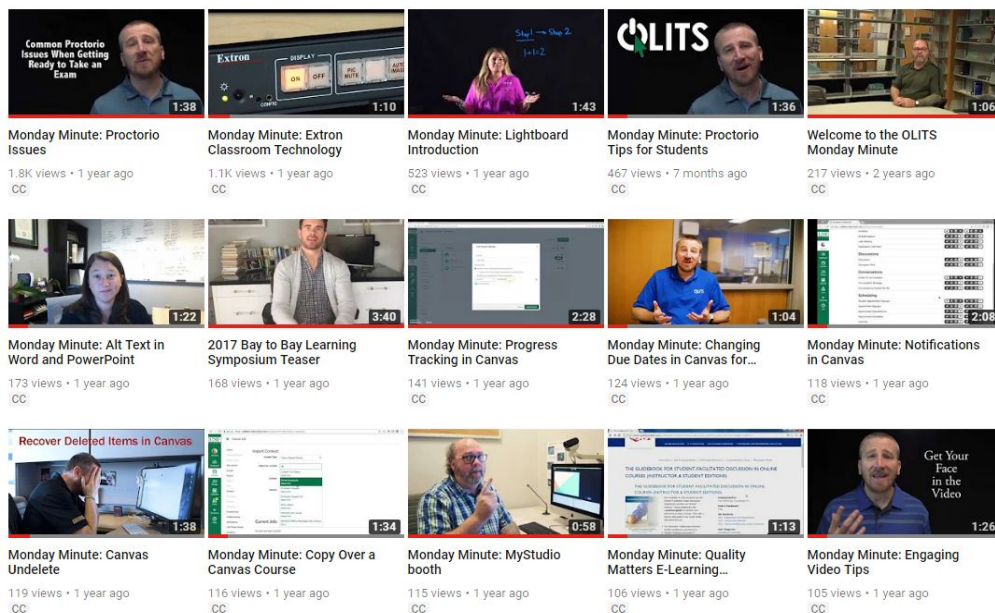
One of the major challenges this year was preparing to implement the [Florida Board of Governors 2025 SUS Strategic Plan for Online Learning](#). This plan introduced new requirements for online course design and faculty professional development: two of which USFSP/OLITS needed to implement significant changes in order to address. The first of these is the requirement that all online courses must be quality certified by 2025 and beyond (Quality Tactic 1.1.3). To meet this standard, USFSP will now require all online courses to be certified through Quality Matters. More details can be found in the [Course Quality Review Process documentation](#). The second standard requires that institutions consider certification of faculty to teach online (Quality Tactic 1.2.5). To meet this standard, USFSP is developing an online course that results in a certification of faculty to teach online at our institution. The implementation of these programs required a shift of responsibilities and workload on the design team. As a result, the design unit and professional development unit fully merged. Full details about how these quality standards will be addressed can be found in the [2025 Online Learning Quality Review Plan](#).

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 offers are to 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:

After launching the Monday Minute video series in 2016-2017, the videos continued during the 2017-2018 AY. Our one-minute videos initially highlighted services offered by OLITS to help faculty/staff, but expanded to showcase some of the features offered by the Library including [Textbook Affordability](#) and the new [Student Technology Center](#). Our Monday Minute video library has now grown to 45 videos covering topics that range from classroom technology, to Proctorio, to Canvas.



Special projects that OLITS accomplished include:

- [Welcome video for Dean Allyson Watson of COE](#)
- [The Weekly Challenger video](#)
- [Quality Matters at USFSP video](#)
- [STEM video for Dean Allyson Watson of COE](#)

Number of events supported by video production services for AY 2017-2018:

July 2017 - 13
 August 2017 - 25
 September 2017 - 32
 October 2017 - 33
 November 2017 - 26
 December 2017 - 18
 January 2018 - 20
 February 2018 - 27
 March 2018 - 21
 April 2018 - 24
 May 2018 - 9
 June 2018 - 20

Total for AY 2017/18 - 268 events supported

Professional Development Services

OLITS offered a wide array of training services in AY 2017-2018 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.

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 hosted the 3rd Annual Bay-to-Bay Learning Symposium, a system-wide professional development conference, on February 9, 2018, bringing together more than 100 attendees. The theme of this year's symposium, Critical Thinking Unmasked, focused on critical thinking as a skill to be developed and infused in discipline-based courses. Dr. John Medina delivered the morning keynote presentation providing a deep view of how the brain processes information and how those processes facilitate critical thinking. The afternoon session was presented by Dr. Linda Nilson and concentrated on the core principles of critical thinking by providing expert examples of how it can be infused in any course. Additional details and a video summary of the event are available on the [USFSP Bay to Bay Learning Symposium website](#) and in the [2018 Bay to Bay Learning Symposium Final Report](#).

OLITS also supported the USFSP Center for Innovative Teaching and Learning (CITL) with the development and implementation of the 1st Annual CITL Week of Teaching. The event was designed as a mini-conference with a series of workshops held during the week prior to the fall semester. Twenty-eight individuals attended the 23 workshops held and co-facilitated with CITL and USFSP faculty. Workshops highlighted pedagogy innovations in the classroom to improve student engagement, active learning, and critical thinking in curricula across disciplines. The CITL Week of Teaching also included a New Faculty Orientation to introduce new faculty to the core services available to help them with their teaching and research at USFSP. Full details of OLITS collaboration with CITL, including Faculty Learning Communities and the Student Tech Center, can be found in the [CITL Assessment AY 2017-2018](#).

OLITS collaborated with Librarians at the Nelson Poynter Library and faculty members across disciplines to address the issue of textbook affordability. Through a series of workshops and hands-on collaboration sessions, faculty were able to search for, select, and integrate affordable materials. This has impacted the student experience as well as assisted with meeting the metric required for performance based funding. Full details of

the collaboration and results can be found in the [Textbook Affordability Report: Summer 2017 to Spring 2018](#).

OLITS has continued to enhance their offerings of support through online media such as the [OLITS Monday Minute](#), [OLITS Teaching and Learning Blog](#), and resources on the [OLITS Website](#).

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 onboarding 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	
	AY 2017/2018
Number of Technology workshops	24
Number of Pedagogy workshops	18
Number of Canvas LMS workshops	10
Total	52

AY 2017/2018	Total Attendees (Headcount)
Workshops	27
Symposium	122
CITL Week of Teaching	28
Totals	177

Future Development

OLITS will continue its mission to provide high-quality faculty training opportunities in collaboration with campus partners like CITL, NPML, and various campus departments. However, moving forward there will be some changes to the way the OLITS specific professional development offerings are delivered.

With the implementation the [Florida Board of Governors 2025 SUS Strategic Plan for Online Learning](#), the design unit and professional development unit fully merged to streamline workload to meet the quality requirements mentioned in the Instructional Design Services section of this report. As a result, a new plan was developed to outline how the unit will implement OLITS specific professional development. Full details can be found in the [OLITS Professional Development Program](#) documentation.

Staff Publications and Presentations

Presentations

“Whoa... With a Template You’re Halfway There” Steph Fuhr, Ricky Zager, Karla Morris. 2017 Quality Matters Connect Conference, September 2017.

“Why Don’t My Students Read My Syllabus” Otis Wilder. 2017 Quality Matters Conference, September 2017.

“Whoa... With a Template You’re Halfway There” Steph Fuhr, Ricky Zager, Karla Morris. Quality Matters Stories Webinar Series, November 2017.

“Improve Content Accessibility through Collaboration and Professional Development” Karla Morris, Steph Fuhr, Ricky Zager. Second Annual TOPKit Workshop, March 2018.

“Online Learning in the USF System” Karla Morris, Heidi Schroeder, Amber Lee, Christie Woods. Tampa Bay Regional Instructional Designers Meeting, April 2018.