Online Advisory Group Agenda

26 October 2016 / 3:00 PM / Nursing 200

1. Welcome & Introductions - Beth René
2. Mission and Goals - Jason Huett
3. Updates - Janet Gubbins
4. Questions
Welcome and Introductions

OAG Members

College of Arts and Humanities
Keith Pacholl, History

College of Social Sciences
S. Tijan Drammeh Sr., Political Science

College of Science and Mathematics
Abdollah Khodkar, Mathematics

College of Education
Mary Alice Varga, Leadership, Research, and School Improvement

Richards College of Business
Sunil Hazari, Marketing and Real Estate

Tanner Health System School of Nursing
Tammy McClenny
Charles Akin

Ingram Library
Jean Cook

UWG Online
Jason Huett
Janet Gubbins
BethRene’ Roepnack
David Lloyd
Jessica Loiacono
Nakita Hogans

Academic Affairs
Rod McRae

Information and Technology Services
Kathy Kral

Student Affairs and Enrollment Management
Jennifer McManus, Registrar’s Office
Terri Ducker, Counseling Center
Danny Gourley, Center for Adult Learnings and Veterans

Business and Finance
David Haase, Athletics Administration

Student Government Association
Ashlee Miller
Amanda Baptie
Bridgette Kosiara
UWG Online
Who We are and What We Do

UWG Online Mission

UWG Online serves and supports faculty and students in the delivery of distance learning and promotes scholarly endeavors related to best distance learning practices.

Vision of the Online Faculty Development Center

The Online Faculty Development Center aspires to increase the number of high quality courses to create an accessible, flexible, and affordable education experience for our students.

Institutional Distance Learning Goals for UWG Online

1. Plan and create distance learning environments that encourage and support excellence in a personal environment.

2. Maintain the human and technical resources and network infrastructure necessary to successfully support and deliver distance and distributed learning.

3. Provide academic and student services appropriate to meet the needs of distance and distributed learners.

4. Conduct continuous evaluation of distance and distributed learning and support services to ensure the advancement of the university's mission.

5. Support research, scholarship, and creative endeavors which promote knowledge of distance learning.
Mission and Goals

Suggested OAG Scope

UWG Online often needs to make changes to the Learning Management System (LMS), CourseDen (GeorgiaVIEW powered by Brightspace D2L), to assure its technical functionality and seeks guidance for the appropriate integration of trainings, professional development, student outreach, and third party software applications.

We believe it would be helpful to establish an Online Advisory Group that could provide input on these decisions and help to communicate the rationale behind any changes to fellow faculty, staff, and students. This team could:

- Provide faculty, staff, and student guidance when making or implementing technical decisions regarding our learning management system.
- Provide feedback on faculty, staff, and student needs in relation to the LMS that can be shared locally, at the system-level, and with D2L.
- Provide guidance regarding publisher integrations and adoption (or removal) of 3rd party courseware development tools and services that UWG Online should/will offer.
- Provide faculty, staff, and student guidance on necessary trainings, professional development, and student outreach.
Protecting Student Data Outside Our LMS

Recently the Interim Chief Academic Officer, Michael Crafton, reaffirmed that the USG will remain centralized regarding our use of Learning Management Systems (LMS). However, some faculty use learning platforms outside of CourseDen, perhaps because the platform can’t be integrated with our LMS or because we currently do not do so. Either way, any student information/data in these external platforms may be vulnerable and may not have the protections required by FERPA. Also, this data may not be retained per USG recommended guidelines, which could cause problems for the university in cases of grade challenges or accreditation.

While UWG Online has posted the following guideline, we do not have the power to enforce this because we are a support organization:

“If instructors use tools hosted on alternate servers, through which neither the USG or UWG has a service level agreement, the instructor is responsible for the security and maintenance of student records and course content, student support, and making sure that the use of the outside tools is in compliance with all university policies covering data security, records retention, etc., along with any legal requirements, such as FERPA. Students must still authenticate through CourseDen, and the course syllabus must be provided there. The authentication and posted syllabus are for accreditation and security guidelines.”

Do we need to advocate for further measures to protect students data when faculty use external tools for hosting protected student information?

Brightspace D2L Language Pack

Brightspace D2L has updated some of the tool terminology. Because D2L documentation, the GeorgiaView D2L Help Center (DHC Helpdesk), and eCampus (eCore/eMajor) are now referring to these tools by their new names and to minimize confusion by our students and instructors, you will now see the following tools referred to by their new names:

- News has changed to Announcements
- Dropbox has changed to Assignments
- Edit Course has changed to Course Admin
- In Content, New has changed to Upload/Create
- In Content, Add Existing Activities has changed to Existing Activities
Integration Requests

Third-party integrations, including many textbook publisher integrations, are causing a variety of issues for users across the state. As a result, a USG GeorgiaVIEW Functional Advisory Committee (GFAC) working group has been formed to review the challenges, provide guidelines, and make recommendations for adoption review. Janet Gubbins is serving on this working group and will share the information as it is forthcoming. While UWG Online would like to help provide students and faculty with the best tools that will support teaching and learning, some integrations cause more problems than they solve.

Standardization vs Innovation: Web-based Videoconferencing

Given the desire to be fiscally responsible and support student success, does this group want to advocate that UWG standardize on as few systems as possible?

For example, users at UWG use Collaborate Ultra or various other web-based videoconferencing options. UWG Online supports Collaborate Ultra and it is integrated with CourseDen, providing a seamless experience for course users. It has been proposed that the campus purchase a campus-wide license for WebEx. WebEx and Collaborate Ultra are compared here. Our survey results and anecdotal conversations show that students find it difficult to learn various systems and this is another hurdle to their success. Do we want to advocate that the institution standardized on as few systems as possible?

USG Digital Learning Environment Strategic Advisory Board

The Digital Learning Environment Strategic Advisory Board (DLESAB) replaces the Learning Management System (LMS) Strategic Advisory Board to broaden the scope beyond the services solely associated with the current LMS. The DLESAB is tasked with investigating the functional and strategic requirements needed by students, faculty and staff of the University System of Georgia to successfully operate in the digital learning space.

The function of the DLESAB is to advise the USG Office of Academic Affairs on the priority usage of technology that supports teaching and learning at the 29 USG institutions. The DLESAB will provide recommendations regarding policies, procedures and the strategic direction related to the procurement and use of a variety of processes and tools determined to be critical to the needs of students, faculty and staff in the digital learning space. Towards this goal, the group has formed functional sub-teams. Janet is working as a part of the DLESAB and Student functional team. She will be asking this group for input, as well as sharing information as it becomes available. See USG Membership, Charter, and Functional Sub-teams information.