

## **COLC Faculty & Staff Training Knowledge Base Open Houses**

1/17 & 1/19 in Mann 112

Tues: Heather Somers (Academic Technologies) & Susanne Bruyere (ILR faculty)

Thurs: Jonathan Davies (eCornell), Gaby Castro Gessner (Olin Library), & Lisa Hogarty (IPP - Energy & Sustainability)

Demonstration of the [training knowledgebase](http://knowledgebase.dhgoodall.com/) (<http://knowledgebase.dhgoodall.com/>). Purpose of knowledgebase is to be a front-door for training materials and resources for online learning that link out to existing resources. Users would use to self-teach

### **Getting more feedback and suggested means for gathering faculty needs:**

- Susanne Bruyere recommends getting on the Dean's faculty agenda (e.g. Alan Mathios, CHE Dean; Associate Dean in ILR - Linda Barrington), the Teaching and Learning Committee agenda, and the Engaged Cornell Committee agenda (they do education in the field; contact: Judy Appleton). Also contact curriculum/teaching committees - George Boyer - TAC teaching assistance council may know ; Camille has contacts on CALS and CHE curriculum committees (library liaisons on each)

### **COLC Event**

- Susanne willing to help promote, but will be out of town that week
- Recommends contacting Linda Barrington in ILR to help promote

### **Feedback and questions from Susanne Bruyere (ILR faculty)**

- How do I fill class time with meaningful interactions in person?
- What do I do with the outside work being assigned like locating articles and current events?
- I just don't know what's out there; classes, examples, resources, etc.
- Need concise and compartmentalized information with links out that can explore if want.
- Need strategy and direction
- Need key components of going online, the categories.
- What is involved?
- Show the steps in a stepwise progression
- What questions should I ask? E.g.

#### **Where do I start** when creating an online course?

- What are the (5?) steps to creating an online course
- What options exist in teaching online (engagement, activities)

#### **How do I create...**

- chat groups
- online evaluations
- exercises
- facilitating interaction
- group work online

What are the **key components** (or what questions should I ask myself when contemplating online instruction)?

1. What's involved?
2. Does your content lend itself to this?
3. What's static, what's dynamic?
4. Should you create an online course?
5. If so, then how? (...if conversion is what you're trying to achieve)

**Example** Susanne is working on:

- designed an online course to aid companies in self-assessment
- 6 videos for professional development - 45 min segments
- Converted into 3 hour sessions - watching video outside class on own time and then thinking about how to use in class time most effectively (Kim's explanation of backwards design gave her place to start)

Usability is important - don't have time to figure out the structure (whether alphabetical, by topic, or whatever) or language/jargon. More intuitive - where do I start if I want to do X

Faculty would need information on the knowledge base:

- How is it organized? Our topics/committee structure on knowledge base not intuitive
- Is it easy to use?
- Shorter is better
- Compartmentalize
- Keep descriptions brief (use links where necessary)

Accessibility is key. For example, can those with visual impairments use this? What would need to change in an online format?

### **Feedback from Lisa Hogarty in Sustainability**

- Looking for more of "How do I do X (create or post video, put background on greenscreen, etc)?" Again our topics/structure not intuitive
- Is default person for her engineers' requests to do things online since she knows a bit about Premiere Pro
- Three projects she has worked on recently:
  - Engineer wanted to do training video showing how to do certain procedures around the facility (borrowed equipment - video camera, lavalier mics, green screen - from Mann, Matt and co really helpful - went beyond handing her stuff and set up & showed her how to do things like sync separate audio and video tracks to get around noise in facility; eventually bought their own equipment (not all of it unboxed yet) and did video. Hit roadblock on production & posting
  - Engineer wanted to do recruiting/marketing video for military vets to work at facility (has video on SD card but doesn't know where to go from there - replacing green screen background, editing full day's worth of video, figuring out output formats and posting - consultation with Camille and Matt)

- Had lake source cooling conference where one attendee couldn't be there in person & wanted them to video everything. Expensive and time consuming. Googled, asked their IT who then asked CIT and eventually someone helped them figure out WebEx
- General process is she Googles around and then asks a bunch of people (getting passed from office to office sometimes) until she hits on someone who knows something and can help her out. Overall a lot of hunting around and lack of time
- FAQs would be useful - could she ask/find info on specific questions like green screen or how to export video. Would also like in person drop in sessions (talked to someone about this and they said it was expensive in terms of staff time), classes. Knows about Lynda.com and has other sites she goes to for Photoshop tips but often easier to ask someone. Doesn't have time or even if she does, has other things to do than go through a lot of material. Wants someone who can help
- Wants to know things like how long will project take, how much lead time is needed, is service free or paid
- Issue of whose job is it and what audience things are for - gets asked to do things but is she responsible or are there other people who do these things for people? How can she find them (looked for experts under Tools first then Expertise; showed her resource database but still not quite clear to her it seemed). Also academic/staff divide - is this for her as staff was first question she asked. Also asked if students could use and assumed they had drop in sessions for tech stuff
- Asked if we were going to do usability testing on HelpGuru - wants to see how people like her engineers would use. Will ask them to take a look and give feedback
- Wanted explanation of differences between Panopto, Camtasia, Captivate - started out as trying to remember program someone used to make video, then I listed some programs and she wanted to know which ones did what. (NOTE: It seems like she shouldn't have to know this or hunt - she has an idea in mind but might not know how to articulate or what options are available unless someone walks her through)

### **Feedback from Gabriela Castro Gessner, Olin Library**

- Looking for an "all in one" resource (database/knowledge management software) that could provide information relating to online learning
  - Database to house all COLC needs (for all groups)
  - Usability and detail both important
  - Accessibility also important
  - Contacts and resources needed (Who could provide guidance on this? Who has already done that?)
  - Process flows would be useful (detailed or at a glance, depending on the content)
  - Linked resources helpful (ensure back and forth navigation within system)
- In her efforts to create instruction for others, she would like to see quality examples from others, gain more knowledge on current best practices and innovative instructional design, and see/hear how others overcome design limitations and challenges
- Would like to see more details on our COLC and how each group relates and differs

- Hopes that we will consider hosting open house hours again (possibly on an ongoing basis) for faculty and staff with online learning needs.
- Loved the opportunity to meet in person to review the knowledgebase, discuss needs, and collaborate

We also discussed the various groups and their areas of focus. Kim to share more on this after next COLC steering meeting.

To answer how certain groups differ, Kim mentioned that:

- We are still in the process of defining our scope and awaiting some direction on the overall direction of online learning at Cornell. As this will continue to evolve we've taken a few steps to get things started.
- COLC Faculty & Staff Training is focused on gathering the needs of faculty and staff with our first charge of creating a repository to house the training materials that currently exist across the university.
- COLC Instructional Design & Quality is aimed at creating a collaborative community of designers, quality professionals and others involved with designing instruction that will share best practices and serve as a sounding board on design challenges.
- COLC Policies & Standards is focused on identifying policies and standards that apply in higher education and may later strive to share this information across the university.
- COLC Technology, Tools & Resources seeks to gather information on those that exist across the university and has offered brown bag lunch sessions periodically showcasing some of these.
- COLC Marketing & Communications is newly formed and more information will be shared in the upcoming months.