

# Online Education Committee

MINUTES

FEBRUARY 24, 2017 10:30 AM

IT CONFERENCE ROOM

<b>MEETING CALLED BY</b>	Coleen Arviso, Chair
<b>PRESENT:</b>	Shasha Han, Harry Whiting, Coleen Arviso, Jerlynn Henry, Richelle Henderson, Shania Gamble, Sharon Platero (Jared Ribble).

## Agenda Topics

### 1. ACTION APPROVAL OF MINUTES JANUARY 27, 2017

The Online Education Committee accepts the 01/27/17 Minutes as written:

**Moved:** Harry Whiting  
**Seconded:** Jerlynn Henry  
**Voice Vote:** All in Favor  
**Motion Carried:** Yes

### 2. ACTION APPROVAL OF AGENDA February 24, 2017

The Online Education Committee accepts the 2/24/17 Agenda amended to add Telepresence as 6 item of discussion.

**Moved:** Shasha Han  
**Seconded:** Harry Whiting  
**Voice Vote:** All in Favor  
**Motion Carried:** Yes

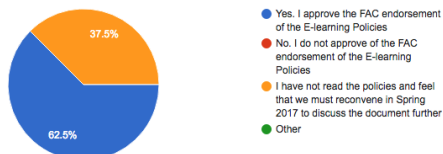
### 3. DISCUSSION Update Faculty & Student E-Learning Polices & Procedures

Currently, the faculty is reviewing the Faculty E-Learning policies since October 2016. They only met once in the fall with 18 attendees and once thus far with only 6 attendees. Professor Ramsey sent faculty two online voting ballots to endorse but had limited response. Only 9 voted the first time and 13 faculty voted the second. As of today, Professor Ramsey stated the second online voting ballot is still open (*graphs below*).

#### Graph of the First Vote:

After reviewing the E-Learning Policies, I am stating my decision on whether or not to endorse the documents to be reviewed by the NTU Board Members on December 9th, 2016.

(8 responses)



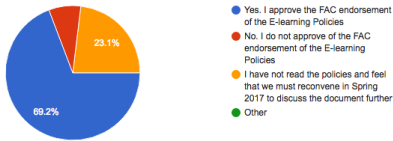
### Graph of the Second Vote:

QUESTIONS      **RESPONSES**      13

SUMMARY    INDIVIDUAL

Accepting responses

After reviewing the E-Learning Policies, I am stating my decision on whether or not to endorse the documents to be reviewed by the NTU Board Members during the next scheduled meeting.  
(13 responses)



Comments (On this process or any other feeling you may have concerning this E-Vote) [optional]  
(3 responses)

Why would a prospective student choose NTU over any other school that offers distance learning? With such an emphasis on technology, we devalue the vital aspects of face-to-face learning, such as the give-and-take of group interaction, and the enhanced opportunity for students to express themselves through speech. Studies comparing face-to-face learning with e-learning repeatedly show that even those students who are technologically sophisticated learn better in face-to-face classrooms.

As stated, have not read.

online tutors

Next steps, I am requesting for the University Cabinet to review the Faculty E-Learning Policies by Friday, March 24<sup>th</sup> to move forward in getting this approved by our Board of Regents. This will give me time to incorporate recommendations and comments. Once Cabinet endorse, the approval will be sent to the NTU Board of Regents for approval. The Student E-Learning Policies and Procedures are ready for the Board of Regents. NTU Legal already reviewed and endorsed the student e-learning policies along with internal departments including Cabinet on January 17, 2017. The goal is to get this on the Board of Regents Agenda for the April meeting.

## 4. DISCUSSION

### Online Tutoring

The committee discussed the many online options and would like to test netttutor because of the affordability and the features they provide. Attached below as appendix to include the netttutor brochure as a reference and information.

Online Tutoring – The committee discussed three tutoring tools and the we looked at were the following: **netttutor**, **tutor.com**, **Smartthinking**, for more information go to <http://www.toptenreviews.com/services/education/best-online-tutoring-services/>.

## 5. DISCUSSION

### Online Chat Tools

The committee is in agreement to review several chat tools and to select one to test to ensure it meets our internal support service needs. The intent is to use the chat tool to address the HLC distance education guidelines



support services such as online Admission, online Registration, online Library, online Financial Aid, online IT, online bookstore to address questions an online student may have upon enrolling or during their time here at NTU.

Online Chat Tools: Advising, Library, Registration – LiveChat, Intercom, Chataroo, for more information go to <http://www.capterra.com/live-chat-software/>.

## 6. DISCUSSION

### Telepresence

Professor Whiting communicated he prefers to use BlueJeans as the main source of course delivery to Chinle and surrounding high schools. He feels that using telepresence still offers the virtual presence which offers the students real-time communication with the faculty and peer interaction. The Engineering programs will offer more telepresence courses which will remove the geographic barriers by implementing video conferencing and visual collaboration. Therefore, in the design of Technology for NTU, more telepresence capabilities need to be considered especially at the newly designed Chinle campus.

## 7. DISCUSSION

### E-Learning Training

A training plan will be developed. Coleen would like to collaborate with SUN ONLINE because the consortium uses Quality Matters (QM). We are also looking at **partnering and inviting SUN ONLINE**. [SUN PATH](#) is a consortium of New Mexico public colleges sharing quality online courses to ensure that students have access to a variety of courses, certificates, and degree programs. They are dedicated to excellence in online learning and professional development for faculty who teach online and committed to increasing access to quality online education for students across New Mexico.

Becoming a partner with SUN ONLINE will help us with affordable training using Quality Matters (QM). QM charges \$200.00 a seat whereas, being partners with SUN ONLINE we can share seats at \$20.00. This group utilizes QM to the fullest and it would help us establish a strong online network to address ensuring our online courses have quality and implement best online practices with the latest pedagogy. Moreover, if we have a student that requires a course to graduate and we are not currently offering the course, we can connect through SUN ONLINE to obtain the online course from the partnering institutions. We would have to sign a MOU with SUN ONLINE but would have access to the many New Mexico Universities and Colleges in the surrounding areas. Vice-versa, the other Universities and Colleges would be able to enroll in our online courses. This would help with Articulation and course sharing which would help in cost savings, and ensuring our students graduate on time. All SUN ONLINE courses are QM certified which means we too would have work toward. I have every confidence we can get our online courses QM certified. Furthermore, they have partner with potential employers in business and industry. We can use this opportunity to connect our students to this resources and employment opportunities. This would be a huge advantage and opportunity for our campus. SUN ONLINE is willing to present to us in early April.

## 8. DISCUSSION

### Announcements/Other



**Moodle Course Shell Template** – Need to schedule a work session to design template at the next meeting.

**Collaborate with the Career and Placement Counseling & Communication Department** – Need to communicate and collaborate. Coleen is now a member of the Enrollment Committee which the Communication Department administers.

**Identify Online Program** – Identified Engineering Technology and Nursing Assistant.


**Publications and advertising for on-line learning programs are accurate** - Communication Department is aware.

**9. ADJORN**

**12:01 PM**


Next Meeting: Friday, March 24, 2017 @ 10:30 am in the IT Conference Room

## Nettutor APPENDIX


**Online Tutoring**

**Improve student success and retention with NetTutor, the highest quality online tutoring service available**

NetTutor, the online tutoring service started in 1999, is still the premier service in the industry because we provide the benefits you look for in a tutoring service, including exceptional tutor quality, unparalleled availability, and industry-leading accessibility.



### Professional Tutoring for Students

<p><b>Best Tutors in the Industry</b></p> <ul style="list-style-type: none"> <li>We only hire the most qualified professional tutors</li> <li>Tutors must complete a rigorous training program</li> <li>Tutors are regularly evaluated for performance, quality, and consistency</li> <li>We never use third-party offshore organizations or independent contractors</li> <li>All tutoring is conducted from our corporate offices in the U.S.</li> </ul> <p><b>Paper Center</b></p> <ul style="list-style-type: none"> <li>Dedicated Paper Center supports an important need for students</li> <li>Trained professionals help students improve their critical thinking and writing skills</li> <li>Papers are reviewed, annotated, and returned to students</li> <li>Students needing additional help can join live tutors</li> </ul> <p><b>Customization</b></p> <ul style="list-style-type: none"> <li>We are the only major online tutoring service that, through our Rules of Engagement, allows each school to customize the service students receive</li> </ul> <p><b>Audio/Video</b></p> <ul style="list-style-type: none"> <li>Students can use audio and video during live sessions to fit their learning needs</li> </ul>	<p><b>Availability</b></p> <ul style="list-style-type: none"> <li>We are available 24 hours a day, every day of the year in all levels of math and English</li> <li>Extensive hours in all other subjects</li> <li>We never close, not even for holidays or during semester breaks</li> </ul> <p><b>Market-leading Accessibility</b></p> <ul style="list-style-type: none"> <li>Tutors are trained to communicate effectively and to use suitable techniques to help all students</li> <li>Integrated text-to-speech greatly enhances the tutoring experience for visually impaired users</li> <li>Students can switch to an accessibility-enhanced mode that uses only text-based collaboration</li> </ul> <p><b>Simple &amp; Transparent Pricing</b></p> <ul style="list-style-type: none"> <li>We are the only service that charges only for the time spent supporting students</li> <li>No flat rate pricing on paper reviews, no archiving time added for tutoring sessions, no rollover fees for hours not used in the purchased year, no premium pricing for disciplines such as nursing</li> </ul> <p><b>Mobile Device Support</b></p> <ul style="list-style-type: none"> <li>Students can get tutoring when and where they want since all features can be accessed from Android, iOS, and Windows mobile devices</li> </ul>	<p><b>What Makes NetTutor Unique</b></p> <p><b>Customization</b> – NetTutor is the only online tutoring service that allows each school to customize the service its students receive by tailoring Rules of Engagement (ROE). ROE specify how tutors interact with your students—the assignments and question types for which tutors can provide assistance, the course materials tutors have access to, and any specific pedagogy tutors should follow. This allows NetTutor to provide the same level of service that on-campus tutors provide.</p>	<p><b>Centralized Tutoring</b> – NetTutor is the only online tutoring service whose tutors are centrally located to ensure quality of service, participation in training activities and professional development, and adherence to customization requests from each school. Tutors benefit from a collaborative environment where they interact with each other, share best practices, and learn from colleagues.</p> <p><b>Our Tutors</b> – NetTutor only hires the best, most highly qualified professional tutors. We never use third-party offshore organizations or independent contractors to provide tutoring for your students. At minimum, tutors hold bachelor's degrees in their subject areas, pass rigorous subject matter exams, and participate in ongoing training and professional development based on industry-best standards.</p> <p><b>Transparent Pricing</b> – NetTutor is the only service that has the simplest form of pricing: we only charge for the time we spend supporting students. This means there is no flat rate pricing on paper reviews, no archiving time added to each session, no rollover fees on hours not used in the purchase year, no set-up fees, no training fees, and no marketing fees. You will only pay for the time our tutors spend supporting your students.</p> <p><b>Truly 24 Hours a Day, Every Day of the Year</b> – No other service is available every minute of every day of the year. We never close, not even on holidays, and we do not reduce hours when schools are not in session. Students will always be able to get the help they need when they need it.</p>
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### Professional tutors are available to help promote student success and increase retention rates at your school

Recent studies designed to measure the effectiveness of online tutoring compared with face-to-face tutoring have consistently found that students participating in online tutoring receive the same benefits as students participating in face-to-face tutoring. NetTutor is the only service that can ensure our tutors complement on-campus tutoring initiatives and pedagogy.

Started in 1999, NetTutor was the first company to make online, on-demand tutoring available 24 hours a day, every day of the year. We were also the first to employ a collaborative, interactive whiteboard created expressly for online tutoring purposes, which allows tutors and students to easily discuss complex problems.

NetTutor helps you extend tutoring to students who cannot make it to on-campus tutoring centers, provide tutoring support for subjects for which it is traditionally hard to find in-person tutors (like nursing and computer science), and provide an online tutoring experience customized to your students' needs.

**What Makes NetTutor Unique**

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For more information, visit [www.link-systems.com](http://www.link-systems.com), email [info@link-systems.com](mailto:info@link-systems.com), or call 813 674 0660