

**QUEENSBOROUGH COMMUNITY COLLEGE**  
**The City University of New York**

**ANNUAL REPORT OF THE COMMITTEE ON eLEARNING**  
**OF THE ACADEMIC SENATE FOR 2011-2012**

**TO:** Dr. Emily Tai, Chairperson, Academic Senate Steering Committee  
Dr. Lana Zinger, Secretary, Academic Senate Steering Committee

**FROM:** Mangala Tawde, Chairperson, Committee on eLearning

**SUBJECT:** Annual Report of the Committee on eLearning for September 2011- May 2012

**DATE:** September 5<sup>th</sup>, 2012

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**Committee Members:**

For the academic year 2011-2012, the eLearning committee was composed of the following members:

<b>Members</b>	<b>Department</b>	<b>Title</b>
1. Dr. Dona Boccio	Mathematics & Computer Sciences	Faculty Representative
2. Prof. Barbara Blake-Campbell	Nursing	Faculty Representative
3. Dr. Sunil Dehipawala	Physics	Faculty Representative
4. Dr. Anissa Moody	Social Sciences	Faculty Representative
5. Dr. Sara Rofofsky-Marcus	Library	Chairperson (9/11-2/12)
6. Dr. David Sarno	Chemistry	Secretary
7. Dr. Mangala Tawde	Biological Sciences & Geology	Alternate (9/11- 2/12) Chairperson (2/11-5/12)
8. Dr. Melanie Sehman	Music	Faculty Representative
Dr. John Gordon	Mathematics and Computer Science	Steering Committee Designee (9/11 - 3/12)
Dr. Joel Kuszai	English	Steering Committee Designee (3/12 - 5/12)
Mr. Bruce Naples	Director, ACC	President's Designee
Dr. Jun Shin	Chemistry	COC Liaison
Nekesha St. Rose		Student Representative

**Dates and Times of the Committee's Meetings**

Traditionally, this committee has been meeting immediately after the Queensborough Community College Academic Senate meetings on the second Tuesdays of every month at about 4pm. We met on the following dates:

**Fall 2011**

- September 13, 2011
- October 11, 2011
- November 8, 2011
- December 13, 2011

**Spring 2012**

- February 14, 2012
- March 13, 2012
- April 17, 2012
- May 8, 2012
- February 23, 2012 (to elect a new chair due to the resignation of Dr. Rofofsky-Marcus)

**Narrative Summary of the Committee's Work**

The charges of the Committee on eLearning are to:

- Report and make recommendations to the Academic Senate on all matters related to eLearning, in particular, concerning policies and procedures related to the development of, support for and offering of programs, degrees and classes;
- Work on the assessment process and criteria related to the eLearning program of the College and report findings to the Academic Senate;
- Serve as an advisory body for all matters related to eLearning.

The eLearning Planning Group or “The eTeam” at QCC has established the College’s eLearning Faculty Development Program in which participants attend a two-week workshop called the “eLearning Institute”, which helps and supports participating faculty develop and then teach their online courses. The eTeam is composed of the following members - Dr. Lorena Ellis, Dr. Edward Volchok, President’s Designee Bruce Naples (Director of the Academic Computing Center), Dr. Karen B. Steele (Interim Vice President for Academic Affairs), Dr. Paul Marchese (Assistant Dean for Academic Operations), Dr. Meg Tarafdar (Associate Director of CETL), Dr. Edward Hanssen (Business), and Dr. Philip A. Pecorino (Social Sciences).

**Summary of the Committee's Work During 2011-2012**

The Committee on eLearning has been very busy during 2011-12, working on many issues related to eLearning at QCC. Some of the faculty members of the committee have developed or are in the process of developing PNET or FNET courses, so they are very well aware of ongoing and putative issues related to eLearning at QCC. The Committee discussed and examined various issues raised by the eTeam as well as other members of college’s faculty. The suggestions of the Committee are then relayed to the eTeam and other faculty members. Some major issues are summarized below.

**▪ Use of TigerMail**

The eLearning committee unanimously recommends use of TigerMail as the only official mode of e-mail communication between students and instructors for College business. Faculty must be encouraged to enforce its use as the official mode of email communication with students. It was suggested that the policy should be strengthened or updated, especially since more online courses are offered and email is the primary method of communication. It

was noted that students have the option to have TigerMail forwarded to their personal email accounts. The TigerMail policy is located in the College catalog. The committee would like to join efforts with the Computer Resources committee (CRC) to make the existing TigerMail policy stronger to encourage its use by students. A sustained campaigning effort by college faculty and administration is suggested, including the use of digital signage around campus, as well as entry into raffles.

▪ **Use of the eLearning Readiness program (eLRP)**

The Committee ensued a detailed discussion about ways to better inform students about online courses and the eLRP. Though online courses are designated by “FNET” or “PNET” as part of the section code, students may not notice or understand those designations; or if they do, they do not know what it entails. The need to link the eLRP to the course registration process was discussed seriously. Upon successful completion, eLRP generates a certificate which is automatically emailed to the student. Students should be encouraged to forward it to their instructors.

The committee recommended that the link to eLRP should be placed on the websites of the SSD office and other Student Affairs agencies. With the committee’s recommendations, it has been placed on the College website.

The Committee discussed topics that should be included as videos in the eLRP.

▪ **Assessment of online courses: Use of Quality Matters (QCC- QM) rubric**

Assessment of online courses can be categorized as

- Peer observations of faculty teaching online courses
- Student assessment of online courses
- Student evaluation of faculty
- Course assessment (learning outcomes, etc.)

Dr. Ian Beckford, the College’s Learning Outcomes Assessment Manager, was invited to provide his input on Learning Outcomes Assessment of online courses. I. Beckford will work with faculty on matters related to assessment, student learning outcomes and peer evaluation. The committee reviewed the list of 6 types of assessment, and with his input, came to the following conclusions:

1. Assessment of the quality of an online course by a mentor or faculty mentor has been/can be accomplished using Quality Matters. Quality Matters rubric is being employed to evaluate online courses at QCC as a course evaluation tool to determine if the course is ready to deploy. Some points of the rubric might also be used in the students’ evaluation of the online course. Using QM, the online ST-100 class was found to be less effective compared to the face-to-face version.

2. Assessment of an online program can be accomplished via the SLOAN-C Scorecard. However, QCC does not offer a fully online program. (SLOAN-C has been used to score the eLearning Development Institute.)

3. Assessment of the instructor of an online course by students is done via an online survey that students are asked to submit. The evaluation forms may not be distributed to the students by their instructors.

4. Assessment of an online course by students is done via online surveys activated by the instructor towards the end of the semester.

5. Assessment of learning outcomes in online courses (FNET or PNET) should be no different than in face-to-face courses. In other words, these assessments should be designed and implemented by the instructor or course coordinator. Faculty teaching online courses may use the same campus resources and should consult with their Chairs about department protocols, as well as discuss assessment with I. Beckford.

The committee on eLearning will not make any specific recommendations on this aspect of assessment as the Committee on Assessment exists to ensure that assessment is being done by all departments/units.

6. For the evaluation of instructors by their peers, it was suggested that the best resources are the eTeam and others who have mentored faculty who have developed online courses. B. Naples can provide a list of potential evaluators.

- The “**Flipped classroom**” concept was discussed in which lectures are presented by videos at home, and homework, problem-solving, etc. can be done in person with the guidance and assistance of the professor. The idea is gaining traction around the nation and could be added to the eLearning Institute.
- As per the Committee’s recommendation, a faculty support website for faculty teaching and developing online courses and multimedia is under construction. It will compile all the resources in one location. A similarly constructed website of resources for students is also under development.
- The Committee was kept apprised throughout the transition to Blackboard 9, which went fully online during summer 2012.

### **Recommendations of the Committee on eLearning:**

- **Recommendation to the Registrar:** Online courses must be more clearly identified as such (pNET or fNET) in CUNYFirst.
- Since TigerMail is the only official mode of e-mail communication between students and instructors for college business they must be informed/reminded of the current email policy at the beginning of each semester, possibly by the Academic Computing Center (via email and/or other resources of the ACC).
- The eLRP should be linked to course registration as part of the registration process for pNET and fNET classes. Future possibilities could include--
  - Making the eLearning Readiness Program an actual pre-requisite for online courses. B. Naples indicated that it is not currently possible.
  - Making the eLRP as a part of ST-100; which is moving to a fully online course.

- Making the eLRP the first assignment of any online course.

**New Members for 2012-2013**

The following members will be leaving the committee this September:

- Dr. Sunil Dehipawala - Physics
- Dr. Anissa Moody - Social Sciences
- Dr. Sara Rofofsky Marcus - Library
- Dr. John Gordon - Mathematics and Computer Science
- Dr. Joel Kuszai- English

For the academic year 2012-2013, the committee’s members are:

<b>Members</b>	<b>Department</b>	<b>Title</b>
1. Dr. Kimberly Banks	English	Faculty Representative
2. Dr. Dona Boccio	Mathematics & Computer Sciences	Faculty Representative
3. Prof. Barbara Blake-Campbell	Nursing	Faculty Representative
4. Federica Goldoni	Foreign Languages and Literatures	Faculty Representative
5. Dr. David Sarno	Chemistry	Secretary
6. Dr. Mangala Tawde	Biological Sciences & Geology	Chairperson
7. Dr. Melanie Sehman	Music	Faculty Representative
Jacqueline Savory	Nursing	Steering Committee Designee
Mr. Bruce Naples	Director, ACC	President's Designee
Dr. Jun Shin	Chemistry	COC Liaison
Student Member 1		Student Representative
Student Member 2		Student Representative

**Key Items on the Agenda for 2012-2013:**

- Provide input on technological and pedagogical support for faculty developing pNET and FNET classes
- Provide input on the college’s adopted standards for effective eLearning programs
- Provide input on the curriculum of the e-Learning Institute conducted for faculty development
- Provide input on the Student e-Learning Readiness Program (eLRP), including developing outlines for student videos highlighting the curriculum of this program
- Provide input regarding learning outcomes assessment for eLearning Courses
- Monitoring reliability of Blackboard and Epsilen, and provide advice to the college community when appropriate
- Develop protocols of departmental evaluation such as peer observations for PNET and FNET classes

As chair of the Committee on eLearning, I wish to express my sincere gratitude to all the past and present members of this committee for their diligence, dedication and support to committee's work. Each member has made important contributions. And, I would like to thank the Steering Committee for their on-going support and astute guidance.

Respectfully submitted,

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Mangala Tawde

Mangala Tawde, PhD  
Chair, Committee on eLearning