

## COLC Faculty & Staff Training Meeting 2/28/17

**Attendees:** Camille Andrews, Mann Library; Kim Benowski, eCornell; Gaby Castro Gessner, Olin Library; Cindy DeCloux, Vet College; John Graves, Vet College; Wes Hewett, Systems Engineering; Patrice Prusko, Academic Technologies; JoAnn Shepherd, HR

### Agenda

- Introductions and news
- Knowledgebase update
- COLC annual event
- Group mission vision and goals
- Discussion of needs and goals

### Introductions and news

All introduced themselves and JoAnn gave an overview of the new enterprise-level LMS behind CULearn, hosting and supporting non-credit learning across campus for faculty, staff, and students (<http://culearn.cornell.edu/>). CULearn currently hosts hundreds of online learning materials for research compliance, workforce development and other non-credit offerings, centralizing staff training, eliminating shadow databases, and providing an authoring environment (Captive) and a central and unit-independent home and support. JoAnn is working on a form for onboarding more materials. Lynda.com and Skillsoft are separate but linked from the CULearn main page. The service desk is first point of contact for technical issues in the LMS.

### Knowledgebase Update

Camille provided an overview of our draft proof-of-concept Cornell Online Learning [Knowledgebase](#), sharing [feedback](#) from the open houses in January. In summary, the idea of a single stop for training documentation is useful but should be more usable and structured in a more intuitive way (how to FAQ, getting started/workflow tool or flowchart, directory of expertise, etc). Next steps include talking to the other subgroups and looking at the information from the needs analysis survey being done at the annual event.

### Knowledgebase Q&A

- Could lecture captured class videos be stored here? Patrice shared that Academic Technologies has started the process of thinking through and creating a separate repository for learning objects rather than training materials for online learning
- Wes suggested not only using keywords and tagging to link topics but also using mind mapping to devise solutions for this and other systems
- Is there training available on how to create tools, resources, and training? AT has faculty training that can possibly be repurposed. This committee is working on how to provide this

### COLC Annual Event

Patrice provided an overview of the [annual event](#) that the Steering Committee is planning for March 7.

### **Group Mission Vision and Goals**

Camille and Kim explained the [mission vision and goals document](#) and solicited feedback, not only on this document but also on what attendees wanted from the group in general and what questions and concerns they had.

### **Group discussion**

- Need to move forward with online learning to bring Cornell up to other leaders like U Michigan and Penn State. Waiting on administrative direction but what can we do before this? How to move beyond incremental progress to future-focused vision of online learning at Cornell? What is the vision of ID and future-focused training (not traditional training on traditional tools)? Where are we with microlearning? Social learning? Mobile learning?
- Does this group provide a report on what is happening across campus? For example, a paragraph from each school on what they are working on and what has been accomplished over the year. This may be a good step for COLC Steering Committee
- What are quality standards for online learning at Cornell? Cornell is a part of SARA (<http://nc-sara.org/content/sara-policies-and-standards>) and works with faculty to reach those standards. Discussion of SARA and Middle States accreditation as drivers.
- How do we define quality online learning? What are the best practices for instructional design at Cornell in particular (each institution may have different definition of best practices)? Consider benchmarking with industry standards
- Divide between credit and non-credit online learning and need for central Academic Technology-like unit for non-credit learning (or possibly AT pointers to other units that can also help) as well as additional university commitment of resources
- How do I create training? Know who to go to for help on issues/topics related to online learning?
- Are surveys best for needs analysis (survey fatigue)? Could this group run focus groups? Do we have any trouble reports to analyze?
- How do we show the value proposition for online learning, make the business case for resources? WIIFM (for the university, for the faculty, for the learners). Time spent in instructor-led vs. scalability of online learning
- Consider doing case studies - e.g. development of an online course. Others could use to help in knowing who to talk to and which organization in the university would be the right resource to go to.
- Where do we start in getting student input (perhaps even pre-orientation)?
- Have we thought of hiring our technically gifted students? How long does it take? What's needed? Who handles this? Best practices on hiring others (outside consultants, students) to create online learning?
- What does the research say about online learning?