Breaking Barriers and Building Bridges to Online Student Success

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Wake Tech 2015-2016 Curriculum STATS:

- 29,050 unduplicated head count
- 15,323 students took at least one online course
- 47,843 online seats filled
Curriculum Enrollment by Campus (Last 3 Years)

- Main
- Northern Wake
- ONLINE
- Other Campuses

<table>
<thead>
<tr>
<th></th>
<th>Fall 2014</th>
<th>Spring 2015</th>
<th>Fall 2015</th>
<th>Spring 2016</th>
<th>Fall 2016</th>
<th>Spring 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main</td>
<td>8,424</td>
<td>8,171</td>
<td>9,670</td>
<td>8,781</td>
<td>9,994</td>
<td>9,984</td>
</tr>
<tr>
<td>Northern Wake</td>
<td>6,210</td>
<td>6,063</td>
<td>6,063</td>
<td>6,259</td>
<td>6,255</td>
<td>6,663</td>
</tr>
<tr>
<td>ONLINE</td>
<td>4,541</td>
<td>3,936</td>
<td>4,117</td>
<td>3,395</td>
<td>3,622</td>
<td>3,010</td>
</tr>
<tr>
<td>Other Campuses</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fall 2014 | Spring 2015 | Fall 2015 | Spring 2016 | Fall 2016 | Spring 2017 |
What challenges have you faced in your online offerings?

(Regarding faculty preparedness, student preparedness and student success in the online environment)
Overall Success and Withdrawal Rates in High Enrollment Gateway Courses 2014FA and 2015SP

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall Success Rates</th>
<th>Withdrawal Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014FA</td>
<td>2015SP</td>
</tr>
<tr>
<td>Success (%A,B,C)</td>
<td>72%</td>
<td>68%</td>
</tr>
<tr>
<td>Success (%A,B,C)</td>
<td>62%</td>
<td>60%</td>
</tr>
<tr>
<td>Withdrawal (%W,WP or WF)</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Withdrawal (%W,WP or WF)</td>
<td>26%</td>
<td>27%</td>
</tr>
</tbody>
</table>
EPIC – eLearning Preparedness Initiative across the College

Reduce online learning barriers and support student learning, persistence, and success in online courses.

OBJECTIVE 1
STUDENT PREPAREDNESS

Help students overcome online learning barriers and gain the skills they need to be successful online learners
Three lessons (modules):

- Online Learning Expectations
- Using the Computer
- LMS Bootcamp

https://www.youtube.com/watch?v=JK_3CtTwayM
## Online Learning Readiness Assessment

<table>
<thead>
<tr>
<th></th>
<th>2015SU</th>
<th>2015FA</th>
<th>2016SP</th>
<th>2016SU</th>
<th>2016FA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students taking at</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>least one online</td>
<td>4,180</td>
<td>9,128</td>
<td>9,460</td>
<td>5,225</td>
<td>9,788</td>
</tr>
<tr>
<td>course</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students taking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eLearning Intro</td>
<td>3,355</td>
<td>4,455</td>
<td>3,829</td>
<td>2,444</td>
<td>4,803</td>
</tr>
<tr>
<td>Percentage taking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eLearning Intro</td>
<td>80.3%</td>
<td>48.8%</td>
<td>40.5%</td>
<td>46.8%</td>
<td>49.1%</td>
</tr>
<tr>
<td>Students passing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>eLearning Intro</td>
<td>3,140</td>
<td>4,056</td>
<td>3,392</td>
<td>2,071</td>
<td>4,237</td>
</tr>
<tr>
<td>Completion Rate</td>
<td>95.0%</td>
<td>94.0%</td>
<td>90.0%</td>
<td>85.0%</td>
<td>86.2%</td>
</tr>
</tbody>
</table>
### eLearning Intro Module v2.0*

<table>
<thead>
<tr>
<th>Expectations Management</th>
<th>Passed Pre-Test</th>
<th>Passed Post-test</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>54%</td>
<td>95%</td>
</tr>
<tr>
<td>PC Skills</td>
<td>54%</td>
<td>98%</td>
</tr>
<tr>
<td>Mac Skills</td>
<td>60%</td>
<td>99%</td>
</tr>
<tr>
<td>Blackboard Skills</td>
<td>18%</td>
<td>96%</td>
</tr>
</tbody>
</table>

Pass rates for students who took eLearning Intro pre- and post-module tests (4/1/2016 through 5/31/2016)
OBJECTIVE 2
FACULTY PREPAREDNESS

Help faculty design and deliver online courses in accordance with Wake Tech’s e-Learning quality standards.
Online Teaching Certification

*Developed and implemented by faculty and staff in one year:*

- Based on EPIC Quality eLearning Standards developed by faculty
- Three Pathways to certification:

- 30 Hours PD
- Peer Review
- Mentoring
EPIC Quality eLearning Standards

- Best practices in online design and delivery
  - Navigation
  - Communication
  - Collaboration
  - Assessment
- Participatory, team-based development by faculty and eLearning staff
- Based on research into best practices
Teaching online? Need to learn how?

ONLINE Teaching Certificate

WAKE TECH
WORKFORCE CONTINUING EDUCATION

epic.waketech.edu
Pathway 1 – Certification by Professional Development

- EPIC30 – 30 hours of PD training based on standards
  - LMS Training
  - Accessibility
  - Universal Design for Learning
  - Navigation
  - Communication and Collaboration
  - Assessment including rubrics
  - Capstone

Image source: Disney/Lucas Films
Pathway 2: Peer Review

Peer Review allows an experienced online faculty member to demonstrate proficiency in online course design, pedagogy, and delivery.

• How assessed?
• What/who assessed?
• What/who is not assessed?
Pathway 3 – Lateral Entry and Mentoring

- For new online instructors
- Mentoring program developed based on best practices
EPIC Master Certification

• For certified faculty
• Identifies exemplary courses
• Ensures initiative sustainability within divisions
Online Certification Progress Report

• Launched fall 2015
• 54% of 409 online faculty certified
• 71% of all EPIC 30 hours completed
• 12 Master Faculty, and exemplary courses, by Summer 2017

All online faculty must be certified by Fall 2017 (policy)
Quick Facts

EPIC OUTCOMES
Survey Summary

➢ Students are gaining and using online learning skills in online courses, faculty have noticed an improvement.

➢ Time management, communication with instructors and collaboration with peers continue to be challenges.

➢ Students need prompt feedback and meaningful interactions with faculty and peers that help them feel like they are not taking online courses alone.
Priority seated vs online success rates (%A,B,C,P)

<table>
<thead>
<tr>
<th>Year</th>
<th>Priority Seated Success</th>
<th>Priority Online Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013SP</td>
<td>68%</td>
<td>61%</td>
</tr>
<tr>
<td>2014SP</td>
<td>67%</td>
<td>61%</td>
</tr>
<tr>
<td>2015SP</td>
<td>67%</td>
<td>58%</td>
</tr>
<tr>
<td>2016SP</td>
<td>70%</td>
<td>62%</td>
</tr>
</tbody>
</table>
Summary

- Requiring students to take free online course preparation training before enrolling in an online class
  - To better prepare students for taking online courses
- Offering three pathways for faculty to earn their EPIC Online Teaching Certification
  - To better prepare faculty to design and deliver online courses
Recommendations for Replication

- Allow time for participatory decision making
- Pay attention to change management
- Spend resources on team building and training
- Pay attention to matrix organizational challenges (cross-functional teams).
- Pay attention to implementation timing
- Communicate expectations early and often
- Give teams room to learn and adapt
Teaching online? Need to learn how?

ONLINE Teaching Certificate

WAKE TECH WORKFORCE CONTINUING EDUCATION
epic.waketech.edu
Questions?

Image source: http://en.hdyo.org/tee/questions