Coordinated Support for Quality Online Programs
• 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
• 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

21st 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 21st 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
Best Practices: An instructor introduces his graduate course
Best Practices: How to Navigate a Course
Having resources available to students at different times and locations

**Guest Speaker Explaining the Significance of Language in Regard to Disability**
<table>
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<th>Face to Face</th>
<th>Online</th>
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<td>Lecture</td>
<td>Audio slideshows Videoconferencing</td>
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<td>Class and group discussion</td>
<td>Online discussion (synchronous or asynchronous); webcams and virtual rooms for group meetings</td>
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<tr>
<td>Written work</td>
<td>Submitted Word documents, graded online; reviewed by classmates</td>
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<td>Quizzes/Tests</td>
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<td>Readings</td>
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<td>Office hours</td>
<td>Online office hours with webcam meetings</td>
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<td>Mock performance, case studies</td>
<td>Digital simulations, case studies, games</td>
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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.
**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 classmates in real time.
- Meetings are accessible on iPads and Android devices.
Advantages of this approach

- Coordinated support
- Professional development + Course development + Community development
NIU eLearning Services

Online Learning Excellence

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

- Quality Review Training
- Technology Skill Development
- Consultations on Online Teaching
- Introduction to Online Teaching
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
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.
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 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
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