

Academic Outreach
Spring 2006
Wednesday, May 10, 2006
Minutes

Attending:

Current AO Members: Dr. Melody Clark **Chair**, Tom Sink, past-**Chair**, Mary Beth Aust-Keefer, Indra Canagaratna, Melanie L. Hoffman, Mary Jane Palmer, Gloria Powell, and Dr. Thomas Skill

Invited Guests: Pete Ross from CCC, Cecily Goode from UC, Janet Green from UT, Dr. David Wright from UD, and Tom Erney from CSCC; also Rich Bowers and Dr. Cabe Green from OLN

Ex Officio: Dr. Kate Carey, Gail Peters, Nancy L. Ragias, and Dr. George E. Steele

Unable to attend:

AO Members: Andaz Ahmad, Dr. Marilyn S. Jones, and Dr. Karen I. Rhoda

Invited Guests: Amy Sues, from Clark State Community College

Background readings:

- Ohio Learning Network Student Service Report 2000
- [Center for Transforming Student Services](#)
- [Sloan-C Growing by Degrees](#)

Updates of OLN activities

- George announced that Dr. Mel Anthony May resigned from AO due to his changing of positions at KSU. He is now an Assistant Dean at Kent State Ashtabula. The committee wishes well in his new position and thanks him for his dedicated work for AO.
- George announced the new OLN Student Service Web site <http://ohl.olin.org> will soon become active. An announcement will be made over the listserves.
- Nancy provided a marketing update by reviewing the attached slide presentation. The complete slide set for the latest Ohio Poll will be found at: http://www.olin.org/about_olin/olinnews.php. Kate said OLN would share the market data collected in the Ohio Poll with those institutions that make a request.
- Gail provided a update on the Smarthinking contract. Currently 11 institutions are participating with the collective purchasing agreement for Smarthinking's tutoring hours. The collective purchase and OLN subsidy has saved these institutions' \$62,400. A copy of this report is attached to the bottom of this document.
- Rich Bowers provided an update on the Ohio IT Clearinghouse efforts with promoting the International Computer Driving License (ICDL). Through this agreement, residents of Ohio receive a substantial discount on the cost of this basic IT skill certificate. Market value for this certificate is around \$250. Through OLN, the cost is reduced to \$80. OLN is working with Enterprise Ohio schools as test sites. More information can be found at:

<http://www.ohioitclearinghouse.org/CompUnltd/ohio-icdl.htm>. Concern about the cost was raised in regards to promoting it in conjunction with credit bearing basic IT courses.

- Kate provided an update on the OBR Taskforce on Adult Education. This Taskforce met in March and April and discussed multiple approaches to getting adults back into education. Five papers were written that explored and presented possible approaches. Part of this discussion also involved the topic of a Regents Degree. The key point, though, for AO is that whatever steps this Taskforce recommends, it will most like have implications for providing better students services through use of technology.
- Kate also discussed the OLN strategy of moving from competitive grants to focused investments. Referring to the [external assessment](#) completed last year, of previous OLN grants, Kate pointed out the report's conclusion that OLN did a great job of forwarding money to the campuses for innovative uses of technology and creation of content, but that this did not produce the sharing of content and collaboration which was sought. Rather than continue with a competitive RFP processes, OLN will follow the report's suggestion and use future dollars for focused investments. She asked AO members for suggestions and ideas for collaboration and building on existing content, services and technologies to help adults further their education, rather than to continue to fund content creation at individual institutions.
- George stated that notification to the campuses for beginning the review of HEI DO and DS file data for this year's 2006 E-Learning Report will start during the first week of June. This year's report will use AU-2005 data. George invited AO members to contribute ideas for the report's focus this year – last year the [2005 E-Learning Report](#) focused on four institution's successful distance learning programs, presented as four case studies.
- Kate provided an update of the [Ralph Regula School of Computational Sciences](#) and described OLN's role – since it is a virtual school, OLN leads policy directions, on issues such as: i.e. pricing, cross registration, etc.
- Kate also provided an update on the [Learning communities Initiatives Centers](#) grants. The OLN Board funded five – Kent, Shawnee, Miami, BGSU and OSU. These centers will have Web sites by June 1 that will promote their missions and activities. These centers will offer small grants for improving learning through technology. The philosophy behind creating these centers is to get deeper into institutions and transform how teaching occurs.
- Cabe discussed the OLN Emerging Technologies committee and its technology [test bed](#). OLN is committed to exploring, testing, and providing access to significant and emerging technologies (ET) and trends that affect e-learning. The Emerging Technologies Committee was formed in January, 2005 to support these efforts. Cabe discussed how the AO committee could use the test bed to explore, test, and provide access to it constituencies for technologies related to student services. Through this process, OLN could help coordinate collaboratively purchased student services technologies for interested institutions.
- Kate provided an update on Course Redesign efforts in this state. The OLN 2005 Emerging Needs Grant: Course Redevelopment Grant recipients presented their pilot data in January to each other. Their final group presentation using their final course redevelopment results was planned for this summer. Since then, the issue of course redesign has been taken up in statewide policy discussions. OLN

has also received from [NCAT](#) a proposal to join a new Course Redesign Alliance. Based on conversation around these points, Kate asked the AO committee to discuss and vote on the following resolution.

Resolution: Because the AO committee supports the use of technology to improve learning and decrease costs it supports 1) the sharing out of information and knowledge gained by institutions participating in the 2005 Course Redevelopment grant through a meeting scheduled for September, 2006 in which other institutions will be invited to attend and 2) supports further discussion with NCAT to provide consulting services at a distance for institutions working on course redesign.

- **Action:** This resolution was unanimously passed by the AO committee

Lunch

In the afternoon session, each member of the AO Committee was invited to bring one representative from his/her institution who works within the broadly defined area of providing student services. George started the meeting off with the attached presentation. The key point was *that the difference between providing student services to distance learning and traditional students through technology are now blurred. Such a distinction is rapidly disappearing if not eliminated on most campuses.* The following question was asked to focus the afternoon discussions. Discussions used small and large groups address and respond to these.

Focusing Question: *What technology enhanced student services are needed that are not currently available for learners and potential learners in Ohio?*

Background: OBR is pursuing the idea of developing a Pre-school through Adult learner Web portal for the state. An example of a model they would like to build on: http://www.ihets.org/progserv/education/ilportal/demo/01_quest_home.html

Show new OLN Web site focus on: <http://ohl.olin.org/> and focused on:

- Catalog search
- Transition pages
- FAQs
- RC pages
- IT Clearinghouse
- Student service section

Reviewed other OLN Student service initiatives:

- E 4 ME
- E fee
- E Guides

Brainstorm: Three small groups brainstormed: “What we can do to make the transition smoother for learners going between OLN and institutions’ sites?”

These groups came up with ideas such as:

- Improve institution’s sites
- Use e-business principles/portal models

- Use greater interactivity for services such as financial aid, academic advising, admissions, etc.
- Integrate better the business and academic sides of student services

When groups finished, they presented and discussed their ideas. As a way of assessing where we are at in delivering student services, George reviewed The Center for Transforming Student Services audits for accessing delivery of student services (<http://www.centss.org/audit.cfm>). Members of AO also shared other approaches used for assessing their delivery of services. These included [CAEL](#) and [Noel-Levitz](#). The key point raised was that these tools for assessment must have validity.

Questions:

1. What technology enhanced student services have institutions developed that could be shared state-wide?

Example: CSCC virtual advisor <http://global.cscce.edu/newglobal/index.asp>

Example: How we might share existing code: Compared to Peterson's guide; <http://www.petersons.com/dlwizard/code/default.asp> or, Oregon Network for Distance Learning: <http://oregonone.org/DEquiz.htm> or, Texas AM: <http://www.tamu.edu/ode/disted/survey.htm>

2. Are there vendor based students services of which OLN could coordinate collaborative purchases, such as with Smarthinking, that would enhance the delivery of technology enhanced student services?

Example: Assessing Readiness for DL -Readiness for Distance Learning Indicator <http://www.readi.info/index.cfm?fuseaction=home>

Example: E-mail management systems: RightNow <http://www.rightnow.com/>

Examples of two North Carolina State University departments using the same RightNow technology with individual unit supplying tailored FAQ responses:

Advising Central - http://www.ncsu.edu/advising_central/advisers.html

Distance Learning - <http://ncstatedistanceeducation.custhelp.com/cgi-bin/ncstatedistanceeducation.cfg/php/enduser/home.php>

- Based on the afternoon discussion, AO approved the following course of actions

Actions:

1. AO approved moving forward and participating in the OLN's Emerging Technologies test bed http://www.olin.org/emerging_technologies/testbed. AO focus will be on exploring, testing, and providing access to significant and emerging technologies that support student services -- both. academic and business related student service technologies.

2. At this month's AO meeting, the group decided to form three sub-committees this summer to help review and or provide guidance to AO activities. The three sub-committees are:

1) to assist with the planning on the report out session in September, of the final results of the OLN 2005 Emerging Needs Grant: Course Redevelopment Grant by the nine grant's recipients;

2) to recommend to Kate and George as to whether a new Student Service Committee should be formed to re-examine and make a recommendation to update the previous OLN Student Service report; and

3) to advise George on creating categories for the proposed OLN AO student service test bed.

These sub-committees will need to report back their recommendation by August 15, 2006. Their activities should be summarized with recommendation for the September 2006 Governing Board Meeting.

Smarthinking Contract Update: Spring 2006

- October 2005 began the fourth year of this project. OLN purchased an additional 1,920 hours of tutoring services at \$26 per hour -- and provided a cost savings of \$11,520 to license members for their purchase at **\$20 per hour**.
- Participating institutions purchased a total of 4,920 hours during the current contract period which is in effect from October 2004 through December 2006.
- A new contract is currently under negotiation for a purchase of 5,000 hours that will run from May 2006 through December 2008. Licensed members will have two years in which to use the tutorial hours that are purchased, and any remaining hours unused by December 2008 will be forfeited. Purchase of this larger number of hours will save the state of Ohio \$35,000 vs. purchases made by each individual institution.
- Tutoring services are available up to 24 hours a day, 7 days a week in Math, Statistics, Accounting, Economics, Chemistry, Grammar and Writing.
- OLN will not have to pay a new \$500 set-up fee for institutional participation, since the fee was paid during a previous OLN contract agreement with Smarthinking in 2003. Institutional set-up still includes account management, administrative access and implementation assistance, technical support by phone and email by Smarthinking, and free faculty evaluation accounts. Institutions still receive free set-up under the new contract.
- Institutions participating include Owens Community College, James A. Rhodes State Community College, Edison Community College, University of Cincinnati, Columbus State Community College, Northwest State Community College, Clark State Community College, Shawnee State Community College, Ohio University, Terra Community College, and Youngstown State University.

Listed below are participating institutions' estimates for additional Smarthinking hours for spring 2006.

| Institution | Estimated Hours | OLN Subsidy Savings to Institutions | Total Savings to Institutions with Subsidy and Aggregate Buy |
|---|---------------------|-------------------------------------|--|
| James A. Rhodes Community College | 175 hours | \$1,050 | \$2,100 |
| University of Cincinnati | 400 hours | \$2,400 | \$4,800 |
| Northwest State Community College | 375 hours | \$2,250 | \$4,500 |
| Clark State Community College | 1,000 hours | \$6,000 | \$12,000 |
| Owens Community College | 150 hours | \$900 | \$1,800 |
| Edison Community College | 150 hours | \$900 | \$1,800 |
| Ohio University | 50 hours | \$300 | \$600 |
| Terra Community College | 250 hours | \$1,500 | \$3,000 |
| Youngstown State University | 150 hours | \$900 | \$1,800 |
| Shawnee State University | 0 hours | | |
| Columbus State Community College | 0 hours | | |
| Total hours requested by institutions | 2700 hours | \$16,200 | \$32,500 |
| Total additional hours recommended by OLN | 2300 hours | | |
| Total suggested purchase | 5,000 hours | | |
| Cost for OLN at \$26.00 per hour X 5000 hours | \$130,000.00 | | |
| Cost for OLN with 200 free bonus hours added | \$130,000.00 | | |
| Cost for Institutions at \$20.00 per hour X 5200 hours | \$104,000.00 | \$31,200 | \$62,400 |