Enabling Technologies Committee

UAB Online

Agenda

Wednesday, June 11, 2014

Magnolia Office Park
Suite 200
1:30-2:30 PM

- Member Roster (Attachment 1)
- Strategic Plan: Student Success Objectives (Attachment 2)
- Pilot Updates
  - Authentication Systems
  - Web Conferencing
1. Scott Austin  
   Biomedical Sciences  
   Graduate School

2. Chris Blackmon  
   Canvas Success Manager  
   UAB Online

3. Eric Martin  
   Director, Strategic/Integrated Communications  
   Office of Public Relations & Marketing

4. Dan Murphy  
   Instructional Design Manager  
   School of Nursing

5. Carter Naftel  
   Assistive Technology Specialist  
   Disability Support Services

6. Pam Paustian, PhD  
   Associate Professor  
   Health Care Management  
   School of Health Professions

7. Scott Phillips, PhD  
   Assistant Professor  
   Music  
   College of Arts & Sciences

8. Nancy Wingo, PhD(c), Chair  
   Instructor  
   Acute Health, Chronic Care & Foundations  
   School of Nursing

9. David Yother  
   Director, Enterprise Technology Solutions  
   Academic Tech & Relationship Management
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<th>Objectives</th>
<th>Performance Indicators</th>
<th>Responsible Entity</th>
<th>Resources Needed</th>
<th>Timetable</th>
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<tr>
<td><strong>3.1</strong> Provide equivalent access to university support services for online and face-to-face students.</td>
<td>(1) Gap Analysis of all student support services for online versus face-to-face students; (2) Gap analysis of UAB websites to ensure proper dissemination of student service information; (3) Prioritized list of needed interventions; (4) Specific strategy recommendations to Provost; (5) Number of disparities in support services</td>
<td>Partnership of all entities involved in delivery of student services; eLPS staff</td>
<td>Faculty and student participation; Financial resources</td>
<td>Year 1: Gap analyses completed, recommendations made to Provost; Interventions begun Year 3: Number of disparities reduced by 50%; Year 5: All disparities eliminated.</td>
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<td><strong>3.2</strong> Provide systems for authentication and verification of online student identity.</td>
<td>(1) Usability study conducted for candidate vendors, (2) Product selected, (3) Successful rollout, (4) Satisfaction Survey, (5) SACS COC reaccreditation with no citation on this issue</td>
<td>eLPS staff, UAB faculty &amp; students</td>
<td>Faculty and student participation; facility for usability testing; financial resources</td>
<td>Year 1: Candidate vendor(s) evaluated and brought to campus; usability study conducted, product selected and piloted during Summer 2014; Full rollout in Fall 2014 Year 3: Conduct satisfaction survey of students and faculty; Evaluation of new technologies on market Year 5: Improved technology rolled out fully</td>
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<td><strong>3.3</strong> Ensure all online course content is compliant with the American with Disabilities Act (as amended)</td>
<td>(1) Faculty provided with training, support and resources for ADA compliance, universal access and universal design (2) A self-assessment tool for faculty developed and distributed, (3) A plan for continuous improvement and progress toward goal developed and communicated broadly</td>
<td>DSS and eLPS staff</td>
<td>New staff positions; Faculty and student participation</td>
<td>Year 1: Self-assessment tool developed and disseminated to faculty; 100% Faculty trained Year 3: Continued progress, Year 5: Continued progress</td>
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<td><strong>3.4</strong> Provide online technology support and training for students</td>
<td>(1) Equitable student support resources, and training opportunities offered online as compared to on ground (2) Number of students participating in training, (3) 24/7/365 Help Desk for technical support (4) Student satisfaction surveys</td>
<td>eLPS Staff</td>
<td>Staff trainers</td>
<td>Year 1: 24/7/365 technical support implemented Year 3: Student support, resources, and training opportunities in place; Year 5: Student satisfaction assessed and improvements implemented</td>
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<td><strong>3.5</strong> Establish a technology-enhanced, comprehensive approach to enhancing student retention &amp; on-time degree completion</td>
<td>(1) Retention rate of face-to-face students taking online classes; (2) number of classes cancelled due to lack of physical space on campus, (3) Retention rate of totally online students, (4) Degree completion rates comparable between online and on ground students; (5) DFW rates</td>
<td>Exec Director-Institutional Effectiveness and Analysis; School-based advising staff; eLPS staff</td>
<td>Faculty participation; Online class availability</td>
<td>Year 1: Tracking performance indicators and prioritized list of courses, which are needed for online delivery to address retention issues; Year 3: Designed interventions from data gathered from tracking performance indicators, 100% of courses with high cancellation rate offered online; Year 5: Demonstrable increase in student retention and completion rates.</td>
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*In the context of this strategic plan, online education encompasses totally online, blended and web-enhanced course delivery formats. Moreover, all general references to faculty relate to any full-time or adjunct faculty member who uses an LMS to deliver a totally online, blended or web-enhanced course.*
## Goal 5: Enabling Technology

**Provide cutting-edge campus technology and infrastructure that ensures faculty and student success**

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<td>5.1 Provide a state-of-the-art portfolio of reliable, user-friendly, learning technology tools</td>
<td>(1) Appropriate uptime percentage for technology, (2) Usability study results, (3) Satisfaction Survey results (4) Number of new technologies evaluated, (5) Inventory of school-specific software</td>
<td>eLPS, Instructional Designers' Consortium and Enabling Technology Committee, Technology Providers</td>
<td>Historical data from ITIT; Faculty participation</td>
<td>Year 1: Finalize inventory of school-specific software and reliability data; Institute process for technology monitoring; Year 3: Satisfaction survey results indicate plan for ongoing evaluation.</td>
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<td>5.2 Provide state-of-the-art, scalable IT infrastructure for the delivery of world-class, online education</td>
<td>(1) Wireless speed, (2) Percent of campus with wireless capability, (3) All academic buildings wired for high speed transmission</td>
<td>eLPS; Office of the VP for Finance and Administration, VP Information Technology</td>
<td>Significant capital investment</td>
<td>Year 1: Conduct gap analysis and prioritize needs, Year 3: Achieve 50% of goal, Year 5: Achieve 100% of goal</td>
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<td>5.3 Develop streamlined and efficient administrative operations</td>
<td>(1) Satisfaction Surveys (faculty &amp; students), (2) Use of cloud services, (3) Use of students to assist with LMS implementation</td>
<td>Office of the Provost</td>
<td>Faculty, staff and student participation</td>
<td>Year 1: LMS transitioned to cloud-based, LMS administration transferred to Office of the Provost Year 3: UAB students hired in part-time positions Year 5: Seamless integration of eLPS services into academic units</td>
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<td>5.4 Deliver customer-centric, integrated technical support services for online faculty and students</td>
<td>(1) Accessibility of technical support, (2) Customer satisfaction survey results, (3) Number of complaints, (4) Number of escalated tickets</td>
<td>eLPS, Instructional Designers' Consortium, Technology providers</td>
<td>Faculty and student participation</td>
<td>Year 1: New process established for resolution of complaints; New satisfaction survey; Time for problem resolution decreased by 50% Year 3,5: Ongoing continuous improvement</td>
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<td>5.5 Provide enhanced universal design and accessible instructional technology for online users</td>
<td>(1) Percent of technology portfolio that is accessible by all students and faculty, (2) Availability of assistive technologies for students and faculty, (3) Development of course self-assessment tool</td>
<td>DSS and eLPS Staff</td>
<td>Financial resources; Faculty and administrative participation</td>
<td>Year 1: Conduct Self-Evaluation and develop Transition Plan; make accommodations for known needs of students &amp; faculty Year 3: Achieve at least 50% of Transition Plan goals, Year 5: Achieve 100% of Transition Plan goals</td>
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UAB Online

Minutes

Wednesday, June 11, 2014

Magnolia Office Park, Suite 200
1:30-2:30 PM

Members Present. Scott Austin, Christopher Blackmon, Eric Martin, Dan Murphy, Carter Naftel, Pamela Paustian, Nancy Wingo.

Members Absent. Scott Phillips, David Yother.

Updates. 1) Authentication Systems: ProctorU has already been piloted. Proctor Free is being piloted this summer. The committee hopes to make a recommendation to the Academic Advisory Council based on these pilots by the beginning of fall semester. 2) Web Conferencing Systems: We are still considering Go2Meeting/Go2Training, Adobe Connect, and WebEx. Chris Blackmon has a meeting with Adobe Connect this week. The committee hopes to make a recommendation to the Academic Advisory Council based on these demos by the beginning of fall semester.

Assignment of Strategic Plan Objectives. Today’s discussion focused on objectives from Enabling Technology Goals 5.1-5.5 as well as Student Success Goals 3.1-3.5.

The committee recommended that Student Success Goals 3.1 and 3.5 be assigned to the University Success Committee. The committee felt that student support services and student retention were more appropriate topics for the members of the University Success Committee to address.

The committee recommended that Student Success Goal 3.3 (Americans with Disabilities Act) be merged with Enabling Technologies Goal 5.5, and that Student Success Goal 3.4 (technological support) be merged with Enabling Technologies Goal 5.4.

The committee will take responsibility for Student Success Goal 3.2.

The next meeting of the Enabling Technologies Committee is Wednesday, August 13 at 1:30 PM.