



LSU Online Faculty Orientation

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LSU Online Office

- **Charity Bryan, Director**
 - Office: 225-578-8763
 - Email: charitybryan@lsu.edu
- **Amanda Major, Instructional Design Consultant**
 - Office: 225-578-1981
 - Email: amandamajor@lsu.edu
- **Rob Lyles, Business Coordinator**
 - Office: 225-578-8997
 - Email: glyles1@lsu.edu



LSU Online Overview

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LSU Online . . . Who are we?

- *LSU Online* extends access to higher education by offering the highest quality online programs, taught by highly qualified faculty.
- LSU Online seeks to provide distance learning opportunities to students all around the globe.
- LSU Online is a division within the Office of Academic Affairs.
- LSU Online provides vision and leadership in the implementation of new online programs as well as existing programs.

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Goal of LSU Online

To expand pedagogical, instructional design, development and consultation to faculty, departments and colleges as the institution moves to increase access to new populations of students through LSU Online.

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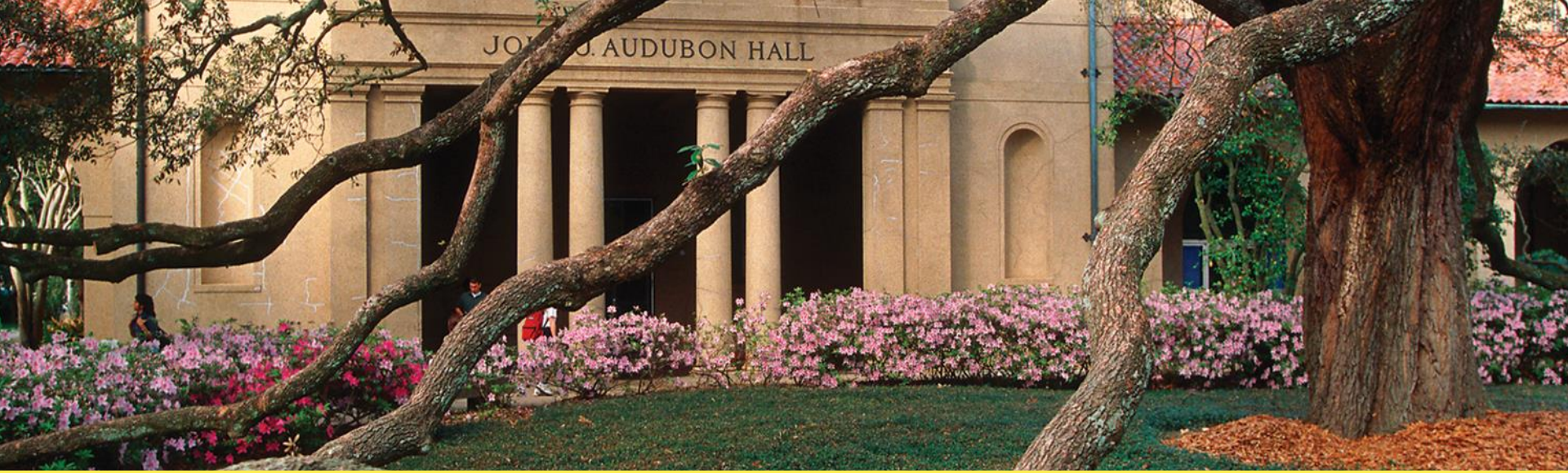
Services we offer to Faculty

- Instructional design support
- LSU Online Moodle support
- ProctorU services (for exam proctoring)
- Instructional Connections (academic coaches for large sections of courses)
- Echo 360 lecture capture
- Support via the Faculty Technology Center (FTC)
- Professional development opportunities including:
 - Sloan-C (the Sloan Consortium)
 - WCET (WICHE Cooperative for Education Technologies) webinars
 - United States Distance Learning Association webinars/resources
- LSU Online Lunch & Learn



Services we offer to Students

- Fully online student orientation
- New student checklist
- Enrollment management/financial aid experts for online programs
- Program officer in the LSU Graduate School for online programs
- LSU Online Moodle support
- LSU Libraries (online resources)
- LSU Center for Academic Success (online resources)
- Auxiliary aids for students with disabilities
- Enrollment and retention support personnel



LSU Online Calendar

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Dates/Deadlines/Calendars

- <https://sites01.lsu.edu/wp/registraroffice/academics/academic-calendar/>
- How do I access the calendar from the LSU home page?
 - www.lsu.edu
 - Click on the “A-Z” button
 - Click on “R” . . . Registrar’s Office
 - Academics
 - Academic Calendar
 - LSU Online Calendars



Drop/Add/Resignation

- **Adding or Dropping Courses**

- A course may be added or dropped only in accordance with the dates indicated on the [academic calendar](#) . **During the drop/add period, the student will initiate the action using the myLSU online registration system.** A change from credit to audit is treated as a drop and add action, but it must be approved by The Graduate School by the published deadline. See “[Auditing Courses](#)” below for additional information about auditing courses.

- **Resignation from the University**

- **Dropping an entire course load constitutes resignation from the university for that semester.** A graduate student who wishes to resign must first secure approval of the dean of The Graduate School. A resignation form must be completed within 10 days of the date approved by the dean, and in no case later than the date shown on the [academic calendar](#) as the final date for resigning from the university. Completion of resignation involves clearance through certain administrative divisions of the university, as shown on the resignation form provided by The Graduate School. A student who abandons courses without resigning will receive a grade of “F” in each course.



What if I give a student an “I” grade?

- If a student is given an “I” grade in an LSU Online course, they have until the final day of class in the next module, whether they register for the next module or not, to complete their work.
 - This is the same graduate policy we have now (except we refer to the next “semester” instead of the next “module”)



Teaching Expectations

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Sloan-C Workshop/Certification

- Sloan-C is an institutional and professional leadership organization dedicated to integrating online education into the mainstream of higher education, helping institutions and individual educators improve the quality, scale and breadth of online education.
- A unique feature of Sloan-C is the Sloan-C institute, created to provide opportunities for Sloan-C members and others to secure educational and professional development about online teaching and learning.
- **LSU Online faculty must complete the Sloan-C “*New to Online: The Essentials*” online workshop.**



SACS Compliance

- **3.7.3 Faculty development**
 - **The institution provides ongoing professional development of faculty as teachers, scholars, and practitioners. (Faculty development)**
- **“New to Online: The Essentials” is the entry-level Sloan-C Workshop for faculty/staff.**



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Committed to Quality Online Education



Sloan-C Workshop/Certification

- **LSU faculty and staff can enroll in:**
 - **Sloan-C Workshops (1 week in duration)**
 - **Sloan-C Certificate Program (9 weeks + 3 workshops; must be completed within 12 months)**
- **“New to Online: The Essentials” is the entry-level Sloan-C Workshop for faculty/staff.**



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Sloan-C Workshop

“New to Online: The Essentials”

- **March 21, 2014 - 12:00pm - March 28, 2014 - 5:00pm**
- **April 18, 2014 - 12:00pm - April 25, 2014 - 5:00pm**
- **May 16, 2014 - 12:00pm - May 23, 2014 - 5:00pm**
- **June 20, 2014 - 12:00pm - June 27, 2014 - 5:00pm**
- **July 25, 2014 - 12:00pm - August 1, 2014 - 5:00pm**
- **August 22, 2014 - 12:00pm - August 29, 2014 - 5:00pm**
- **September 26, 2014 - 12:00pm - October 3, 2014 - 5:00pm**

New to Online: Quality Course Design Frameworks

- **April 4, 2014 - 12:00pm - April 11, 2014 - 5:00pm**

**all are asynchronous workshops*



Sloan-C Certificate Program

- Registration for the 2014 Certificate Program has begun.
- Training dates for the 2014 Certificate Program are:
 - April 1 - June 6
 - June 17 - August 22
 - September 9 - November 14
 - October 7 - December 12
- **Sloan-C Certificate Program (9 weeks + 3 workshops; must be completed within 12 months)**



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Before Class Begins . . .

- Course blueprinting with Monica Hogland at Academic Partnerships
 - monica.hogland@academicpartnerships.com
- Follow-up preparation with Amanda Major
 - amandamajor@lsu.edu
 - Training template or automated Moodle shell
 - Course Production Timeline

Before Class Begins . . .

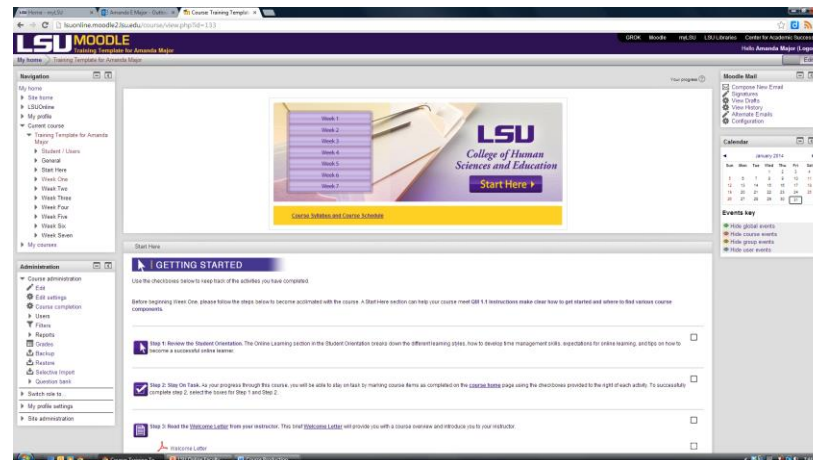
<p>LSU Online 1 of 3</p> <hr/> <p style="text-align: center;">Course Production Timeline</p> <p>Are you ready to facilitate a high quality LSU Online course? This production timeline will serve as a guide for the course production cycle timeline.</p> <p>14 Weeks Out—Process Overview and Course Access</p> <ul style="list-style-type: none"> Contact LSU Online (at 225.578.1981 or amandamajor@lsu.edu) for an overview of the process and for your <i>Faculty Orientation</i>. Please send your teaching or graduate assistant(s)'s e-mail to amandamajor@lsu.edu. Check lsuonline.moodle2.lsu.edu to ensure you have an LSU Online Moodle course template for the upcoming course you are teaching.* Grant your teaching or graduate assistant(s) access to your course, if applicable. (See GROK article 16347.) Consider utilizing the Faculty Technology Center (http://itsweb.lsu.edu/USS/FTC/item2334.html) for technology support or training. You can contact the Center at 225.578-3375, Option 1, or ftc@lsu.edu. <p>12 Weeks Out—Planning</p> <ul style="list-style-type: none"> Start with the objectives/outcomes to plan your course. (If you have previously taught the course in the face-to-face modality, objectives/outcomes should be the same for the online course.) Complete your welcome letter and video message (and save your script). Your faculty orientation and template training course offer tips for completing this. Select your course readings, considering Copyright and Fair Use legislation. Create the initial outlines for lectures. Complete the Course Mapping session offered by Academic Partnerships at 214.210.4037 or monica.hogand@academicpartnerships.com Create your course goals, purpose, learning objectives, and course calendar. <p>10 Weeks Out—Design and Prototype</p> <ul style="list-style-type: none"> Complete and send your Course Blueprint/Map to AP for their review and feedback.* Link assessments and student self-assessments to objectives/outcomes. Consider scaffolding activities, assignments, and assessments (i.e., offering sufficient support to promote students' learning of increasingly complex concepts or skills). Create your lectures. You may write and save a script for your video lectures. Decide on the format of your short 2- to 8-minute lectures and supporting audio/visual materials. Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards are encouraged. <p><small>An asterisks (*) indicates a critical benchmark that requires your timely completion.</small></p>	<p style="text-align: right;">2 of 3</p> <p>s can lections, individual able. me for your tor in your n—16615) line. (See ed to the review by ember. bout your nd restore course has uld be he th at exams, if su.edu. etion.</p>	<p style="text-align: right;">3 of 3</p> <p>begin tely 5 hing</p> <p>on.</p>
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Before Class Begins . . .

- Refer to the Moodle Faculty Orientation at <http://lsuonline.moodle2.lsu.edu> for best practices in instructional design
- Finalize e-book requirements
- Attend Instructor-led Training – <http://training.lsu.edu/ClassesByDate.aspx>
- Refer to GROK at <http://moodle2.grok.lsu.edu/>
- Communicate with students
 - “Start Here” materials, etc.

Before Class Begins . . .

- Modify your course shell – <http://lsuonline.moodle2.lsu.edu>
 - Getting Started section
 - Activities and gradebook



Day 1

- **Communicate with students**
 - Using Moodle Mail or Forums
 - Welcome letter/video
- **Introduce yourself (introductions forum)**
 - Respond to postings by students
- **Check FAQ Forum posts**



What do my Students Experience?

- Must complete ProctorU identity verification (required)
 - No Moodle access without successful authentication
- Must complete LSU Online Orientation Quiz (required)
 - In Moodle
 - Cannot proceed to courses without completing the quiz (no mandatory “score” tied to completion)
- Purges (Registrar/Bursar)



What Do Online Students Expect?

- Communication opportunities
 - Explicit interaction expectations defined
 - High interaction
 - Prompt responses (emails, forums, voicemails)
- Mini-lectures for overview, content, or navigation (2 to 15 minutes video or podcasts)
- Well-planned courses with explicit instructions



End of Course Reflection Survey

- End of course reflection survey
 - Emailed to Faculty from Amanda Major
- Please complete surveys within two weeks
- Data compiled and used for
 - LSU Online improvements
 - SACS
- Consider sharing your reflections with the teaching/learning community



Student Evaluations

- Must be conducted
- Must be anonymous (as always)
- Each college may adapt their current, standard teaching evaluation to their LSU Online courses.
- Specific questions on the evaluations related to online teaching and learning may be added.
 - Online-specific questions are often quite helpful to instructors and program coordinators



Student Evaluations - Assistance

- Each college may adapt their current, standard teaching evaluation to the online courses.
- Feel free to ask your program coordinators to add specific questions on the evaluations related to online learning.
- Different departments on campus utilize various services for support in this process such as the Office of Assessment and Evaluation (Bobby Matthews and Sandi Guillot), and the Manship Research lab, among others.
- As always, the anonymity of these evaluations is imperative.



Need Help with Student Evaluations?

- Please contact David O'Brien at dobrien@lsu.edu or 225.578.1145 to request the departmental end-of-course student evaluation for your online students.
 - David will send an e-mail to your students.
 - This e-mail will direct them to an LSU website where they can anonymously complete the survey.
- The existing questions may not be applicable to online courses
 - If you would like to change the questions to ones that accurately assess your teaching in the online modality, then please contact your program coordinators or department heads.
 - David and the Office of Assessment and Evaluation can certainly provide suggestions upon request.



Resources

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FTC (109 Middleton Library)

- Hala Esmail, Educational Technology Consultant
 - 225-578-2749 (office)
 - 225-578-3375 (mobile)
 - hesmai1@lsu.edu
- Barbara McManus, Educational Technology Consultant
 - 225-578-7168 (office)
 - 225-578-3375 (mobile)
 - bmcman1@lsu.edu
- Wen-Chieh Fan, Instructional Technology Consultant
 - 225-578-1890 (office)
 - 225-578-3375 (mobile)
 - wfan5@lsu.edu
- Jamie Phillips, Digital Media Consultant
 - 225-578-0046 (office)
 - jphil39@lsu.edu



Video Services

- **Make a professional, high-quality video for your class!**
 - Welcome/Introduction
 - Weekly synopsis
 - Mid-module feedback, guidance
- **Renee Pierce**
 - reneep@lsu.edu
 - (O) 225-578-2189



ProctorU



- Online proctoring service that allows test-takers to complete their assessment at home while still ensuring the integrity of the exam for the institution.
- The service uses proctors who monitor examinees in an easy, three-step process:
 - 1. ProctorU observes the test taker via a web cam. The student is connected to a real person who speaks with them to guide them through the process.
 - 2. ProctorU observes the test taker's screen in real time. We can see everything that the student is doing both at their location and on screen.
 - 3. ProctorU authenticates the student's identity. Using a multi-factored process, that is the strongest in the industry, we ensure that the person being monitored is the proper student.



ProctorU Demonstration

- Who we are/what we do
 - <http://www.youtube.com/watch?v=XvrG6CLJmog>
- How it Works
 - <http://www.youtube.com/watch?v=4eZYqP02nd4>





Charge the examinee

ProctorU will ask the examinee to enter their credit or debit card into a secure page that is connected to a third party card processor. Any applicable charges to the examinee shall be paid with a credit card. The page is encrypted and secure, and ProctorU does not see or store the credit card data. Examinees will have to enter their credit card information each time they need to be charged.

The Flex Scheduling option allows students to make their appointment at least 72 hours in advance of their desired start time. Take it Soon gives the student an option to schedule their test within 72 hours of the chosen start time and Take it Now allows them to take their test on demand with no appointment needed.

	<u>FlexScheduling</u>	<u>Take it Soon</u>	<u>Take it Now</u>
30 Minute or Less	<u>\$8.75</u>	\$ 13.75	\$ 17.50
60 Minutes or Less	<u>\$17.50</u>	\$ 22.50	\$ 26.25
120 Minutes or Less	<u>\$22.50</u>	\$ 27.50	\$ 31.25
180 Minute or Less	<u>\$31.25</u>	\$ 36.25	\$ 40.00
240 Minutes or More	<u>\$40.00</u>	\$ 45.00	\$ 48.75



If you want to use ProctorU . . .

- This information **MUST** be in your syllabus
- SACSCOC Standard 4.8.3:
 - An institution that offers distance or correspondence education documents each of the following: has a written procedure **distributed at the time of registration or enrollment that notifies students of any projected additional student charges** associated with verification of student identity.



Instructional Connections



- Instructional Connections (IC) is a fully integrated provider of high quality instructional support services to colleges and universities, which offer online courses and degree programs.
- Each IC candidate is a highly qualified, experienced professional holding a graduate degree or doctoral degree from an accredited university.
- IC coaches typically become the student's initial contact and serve in a fashion as determined by each faculty member.
 - Coaches, under full faculty control, grade assignments, lead or participate in discussions, make announcements, handle student issues, and assist faculty in course management.



Instructional Connections (con't)

- The IC model has been vetted by major accreditors, including SACS, CCNE, NLNAC, and NCATE.
- For more information about Instructional Connections, please contact the LSU Online office (Amanda Major)
- ***IC services must be approved and funded by the Department/Program***





2013 Academic Coach Pricing

(Based on Cost Per Student per Course Enrollment at Census Date)

Undergraduate Courses

5 Week Undergraduate	\$30 / Student
6-7 Week Undergraduate	\$32 / Student
8-9 Week Undergraduate	\$34 / Student
10-14 Week Undergraduate	\$38 / Student
15-16 Week Undergraduate	\$40 / Student

Graduate Courses

5 Week Graduate	\$32 / Student
6-7 Week Graduate	\$34 / Student
8-9 Week Graduate	\$36 / Student
10+ Week Graduate	\$40 / Student

Doctoral Courses

6-7 Week Doctoral	\$38 / Student
8-9 Week Doctoral	\$40 / Student
10+ Week Doctoral	\$42 / Student

* Courses with more than 1 major assignment per week may incur an additional fee of \$6 per student.



Moodle Faculty Orientation

- Look under “My Courses” in LSU Online Moodle
- Information includes:
 - Getting started
 - Best practices in course design
 - Best practices in course implementation
 - Support and resources





LSU Online Brown Bag Series

- Professional Development Series
- 2014 Brown Bag:
 - Mini-topics related to online learning
 - Date/Time/Location: TBA





Webinars

- Free
- Hosted at the Faculty Technology Center (FTC)
- Notifications via
 - LSU Online newsletters
 - Faculty email list managed by Amanda
- Examples:
 - WCET (WICHE Cooperative for Education Technologies) webinars
 - United States Distance Learning Association webinars/resources
 - Innovative Educators





Trouble Shooting - Faculty

- **Course issues/Sloan-C issues/ProctorU:**

- Amanda Major: 225-578-1981; amandamajor@lsu.edu

- **Moodle/Technical issues:**

- Faculty Technology Center (FTC) Staff
- 225-578-3375, Option 1
- This number also provides assistance via the Helpdesk after hours

- **Student Evaluation issues:**

- Program Coordinator and/or Department Head
- Bobby Matthews/Sandi Guillot: Office of Assessment and Evaluation

- **Instructional Connections issues:**

- Program Coordinator and/or Department Head





Trouble Shooting - Students

- **“I cannot access my course in Moodle”**
 - Completed ProctorU authentication step?
 - Please visit ProctorU's website (<http://proctoru.com/portal/lsu/auth.php>) to setup your account and to walk through the one-time "identification validation" procedure
 - Completed LSU Online Student Orientation quiz?
 - Complete the quiz in Moodle
 - Is the course “made available” to students by the instructor?
- **Technical Issues:**
 - iPhones and tablets are not ideal for LSU Online courses
 - Google Chrome and Mozilla Firefox are recommended browsers
 - Call the Help Desk at 225-578-3375
 - Academic Partnerships (AP) 1-877-670-4521



Student Issues (con't)

- **Students have not participated in several days . . .**
 - Contact Amanda Major (amandamajor@lsu.edu) and Charity Bryan (charitybryan@lsu.edu)
 - AP will follow up with the student



Questions?

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