

**UNIVERSITY OF SOUTH FLORIDA SARASOTA-MANATEE
UNIT ASSESSMENT REPORT
2013-2014**

UNIT:	E-Learning (Kendi Judy)
MISSION:	The mission of USF Sarasota-Manatee E-Learning is to provide technical support for faculty to deliver on-line courses and for students to achieve academic success in those courses.
2012-16 USFSM STRATEGIC PLAN GOALS:	<p>GOAL 1 ACCESS: Expand access to a University education that benefits students and the local, national, and global community. (Aligns with USF System Goals 1,2,3,4,5; State University System of Florida Goals 2,3)</p> <p><u>Teaching & Learning</u> (1a.) Expand academic programs in distinctive areas related to the Suncoast's needs and strengths and across disciplines, when feasible, including the ability for students to complete the full four-year bachelor's degree.</p> <p><u>Scholarship, Research, and Innovation</u> (1b.) Promote innovative scholarship and community-engaged research. (1c.) Seek external funding from public grants, private foundations, and individual donors.</p> <p><u>Public Service & Community Engagement</u> (1d.) Partner with a variety of organizations and stakeholders, including the USF System. (1e.) Build a University living and learning community, including residence halls, academic buildings, and student life facilities.</p> <p>GOAL 2 SUCCESS: Enhance success of student outcomes, faculty productivity, and community impact (Aligns with USF System Goals 1,2,4,5; State University System of Florida Goals 1,2).</p> <p><u>Teaching & Learning</u> (2a.) Produce continuous improvement in student outcome measures, including retention and graduation rates and student career results. (2b.) Earn professional accreditation and recognition, including AACSB and NCATE.</p> <p><u>Scholarship, Research, and Innovation</u> (2c.) Track and promote faculty-developed measures of scholarship. (2d.) Identify student success predictors.</p> <p><u>Public Service & Community Engagement</u> (2e.) Earn recognition as a Carnegie Community-Engaged University. (2f.) Track and share the value of the University's and graduates' economic and societal contributions.</p>
UNIT GOALS:	<ol style="list-style-type: none"> 1. Provide quality customer service to students, faculty, and staff (Aligns with USFSM Goals 1a, 1d, 2a). 2. Smooth transition from Blackboard to Canvas. (Aligns with USFSM Goals 1a, 1d, 2a) 3. Enhance resources and services to students, faculty, and staff through E-Learning. (Aligns with USFSM Goals 1a, 1d, 2a) 4. Increase faculty involvement in E-learning. (Aligns with USFSM Goals 1a, 1d)

OUTCOMES	Unit Goal	Means of Assessing Outcome	Assessment Data	Plan Resulting from Analysis of Assessment	Vice Chancellor's Response (Dr. Terry Osborn)
Outcome 1: Development and delivery of face-to-face and on-line trainings and resources.	1,2,3	Develop and conduct regularly-scheduled training throughout the Fall and Spring Semesters with both on-campus and online participation options. Track attendance at the trainings.	<p>All the E-Learning trainings had at least 2 attendees for the workshops.</p> <p>Fall Semester 2013:</p> <ul style="list-style-type: none"> • Conducted new student orientation workshops for technology/software/canvas support • Built two canvas support courses for students to access online (Course 1 : How to use Microsoft Office Software) AND (Course 2: Online Canvas Interface Student Orientation) • Conducted E-Learning presentations for the Freshmen Gateway courses. <p>Spring Semester 2014:</p> <ul style="list-style-type: none"> • Held Canvas 101 & Canvas Q&A Session training at the beginning of the semester for all students and faculty to attend. • Held 3 “tech camp” workshops open to all faculty, students and staff to learn new web 2.0 tools that could be integrated with courses. <p>2013-2014 Fiscal Year:</p> <ul style="list-style-type: none"> • Purchased the Sloan-C college pass membership and 18 Sloan-C Certifications for faculty. 	<p>By lowering the number of trainings offered to once a month instead of every week, attendance improved. The number of offerings will be re-evaluated in 2014-15.</p> <p>The presentations in the Freshmen Gateway courses were successful and will continue unchanged.</p> <p>Sloan-C: E-Learning purchased 18 certificates for the foundation course of Sloan-C (http://sloanconsortium.org/institute#certificates) participants who complete the 9 week foundation course also receive three elective workshops. To date there are 6 foundation certificates left. Associated with the purchase was a 50-seat college pass, of which 1/3 have been used. In early fall 2014, the Faculty Senate will provide input to E-Learning on the selection of faculty to participate. The Sloan-C membership continues until 2016.</p>	Clarity on level of support for students and faculty and the relationships between Technology Services, Information Commons, and Faculty Development needs to be established in the coming year.

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Outcome 2: All USFSM faculty transitioned to a new learning management system (LMS) "Canvas."	1,2,3	<p>Conduct one-on-one consultations along with regularly scheduled training throughout the Fall and Spring terms. Document all appointments and appointment information in the WcOnline.</p> <p>Back up any Blackboard content that was left and stored for these courses on the drive for later reference if needed.</p>	<p>Fall 2013: Successfully migrated all instructor content from Blackboard to the Canvas LMS. 2013. Canvas Migration complete on December 30, 2013</p> <ul style="list-style-type: none"> • 60 faculty workshops offered • 30 Canvas student orientation offered • 10 New student orientation presentations • 499 one-on-one appointments • Hosted 2 Canvas kickoff sessions • Provided 3 workshops at the North Port campus • Held walk – in office hours last two weeks of Fall 2013 semester to migrate last-minute courses. <p>Spring 2014: Continued to take one-on-one appointments and document all appointment data in mywconline. The appointment focus has moved from migrating content to implementing quality course design.</p>	Transition complete.	The transition was very well executed. Congratulations.
Outcome 3: Update resources on website available to faculty and students.	1.2,3,4	Revise website for E-Learning and Information Commons to be completed by the end of the Spring 2014 term. Collaborate with staff	With the assistance of the E-Learning and Information Commons Assistant, the E-Learning website materials are now accurate and up to date.	Continue to update and add tutorials to the website, as well as updates with the Canvas LMS.	Excellent work on this very important goal.

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		(webmaster, Information Commons areas, E-Learning support) to evaluate current website content and its relevancy and usefulness and determine content to be added, removed or updated.	<p>Updated the E-Learning portion of the website and divided it into 4 categories: (1) Instructional Support (2) Faculty Resources (3) Student Resources (4) E-Learning Workshops</p> <ul style="list-style-type: none"> • Provided a Get Help Fast! Section where faculty, students and staff can quickly ask a question and have it directed to the E-Learning staff without having to email through Outlook. • Made available Canvas Guides, quick cheat sheets, and tutorials on the E-Learning Website. • Updated all online tutorials to be ADA/Universally compatible to work with JAWS and screen reading software. • Provided a support section for eGrades, Canvas apps for Apple and Android. • Provided a section to describe upcoming workshops and a workshop feedback section. • Created the USFSM E-Learning blog to share best practices and pedagogy with faculty in a non-invasive way. 		

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Outcome 4: Collaboration with faculty to increase peer-to-peer e-learning.	1,2, 3,4	Development of a proposal, for faculty and administrative consideration, to have one or more faculty with designated responsibilities to E-Learning on a part-time basis to serve as faculty lead and liaison. Purpose of faculty leads/liaisons to enhance faculty-to-faculty mentoring and sharing of E-Learning best practices, while serving as a faculty perspective and voice in E-Learning matters.	<ul style="list-style-type: none"> • Appointed a Faculty Liaison for E-Learning, Dr. Dina Osborn, who chaired the E-Learning Committee in 2013-14. • Created an organization in Canvas for the E-Learning committee to share resources with each other and document and retain all committee minutes. • Created an E-Learning Canvas course for all faculty members to keep faculty updated on new Canvas integrations and changes regarding technology. • Conducted a search for a Coordinator/E-learning Instructor I to be based in the Information Commons. 	<p>The E-Learning committee has decided to move forward with faculty development once the campus changes have occurred and a new coordinator or vision has been implemented for E-Learning.</p> <p>The new Faculty Coordinator for E-Learning will assume the position as faculty liaison for E-Learning.</p> <p>The search for Coordinator/E-learning Instructor I position failed and will be re-evaluated in 2014-15.</p>	Continue to evaluate needs and best practices in this area.
Outcome 5: 5-year plan for administrative and academic infra-structure systems and processes.	3	Development of a proposal for a 5-year plan related to administrative and academic infrastructure systems and processes.	Plan started with former E-Learning coordinator and former Dean for Academic Student Support, who have since left USFSM.	Due to personnel changes in 2014-15, this outcome did not occur and will be re-evaluated in 2014-15.	See response to first outcome. Positioning E-learning within the broader structures of Academic and Student Affairs will be a priority in the coming year.

Chancellor's Response (Dr. Arthur Guilford): I am pleased to see the progress that has occurred in E-learning. I know that you have had any number of personnel changes over the past 18 months, but you have still made very good progress. I am pleased that you were able to accomplish the migration from Blackboard to Canvas. This was successfully completed. Also, I am pleased that your attendance has increased at the workshops that you have been offering. I agree with you that offering them less often is probably contributing to the attendance. It is excellent that you have updated the web site. Please continue to keep it updated and accurate.