



**NORTHERN ILLINOIS UNIVERSITY**

# Coordinated Support for Quality Online Programs





# AGENDA

- Why NIU Online Learning?
- A Taste of Quality Online Learning
- NIU Quality Online: Coordination of services
- Quality Matters
- eLearning Services
- Faculty Development
- Promotion
- Community and Research



# PERSONALIZING LEARNING THROUGH TECHNOLOGY

- An international movement to engage educators in reaching learners more effectively through research-based online learning design
- Already involving NIU researchers, graduate students and faculty

21<sup>st</sup> Century Education



# WHY SHOULD NIU OFFER ONLINE OPTIONS?

- To reach new students: Over 3 million adults in our region have some college but no degree
- Provide accessibility: Adults are constrained by work and family demands on their time.
- Enrich interactions among learners: technology enables people to interact over distance
- Meet learning style needs: Technology can incorporate multiple learning styles
- Enhance communication: Online technology provides immediate two-way communication for groups and whole classes
- Includes 21<sup>st</sup> century skills: Learning through technology can mean learning about technology
- To capitalize on our strengths: NIU has won awards in online learning and is nationally known for its graduate program



# SAMPLES OF QUALITY ONLINE LEARNING TECHNIQUES

Best Practices: An instructor introduces his graduate course



# SAMPLES OF QUALITY ONLINE LEARNING TECHNIQUES

Best Practices: How to Navigate a Course



# SAMPLES OF QUALITY ONLINE LEARNING TECHNIQUES

Having resources available to students at different times and locations

[Guest Speaker Explaining the Significance of Language in Regard to Disability](#)



# EXCITING LEARNING ONLINE

Face to Face	Online
Lecture	Audio slideshows Videoconferencing
Class and group discussion	Online discussion (synchronous or asynchronous); webcams and virtual rooms for group meetings
Written work	Submitted Word documents, graded online; reviewed by classmates
Quizzes/Tests	Online quizzes/Tests
Readings	Readings
Office hours	Online office hours with webcam meetings
Mock performance, case studies	Digital simulations, case studies, games





# ACCESS TO MORE WAYS TO LEARN

Online courses developed by NIU eLearning Services comply with the [Illinois Information Technology Accessibility Act \(IITAA\)](#) to accommodate students with disabilities.

Online courses developed by eLearning include:

- Transcriptions of all recorded audio
- Alternative text for graphics
- Text version of games and simulations



We also strive to meet multiple learning styles by providing interactive learning and multimedia, not just text-based content.

Students can review past lessons, practice through simulations, test themselves with interactive quizzes, listen to audios or view video repeatedly



# LIVE INTERACTION

**Synchronous meetings** are an essential part of modern online courses.

Live meetings promote a sense of instructor presence and connection for students.

- Faculty can meet with small groups of students
- Faculty can hold office hours
- Students can set up synchronous meetings for their project groups
- Students can present to the whole class, display their project graphics and field questions from their instructor or class mates in real time.
- Meetings are accessible on iPads and Android devices.



# OFFICE OF ONLINE PROGRAM DEVELOPMENT AND SUPPORT (OPDS)

eLearning  
Services

Faculty  
Development



Promotion

Research &  
Communities  
of Inquiry

Online Program  
Development & Support



# OFFICE OF ONLINE PROGRAM DEVELOPMENT AND SUPPORT



## Online Program Development & Support

Advantages of this approach

- Coordinated support
- Professional development + Course development + Community development



# **NIU eLEARNING SERVICES**

***ONLINE LEARNING EXCELLENCE***

[eLearning Services Video](#)

# ELEARNING SERVICES

eLearning Services has **11 Supportive Professional Staff**. Several have NIU doctorates and graduate students are involved in research and production.

**Program Lead** is point of communication for each program.

**Instructional designer** assigned to each instructor for the life of the course.

**Graphic designer** to improve the visuals of your course materials and help with "Fair Use" images.

**Transcription services** to meet ADA requirements.

**Quality review** provided for all courses.





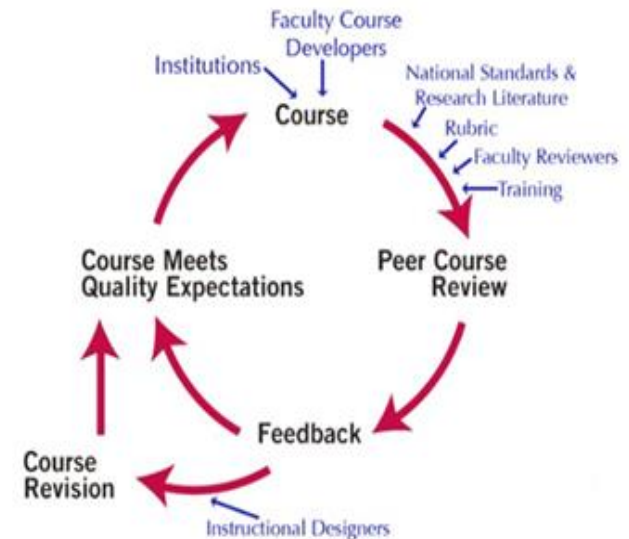
# QUALITY MATTERS

Quality Matters is an internationally recognized set of standards for online course design, interactivity, and learner support developed by faculty-led research teams.

QM does not set **course content** quality standards but focuses on student experience quality standards.

## • Implementation of QM at NIU

- Integration into eLearning Services development process
- Faculty Development training





# QUALITY ONLINE COURSES

Quality Online Courses at NIU are evaluated in three stages:

1. **Quality Essentials** – embedded by instructional tech professionals during the development stage
2. **NIU Quality Standards** – NIU peer reviewed
3. **Quality Matters Certified Standards** – NIU review plus an external peer review, nationally recognized course!!
4. **Quality Matters Certified Programs**—newly announced by QM







# FACULTY DEVELOPMENT

Customized online teaching support services offered to prepare program faculty to teach online:





# ONLINE TEACHING CONCIERGE

Individualized plan of suggested live and recorded online workshops, tutorials, and related resources

“Online Teaching Concierge” is a contact for guidance and assistance in teaching online





# ONLINE TEACHING COMMUNITY

Ongoing networking, resource sharing, and support with other NIU faculty teaching online...





## Research Design Support

### Goals:

- To provide collaborative support for research development.
- To provide a method for researchers to share outcomes and receive feedback.
- To prevent duplication of effort.
- To assure decisions made in the development of online programs are informed by and driven by data obtained through efficient and effective research.



# ONLINE TEACHING COMMUNITY

## Advisory Committee on Online Learning

### Goals:

- Develop an effective collaboration between stakeholders and the Online Program, Development and Support Office (eLearning, Faculty Development and Outreach).
- To collaborate on the development of NIU online courses and programs.
- To establish standards for NIU online environments while retaining the individuality of instructors and course content.



# ONLINE TEACHING COMMUNITY

## Online Teaching Circle – Community of Practice

### Goals:

- To encourage ongoing discussions of online teaching practice and quality
- To provide ongoing peer-to-peer support for faculty teaching or designing online courses
- To build a network of those who have experience teaching online



# QUESTIONS?

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