Hawai'i Community College
Unit Assessment Plan

Unit: Instructional Technology Support Office

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Date: AY 2011 - 2012
        Results of first iteration added December 1st, 2011
        Results of the second iteration added March 15th 2012

1. Unit Outcome(s) that will be assessed: (Choose one, or at the most two, outcome(s) to focus on. Start with what is most important or seems a priority for the unit.)

Outcome #3. ITSO will support students in their online courses by facilitating Laulima orientations.

2. What questions does your unit have for staff, faculty and/or students (those who use receive service from the unit) about how they perceive the unit's effectiveness in meeting this outcome?

What impact did the ITSO Laulima Orientation have on students' experiences/successes in online classes?

3. Develop and describe the assessment procedure. (This could be a survey, focus groups, participation in the Hawai'iCC Accreditation Faculty and Staff Survey or Student Survey, or other method of assessment.) Include how, when and where this will take place and who in the unit is responsible for the process. Describe what you will be doing for the first round (iteration) and the second round (iteration). (Attach another page if you need more room.)

First Round

During the first week of the fall 2011 semester, ITSO offered four Laulima student orientation sessions (two in Hilo and two in Kona). These sessions, scheduled at various times to offer the widest possible availability to students, were informal, optional and done on a drop-in basis.

ITSO surveyed students who attended, once at the end of the orientation sessions and secondly three weeks later.

Orientation Evaluation: At the end of the Student Laulima Orientation, these open-ended questions asked:

1. How did you hear about this orientation?
2. What was the main reason why you decided to attend an orientation session?
3. What did you get out of coming to this orientation?
4. What questions and/or concerns do you still have about taking an online course?
5. Would you like follow up support for taking online course(s)?

Follow-up Evaluation: starting three weeks into the semester, ITSO sent participants an e-mail, which contained a link to an online survey (Google form) to determine if they were 1) still in the online classes that they signed up for, and 2) what aspect of the orientation was important to their online success. The questions, both multiple choice and open-ended, were as follows:

1. What ONLINE classes are you currently enrolled in?
2. Should we also include question asking about their previous experience taking online classes?
3. How did you feel about taking an online class before starting the semester?
4. Are you still enrolled your online class(es)?
5. How are your online classes going?
6. What do you like about your online class(es)?
7. What aspects of taking online class(es) do you struggle with?
8. Did you drop any online classes in the past three weeks?
9. Do feel the orientation session you attended during the first week of classes had an effect on your experiences learning online?
10. Do you have any suggestions to improve the orientation?
11. Besides the orientation sessions, what type of support and services would you like Hawai'i Community College to provide that would help you succeed in online classes?

Second Iteration

In the first week of spring 2012, ITSO offered five Laulima student orientations sessions.

At the end of Student Laulima Orientations, students were given a multiple-choice evaluation developed from answers to the fall evaluation:

1. How did you hear about this orientation? (Check all that apply)
- Flier
- Email
- HawCC website
- MyUH website
- Student Services Office, counselor, or advisor
- Instructor
- Other (see below)

2. What was the main reason why you decided to attend an orientation session? (Check One)
- This is my first time taking an online class.
- I have not used Laulima before.
- My instructor suggested it.
- I wanted to get questions answered about my online course(s) answered.
- To refresh myself on how to use Laulima.
- Other (see below)

3. What did you get out of coming to this orientation? (Check all that apply)
- I now feel more confident.
- I learned where to go and what to do.
- I picked up a few new tricks.
- I didn't really learn anything new.
- It was a waste of time.

- Other (see below)

4. What statement **best** identifies your feelings about taking an online class? (Check one)
   - I am excited and can't wait to get started.
   - I am nervous because I don't know what to expect in an online class.
   - I am nervous because I don't know if I have the computer skills to succeed in an online class.
   - I wish that I could take the class in a regular classroom but had to take it online.
   - Other (see below)

5. What suggestions do you have to help make this Laulima orientation better, more productive?

Participants were also sent the a follow up e-mail three weeks into the semester that included a link to the same evaluation as was used in the fall.

Data from fall semester was compiled and some changes were made to help improve ITSO's service. Spring semester data was compiled and compared with fall data.

4. If possible, set the performance rate. (This may only be possible once you've found some baseline data or the second iteration.)

Pending.

Time Table:

	First Round (Iteration)	**Second Round (Iteration)**
Outcome statements due	Sept. 1, 2011	done
Assessment plan (with questions) ready	Sept. 1, 2011	done
Assessment Conducted	Oct. 15, 2011	April 15, 2012
Use of Results Written Up	Nov. 15, 2011 (In Program Review)	May 15, 2012 (To Supervisor)

Appendix

Unit Outcomes: (List all the outcomes devised for your unit, agreed upon by those who are in your unit.)

1. The ITS Office will provide leadership/pedagogical support and training to faculty in the integration of instructional technology into the curriculum.

2. The ITS Office will help the college to meet the requirements of ACCJC accreditation for Distance Education.

3. ITSO will support students in their online courses by facilitating Laulima orientations.

Results

Fall 2011

Forty-seven students attended the Laulima Orientation in fall 2011. The most popular time was the first Monday of the semester. The following table tells when students attended the orientations:

Number of students who attended Laulima Workshops: fall 2011

	Monday 8/22 1:00 – 4:00 PM	Tuesday 8/23 9:30 – 11:00 AM	Tuesday 8/23 3:00 – 6:00 PM	Thursday 8/25 4:00 – 6:00 PM	Total
Hilo	27				
Hilo				4	
Kona		7			
Kona			9		
Total					47

Of the students who participated, 39 filled in evaluations of the session.

Trends in the comments indicated that the orientation helped students to feel more comfortable on Laulima and gave them more confidence in taking on their online class(es).
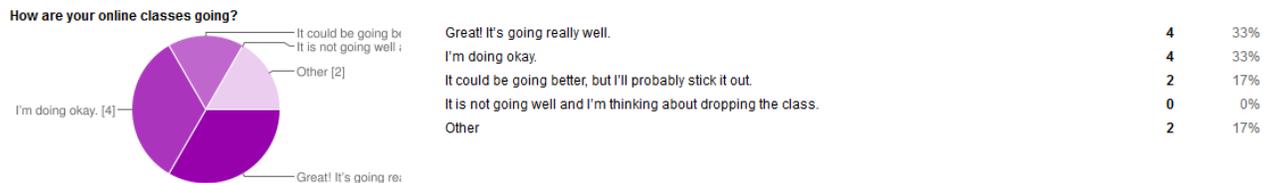
Below are the answers to the question, "What did you get out of coming to this orientation?"

- *solid help*
- *I'm able to navigate better. I feel more comfortable with my online course*
- *friendly staff. Preparation for future on profile*
- *I know how to use my online class works*
- *learned how to get around in the Laulima*
- *a lot of great information on how to make full use out of Laulima for my class*
- *great help! Definitely a great class. Hope to have available throughout year*
- *wonderful! Excellent one-on-one help-Leanne and Kate are wonderful teachers…thank you*
- *confidence*
- *problems solved-learned new info*
- *tips on use of Laulima; websites to guide me; on-on-one guidance in how to navigate Laulima*
- *Firefox recommended; fix my Hawaii.edu email mailbox format, recommend to thoroughly check each classes' links*
- *I learned how to post on the discussion board and how to reply to others*
- *a lot*
- *how to post 1 reply and assignments*
- *learning the different tabs and what they are used for*
- *learned how to put a pic on discussion page*
- *meeting great people and there is no delete button for a discussion box*
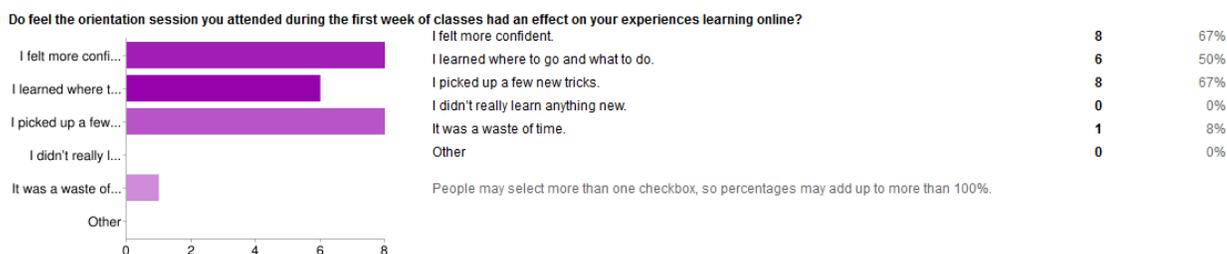
- *iPad connection, Laulima accessibility, payment online (tuition), wireless access, locations of student computers*
- *I got to look at more on how to use Laulima- I also got free time to start on my class assignment, and how to use my messaging*
- *got more familiar with Laulima*
- *I learned a lot about using Laulima, and don't feel so lost*
- *such information/resources that's helping me to progress forward*
- *helpful hint of how to "clipboard" paste word docs & how to get familiar with online courses*
- *I feel more comfortable with using Laulima*
- *I learn different ways of getting into other sites*
- *I feel comfortable using Laulima, so I think this is extremely beneficial*
- *I feel comfortable with Laulima-most helpful for me was the information about posting work using the clipboard to be sure it is decoded*
- *I learned how to do some things that I hadn't even thought of*
- *a lot of tricks and beneficial things that make learning much easier and tangible; a clearer understanding of Laulima and technology advances*
- *reassurance*
- *more confidence*
- *learned better methods to use Laulima*
- *how to go to Laulima*
- *I am not alone; others are also struggling; print options; calendar; finding out that assignments may be in modules or announcements*
- *Learned how to use different techniques of copy and pasting*

Three weeks into the semester, ITSO sent an e-mail request and link to an online survey to everyone who attended the student orientation. ITSO received 12 responses of the 47. Of the 12, 11 (or 92%) were persisting in at least one online class. Of students who had decided to remain in their online classes, eight of the 12, or 66%, said that class was going okay or well. Most students indicated that they learned skills in the orientation. See the graphs below:

2. Still enrolled in at least one online class.

How are your online classes going?

Great! It's going really well.	4	33%
I'm doing okay.	4	33%
It could be going better, but I'll probably stick it out.	2	17%
It is not going well and I'm thinking about dropping the class.	0	0%
Other	2	17%

Do feel the orientation session you attended during the first week of classes had an effect on your experiences learning online?

I felt more confident.	8	67%
I learned where to go and what to do.	6	50%
I picked up a few new tricks.	8	67%
I didn't really learn anything new.	0	0%
It was a waste of time.	1	8%
Other	0	0%

People may select more than one checkbox, so percentages may add up to more than 100%.

The suggestions made in the open-ended part of the survey were almost entirely positive. However, these suggestions were made:

- *You should go through the whole laulima step by step on a screen or connect all computers it would have been easier. Also, more helpers in class would be better.*

- *More time and information about where to find the orientation.*

- *I think it needs to be listed in the class schedule, when adding classes, the amount of true hours an instructor thinks an online class needs dedicated each week.*

After considering the answers to these surveys, ITSO made these improvements for the spring semester:

1. ITSO recognized that it could not offer a formal step-by-step program for how to use Laulima if it wanted to allow for students the flexibility to drop in to the orientation whenever their schedules permitted. Also, since courses are created using different Laulima tools, it was impossible to provide a program that would be appropriate to students' courses. Therefore, ITSO developed handouts that would take students through predictable steps for getting started.
2. ITSO asked for volunteers from among online faculty to help during the orientations to provide more individualized support.
3. ITSO made workshop details more clear: the orientation was optional and drop-in style.
4. ITSO re-did the post workshop survey with multiple-choice questions.
5. ITSO worked towards making the student experience better through working with faculty on homepages of Laulima classes and overall course design. In addition, ITSO asked faculty to make it clear on syllabi the amount of hours that online coursework should be expected to take.

In addition, ITSO developed a template for the structure of online classes and worked with willing faculty on developing a more unified design for their homepages.

Spring 2012

The attendance in spring was less than half of what it was in fall.
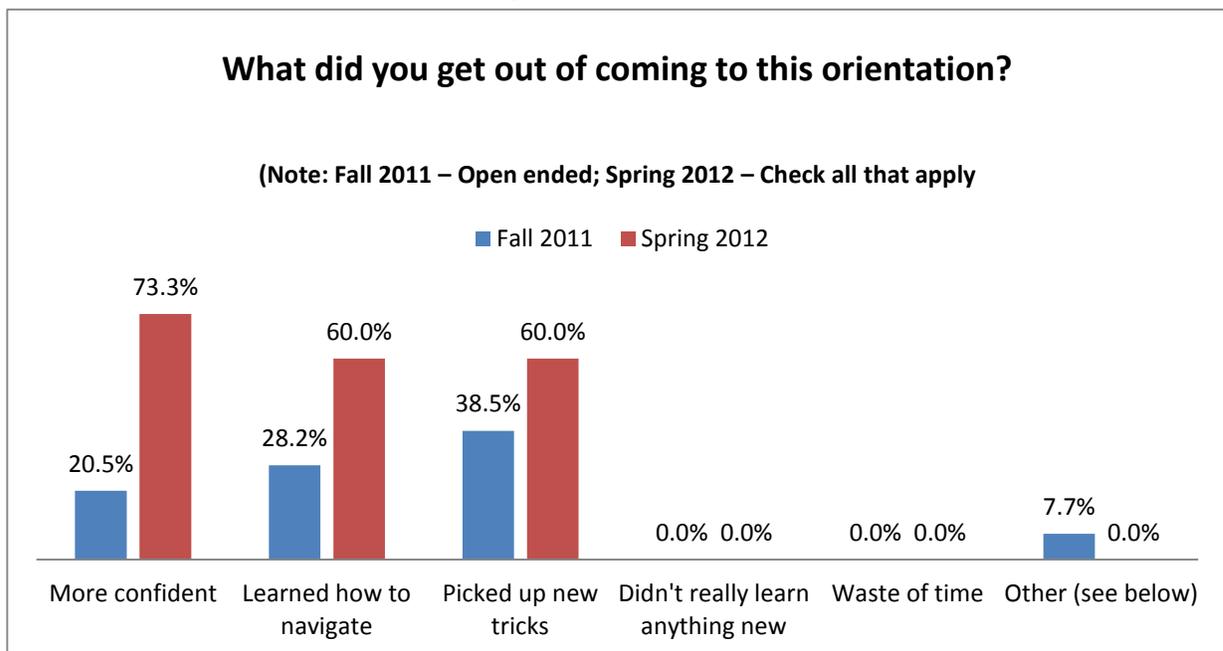
Number of students who attended Laulima Workshops, spring 2012

	Monday 1/9 9:00 AM – 12:00 PM	Tuesday 1/10 9:00 AM– 12:00 PM	Tuesday 1/10 2:00 – 5:00 PM	Wednesday 1/11 2:00 – 5:00 PM	Thursday 1/12 3:00 – 6:00 PM	Total
Hilo		4				
Hilo			3			
Hilo				2		
Kona	6					
Kona					5	
Total						20

In fall, the Student Services Office sent out an e-mail to all students about the Laulima orientations. Many students attended because they believed that the orientation was mandatory. In spring, posters and flyers made it clear that the orientation was optional. This may have contributed to the smaller numbers in attendance.

One online lecturer volunteered to help with the online orientation in Hilo; however, because attendance was small, her services were underutilized.

Orientation Evaluation: In fall, 39 out of 47 attendees filled in the open-ended evaluations, while 15 of 20 attendees did so in spring. The results showed improvement.

What did you get out of coming to this orientation?

(Note: Fall 2011 – Open ended; Spring 2012 – Check all that apply

■ Fall 2011   ■ Spring 2012

	Fall 2011	Spring 2012
More confident	20.5%	73.3%
Learned how to navigate	28.2%	60.0%
Picked up new tricks	38.5%	60.0%
Didn't really learn anything new	0.0%	0.0%
Waste of time	0.0%	0.0%
Other (see below)	7.7%	0.0%

Other Answers:
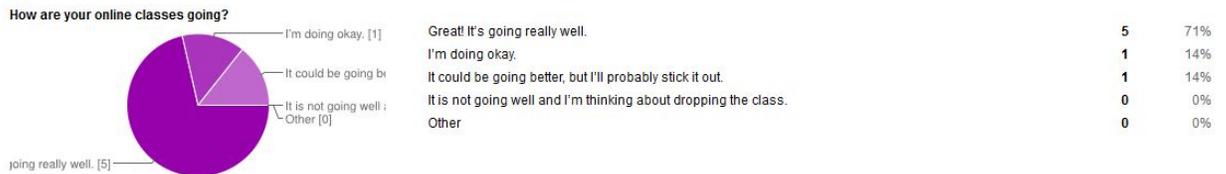Fall 2011: Blank (2); solid help; iPad/wireless access info

Open-ended answers in spring were overwhelmingly positive. For example, in answer to the question, "What suggestions do you have to help make this Laulima orientation better, more productive?"

- *(2) None/Nothing more.*
- *I like it. Practically one on one guidance about being an online student.*
- *Actually I found it pretty handy, and I like one on one interaction with the students.*
- *This orientation is helpful. Thank you very much.*
- *Everything was great!*
- *Thank you ☺*
- *This was a great workshop. Wish I could have stayed longer. Thank you.*
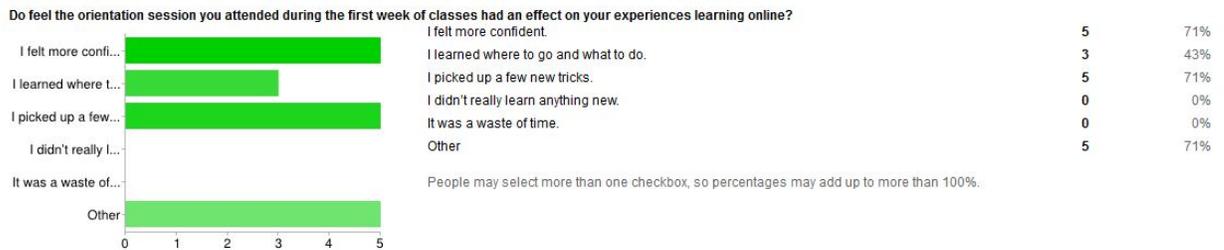- *Very informative!*

Follow-up Evaluation:

Of the 20 students who attended the workshop, seven responded to the follow up survey. Of these, 100% were still enrolled in their online class(es), and 85% (up from 66% in the fall) felt that the class was going okay or well, with the majority (71%) responding, "Great! It's going really well." See the graph below:

2. Still enrolled in at least one online class.

How are your online classes going?

Great! It's going really well.	5	71%
I'm doing okay.	1	14%
It could be going better, but I'll probably stick it out.	1	14%
It is not going well and I'm thinking about dropping the class.	0	0%
Other	0	0%

As in the fall, there were positive comments about what the orientation provided.

4. Closing

Do feel the orientation session you attended during the first week of classes had an effect on your experiences learning online?

I felt more confident.	5	71%
I learned where to go and what to do.	3	43%
I picked up a few new tricks.	5	71%
I didn't really learn anything new.	0	0%
It was a waste of time.	0	0%
Other	5	71%

People may select more than one checkbox, so percentages may add up to more than 100%.

Other comments:

- *Absolutely, it was a very welcoming experience and I remain very grateful for it.*
- *It was great, all students should take it.*

Conclusion

Students found the student orientations helpful to their entry into online classes. ITSO will continue to offering orientations at a variety of times during the first week of class, and will communicate clearly when they will be held. The practice of inviting online faculty to participate in orientations will continue.

Planning strategies:

ITSO will ensure that communication about the Laulima Orientation is widely distributed and accurately describes this activity.

As faculty move towards using the Laulima template, ITSO will consider creating a student orientation that goes step-by-step through the process of using the recommended tools.