

Best Practices that Have Weathered the Storm in a Sea of Change



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Reta Chaffee
4/11/07

NERCOMP Blackboard SIG

Just the facts...



- Granite State College, statewide college of the USNH
- Offering online courses since 1999
- Currently ~35% of enrollments, 25% courses online (~40 courses/term)
- Decision to move from WebCT to Bb in summer 2005 (fall 2006 implementation)
- Partnered with UNH to use Enterprise version of Bb

Waaaaa!



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The Way We Were...



- Online Course Development Team
 - instructor (100+, geographically dispersed)
 - instructional designer (2 ft, 1 pt)
 - course page designer (1 ft, 1 pt)
- 3 month training/development prior to course launch
- Many students/faculty already trained in WebCT

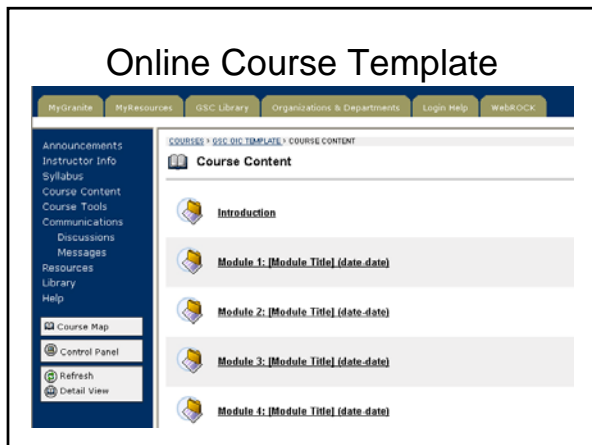
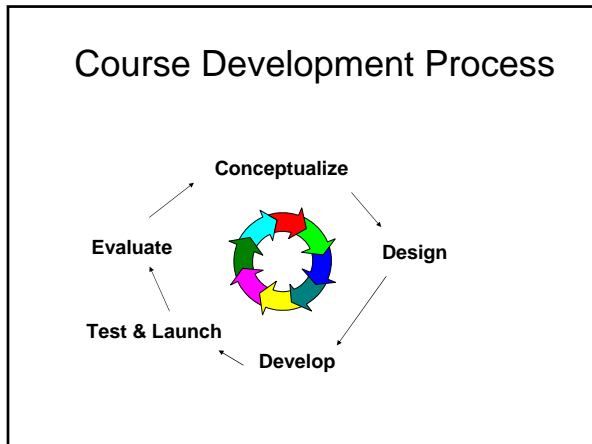


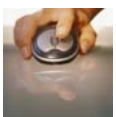
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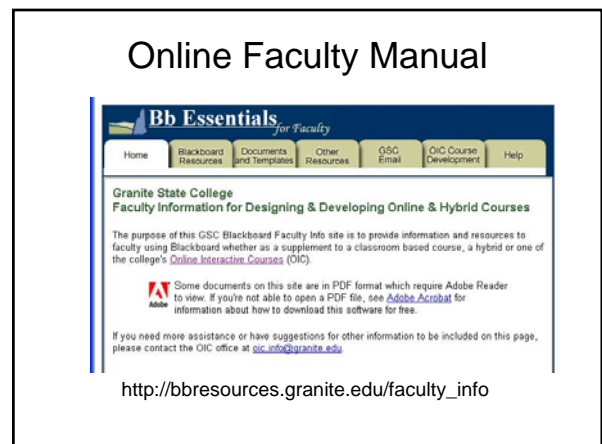
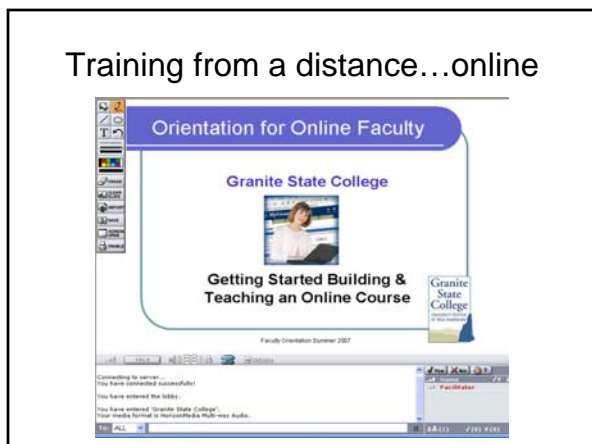
What weathered the storm...



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- ### Resources at their fingertips
- 
- Online orientation to Bb (revised, created in Captivate) <http://www.granite.edu/oic/orientation>
 - 2 hour hands on f2f orientation sessions (extended statewide)
 - Sample course for students (now self enrollment)
 - Bb orientations for experienced faculty (web conferencing)
 - Online help guide & FAQs (improved for multiple audiences)



...and of course the people

- Course development team unchanged
- Faculty satisfaction ...for the most part
- Students enrolling and learning



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What went out to sea...



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Au revoir...adios



- Online student manual (replaced by MyGranite help site for all users)
- Strict control over the design of the courses
- Ability to check "new activity" from outside course
- End of term evaluation process...need to improve

Hopeful horizons...



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- File/content management system
- Content compiler
- Improved quiz options
- Less clicking in Blackboard
- Web 2.0, beyond Bb...social learning
- Creating forum for faculty collaboration

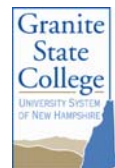
Lessons Learned



- Training: if you build it, they may not come
- Instructional design best practices transcend learning management systems
- Many hands make light work

Contact info...

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Granite State College Online Interactive Course Development Process

ID = Instructional Designer
CPD = Course Page Designer
DET = Director of Educational Technology

- Faculty complete end of course evaluation: what worked well...what didn't?
- Students complete end of term GSC & OIC evaluations online
- ITC summarizes & sends student evaluation results to instructor via letter & in person if necessary.

- DET, IDs & CPDS review term and share design strengths & weaknesses
- Notes made for next course offering

- New faculty: **Orientation & 5-week online faculty course**
- Discuss instructor's style/techniques/activities and what's important in traditional classroom
- What fears does instructor have with teaching online?
- Review Part A, major projects, & assessment tools
- What are the learning outcomes and the course objectives? And how can they be achieved using Bb tools/features?
- Discuss: group work, "Learning Modules", accommodating learning styles, using rubrics, how to best utilize F2F sessions if any
- Review "First Meeting with Instructional Designer"
- Determine editing process (MS Word, HTML, other)

Conceptualize

- Map out course including module outline
- Review drafts of syllabus & Getting Started
- Review & identify "weaknesses" in design & provide feedback
- Discuss using various Bb tools: tasks/calendar, gradebook, assignments/dropbox, quizzes
- What tools if any need to be added to course
- Discuss time management

Forward module outline & any other pertinent info to CPD if appropriate

- ITC mentors instructor in course for first 2-3 weeks. Check on student participation & tracking.
- Provide feedback on time mgt, discussion board mgt. and student tracking.
- Midterm check-in after students complete midterm evaluations online
- Ongoing support on as-needed basis

Launch

Test & Review

Develop

Design

Course Page Designers:

- Translate content to HTML
- Insert images & links where appropriate
- Validate code
- Check spelling
- Upload pages to Bb
- Add tool links where appropriate.
- Update student view
- Notify ID to review pages & make edits if necessary

- Review course pages & format of modules. Provide feedback for revisions.
- Make sure F2F sessions incorporated in syllabus
- Review content for consistency, grammar & spell check.
- Insert notes to CPD
- Maintain communications with CPD regarding progress

DET reviews all courses

- Instructor completes pre-launch checklist
- Review course pages for errors and/or broken links. Inform instructor if edits are necessary.
- Review Discussion Board/forums & encourage introductory message
- Confirm that all content, including quizzes, is in place.

last updated
1/18/07