



Virtual Learning Focus

Happy Thanksgiving!

Greetings all.

It has been an eventful fall 2015 semester for Virtual Learning. We have welcomed six full-time Virtual Learning faculty members; educated over 6000 online students; discussed, drafted, and revised a Virtual Learning Master Plan for the next two years; and initiated a 117 challenge with the goal of improving online student success. Additionally, the IT Support Center created a more inclusive [technical support webpage](#) to better assist students, Emily Fox collaborated with faculty and department chairs to record four fully online program webinars (see page 7 for links), and the integration of Starfish within Brightspace by D2L is near completion. Thank you for all your efforts.

In our December newsletter, we will thank leadership members who are leaving their roles at the semester's end and welcome new leadership who are becoming part of the Virtual Learning team.

Have a wonderful Thanksgiving break!

“If small groups are included in the decision-making process, then they should be allowed to make decisions. If an organization sets up teams and then uses them for purely advisory purposes, it loses the true advantage that a team has: namely, collective wisdom.”

- James Surowiecki



Focus on Faculty

New Library Resource

We are proud to announce the recent publication of the [Libraries & Research: Getting Started iBook](#) (pictured above). This iBooks Textbook is the culmination of effort by HACC librarians **Jennifer Hummel, Barbara Stockland, Corrine Syster** and **Elise Jackson** to develop a resource which assists first-year college students in becoming comfortable with research. Funding for the project came from HACC's Virtual Learning. This iBooks Textbook is downloadable – for free and worldwide – for all to use.

Starfish Link Coming Soon in Brightspace by D2L

Starfish, a communication and outreach tool meant to support student success, will soon be even easier to reach for online faculty and students alike!

Virtual Learning has been collaborating with a number of groups at HACC to develop a link to Starfish that will allow "single sign-on" through Brightspace by D2L. This link will appear in the upper right hand corner of the navigation for individuals

using the default navigation bar in their class. Faculty using custom navigation will be able to add the link as well. This means you'll be able to offer "kudos" and raise "flags" more quickly and effectively by accessing Starfish right through your classes.

The current target date is implementation for spring 2016. Watch your email for additional communication and documentation from Academic Technologies.





Left to right: Dave Wartell, instructional technology; Bob Messner, chief information officer; Josh Rumpff, instructional technology; and Cindy Schanke, instructional technology.

Virtual Learning Master Plan (2016-2017)

On Nov. 11, HACC's President's cabinet approved the Virtual Learning Master Plan for January 2016-December 2017. This master plan is a result, primarily, of a two-day Virtual Learning retreat that occurred on Oct. 1 and Oct. 2, 2015.



Aimee Brough, chief human resource Officer, leads a discussion on vision and mission.

The master plan consists of a duality: 1) addressing current ways to improve engagement and support of the unit, and 2) the innovative vision for the unit and how that fits into the College's mission.

The next two years will be pivotal for the Virtual Learning unit, and a focus on a limited number of top priorities is a must. This master plan proposes what

those top five areas of focus will be:

- 1) **Virtual Learning student services will continue improvements** already begun in the enrollment process and student support of current online students.
- 2) **Virtual Learning student success rates** must, without lessening course rigor and integrity, reach or exceed equivalency with face-to-face offerings.
- 3) **Virtual Learning faculty must be supported** by providing an environment where they actively help shape vision and goals, are provided needed training and support, and are provided needed software, hardware, and physical spaces.
- 4) **Virtual Learning must expand its reach** by promoting its fully online pro-

grams, including a newly created full-time online student cohort model. Much of this work will be guided by the College goals and strategic plans for marketing and recruitment.

- 5) **Virtual Learning must prioritize community partners** in the promotion of HACC's fully online programs and/or courses. These partnerships can result in tuition assistance for students, promoting programs through their professional list serves, or providing career opportunities upon student completion of a given program.

Virtual Learning Vision: To be the leading provider of online education through faculty-developed courses.

Virtual Learning Mission: Break through geographic and technological boundaries to educate learners, leaders, and faculty in a student-centered environment.



Left to right: Melissa Dietrich, instructional technology; Sandra Kroft, faculty; Joseph Mendrzycki, instructional technology, and Jazmin Simpson, student success manager.



Focus on Student Success

Successful training exit demonstrations since we last listed them include...

- Shannon Davis, FS 102
- Maria Hamilton, CIS 105
- Jen Kyle, RADT 220
- Betty Tankesley, ACCT 200

Microsoft Edge Browser

Be aware that if you or your students use Microsoft Edge browser, it is important to know that this browser is not supported by Brightspace by D2L at this time. It is recommended you use and encourage your students to use Mozilla Firefox, Google Chrome, and/or Safari when working in your D2L course. This information has been communicated to online students.

Student Success Tips

Help us meet the *117 Student Success Challenge* by reviewing these tips for aiding student success and creating educational opportunities that give your students a willingness to persist.

Remember the acronym:

“Online.”

O *bserve the problem.*

Is technology or course information an issue? Is the content up-to-date or could there be a problem with the presentation of course expectations?

Does the student need to complete the Brightspace by D2L Tour for Students?

N *urture and support; be empathetic.* Be aware and anticipate student needs. Can you anticipate issues with course material or identify stressful points in the term? Do you understand HACC policies in order

to make a decision before students come to you with a question? Require documentation if students have a valid excuse for missing a deadline: for instance, a hospitalization or a death in the family. Understand if a student is taking an online class for the first time and direct them to the appropriate resources if problems arise (e.g., [Smarthinking](#) online tutoring services). Encourage students to help each other.

L *ead students through content.* Establish clear expectations for content knowledge at the beginning of the course. Be as thorough as possible with instructions to avoid surprises. Make sure your assignments, exams and/or lessons are clearly linked to the course learning outcomes via specific learning objectives created for each grad-

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Student Success Tips *(continued from page 4)*

ed opportunity or lesson. Be available to answer questions that ask for clarification.

Inquire; *ask about progress & obstacles.* Operating in an online environment can be an isolating experience, so check-in when you see students are not participating. Determine if your course has dead-links (utilize the course builder tool in D2L to repair links and [re]build content). Offer insight to troubleshoot problems with regard to assignments or other items. Always have the technology support numbers available: [IT Support Center Information](#).

Navigate your course with them. Know your technology and be proficient. If you don't know how to use the course tools, your students won't either. Students can feel your en-

ergy through the computer and your willingness to help so be present as much as possible. Every course design is different; make sure you provide information to students about how to navigate your course.

Educate, *is the goal; engaging your students is a means to that end.* Offer a variety of ways to communicate with students and meet them where they are. Make a personal connection early in the term to build a relationship and foster a sense of community. Frequently communicate with students in a timely manner.

For more ideas and excellent articles about retention, learn more at the following links. Although many of the ideas are geared towards the face-to-face environment, some of the tips can be modified for the online class-

room:

Oakton Community College article: [Retaining Students in Classes: Putting Theory into Everyday Practice.](#)

Hanover Research paper: [Low Cost Student Retention Strategies.](#)



Alyssa Kulp (Cardiac Sonography major) was selected as the winner of an iPad from our "Jump Start YOUR Success" grand prize drawing.

Student Success *update*

Jump Start YOUR Success Data

To prepare online students for the fall 2015 semester, we held five face-to-face and four online Jump Start YOUR Success events. Roughly, 300 students participated in the program and were more prepared to begin their online class(es) as a result.

Students who participated in the program expressed some positive feedback. One student, Christina Perez, sent an email at the program concluded, *"I just wanted to thank you for this evening's webinar. The information you both shared was very helpful, welcoming, and encouraging."*

Jump Start YOUR Success Yearly Totals

Fall	Spring	Summer
2011 – 245	2012 – 286	2012 – 313
2012 – 131	2013 – 244	2013 – 140
2013 – 201	2014 – 241	2014 – 108
2014 – 222	2015 – 169	2015 – 131
2015 – 264		

Note: YouTube Views = 530 (recorded and distributed July 21, 2015.)

Online students also appreciated hearing more about their online student resources as well as insights shared from online faculty about what it takes to be successful online learners. A special *thank you* to **Kim Hall, Richard Moss, Joanne Magee, Deb Rebman, Jen Reb, Brianna Neil** (online student and Virtual Learning Student Advisory Council Executive Chair) and **Emily Fox** for your important contributions. It is because of your involvement that these events are a great achievement.

New Learning Centers Brand

The Tutoring and Testing centers are committed to providing academic support services that foster student success at each HACC campus and for online learners. Encourage your students to take advantage of the great resources the centers offer; they could be missing out on some key information that directly impacts their success.



HACC Tutoring and Testing

Focus on Upcoming Events



Upcoming Events

#haccvirtual Twitter Chats

Tuesday, Dec. 15, 12– 1pm

#haccvirtual Chat Highlights from 2015

For more info about accessing the Twitter Chats or to see past chats, visit: <http://www.hacc.edu/>

[NewStudents/Connect/Twitter.cfm](http://www.hacc.edu/NewStudents/Connect/Twitter.cfm).

Staff Meeting (everyone welcome):

Friday, Dec. 18, 9-10:30am

W-226D or VoicePlus, 221-1305

Conference ID 211011#

Fall Program Webinars—Now On Demand

Kudos to Emily Fox for her excellent work with these webinars.

[Gerontology](#)

[Business Administration](#)

[Building Construction Management](#)

[Communications](#)

President Ski Fall Forum

Dec. 7, 2-3pm, Ted Lick 114 and [http://](http://hacc.adobeconnect.com/virtualforum)

hacc.adobeconnect.com/virtualforum

Virtual Learning Team

Faculty Leadership:

Full-time:

Karen Woodring, VCFA Chair

Lise-Pauline Barnett, VCFA Vice-Chair

Xiaoqing Zhu, from Operations House

Shared:

Mary Jo Keiter

Adjunct:

Diane Edmond, from Operations House

Non-Voting:

Kari Meck, CITE Coordinator

Tamara Girardi, VCFA Secretary

Leadership:

Suzanne O'Hop

Caroline Mellinger

Amy Withrow

Admin. Assistants:

Elaine Holland

Joanne McPherson

Student Support:

Gina Bowers-Miller

Emily Fox

Jazmin Simpson

Technology:

Melissa Dietrich

Josh Rumpff

Cindy Schanke

Joe Mendrzycki

Qiquan Wang

David Wartell