



Annual Report: 2017-18

ITSservices

Teaching, Learning and Technology Center (TLTC)

Annual Report: 2017-18

TLTC Mission

The mission of the TLTC is to support the integration and effective use of technology in teaching and learning. The TLTC serves as a catalyst for collegial exchange about the implementation of educational technology. The TLTC strives to inspire, engage, and partner with faculty, academic staff, and campus functional groups to collaborate on initiatives; to provide training, resources, professional development events, and one-on-one support.

TLTC Support Team

Director:

Dr. Michelle Rogers-Estable

Instructional Technologist, COIL and PD Coordinator:

Chilton Reynolds

Instructional Technologists:

Diana Moseman

Tim Ploss

Instructional Designer:

Ed Beck

TLTC Website & Support

<https://suny.oneonta.edu/tltc>

<https://oneonta.service-now.com/sp>

Overview

Each year the TLTC publishes an annual report to review key accomplishments, support outcomes, and ongoing projects with SUNY Oneonta. The report is generated as a means of highlighting essential trends and needs for the use of planning future professional development and support programs that facilitate campus strategic goals.

Vision

The TLTC believes that technology can provide greater access to educational opportunity. We collaborate with faculty in alignment with campus strategic goals to support the learning of all students, working to guide smart pedagogically-driven technology choices and advance effective technology use in education.

Goals

In order to support the mission and vision, the TLTC will:

- **Meet** the campus needs and priorities in alignment with campus goals and strategic plans.
- **Partner** with campus faculty, staff, and functional groups to coordinate training, support and projects.
- **Provide** training and professional development opportunities.
- **Encourage** improvement of technology integration.
- **Support** efficient technology use, instructional design services, grant opportunities, and projects.
- **Collaborate** with faculty to discover and develop new innovations.
- **Investigate** new research and best practices to share with faculty.
- **Evaluate** new tools, software and applications and make appropriate recommendations.
- **Advance** student engagement through effective technology integration.
- **Improve** technology integration and course design.
- **Implement** new projects and programs.

Continuous Improvement

As always, the TLTC team strives to keep skills and knowledge on the cutting edge of technology change. In support of that goal, the team members attend ongoing professional development and professional conferences each year. In the 2017-18 academic year, team members completed OSCQR training, and attended: the EDUCAUSE conference, the Faculty Development Community of Practice conference, The Conference on Instructional Technology (CIT), The Association of Educational Communications and Technology (AECT) conference, the SUNY DOODLE Days training event, and completed Online Learning Consortium (OLC) training events.

Annual Highlights

Message from the Director

I have now been with SUNY Oneonta since January 2017. In that time, I have been fortunate to meet and collaborate with faculty and staff across the campus, and as always I am impressed with the breadth and depth of colleague expertise. Everyone at SUNY Oneonta strives for excellence, and truly cares about providing the highest quality learning experiences possible to our students.

Moving forward, the TLTC will continue to provide technology integration support to academics, collaborate on key initiatives, and provide training and programs that align with the institution's strategic goals.

As always, we in the TLTC believe that human service is our first service, and we are ready to support faculty and staff on their projects and course design.

Dr. Michelle Rogers-Estable

TLTC Business Strategy & 2-Year Plan Progress: In Spring term 2017 interviews were held with campus stakeholders to collect information about TLTC services and campus needs. A new business strategy and 2-year plan was created and implemented for use in the 2017-18 academic year (Phase 1) and then the 2018-19 year (Phase 2). The TLTC is pleased to announce that Phase 1 projects listed in the business plan were implemented in the last academic year, and the rest are on schedule to be implemented in the coming academic year. The TLTC is on-target with its 2-year plan.

New Instructional Designer: In January 2018, the TLTC hired a new Instructional Designer, Ed Beck. The Instructional Designer is specifically supporting online course design and distance learning across campus divisions, with a focus on course design consultation, course reviews, course refresh support, professional development/training, support of distance learning policies and committees, and piloting/implementing new technologies for virtual teaching and learning.

Collaboration with The Faculty Center: The TLTC partnered with The Faculty Center on training programs, a new badges program, and the Gap Analysis Action Plan for expanding distance education enrollments and programs in the coming three years at SUNY Oneonta.

New Virtual Training Program: In an effort to close the gap in access to professional development options between on-ground and online faculty, the TLTC implemented duplicate virtual training courses across its professional development program.

COIL: The SUNY Collaborative Online International Learning (COIL) program expanded on the number of courses providing international cooperative learning experiences in the 2017-18 academic year, including support of thirteen faculty across 20 courses in programs with Malaysia, Italy, Mexico and Colombia. The TLTC will continue to expand support, training and opportunities in the coming academic year so as to provide students with the continued access to multicultural learning experiences otherwise outside their reach due to the high costs of travel.

ADA Compliance: In collaboration with academic departments, the TLTC expanded on its ADA compliance and training programs. New training programs were implemented in: document conversion, closed captioning, and UDL course design. The TLTC hosts training through the year, both during semesters and during non-commitment time, online and face-to-face, and one-on-one or group, so that all faculty have the opportunity to get ADA compliance training.

TLTC Professional Development Program

Chilton Reynolds manages the SUNY Oneonta TLTC Professional Development program, which focuses on fostering innovative use of technologies in education to enhance student learning experiences. Programs included: ADA compliance, closed captioning, screencasting, lecture capture, Open Educational Resources (OER), online collaboration tools, creation of digital learning objects using prominent authoring tools, course design, Blackboard, COIL, synchronous tutoring and lecture tools, and more. The TLTC Professional Development (PD) program included 84 hours of offerings across 7 TLTC managed programs, including another 33 hours of face-to-face individual Blackboard training sessions.

TLTC PD Programs:

Teaching Breakfast Fall & Spring: Bi-weekly group to talk about teaching and learning.	Discovery Series Fall: Training in ed tech and best practices in online learning.	Tech Talks Fall & Spring: Faculty-led talks about current technology use in education.	General Ed Tech Training: Year-Round: Informal and formal training options as one-on-one, group, and online self-paced options.
Effective Online Discussions (EOD) A 2-Week online, asynchronous training course on how to design, implement, and manage high quality online discussions. The EOD course was offered November 2017, with 5 participants and 5 successful completions.			
Bootcamp In an effort to provide training opportunities at multiple times throughout the year, TLTC started a new initiative in 2018 called the Bootcamp training series. Two Bootcamp sessions were held before and after spring term during non-commitment time (January and June), and had 43 total participants.			
Online Teaching and Learning Certification Level 1: Blackboard Training: The Bb training is a 5-module training series preparing faculty to design courses in Blackboard. In November 2017, an online self-paced version of the in-person training was launched. The program had 48 successful completions in the 2017-18 academic year. Level 2: Best Practices in Online Teaching and Learning Training: In March 2017 the TLTC took over delivery of the Best Practices in Online Teaching and Learning program, which fosters the skills necessary to delivery high quality engaging virtual courses to online students. The four-week training program has 5 modules and is run online. It was run in two sessions of five sections in the 2017-2018 academic year (October and March), resulting in 62 successful completions. The Best Practices course is scheduled to be run three times in the coming academic year: July, October, and March.			

Table 1: Training Participation

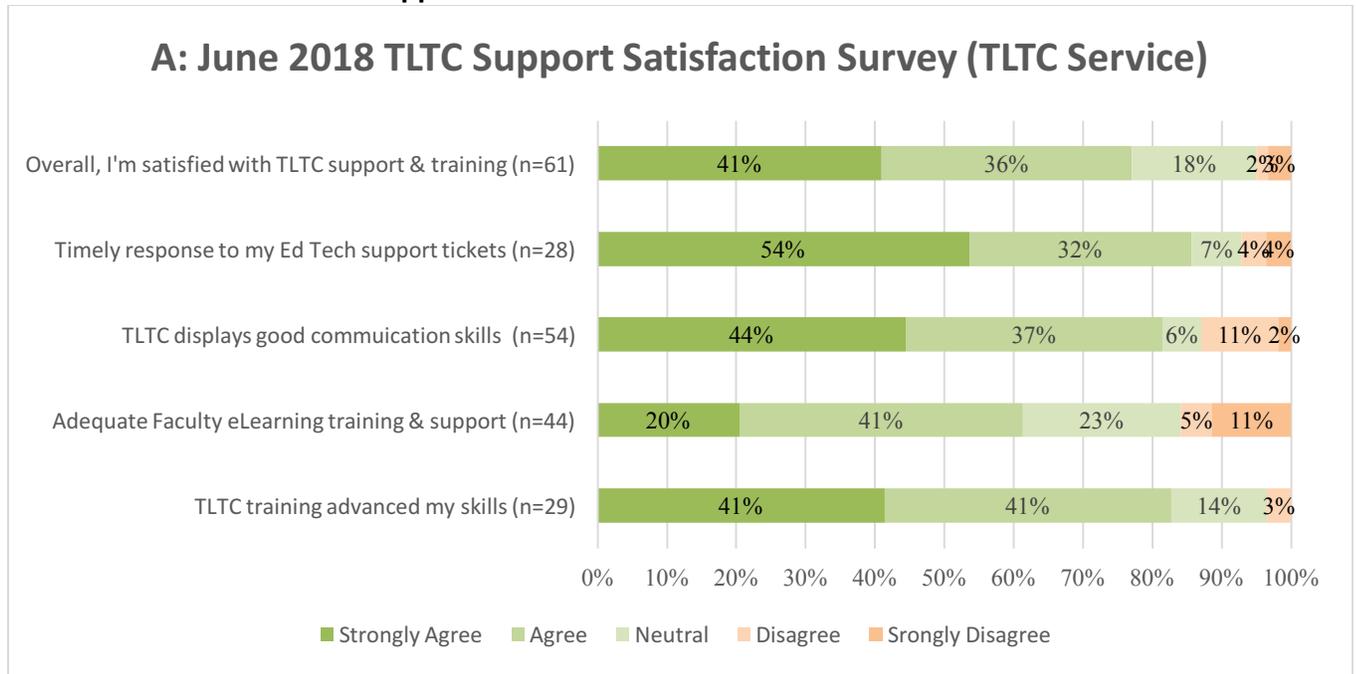
Training Program	Sessions (n)	Total Attendees (n)	Unique Attendees (n)	Completion s (n)
Teaching Breakfast	15	57	16	na
Discovery Series	14	8	8	na
Tech Talks	9	42	18	na
General Blackboard Training	23	10	10	na
General Ed Tech Training	32	17	17	na
Effective Online Discussions	1	5	5	5
Bootcamp	2	43	38	na
Level 1 Blackboard Training	26	29	21	48
Level 2 Best Practices in Online T&L	2	74	74	62
Total (N)		285		

TLTC Support Satisfaction Survey Results

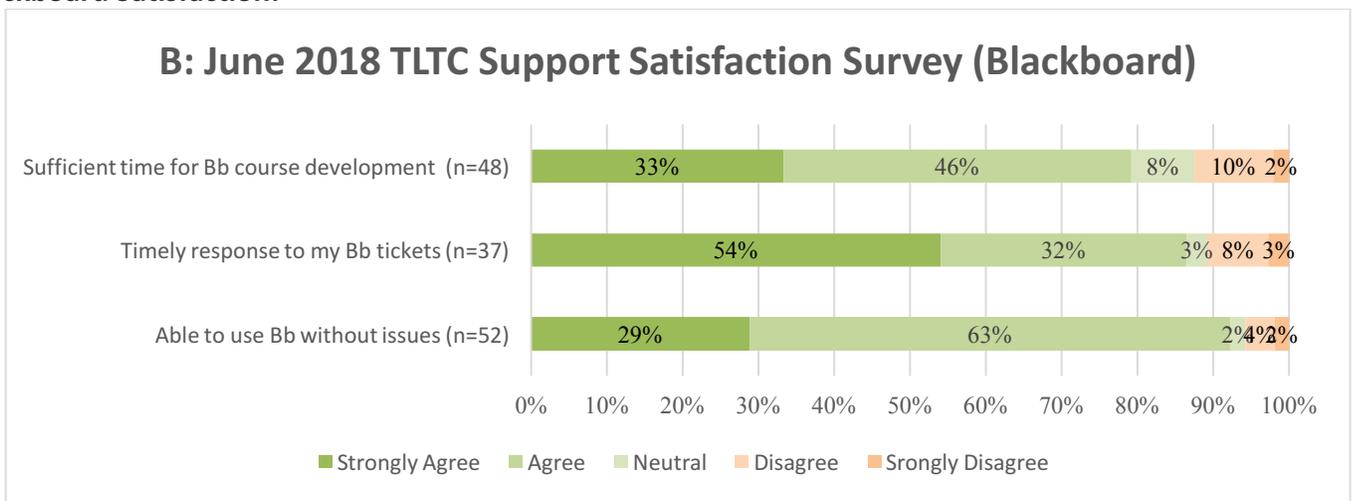
Overview

An anonymous support satisfaction survey was twice sent to the campus in June. Ninety-five attempts were made, with 61 fully completed surveys (n=61) received. In the results below, where n doesn't equal 61, the respondent selected NA. **Overall satisfaction with the TLTC support and services was at 91% and higher.**

Overall Satisfaction with TLTC Support:



Blackboard Satisfaction:



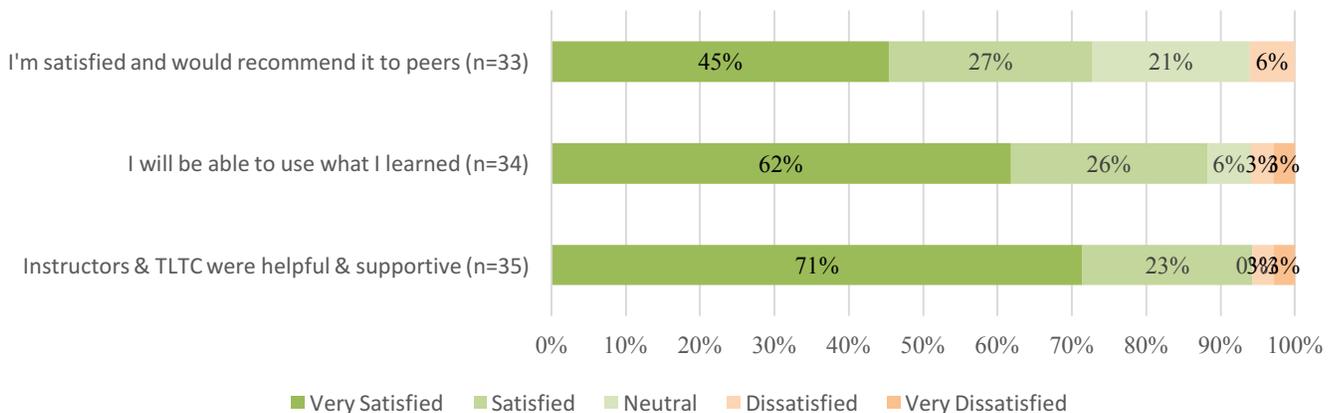
Best Practices in Teaching and Learning Training Feedback

In the 2017-18 academic year the Best Practices course was run 2 times with 5 sections, and a total of 74 participants, of which 62 successfully completed the program. Michelle Rogers-Estable and Lee Graham managed the core instruction of the program, and the TLTC staff managed the support and technology training of the program. As promised to participants, here are the highlights of the end-of-course survey results for the Best Practices in Online Teaching and Learning Survey.

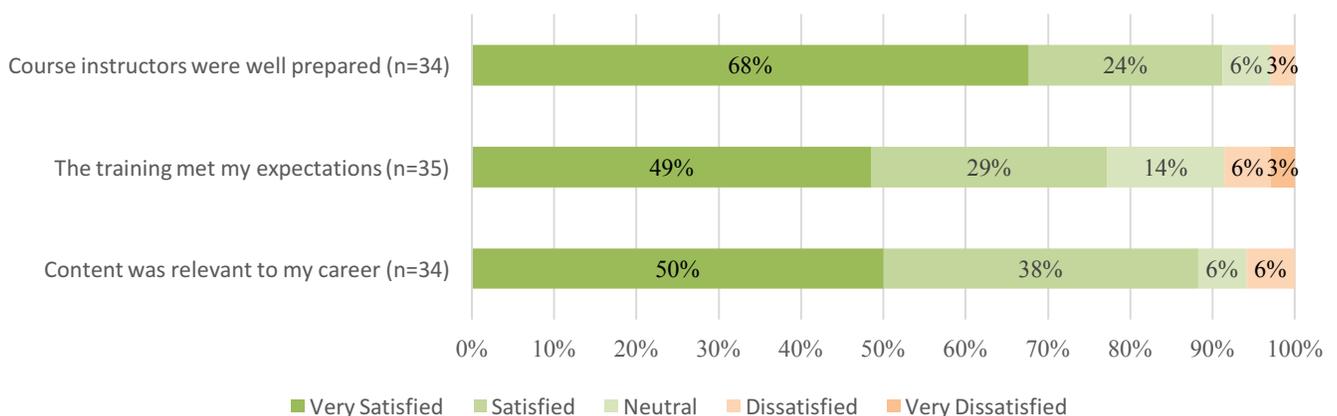
The survey was sent to a total of 62 faculty and staff who took the Best Practices course in the 2017-18 academic year. We received a total of 35 responses from attendees, giving us a 56% return rate. Where n does not equal 35, the respondent chose NA.

Overall satisfaction with the management and support of the training program, instructor help, and TLTC support was at 92% and higher. These results will be published as a part of ITS and TLTC annual reports. The TLTC will continue to provide the same high-quality support of this training program in the coming academic year.

A: 2017-2018 Best Practices in Online T&L Training Feedback

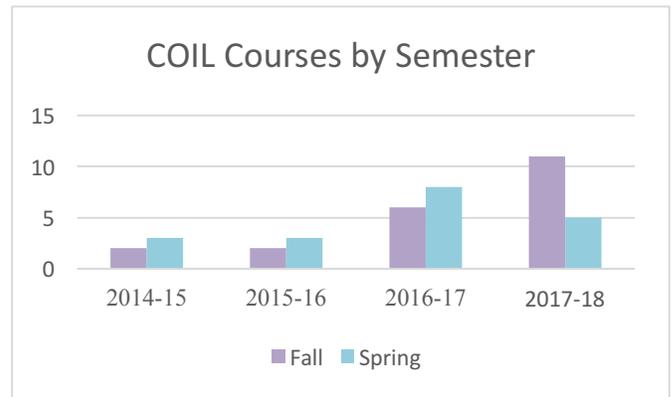


B: 2017-2018 Best Practices in Online T&L Training Feedback



COIL (Collaborative Online International Learning)

The SUNY COIL program provides students with the chance of multicultural learning experiences they could not otherwise obtain due to the high costs of travel. The TLTC supports the implementation of Collaborative Online International Learning (COIL) opportunities in courses at SUNY Oneonta. Chilton Reynolds manages the COIL program, and recruits interested faculty and supports the applications for possible travel grants. Faculty are guided through the planning stages of the COIL by working closely with local mentors and their international partner, either through local efforts or through SUNY COIL center professional development offerings. Finally, we support the faculty during implementation of the COIL modules as our faculty have their students interact with international students to accomplish collaborative projects.



Courses with COIL Modules:

Fall 2017

HISC-531 – Migration and Community	Will Walker,	Cali, Colombia
SPAN-202-01 – Advanced Spanish Usage	Alejandra Escudero	Barranquilla, Colombia
EDUC-222 – Social Studies and the Arts	Anita Levine	Cali, Colombia
SPED-518 – Communication and Collaboration	Frank Thornton	Mexico City, Mexico
SPAN-204 – Civilization of Spain	Beth Small	Cali, Colombia
ARTH-294 – Asian Art	Pearlie Rose Baluyut	Penang, Malaysia
COMM-270 – Advertising	Dawn Sohns	Cali, Colombia
M-270P/280 – Music	Adam Kent	Cartagena, Colombia
ENED-336 – Literature for Young Adults	Thor Gibbins	Cali, Colombia
SPAN-104 – Intermediate Spanish II	Maria Montoya	Cali, Colombia
SPAN-112 – Elementary Spanish Conversation	Maria Montoya	Cali, Colombia

Spring 2018

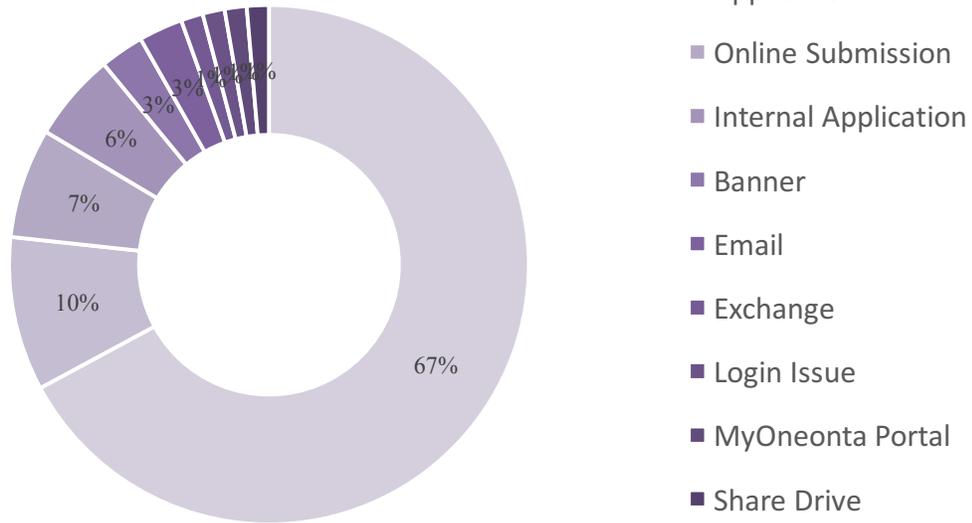
SPAN-203-01 – Advanced Spanish Usage	Alejandra Escudero	Barranquilla, Colombia
EDUC-222 – Social Studies and the Arts	Anita Levine	Siena, Italy
SPAN-104 – Intermediate Spanish II	Maria Montoya	Cali, Colombia
SPAN-112 – Elementary Spanish Conversation	Maria Montoya	Cali, Colombia
ANTH-130 – Intro to Biological Anthropology	Nicole Weigl	Cali, Colombia

COIL Presentations

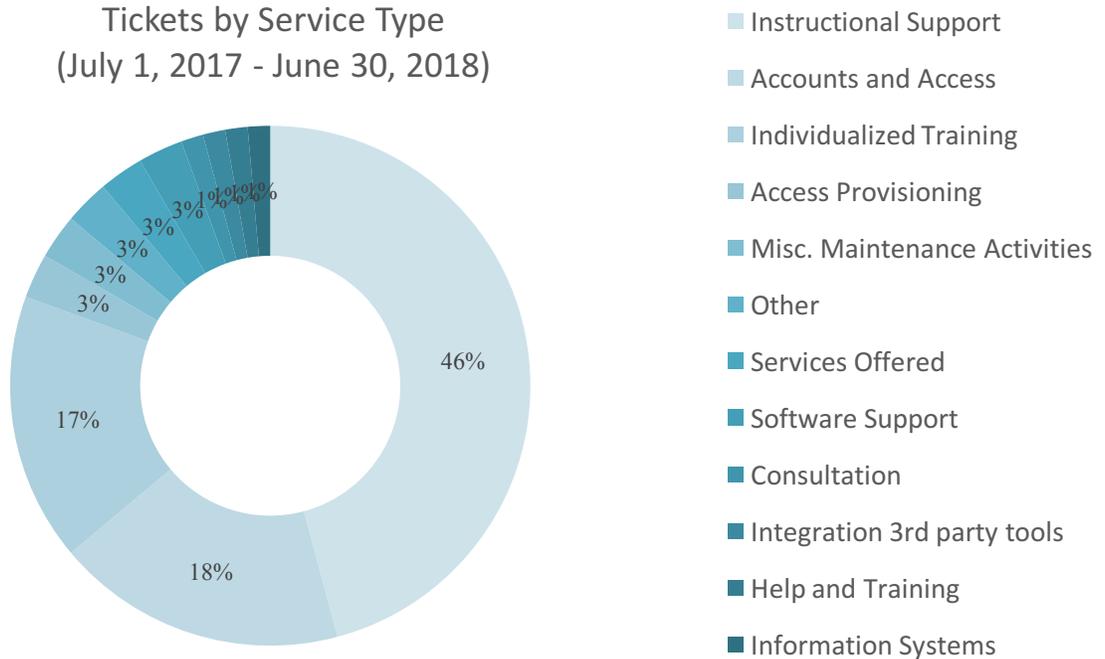
- **Global Higher Education**, by Adam Kent & Carol Dean
Cátedra Europa – Barranquilla, Colombia, March 2018
- **COIL Program Review**, by Maria Montoya & Will Walker
COIL Conference, New York NY. March 2018
- **COIL Program Review**, by Maria Montoya & Will Walker
SUNY CIT Conference, Cortland, NY. May 2018
- **Utilizing Dialogue Methodology to Structure Collaborative Online International Learning**
by Maria Montoya, Will Walker and Chilton Reynolds
International Conference on the Development and Assessment of Intercultural Competence, January 2018

2017-18 Tickets

Percent of Total Tickets by Subcategory
(July 1, 2017 - June 30, 2018)



Tickets by Service Type
(July 1, 2017 - June 30, 2018)



2017-18 Successful Initiatives

- **TLTC Fellows:** The TLTC implemented a new fellows program in 2017, and now supports two new TLTC Faculty Fellows:
 - **Rebecca Harrington :** Training and virtual lectures using the authoring tool Articulate Presenter.
 - **Anita Levine:** Supporting faculty across the campus in using online collaboration tools with students.
- **Campus-wide Open Support Hours:** Spring semester 2018 members of the TLTC team held permanent open support hours at locations around the campus. Open campus hours will again be scheduled next year.
- **Virtual Faculty Lounge:** The new Faculty Lounge was launched in September 2017, a group and chat space in Blackboard for all faculty to connect across divisions, and both on-campus and off-campus.
- **Virtual Blackboard Training:** The new online self-paced Blackboard training was launched in November 2017, providing busy faculty with a virtual self-paced solution to completing the Bb training.
- **Virtual Training Options:** Over the last year, training programs have been made in duplicate, face-to-face as well as online, so that all faculty have the same professional development opportunities, even online and part-time faculty that do not come to campus.
- **Open House:** The TLTC hosted two open house events in the 2017-18 academic year, with ~15-20 people attending each. Thank you for coming on by to see us!
- **BootCamp:** Training was implemented during non-commitment time to expand access for faculty.

Campus Initiatives Supported

- **ADA Compliance:** The TLTC continues to support the ADA compliance and UDL initiative at SUNY Oneonta. In the 2017-18 academic year, training on document conversion and closed captioning were implemented, ITS implemented a new Blackboard tool called Ally to aid faculty in reviewing course content, a new instructional designer was hired to support faculty design UDL courses, and Chilton Reynolds and Tim Ploss supported a student grant project on ADA compliance presented at SURC.
- **K2 Digital Forms App:** Implementation and support of the K2 app for SharePoint, a cloud-based service that provides process, workflow, forms, and data integration. Approximately 1000 hours of support and development time have been spent on the K2 project. The APP process for searches and transactions was chosen as the first paper form process to be digitally recreated using K2. Online forms were designed to create, edit, and view APP requests. K2 Implementation is on track to put new APP process in September.
- **DVD Design and Production for Courses:** Diana Moseman completed a DVD project for Fashion and Textile professor, Dr. Ashley Kim. With the use of iMovie and Adobe Encore, a documentary on Mongolian Cashmere was designed and produced. TLTC staff can now train faculty how to create their own DVDs.
- **Orientation of Faculty and Students:** The online orientation program for all new students and new faculty, new EOP students, and Nutrition Masters students are hosted in Blackboard and supported by TLTC staff.
- **SharePoint:** the TLTC staff are updating the SharePoint site managed for the Renewal, Tenure, and Promotion process to reflect the new organizational structure of academics. TLTC continues to support and manage other SharePoint sites for academics as well: The Strategic Diversity and Inclusion Plan, Travel Grant application process and selection of awardees, the ETC Committee, and SharePoint use support.
- **Tracktion – CADE:** Diana Moseman continues maintenance and improvement of the tutoring scheduling system. A software evaluation is being conducted to determine if the campus will move to a commercial product that can support tutoring of online students for expected online learning growth.
- **Poster Printing Support - LOTM 2016 & SCRA 2017:** Diana Moseman assisted with roughly 51 posters for LOTM 2017 and 77 posters for SCRA 2018. Chilton Reynolds and Tim Ploss also supported a student presentation at SURC, including support of that student's grant and project throughout the year.

Campus Service Leadership

- **Distance Education Advancement Group:** Michelle Rogers-Estable manages a committee of key campus stakeholders related to the growth and expansion of online learning at SUNY Oneonta. In the 2017-18 academic year the group reviewed the 2014 Institutional Readiness report and analyzed target gap areas, and created a three year action plan for the campus to implement in preparation of expansion of online programs at SUNY Oneonta.
- **Recognition of Excellence Program:** In collaboration with the Faculty Center, Michelle Rogers-Estable and Chilton Reynolds collaborated on the implementation of a new recognition and badges program to recognize faculty and staff across our training programs. The new program will utilize the Campus Labs Lead program currently applied by Student Services and will provide faculty a means of highlighting professional development for promotion.

SUNY-Wide Service Leadership

- **Faculty Development Advisory Group:** Helped to plan the two SUNY-wide meetings of the Faculty Development Community of Practice in Binghamton and Albany.
- **DOODLE:** Michelle Rogers-Estable is the Internal-Vice Chair of the SUNY DOODLE group, a group for educational technology and distance learning support staff across the SUNY System. In fall 2017 Michelle managed and planned a 2-day training event for DOODLE members called DOODLE Days, which took place in early December at SUNY CPD in Syracuse.
- **COIL:** Chilton Reynolds supported the campus-wide COIL initiative and supported faculty in training with the COIL Center in NYC.
- **OER:** Tim Ploss and Ed Beck collaborated with the Library on supporting the new SUNY Open Educational Resources (OER) initiative, including support of the new grant program, review of courses, and support of faculty in searching for appropriate OER resources for their courses.
- **MOODLEPalooza:** Ed Beck supported planning and presented at the MOODLEPalooza conference hosted by SUNY Delhi

External Service Leadership

- **Open Badges Committee:** Michelle Rogers-Estable is a member of the Association for Educational Communications and Technology (AECT) Open Badges Committee, and participates in meetings and development of a pre-service teacher badges program that aligns with the International Society of Technology in Education's (ISTE) Standards for Educators.
- **EDUCAUSE National Conference:** Chilton Reynolds was a proposal reviewer for the event.
- **Leadership Development Committee:** Michelle Rogers-Estable is a member of the AECT's leadership team and participates in planning the new members meeting at the annual international conference.
- **POD Network National Conference:** Chilton Reynolds was a proposal reviewer for the event.

TLTC Team Publications

Rogers-Estable, M. D. (2018). Implementation factors and faculty perceptions of electronic textbooks on the iPad. *Open Praxis*, 10(1), DOI <https://doi.org/10.5944/openpraxis.10.1.729>

Upcoming Initiatives

Along with continued support and management of all the programs and services already listed, in the coming 2018-19 Academic year the TLTC will be initiating the following new services and projects:

- **Communication:** The TLTC will be collaborating with the Faculty Center to create specialized communication distribution plans in an effort to inform all faculty and staff of upcoming training events.
- **Virtual Student Introduction to Online Learning:** in August 2018 the TLTC will be launching a newly created online self-paced orientation course for new online students at SUNY Oneonta.
- **Virtual Instructional Design Course:** In October 2018, the TLTC will launch a new online instructional design course for faculty and staff that wish to take their online course design to the next level.
- **TLTC Fellows:** The TLTC will be accepting applications for more TLTC Faculty Fellows in the coming year.
- **Educational Technology Grants:** A new Educational Technology Investigation Grant program has been implemented. The purpose of this program is to investigate educational technology in the classroom. The program intends to fund hardware and/or software up to \$20,000, dependent on budget and quality of proposals, over a 1-year period for the faculty member to design, develop, and deploy a study of educational technology. Applications for appropriate projects will be accepted fall 2018.
- **Virtual Discovery Series:** The TLTC will be converting the entire Discovery Series training program to be a virtual, self-paced online training course.
- **Faculty Tech Talk Day:** The Tech Talks will be converted to a one session afternoon of Tech Talks. Tech Talks are presentations by faculty for faculty on various educational technology ideas. The date will be announced Fall 2018.
- **Open Educational Resources (OER):** The new Open Educational Resources (OER) initiative will continue to be supported, with 7 projects across 6 departments currently being supported in partnership with the library.
- **Recognition of Excellence Program:** In collaboration with the Faculty Center, the new badges program will be implemented across the TLTC training programs.
- **TLTC Newsletter & Blog:** A newsletter and blog highlighting upcoming training as well as faculty initiatives and projects will be launched in the coming academic year.