The third meeting of the Distance Education Learning Technology Committee for the 2012-2013 academic year was held Wednesday, October 24, 2012 at 3:30 p.m. in Brewster B104. Members present: Nasseh Tabrizi, Lida Cope, Karl Wuensch, George Wang, Elizabeth Hodge, John Connelly for Clayton Sessoms, Biwu Yang sitting in for Elmer Poe, Donna McDonald, Ken Luterbach, Wendy Creasey, Alice Anderson and Tom Ross. Guest: Rita Reaves, Matt Long, and Lori Lee. Absent: Matt Reynolds, Xiangming Fang.

Order of Business

Agenda I – Approval of Minutes—Karl Wuensch moved to have the minutes accepted, 2nd by Nasseh Tabrizi. The minutes of the second meeting held on September 26, 2012 were accepted.

Agenda II – Rita Reaves – “The DE Peer Review Policy and Process” of the Distance Education Policy

Definition of Distance Education
For the purposes of the Commission’s accreditation review, distance education is a formal educational process in which the majority of the instruction (interaction between students and instructors and among students) in a course occurs when students and instructors are not in the same place. Instruction may be synchronous or asynchronous. A distance education course may use the internet; one-way and two-way transmissions through open broadcast, closed circuit, cable, microwave, broadband lines, fiber optics, satellite, or wireless communications devices; audio conferencing; or video cassettes, DVD’s, and CDROMs if used as part of the distance learning course or program.

Definition of Correspondence Education
Correspondence education is a formal educational process under which the institution provides instructional materials, by mail or electronic transmission, including examinations on the materials, to students who are separated from the instructor. Interaction between the instructor and the student is limited, is not regular and substantive, and is primarily initiated by the student; courses are typically self-paced.

The Distance Education Policy (Peer Review)

- Download a PDF of the ECU Policy for DE courses
- Download a PDF of the Faculty Senate Instrument for online courses
- Download a Word version of the Faculty Senate Instrument for online courses

Two holes

1. The OQC is being reformed; unclear relationship between OQC and DELTC missions at the moment
2. The Evaluation of Distance Education (Section F of the Distance Education Policy) does not specify how the periodic evaluation of tenured faculty is to be handled (further discussed below).

“F. Evaluation of Distance Education
DE Courses and faculty members teaching through distance education are subject to periodic review in addition to the faculty annual evaluation (at a minimum, once every three years). Faculty teaching multiple DE courses will submit only one course for review. Instruction in distance education courses shall be evaluated according to the instruction evaluation procedures in effect for face-to-face courses with appropriate additions consistent with the delivery method, including use of the University Peer Review Instrument for Online Learning or an approved Peer Review Instrument developed by the academic unit. Units that wish to develop their own Peer Review Instrument must use the university instrument until their own instrument is approved by the appropriate vice chancellor. Peer reviewers will be selected based on criteria determined by the faculty of the college, school or department.”

Rita Reaves asked that the DELTC address the policy, practice, and products that are produced.

Three P’s (important in SACS reviews)

Policy – What policies do you have in place for Distance Education?

Practice – Does our practice follow our stated policy?

Product – Do we have evidence of the practice in place? “Products” for each element needed

The Online Quality Council will meet in November to determine the direction and charge of the committee. The previous Chair of the committee, Maggie O’Hara has taken a position at GA. Therefore the first task for the OQC will be to select a new Chair. Following that decision, the DELTC would like to work with OQC to assure each committee’s charge complement each other.

Members of the DELTC discussed the current policies, particularly a disconnect between the outlined policy and current peer review process. For example, tenured faculty members are not required to have peer evaluations conducted on their courses. It was also unclear why DE faculty should be peer evaluated on an annual basis where the DE policy specifies “at a minimum, once every three years.”

Other discussion points included the need to treat distance education and face-to-face instruction the same way. Why should DE instructors be required to undergo continuous training, when face-to-face instructors would greatly benefit from the same type of professional development? Dr. Tabrizi recommends that we use the ECU Standards for Online Learning for our Face to Face Teachers. We believe that DE and F2F should be treated equally. Both F2F and online faculty should be held to the same high standard.

Future Discussion for DELTC to determine if this should be our charge:

- DELTC to address the following SACS requirements
  - Program quality and policies – we need to address how we do that here at ECU? What measures do we use to evaluate the DE program quality and policy? A function of this committee might be to collect the data that was dispersed to each college about review of quality of DE programs. Who is looking at DE program quality?
• DELTC may want to address distance education in the following respects: 1) Access, 2) Evaluation, 3) Creation of Reports, as well as 4) define if DE practices are being followed within individual colleges to meet SACS policies.

Action Items:

• Meet with newly elected Chair of the Online Quality Council to discuss charge.
• Invite Dr. Muller from Center for Faculty Excellence to discuss peer review process and SACS requirements.
• Contact Rich Ramirez and Greg Hodges to receive the statistics from the DE Module Compliance Report from the university faculty training program.
• John Connelly to provide the DE SACS document
• Invite Len Rhodes and Greg Hodges to address new coding system for courses.
• Lori Lee to call a meeting with the Chair of Faculty, Chair of DELTC and other administrators to review the DELTC charge in the view of presentation given by Rita Reaves; attempt to clarify the many points brought up by the DE Peer Review and Policy Process vis-à-vis SACS assessments & DELTC Charge discussion led by Rita Reaves today [update: scheduled for November 12, 1:30pm in Rawl 142).

January will begin our first SACS onsite meeting. Rita will let us know if DELT committee needs to participate and what type of products need to represent the committee’s work.

Agenda III – Wendy Creasey – Addressing the current ITCS technology support tickets to identify the types of problems that tend to recur (DELTC Goal #1)

Wendy Creasey provided the following Blackboard Support Update:

• 54% of courses have been made available to student
• 65% of faculty using Bb.
• ITCS does annual feedback on several different components regarding support
• Bb Follow Up Survey – 127 responses Feedback ranged from basic elements that may require further workshops to share appropriate use of tools. Tighter integration for library connection – the plan was to pursue providing alternatives.
• Tickets – 1000 (login issues) 6 safe assign issues – no current issues, 11% of calls are associated with test, or how to use Respondus.
• Blackboard patches implemented
• A variety of methods are used to address faculty and student support needs.

New Software

• Investigating Collaborate which is a new software program similar to centra but has the capability of integrating with Bb.
• Lockdown
• Tegrity
• Kaltura allows you to take video from lots of devices.
Agenda IV – Wendy Creasey and Matt Long: Report from IRCC Meeting

1. Sharepoint 2010 upgrade over winter break
2. BIC report update – new tool
3. OPSCAN – Updated changes and looking at purchasing with a new package to improve look. Going to be able to scores under pirate drive.
4. Tegrity update – pilot the new program.
5. Network Upgrade – major structural updates and higher quality.
6. Publisher Tools – A policy on the tools to get input on some tools.
   [http://policies.ncsu.edu/regulation/reg-08-00-11](http://policies.ncsu.edu/regulation/reg-08-00-11)
7. Developing standards for people who distribute technology
8. Blackboard ITCS Support

We want to explore the ways we can push the resources to students and faculty. What is an acceptable level to share with faculty? When students login, give helpful tips on using Bb or other platforms to students when they access the site.

A great deal of discussion ensued surrounding the need to address response to faculty and student support process. Currently ITCS provides different support mechanisms that address faculty and student needs.

Action:

A motion was made to remove Goal One: An analysis of the current ITCS Technology Support tickets to address the number of issues that arise and how they are handled if we agree that the current system is sufficiently effective. Dr. Ross would like to continue discussing the outcome of which would be a list of problems and corresponding solutions. At this point the motion was postponed pending further discussion.

Agenda V – Establish Future Agenda Items

Elmer Poe – State-wide Online Quality Council

Newly elected Chair of the Online Quality Council to discuss charge.

Dr. Muller from Center for Faculty Excellence to discuss peer review process and SACS requirements.

Rich Ramirez and Greg Hodges to receive the statistics from the DE Module Compliance Report from the university faculty training program.

John Connelly to provide the DE SACS document

Invite Len Rhodes and Greg Hodges to address new coding system for courses.

Lida Cope to report on the meeting with the Chair of Faculty, Chair of DELTC and other administrators to review the DELTC charge in the view of presentation given by Rita Reaves

The Chair of the DELTC or committee representative will move forward with each of the action items listed. The next meeting date is November 28th.
Remaining meeting dates: November 28th, December – Open, January 23, February 27th, March 27th, and April 24th.

Respectfully submitted,

[Signature]

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