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## Online Learning and Instructional Technology Services : Annual Report : 2018-2019

Nelson Poynter Memorial Library.

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# **Online Learning and Instructional Technology Services AY 2018-2019 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 the academic year 2018-2019. 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 the project lead to oversee the installation of technology for the new STEM INQ lab at USF St. Petersburg's College of Education. The state-of-the-art space will allow aspiring educators and current faculty to infuse the latest in Science, Technology, Education and Math (STEM) into their teaching methods. Instructional Technology designed and installed the AV system that supports four 65" monitors, and two 90" displays.



College of Education classroom technology upgrade - OLITS staff, working with education administration and faculty, designed new technology upgrades that would help support increased student engagement activities and facilitate a better learning environment in the classroom. Consequently, we replaced traditional data projector systems with larger 90" monitors. This design allows for the lights to remain on at all times where faculty can receive visual feedback from students throughout the teaching and learning process.

The department has also been involved with the completion of two major campus technology projects. The first project involved the technology refresh of four technology classrooms inside the PRW building along with refreshing four Auditorium/Lecture

classrooms in Davis Hall. The second project incorporated the redesign and technology upgrade in our Distance Learning Studio. This included new cameras, digital video recorders, monitors and switching system.

### **ID Card Operations AY 2018-19**

- 2,114 Student ID Cards produced (-15% decrease)

### **Helpdesk Classroom Service Requests AY 2018-19**

- Summer 2017 - 5 Tickets
- Fall 2017 - 79 Tickets
- Spring 2018 - 65 Tickets
- Summer 2018 - 13 Tickets

**Total: 162 Tickets serviced from July 1st, 2018 - June 30th, 2019.**

## **Instructional Design Services**

The services offered through the OLITS 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 assist faculty in the form of consultation, design, development, and research of online and blended learning environments. The continued goals of OLITS instructional design services are to enhance online learning at USFSP through high-quality course design, innovative instructional solutions, and research into best practices for online learning.

### **Notable Initiatives Accomplishments**

From July 2018 through June 2019, 81 courses received instructional design, multimedia production, Quality Matters review and extensive Canvas support through this unit. This figure does not take into account technical support or the multiple semesters and sections of courses that we support on a regular basis. Collaborative work with faculty in these areas, and in professional development, constitute the majority of daily work for this unit.

The instructional design unit explored collaboration with counterparts across the state this academic year. In Fall 2018 OLITS entered into a partnership with the USF Tampa counterpart, Innovative Education. With the State University System's emphasis on STEM education, USF Tampa sponsored several faculty from across the system to attend a STEM Summit and implement innovative STEM components into their courses; developed in partnership with the two online learning departments. Five faculty were selected from USFSP and represented each of the three colleges. The projects that were implemented in two of those courses within AY 2018-2019 include the use of augmented and virtual reality for future STEM educators and FTIC students.

In Spring 2019, an update to the processes for requesting and delivering streaming media for online and face-to-face courses prompted a collaboration between the instructional design unit and librarians within NPML and USF Tampa to create video tutorials and communicate these updates with faculty. Additionally, OLITS provided targeted communication and support to faculty with significant integrations of streaming media in their online courses.

Also in Spring 2019, the instructional design unit conducted a learning journey to visit counterparts at the Center for Distributed Learning at the University of Central Florida. There the unit engaged in discussions about the use of augmented and virtual reality within online courses, explored the design and development aspects of these elements, and participated in demonstrations of current UCF projects.

USFSP continues to subscribe to Quality Matters and implements their rubric as a design and quality management tool and to meet the online course quality goals from the [Florida Board of Governors 2025 SUS Strategic Plan for Online Learning](#) (Quality Tactic 1.1.3). On July 1, 2018, Quality Matters introduced the newest (sixth) edition of the Quality Matters Rubric for Higher Education. As a result, the Instructional Design Unit updated the course review preparation materials and processes to better aid faculty with the QM Peer Review. Additionally, the unit conducted a full audit on the USFSP Online Course Template and implemented design updates to meet the changes in the specific review standards. Significant updates to the template included the addition of a syllabus checklist and set of course alignment map templates for faculty.

Important to note is that course quality reviews were suspended from July 1, 2018, to September 1, 2018, to allow for these updates to be made and professional development to be provided (details in the Professional Development section below). In AY 2018-2019, 19 courses received Quality Matters Certification through the external peer review process. The Instructional Design Unit completed 31 internal reviews. USFSP now has 59 QM Certified online courses. To date, our institution has 8 certified Peer Reviewers that have participated on 24 national course reviews. Our leadership in this process continues to position us as a key partner in the USF system-wide QM subscription. During 2018-2019, our team assisted with the delivery of three QM workshops for faculty on the Tampa campus and continued to consult and collaborate to build capacity within the system.

OLITS instructional designers continue to contribute to the field and institution through conference presentations, research, publication, university service, and community engagement. Detailed further in the presentation citations included at the end of this report, accomplishments in this area include:

- Staff Advisor for Student Organization and Living Learning Community
- Co-Principal Investigator on Sponsored Research Grant
- Presenters and Facilitators for System, Regional, and National Conferences & Webinar Series

- Research and Publications in Scholarly Journals
- Coordinator for the NPML [Bull]etin Newsletter
- Members of the University Emergency Management Team

### **Future Development**

Our partnership with Innovation Education to implement STEM-focused instructional solutions will continue into AY 2019-2020. Solutions will include the use of interactive videos to support comprehension of complex software tutorials and a chemistry drawing tool to aid with analysis of chemical bonds and reactions.

Development is currently in progress for an Assessment Guide and Faculty Community. This web based tool will allow faculty to locate research, resources, and tips for creating assessments based on the levels of Bloom's Taxonomy. Additionally, there will be a community component in which faculty can share their examples and resources.

Work has begun on an online module for student preparedness for online learning. One of the goals of this project is to address the drop, withdrawal, and failure rates (DWF) in online courses. This module will be piloted with the Kate Tiedemann College of Business online undergraduate accounting program in Fall 2019. Results and feedback will be collected and used to inform improvements to a final version of the module that will be made available to all courses and programs.

In support of USFSP's commitment to community engagement, the instructional design unit continues its collaboration and support of the Bishop Center for Ethical Leadership and the Office of Continuing and Professional Education through the development of a new Hospitality Leadership Program that will launch online in Fall 2019. This program, informed and planned with leaders in the local hospitality community, will offer professional development for general managers and small business owners in the hospitality industry.

### **Video Production Services**

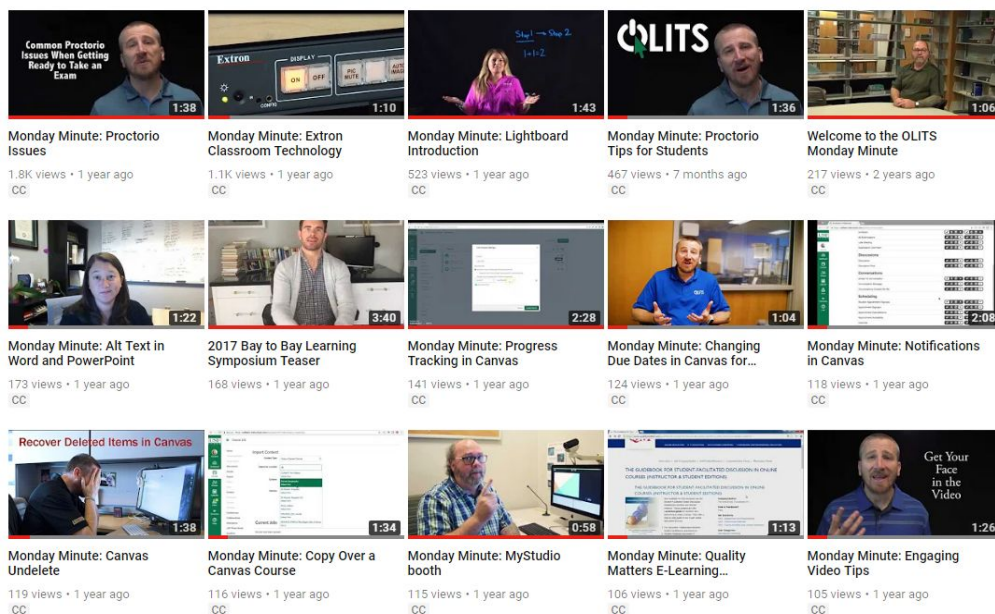
Video Production Services offers comprehensive video/audio production and webcasting services for a wide variety of needs using our broadcast quality studio. Services that the unit offers are to assist faculty and staff at USFSP by providing them with a set of comprehensive and flexible multimedia services 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 2018-2019 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.



The number of events supported by video production services for AY 2018-2019:

July 2018 - 12  
 August 2018 - 20  
 September 2018 - 24  
 October 2018 - 24  
 November 2018 - 16  
 December 2018 - 27  
 January 2019 - 30  
 February 2019 - 16  
 March 2019 - 18  
 April 2019 - 16  
 May 2019 - 29  
 June 2019 - 19

Total for AY 2018/19 - 258 events supported (4% decrease over 17/18)

## Professional Development Services



The professional development program administered by the instructional design unit is designed to provide comprehensive training to meet the needs of faculty and staff to foster excellence in online and blended teaching and learning. The continued goals of the OLITS professional development program (OLITS PD) are to enhance effective online teaching methods and practices, promote collaboration, develop technological competencies, enhance creativity, and enrich student learning and success.

### **Notable Initiatives and Accomplishments**

In Summer 2018, OLITS implemented a new professional development program structure to streamline professional development services for faculty and staff. This new plan facilitates new strategies and offerings while integrating existing programs and successes. OLITS offered a wide array of professional development opportunities in AY 2018-2019 to support USFSP faculty and staff. Offerings consisted of workshops, online courses, streamed webinars, and a symposium focused on technology and pedagogy related to online and blended learning.

In Fall of 2018 OLITS completed development of the USFSP Online Teaching Certification (USFSP OTC). This four-week online course allows faculty to move at their own pace to reinforce or obtain skills that support online teaching. The course is facilitated by an Instructional Designer with a culminating synchronous web session led by a Faculty Facilitator. The resulting certification meets Tactic 1.2.5 of the Quality Goals within the [Florida Board of Governors' 2025 SUS Strategic Plan for Online Learning](#). The course was piloted in Fall of 2018 with a cohort of 8 faculty members, including representation from each college. Feedback from this pilot cohort was incorporated. Four additional cohorts have successfully completed the USFSP OTC, resulting in 44 faculty receiving Online Teaching Certification at USFSP.

New to OLITS PD this year was the option for participants to attend many of the workshops virtually, live, through BlackBoard Collaborate Ultra. This option was implemented in response to the ongoing issue of low attendance, an attempt to reach adjunct faculty at a distance from campus, and the fluctuating schedules of the faculty and staff we aim to serve. Although virtual attendance was lower than in-person attendance and was not available for each session, those that participated through BlackBoard Collaborate Ultra expressed gratitude for the option.

With the introduction of the newest (sixth) edition of the Quality Matters Rubric for Higher Education in July of 2018, the instructional design unit assisted faculty with the registration and completion of the online QM Rubric Update course. Additionally, workshops and course review preparation sessions were added to the offerings within the OLITS PD program. To maintain certification to offer official QM Rubric Workshops, all members of instructional design unit completed facilitator re-certification courses through Quality Matters.

OLITS collaborated with CITL to offer the Fourth Annual Bay-to-Bay Learning Symposium focused on engaging underrepresented populations and promoting learning through diverse experiences. The keynote speaker, Dr. Freeman A. Hrabowski, President of the University of Maryland, Baltimore County, shared information and strategies about diversity in action. Dr. Phil Wagner, Dr. Kathleen Gibson-Dee, and Dr. Jody McBrien provided examples of how they enhance student learning through activities that exposed students to new perspectives and experiences. The symposium ended with the Idea Lab Happy Hour, a poster session in which faculty and staff exchanged strategies and resources around the topic.

### **Training Development and Delivery**

<b>Sessions Offered</b>	<b>Total</b>
OLITS PD Sessions	26
USFSP Online Teaching Certification Cohorts	4
CITL Week of Teaching Sessions	9
<b>Total</b>	<b>39</b>

<b>Session Attendance</b>	<b>Total Registered</b>	<b>Total Attended</b>
OLITS PD Offerings	174	87
CITL Week of Teaching	71	49
Symposium	166	141
<b>Total</b>	<b>411</b>	<b>277</b>

In most cases, individuals who registered for a workshop received access to materials/recordings after the session, even if they did not attend live.

These numbers are not representative of Canvas Open Lab sessions offered almost daily at the beginning and end of each semester. During those sessions many faculty call, visit in person, email, or log in virtually for support with process questions, instructional design, training, and/or Canvas technical needs.

### **Future Development**

This year the Center for Innovative Teaching and Learning hired a Director. A dedicated Director for the center promises enhanced opportunities for collaboration between CITL and OLITS. In the coming year, OLITS will work with CITL to determine the most effective ways in which to partner with each other and continue to maximize upon the programming unique to our department in order to provide the most comprehensive professional development for faculty and staff. Along with this process will come the necessary evaluation of the current OLITS Professional Development Program to

advance the most successful strategies and sessions, explore new opportunities, and identify areas for improvement.

OLITS has been selected to host the Tampa Bay Regional Instructional Designers bi-annual meeting in Fall 2019. This meeting will bring together learning professionals from colleges and universities across the region to present and discuss topics relevant to online learning. The instructional design unit has begun planning this event and will incorporate USFSP's strong commitment to community engagement through a service learning activity embedded within the day's programming.

Planning has begun for the Fifth Annual Bay to Bay Learning Symposium that will be held on February 14, 2020. The topic of this event will be Civic Engagement and Service Learning. Although the new CITL Director will be acting as the event coordinator, OLITS team members will actively support and engage in the planning process.

## **Staff Publications, Presentations, Committees, and Volunteer Work**

### **Presentations**

“Professional Development Strategies at USFSP” Steph James. Tampa Bay Regional Instructional Designers Meeting, October 2018.

“Quality Design @ USF” Karla Morris, Amber Lee, Christie Nicholas. Tampa Bay Regional Instructional Designers Meeting, October 2018.

“Online Learning and Instructional Technology Services” David Brodosi, Karla Morris. USFSP University Awareness Series, October 2018.

“Online Learning, More Than Coursework” David Brodosi, Karla Morris. Center for Advanced Technologies Speaker Series at Lakewood High School, January 2019.

“Best Practices for Conducting Collaborative Meetings”, David Brodosi, InfoComm 2019 International Conference, June 2019.

“Impact of Captions & Transcripts on Student Learning & Comprehension” Karla Morris, Casey Frechette, Lyman Dukes. Accessibility Research Webinar Series by 3Play Media, June 2019.

### **Publications**

Otis Wilder, Malcolm B. Butler, Parul Acharya & Michele Gill (2019): Preservice Elementary Science Teacher Attitudes Matter: A New Instrument on Positive Affect Toward Science, *Journal of Science Teacher Education*, DOI: 10.1080/1046560X.2019.1589849

Jenifer Hartman, Karla Morris (2019): Developing an Effective Interactive Online Educational Leadership Supervision Course, *International Journal of Teaching and Learning in Higher Education* (in press)

### **Committees and Volunteer Work**

The University of South Florida Consolidation Planning Study and Implementation Task Force - Subcommittee on Gen Education & Curricular Alignment (GECA) - David Brodosi, Karla Morris.

Student Services Committee, Online and Innovation Committee Florida Board of Governors - David Brodosi

2019 InfoComm Conference presentation selection committee - David Brodosi

[AVIXA](#) Technology Managers Council Member - David Brodosi

Campus Emergency Management, Disaster Recovery Team Member - David Brodosi, Karla Morris.

[Start With Hello Week](#) - Frontier Elementary school. Using our video conferencing robot, Ollie, we visited the school and interacted with students while they entered the school and visited several classrooms. This was an opportunity to showcase USFSP and get involved with community events. - David Brodosi

Future Business Leaders of America 2018 district competition - David Brodosi

Southeastern Guide Dogs: Puppy Raiser and Area Coordinator - Steph James

Faculty/Staff Advisor for: Puppy Love Living Learning Community & USFSP Puppy Raisers Club - Steph James

USF System Administrative Advisory Council - Steph James

NPML Diversity Committee - Steph James

NPML User Experience Committee - Otis Wilder

NPML Communication Committee - Karla Morris, Otis Wilder

NPML Digital Scholarship Subcommittee - Otis Wilder

CITL Executive Board - Otis Wilder

Co-Chair, Board of Directors, Florida Alliance for Assistive Services and Technologies  
& State Advisory Council, Assistive Technology Act - Karla Morris

Mentor, Educause International ID2ID Program - Karla Morris

St. Pete Shakespeare Festival - Veronica Matthews

USFSP Undergraduate Research Symposium - Veronica Matthews

USF Learning Design Group - Steph James, Ricky Zager, Otis Wilder, Karla Morris

Tampa Bay Regional Instructional Design Group - Steph James, Ricky Zager, Otis  
Wilder, Karla Morris

Quality Matters Instructional Designers Association - Karla Morris