Improving the Learning Experience through Innovative Strategic Partnerships

PRESENTED BY:
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About Us

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Cisco
About Us

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What is your current position?

- CIO
- IT Director
- Learning Designer (e.g., Instructional Designer, Teaching and Learning Consultant, Trainer)
- Academic Leadership
- Instructor
- Researcher
- Technology Partner
- Other
Explore ways to identify instructional and institutional needs

Develop a data-driven vision for exploring instructional innovation

Implement strategies to build partnerships

Find ways to move from pilots to broad adoption

Design a new way to explore emerging technologies at my institution
Agenda

1. Setting the Stage
2. Our Story
3. Key Lessons and Takeaways
4. Q&A
Setting the Stage
What’s the Problem?
What’s the Problem?

• Institutions of Higher Education
  • May struggle with a successful investigation, pilot, and adoption process
  • Often work in isolation
    • Reduces awareness
    • Increases time & resources needed

• Technology Partners
  • May not fully understand higher education’s needs
How prepared is your institution to work with and evaluate emerging instructional innovations?

Not at all...

We're working with emerging technology, but need help with evaluation

We have a sense of how to evaluate emerging technologies, but need help working with them.

We work with and evaluate emerging technologies well.
What’s the End Goal?

• For institutions of higher education to support student success
  • ...and assist instructors in managing workload and effectiveness.

• For technology providers to assist higher education audiences in identifying solutions to meeting their goals.

• To do this effectively, partnerships are needed.
Our Story
About our Organizations
How would you describe your campus learning technology team or unit?

Focused on Support (helps with the LMS)

Focused on Being a Strategic Partner (works with instructors, departments, and campus leaders re: student success)
Developing Strategic Partnerships

• The Tale of Two Recruitments

• “Fix it, but fix it for the future…”

• Changing our external vendor relationships
  
  • Transactional → Informed → Collaborative → Strategic Partnership
    
    Does it meet my needs and how much does it cost?
    Understand the roadmap to make future proof decisions
    Influence product direction
    Adoption

• Changing our internal relationships
  
  • Where to Click → How to Teach
Serve as a Strategic Partner: Focus on the Problems to be Solved

Digital Learning
- Virtual Learning & eLearning Spaces
- Student Services
- Teaching & Research Collaboration

Digital Campus
- DNA for Education
- Secure Education Cloud
- Student Engage - Mobility

Secure, Intelligent Platform for Education and Research

Security Everywhere

Cisco Services + Partner Ecosystem
...More Than a Help Desk

- Instructors as Innovation Partners
  - Show them what is possible
  - Let them run with it
  - Creates pathways for adoption
Enabling Student Engagement and Success

• When do faculty update courses?
  • Routinely: Content (e.g., new textbook editions)
  • Periodically: Pedagogy (e.g., active learning, technology)

• When do faculty update classroom culture?

• How well-supported are efforts to update culture?
Enabling Student Engagement and Success

• Why collaborate? → Partnerships (and resulting programs / technologies) facilitate connection between pedagogy and content
Cisco Webex for Education
Engage students with connected learning

Connect the Classroom
- Video Devices
  Blend physical and digital methods
- Meetings
  Extend instruction to distance learners
- Lecture Capture
  Flip the model to focus class time around discussion

Boost Student Engagement
- Teams
  Personalize learning through differentiated instruction
- Teams
  Facilitate project-based learning
- Meetings
  Foster global awareness and empathy through experiential learning

Simplify Administration
- Meetings
  Schedule virtual conferences and office hours
- Webex Education Connector
  Embed video and collaboration right in your LMS
- Teams Encryption + Cloudlock
  Share content easily and securely to maintain compliance

The more intuitive way to learn.
Seeing an Opportunity and Connecting the Dots

- Webex Teams – Collaboration tool for global project teams
- EDUCAUSE 2016: Whisper Reveal – Webex Teams Board
- Pioneer Program
  - ...comments, questions, feature requests, and feedback
Our Framework

Understanding Teaching and Learning Needs

Growing Strategic Partnerships

Designing a Vision to Support Innovation

Leveraging Faculty Champions
## Understanding Teaching & Learning Needs

### Trends in Higher Education
- Horizon Report, ELI Key Issues in Teaching and Learning

### Instructor Support Survey
- Focused on identifying common teaching challenges

### Advisory Group
- Representation from two instructors per college

### Individualized Feedback
- Meetings with instructors, workshops we facilitate, and authentic use in courses we teach

Don’t forget about the institution & students!
Designing a Vision to Support Innovation

- Instructor Support Survey = Student Engagement
- Webex Teams Selection (March 2017)
- Data-Driven Tool Selection
- Preparation & Instructor Recruitment
- Use in Fall 2017 Courses
- Instructor/Student Data Collection (December 2017)
- Implementation & Evaluation
- Instructional Development
- Sessions with Technology Partner (July 2017)
- LTC Session (August 2017)
- Technical & Structure
- Campus-Wide Call (April 2017)
Leveraging Faculty Champions

- Pilot program offered opportunity to affect class culture
  - *Make the course an experience*
  - *Promote effective collaboration*
  - *Foster sense of community*
  - *Develop technological literacy*
  - *Inculcate students with team activity skills*

- Our charge: how can we leverage Cisco technology to promote goals?

- UWW: How can we tailor technology application to serve *this* student and faculty population?
Personalized Learning Units
Individual Consultations

Active yesterday

late. Starting on covariance and moving towards causality tomorrow. You should be all right, but let me know if you have any issues after tomorrow!

Tuesday, 12:21 PM

Thank you!

Tuesday, 7:08 PM

Hey Dr. L just to verify the format of the homework should be just like the one on D2L correct?

Tuesday, 7:32 PM

You	Yes, feel free to use the example as a guide

Tuesday, 7:32 PM

Perfect, thanks Dr. L. See you tomorrow
Informal Chatter

General

PS 301 GENERAL SPACE

Yesterday, 7:37 AM

I would find it difficult to measure a person's drinking habits without indeed asking them. This may be most accurate way to measure how individuals identify when drinking, and judging by the numbers, it seems to have results showing a fairly significant percentage of those willing to admit they drink excessively. Otherwise I would agree with you Cody.

Yesterday, 11:01 AM

I like that the study shows 3 different measurements of drunkenness, however I don't feel that self reported drinking rates are very accurate. For me, the death rates in alcohol related car crashes paints a clearer picture.

Yesterday, 11:15 AM

I agree I like that the study has 3 different measurements but, who knows how accurate the self reported drinking rates are. The death rates in alcohol related car crashes is a better measurement, however it doesn't take into account the accidents that involve alcohol but have no fatalities.
Collaboration

Spark Made It Easier To Communicate With My Peers

<table>
<thead>
<tr>
<th>Level of Agreement</th>
<th>Number of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td>1</td>
</tr>
<tr>
<td>Neither Agree Nor Disagree</td>
<td>3</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>5</td>
</tr>
</tbody>
</table>

Spark Made It Easier To Communicate With My Professor

<table>
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<tbody>
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<tr>
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<td>3</td>
</tr>
<tr>
<td>Strongly Agree</td>
<td>7</td>
</tr>
</tbody>
</table>
Community

- Group Work Is More Effective Because We Are Using Spark
- Spark Made Our Class More Of A Community
Performance

Spark Helped Me Learn Course Material

<table>
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<th>Neither Agree Nor Disagree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Students</td>
<td>1</td>
<td>2</td>
<td>6</td>
</tr>
</tbody>
</table>

Overall, Spark Will Have A Positive Effect On My Final Grade

<table>
<thead>
<tr>
<th>Level of Agreement</th>
<th>Strongly Disagree</th>
<th>Neither Agree Nor Disagree</th>
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</table>
Transforming the Relationships

• Technology Provider:
  • Infrastructure technology solutions → enabling our customers to work, learn, and communicate effectively.

• IT Organization:
  • Primary technology customer/decision-maker → being a channel and enabler

• Relationships:
  • Focus on technologists → Focus on technology users → aligning the products to the needs of Higher Education
Growing the Partnership with Whitewater

1. Vision & Leadership
2. Culture
3. Methodology
4. Technology

Digital Education
On the Ground—A Reciprocal Relationship
Key Lessons and Takeaways
Lessons Learned- From the CIO Perspective

It’s not all about the technology
Lessons Learned-From the Technology Partner Perspective

• Clearly define what needs to be affected and the metrics for success
• Consider measuring number of faculty members adopting technology, additional students served, improvements in student success, completion rates, faculty and student satisfaction scores
• Recognize and reward faculty members for the innovative use of technology
• Develop a dashboard to share success metrics and stories
Lessons Learned-From the Director Perspective

• Create a vision to support innovation
  • Identify ways to gather teaching and learning needs and use these needs to drive tool selection!
  • Structure (e.g., administrative support) and instructional development matter (focused on pedagogy, technology, and plans of use)!
  • Leverage faculty champions/evangelists!

• Prepare for larger adoption from the beginning
  • Faculty testimonials and trainers
  • Promotion
  • Mainstream support & vendor documentation
Lessons Learned-From the Instructor Perspective

• Expectations and Assessment
  • Partnerships as bridges
    • How can technology link content and pedagogy?
  • Adapting (to) a new culture
    • How do you manage technological expectations?
• Summative assessment
  • How do you know if technology is promoting your course objectives?
Q&A
What questions might you have for us?
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Elena Pokot (pokote@uww.edu)
Nicole Weber (webern@uww.edu)
Please take a moment to evaluate this session

There are two ways to access the session and presenter evaluations

1. In the online agenda, click on the “Evaluate Session” link

2. From the mobile app, click on the session you want from the schedule > then click the associated resources > and the evaluation will pop up in the list