GSE Faculty Resource Guide for Online Instruction

2017/ 2018

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HELP for Instructional Design & Development/ Technical Support

- **General Assistance**
  Canvas, eCollege, Moodle & Sakai:
  Phone: (848) 260-2941 (Available 24/7)

  Email: onlinelearning@docs.rutgers.edu
  Front Desk Phone: (848) 848-4702

**Instructional Design & Development Support**

Marie Li, Senior Instructional Designer / GSE Canvas Migration Support
Email: marie.li@rutgers.edu
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TLT’s Office of Instructional Design
Email: oid@docs.rutgers.edu
Phone: 848-932-4702

Need More Help? Contact Dr. Darren Clarke at Darren.clarke@gse.rutgers.edu or 848-932-0875.
Where to Start?

Rutgers Teaching & Learning with Technology (TLT) Instructional Designers can provide various levels of support to faculty seeking to make revisions to course templates/shells.

For major course revisions, please plan to request support at least 15 weeks prior to the start of the semester by completing the Course Intake Worksheet. (see sample Form on page 17).

For more information on services available visit: https://onlinelearning.rutgers.edu/oid.

Email: help@canvas.rutgers.edu
Phone: 877-361-1134 (Available 24/7)
University Policies and Procedures

Required Timelines: Requests for many major revisions or full course development will not be accepted less than 10 weeks before course launch date.

Faculty Deadlines: Faculty is expected to meet established deadlines. OID cannot guarantee project completion if the faculty member does not provide the necessary information or materials.

Faculty Authorship and Ownership of Content: OID cannot write content for faculty (e.g. create an assignment, select materials, etc.). Each faculty member is expert in their own field and will be the one teaching the students; they are the only ones with the knowledge and context to write the course content. OID can help format content, can advise on content, and can assist in creation of multimedia content, but cannot compose content for faculty. For this very reason, all course content belongs to the faculty (as defined by the faculty member’s contract with the University)

Accessibility: We are committed to providing fully accessible content for students. See Page 12 for more information.

Quality Matters: Our office relies on the QM rubric as the standard for best practices with online course design. To learn more about QM, visit: https://oirt.rutgers.edu/wp-content/uploads/oirt_showcase_2015_quality_matters_il.pdf

Additional Resources:
• 1-on-1 appointments: http://bit.ly/1MZXuQc

Contact Information:
Email: Ismael.Lara@rutgers.edu
Phone: 848-445-8498

COHLIT, now Rutgers Teaching & Learning with Technology (TLT) provides instructional technology and course design support across all online and hybrid education at Rutgers. Created in 2017 as part of a major university-wide "Realignment of Instructional Technology Resources, "Teaching and Learning with Technology"

(TLT) has merged three well-established staff units that were previously independent of each other: the Office of Instructional & Research Technology; the Center for Online & Hybrid Learning and Instructional Technologies; and Rutgers Instructional Technology & eLearning Solutions. TLT is now a business unit of the Division of Continuing Studies.

Teaching and Learning with Technology serves as the Rutgers system administrator for 5 different Learning Management Systems: Canvas; eCollege/Pearson Learning Studio; Moodle; Sakai, and Coursera. In all, our team of about 40 FTE’s supports more than 70 instructional technologies used in both for-credit and non-credit courses.
Pedagogical Training and Support

Training

It is important to ensure that all of a course’s learning goals are met. It is also important to ensure that your specific topics and activities support the course’s learning goals. It is strongly recommended that all faculty and instructors who have never taught an online course follow the training suggestions below:

- Observe/audit a class as a guest instructor during the course of the semester.
  - Complete additional training and certification in online teaching through Teaching and Learning with Technology (TLT)
  - TLT Fundamentals of Designing and Teaching Online Courses (4 weeks)
    Designed to provide a base of technical and pedagogical information to help instructors make sense of the scope and impact of their decisions when developing and teaching their own courses. We will be reviewing both the process of creating course materials from the introductory emails through the final reflection activities as well as strategies for effective facilitation of these kinds of courses.
  - Quality Matters: Teaching Online - An Introduction to Online Delivery (2 weeks)
    Explores basic components of online course delivery. Participants will be introduced to differences between traditional face-to-face learning and online learning, the instructor’s role in the online classroom, the importance of getting (and keeping) students engaged, and methods of facilitating online discussions using the discussion board.
- Register for additional instructor-led faculty training workshops:
  - Teaching and Learning with Technology (TLT) Workshops
  - Digital Classroom Services (DCS) Workshops
  - https://onlinelearning.rutgers.edu/faculty-training-workshops

In addition to course design, the Office of Instructional Design (OID) also offers online and face-to-face workshop training sessions in the use of Canvas and eCollege LMSs, third-party tools such as Kaltura, VoiceThread, and Turnitin, and online teaching issues such as fostering student engagement or best practices for accessibility and universal design. Additional workshops include:

- Online Course Issues session descriptions
- Canvas session descriptions
- Accessibility and Universal Design Issues session descriptions
- Third-party Tool session descriptions
- LearningStudio (eCollege) session descriptions

Need More Help? Contact Dr. Darren Clarke at Darren.clarke@gse.rutgers.edu or 848-932-0875.
Resources for Hybrid Courses

- [http://senate.rutgers.edu/ICAConS0806HybridCoursesOctober2009AsAdopted.pdf](http://senate.rutgers.edu/ICAConS0806HybridCoursesOctober2009AsAdopted.pdf)
- [https://oirt.rutgers.edu/instruc/online-hybrid/hybrid-course-creation](https://oirt.rutgers.edu/instruc/online-hybrid/hybrid-course-creation)

Transition to Canvas

Instructors may use Canvas, a modern learning management system, to deliver their online courses. Canvas is the platform your degree program has been competing with in the marketplace, and now you have the wonderful opportunity to employ it yourselves for delivering a cutting-edge learning experience for your students.

Key Features of Canvas include:

- Customizable robust course notifications via emails, text message, and Twitter
- Assignment feedback including audio and video messages
- Built using modern web standards with a rapid development and feature release cycle
- Integrations for the tools you use: Google Apps, Skype, publisher content, Twitter, and Kaltura, to name a few
- Full-featured mobile apps for iOS and Android
- ePortfolios
- Customizable course settings including access dates and course navigation
- Active user community allows responsive feature development and enhancements
- Integrated calendaring
- 24/7/365 Support for Faculty and Students

[https://onlinelearning.rutgers.edu/canvas](https://onlinelearning.rutgers.edu/canvas)
Canvas for Rutgers Online Managed Program
Canvas for eCollege/LearningStudio Faculty (non-Managed Program)
The Learning Management Systems: eCollege, Canvas and Sakai

The Learning Management System is a comprehensive, on-demand, online learning solution available for the delivery of fully online, hybrid, and face-to-face courses. ECollege, Canvas and Sakai are the three most widely used course management systems at Rutgers University.

Note: eCollege will be sunsetted and therefore faculty should convert their courses to the Canvas or Sakai platform ASAP.

eCollege Course Shell

All course shells used in the online program are “fully developed”.

- Implement “Lead Teacher” to develop the syllabus and modules with lectures, assignments, discussion questions, assessments, and program links.

How to request an online course shell:
Email onlinelearning@docs.rutgers.edu with request to copy the shell with the following information:

- Course Name
- Course Number
- Section Number
- Index Number
- Semester
- Instructor
- Your NetID

Editing and Reviewing Course Content

Introduction

Consistency

- The core aspects of the course (readings, lectures, PowerPoints, major assignments, etc.) should not be changed or removed from the duplicate course shell as we seek consistency across sections.

Review

- Carefully review your shell in full to make sure all information was transferred correctly. A few areas to focus on include:
  - Links to videos or outside materials
  - Gradebook
  - Course Scheduler
  - Exam open/close dates
  - Assignment dates throughout the course (review to ensure consistency with due dates throughout the course). Due dates typically appear on the syllabus, course outline, and activity tables within each module.
Course Rosters

Your official course roster is available at https://sims.rutgers.edu/rosters. Please refer to this course roster for the most updated information about who is registered in your course. Student rosters are automated through the system so that you do not need to perform this administrative task. Daily updates will include adds, drops, and withdraws. Additions of faculty or staff can be requested to be included in your course with various roles during the request process.

Registration/Withdrawal Delays
• There is a 24-hour delay in adding students who may register late to eCollege.
• There is also a delay when removing students who have withdrawn from the class.

Contact Information:
Email: onlinelearning@docs.rutgers.edu
Phone: 848-260-2941 (Available 24/7)
Communication with Students

Below are several suggestions on ways to best communicate with your students

Welcome Email
- Send a welcome email to students to let them know the course has started and that they should be logging in to the LMS to review course materials and upcoming assignments.
- Please note that students do not have access to the course in the LMS until the first day of the semester.

Personalize Your Shell
- Introduce yourself to your class with information about your background
- Add a short introductory video
- Add a photo
- If you have cloned a shell, make sure the biographical information in the shell reflects your instructor information

Announcements
Instructors can initiate all contact with students via the Announcements feature in the LMS.
To post an announcement in the LMS:
- Go to Course Home
- Click Author Mode
- “Add a New Announcement” (middle of screen)

When students log in to the LMS, they see an activity feed with recent updates and new announcements. Instructors are encouraged to let students know how they will primarily communicate with students (announcements, emails, etc.) If using announcements as the primary communication with students, it is strongly suggested that you also email copies of the announcements to the class.

Discussion Threads

Instructors should provide active feedback to student discussion threads. This may be in the form of individual comments to student posts, summary of all student posts or information in announcements or other forums. Instructor presence in discussion threads is required.

To manage discussion threads more effectively, it is helpful to keep the discussion group small by breaking students into small groups for threads. Groups can be changed in the course shell throughout the semester so that all students can interact with one another. Visit these resources for some tips for facilitating discussion threads.

- How to create and change Groups in Discussion Threads: https://onlinelearning.rutgers.edu/faq/how-canvas
- Online discussions: Tips for Instructors https://uwaterloo.ca/centre-for-teaching-excellence/teaching-resources/teaching-tips/developing-assignments/blended-learning/online-discussions-tips-instructors
• The Art and Science of Successful Online Discussions
  http://www.facultyfocus.com/articles/online-education/art-science-successful-online-discussions/

• How to Get Students to Participate in Online Discussions -
  https://onlinelearninginsights.wordpress.com/2012/06/22/how-to-get-students-to-participate-in-online-discussions/

Piazza

Piazza is a free online communication medium where students can come together to ask questions, get answers, and explore under the guidance of their instructors. Piazza offers a wide range of interaction between students and instructor. Piazza is a new frontier for digital communication on a discussion board platform, not just for the students but also for the instructors. Using this collaborative Q&A tool will further engage your students and encourage social learning inside and out of the learning environment.

• For support using this tool, please visit https://onlinelearning.rutgers.edu/faq/piazza-students

Student Contact

Both the course shell and syllabus should clearly indicate how students can best contact the instructor and the expected timeframe for a response.

Student Technical Support

Students should contact the TLT Help Desk with technical assistance:
  Email: onlinelearning@docs.rutgers.edu
  Phone: (848) 260-2941 (24/7)

Turnitin

Instructors are strongly encouraged to use “Turnitin” for all written assignments in courses.

• For support in using this tool, please visit http://onlinelearning.rutgers.edu/turnitin
• Turnitin tutorials and information for students and instructors can also be found in eCollege course shells
Accessibility Online Resources at Rutgers
A toolkit of resources for accessible web sites, online courses, technology, course materials, and assistive technology can be found on the Office of Disability Services website.

Contact Information:
Email: dsoffice@echo.rutgers.edu
Phone: 848-445-6800
Other Issues

Exams and Proctoring Solutions / Student Identity Verification Procedures

For exams that require proctoring services, Rutgers offers electronic proctoring for online students using ProctorTrak. If your course requires an electronic proctoring service which includes a fee, the students must be informed on the first day of class.

For more information, visit https://onlinelearning.rutgers.edu/studentidentity

Inactive Students

- How to view the course activity.
- What to do if a student is inactive.
Online Education Resources

The following websites are good sources of information for online instruction:

- Quality Matters  [www.qualitymatters.org](http://www.qualitymatters.org)
- EDUCAUSE  [www.educause.edu](http://www.educause.edu)
- The Sloan Consortium  [www.sloanconsortium.org](http://www.sloanconsortium.org)
- The University of Michigan:  [http://www.crlt.umich.edu/tstrategies/tsot](http://www.crlt.umich.edu/tstrategies/tsot)

Other recommended sources available through the RU libraries:

- Discussion Based Online Teaching to Enhance Student Learning: Theory, Practice and Assessment (2012) by Tisha Bender.

- Engaging the Online Learner: Activities and Resources for Creative Instruction (2011) by R. Conrad and A. Donaldson. Available as an ebook at:  [https://www.iris.rutgers.edu/uhtbin/cgisirsi/?ps=gLUSOYe9RR/ALCOHOL/146670250/123](https://www.iris.rutgers.edu/uhtbin/cgisirsi/?ps=gLUSOYe9RR/ALCOHOL/146670250/123)

GSE Online Programs

Masters Degrees (Ed.M.)
  - Adult & Continuing Education (30 credits)
  - Learning, Cognition & Development (30 credits)
  - Language Education (30 credits)

Non-Degree NJ Certifications
  - Bilingual-Bicultural (21 credits)
  - ESL (18 credits)
  - Supervisor (12 credits)
  - Teacher of Students with Disabilities (21 credits)

Non-Degree Rutgers/GSE Certificate
  - Education Technology (9 credits)
  - Gifted Education (15 credits)

GSE On-Line Learning and Technology Committee (GSE By-Laws, May 12, 2017)

1. Membership The Committee will be composed of one faculty member from each department. Faculty membership on the Committee shall be for two years with staggered terms.

2. Ex-Officio Membership A representative from the Dean’s office and a representative from GSE-ITT serve as exofficio members of the committee in order to support duties below.

3. Duties and Powers:
   - a. To provide greater faculty direction regarding on-line programs as well as make recommendations regarding faculty technological use.
   - b. To provide guidance in the area of on-line teaching and learning.
   - c. To ensure quality control of all on-line program offerings by the GSE.
### Online Course Design & Development Support

**Level of Service and Timeliness** | **Examples** | **Contact**
--- | --- | ---
Immediate | Technical issue | Online Learning Help Desk (College & Campus) 848.445.0203
--- | Adjusting due dates for weekly discussions | COHIT: Office of Instructional Design info@cohit.rutgers.edu 848.596.4790
--- | Creating an online module for an existing course | OBIT: Teaching and Learning with Technology (TILT) obit@rutsug.bht.rutgers.edu 848.932.4790
--- | Identifying and implementing an appropriate tool for a particular assignment | OBIT: Teaching and Learning with Technology (TILT) obit@rutsug.bht.rutgers.edu 848.932.4790
--- | Designing an online or hybrid course | Office of Strategic Alliances & Outreach dennis.deitl@coho.rutgers.edu 848.445.0414
--- | Converting an existing course into online or hybrid format | Office of Strategic Alliances & Outreach dennis.deitl@coho.rutgers.edu 848.445.0414

*Click links below for more detailed information:
- COHIT: Office of Instructional Design info@cohit.rutgers.edu
- OBIT: Teaching and Learning with Technology (TILT) obit@rutsug.bht.rutgers.edu
- Online Learning Help Desk (College & Campus) 848.445.0203
*
Course Intake Worksheet

Instructor: please fill this out to the best of your ability. If you can't answer a question, just leave it blank.

Instructor (Name):
Email:
Phone:
Course Title:
Course Number:
Credit Hours:
Affiliated Campus:
School or Department:
Program:
Course Launch Date:
Course Description
Course Design Status

- Completely new course
- Course is designed, but not for Hybrid / Online Environment
- Some planning and development have been done
- This is a revision of an existing course

Basic Course Information

Has the course been approved by all institutional committees (curriculum, etc.)?

- Yes
- No

Has the course been offered before?

- Yes, face to face
- Yes, hybrid
- Yes, online
- No, this is a new course

Is the course stand-alone or part of a sequence?

- Stand-alone
- First in sequence
- Second or third in sequence
- Other

Is this course a “master” course; that is, is this course duplicated for different faculty to teach?

- Yes
- No

On which learning management system (LMS) platform, if any, will the course be offered?

- Canvas
- Sakai
- Blackboard
- eCollege
- Moodle
- Other (specify)
Has the instructor completed training on the use of the LMS or used the LMS for teaching?
- Yes (Specify which LMS:__________)
- No

Are there course learning objectives? If so, please list:

Instructional Materials and Tools
Are eTextbooks (e.g. Pearson MyLab, Cengage MindTap, McGraw-Hill Connect) used in this course?
- Yes. Please specify:
- No

In addition to the LMS and eTextbook, are there any other educational tools or services (e.g. VoiceThread, Explain Everything, Google Hangouts) planned or considered for use in this course?
- None
- Please specify:

Additional Notes Or Concerns