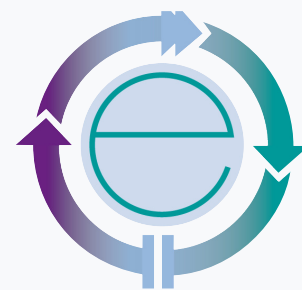# eLearning Team Review
2009-2010
Faculty of Humanities

Who are the eLearning team?

The eLearning team is based in Ellen Wilkinson and provides the eLearning support across the Faculty (except for MBS which has its own eLearning team).

The team has a wide variety of skills for innovating in teaching and learning and in moving forward with eLearning concepts and practice.

We provide a range of help and develop support to using Blackboard and other tools such as Turnitin, Wimba Collaboration Suite and Classroom Clickers.

For full details of our support and services see www.humanities.manchester.ac.uk/tandl/elearning/services/

We work very closely with the Faculty Teaching and Learning Office, for example in the integration of eLearning in QA processes, in working collaboratively to support Turnitin and Grademark, and in the development of the new *Teaching and Learning News* (see 'Promoting eLearning').

The eLearning team support six Schools* within the Faculty of Humanities:

- Arts, History and Cultures
- Education
- Environment and Development
- Languages, Linguistics and Cultures
- Law
- Social Sciences

*MBS has its own eLearning team

Who is this report for?

Anyone interested in what eLearning can offer will find the report useful: the report highlights activity in the previous year and gives examples of the support the Faculty eLearning team has provided.

For feedback on this report or on any aspect of the services provided by the eLearning team, please email Cath Dyson:

- cath.dyson@manchester.ac.uk

www.humanities.manchester.ac.uk/tandl/elearning/

Enhancing learning using technology

The eLearning team worked with colleagues on a range of innovative teaching and learning developments, including fourteen TESS (Teaching Enhancement Student Success) projects and another two in MBS.
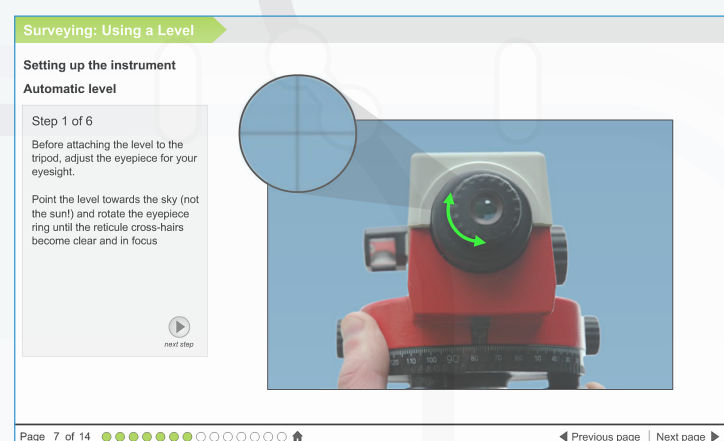
The eLearning team:

- worked with Janet Tatlock and Alyssa Phillips in Combined Studies to develop Blackboard spaces for Academic Advisement;
- developed a range of interactive learning resources with colleagues in SLLC, for example:
  - Three sets of Greek Grammar resources for Emmanuela Pantelireis
  - A set of sociolinguistics interactive exercises for Erik Schleef
  - Chinese sentence exercises with Minje Xing
  - Formative assessment questions for Spanish with Ana Nino;
- created an interactive feedback tool for George Veletsianos in Education;
- supported Till Geiger in SAHC using wikis for assessed student generated content and integrating film clips into his Blackboard space;
- developed an interactive guide and video resource on surveying to be used in field work by Geography students;
- supported the review of courses in Middle Eastern Studies and worked with colleagues across four language areas to redesign courses to integrate formative feedback and student reflective journals;
- worked with Jackson Maogato in Law to build an active integrated learning community using online formative assessment and discussion forums in a large student cohort;
- worked across five Schools to support a managed roll out of Turnitin for online submission, plagiarism detection and online marking which impacted 128 course units. 80 staff were trained.

> "I am very happy with the outcome of the project, in fact, the outcome far exceeded my expectations. I have also received very positive comments from students."
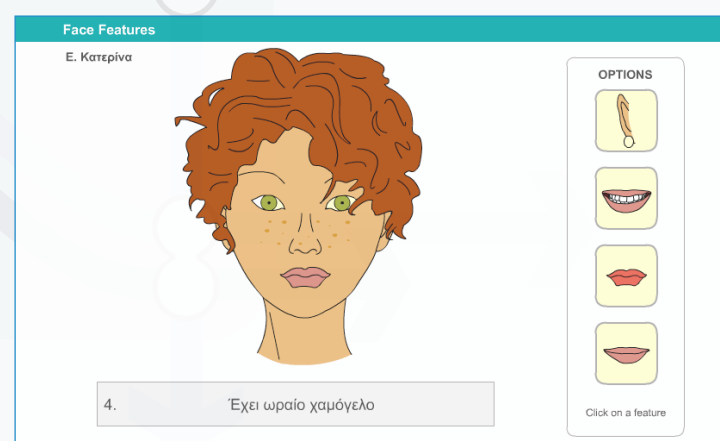>
> *Erik Schleef, SLLC*

> "Service [to deliver the eLearning project] was stellar."
>
> *George Veletsianos, Education*

Interactive guide and video resource for Geography field work

Interactive Greek Grammar resources

What is TESS?

Central University Teaching Enhancement Student Success funds were targeted to support innovative eLearning projects around **Student Engagement** and **Assessment and Feedback**. Funds purchased equipment/software to enable the innovation and academic colleagues received support from the eLearning team/MBS eLearning team in a number of developmental and dissemination workshops as well as one to one support from an eLearning technologist.

Faculty TESS funds were targeted in a similar way for developments in 2010-2011.

Details of projects and recipients of the funds are available on the Teaching and Learning Office website:
www.humanities.manchester.ac.uk/tandl/resources/funding/TESS/

Electronic copies of this review can be downloaded at www.humanities.manchester.ac.uk/tandl/elearning/intro.html

Please note the activity discussed in this review covers the period 01/10/2009 - 30/09/2010.

Promoting eLearning

We've been involved in a number of activities, events, workshops, etc. to promote enhanced use of technology and to recognise and exemplify good practice.
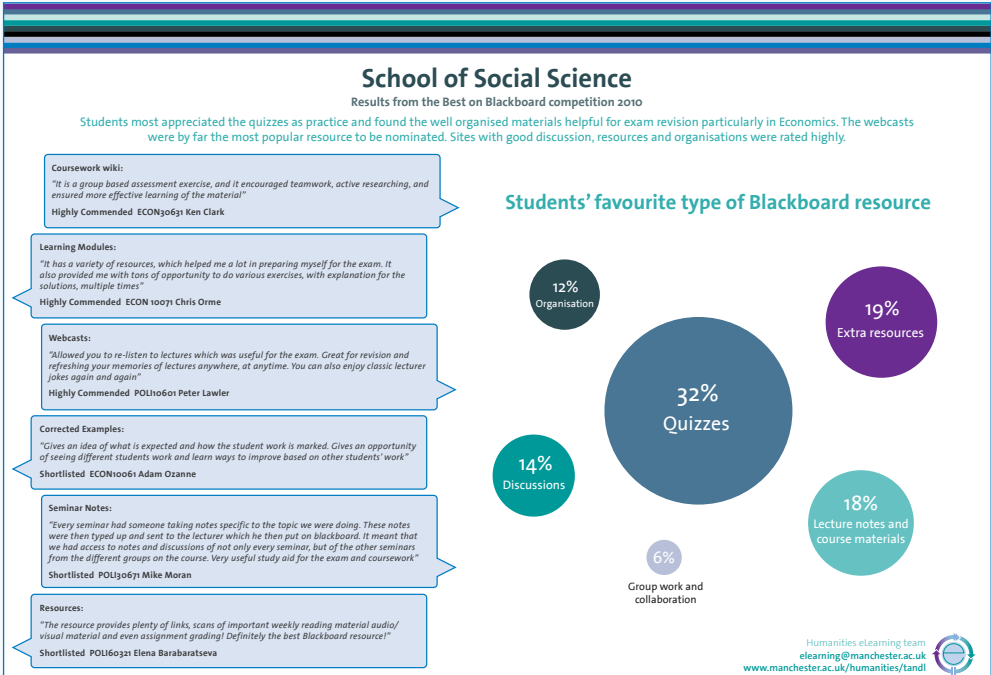
Best on Blackboard competition

In February 2010 the Faculty eLearning team ran a Best on Blackboard competition. Students from Humanities were invited to nominate the resource that they had found most useful in their current courses.

We were delighted by the response with 337 nominations for 223 courses by over 145 lecturers, highlighting how much students appreciate the efforts of teaching staff.

The following were commended by Chris Davies, the Associate Dean for Teaching and Learning:
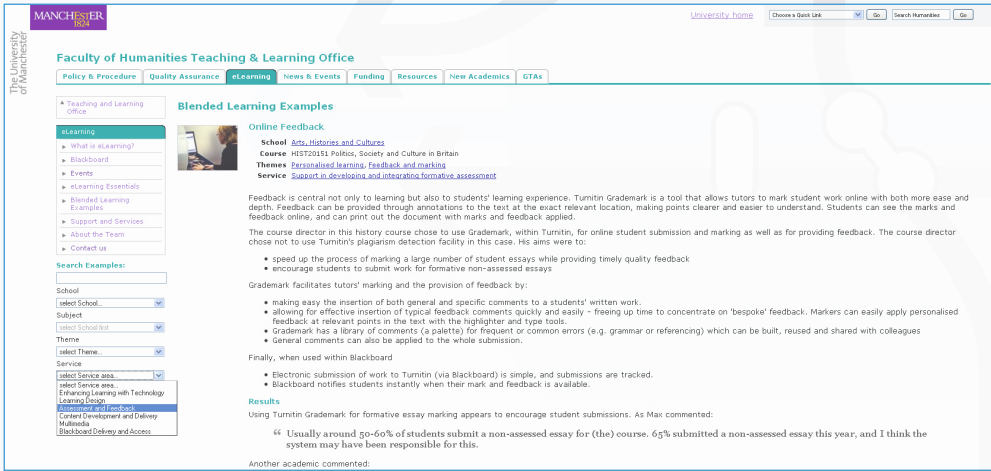
- Ken Clark from SoSS for online wiki assessment
- Rob Drummond from Languages, Linguistics and Cultures for Transcription Practice
- Julian Edge from Education for the Article Interviews
- Peter Lawler from SoSS for Webcasts
- Chris Orme from SoSS for Learning Modules

Best on Blackboard poster, illustrating the types of resources nominated by School of Social Sciences students

Online blended learning examples

Use our searchable online resource to find examples of good and appropriate practice from all Schools within the Faculty; see
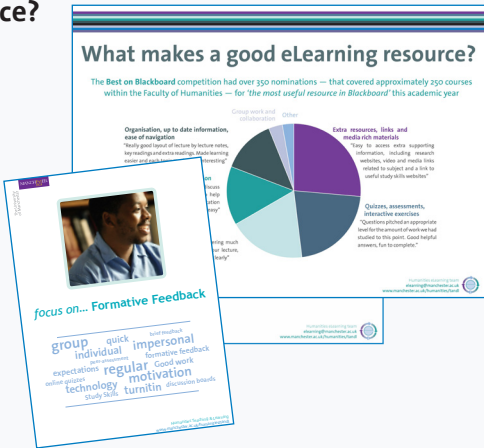www.humanities.manchester.ac.uk/tandl/elearning/exemplars/

Examples of blended learning, Faculty eLearning website

Posters and printable resources

Over the year we have discussed good practice with academic colleagues, listened to what students have had to say about eLearning and worked with colleagues from across the Faculty to produce a range of resources including:

- **What makes a good eLearning resource?**
  created from student feedback on the best on Blackboard competition
- **What do you want to do with your Blackboard course?**
  examples for academic practice across the Faculty
- **Focus on... Formative Feedback**
  a development between the Teaching and Learning Office, eLearning team and MBS eLearning

Training and workshop events

We delivered a wide range of training and staff development, with new provision for:

- Turnitin and Grademark (online submission, plagiarism detection and online marking)
- Classroom Clickers
- Wimba Collaboration Suite
- Box of Broadcasts
- Using Blackboard for Collaborative Learning

Over 50 events of which 12 were run in Schools; with 185 staff trained.

The Faculty eLearning also contributed to the New Academics Programme, five Faculty Teaching and Learning Forums, Workshops to support the TESS initiative, Start of Year Induction activities and the Student Conference.

See www.humanities.manchester.ac.uk/tandl/elearning/events/

> "Don't hesitate to mention your own needs/expectations – there's a great deal of scope to tailor the course to your requirements. Ideally suited to the varying needs of academics."
>
> *Feedback on our Classroom Clickers session from an academic in SLLC*

> "It was a really useful workshop helping to clarify any doubts and technical problems. It was really good working with the material and having tasks to complete before the face to face workshop so we could practice with the tools beforehand."
>
> *Teresa Noelia Alcarazo from SLLC on the Collaborate Learning session*

> "A really excellent course with fabulous resources".
>
> *Kirsty Keywood Law on the Collaborate Learning session*

Show and T.E.L.

During 11 days in November 2009, December 2009 and March 2010 we ran stalls and put up displays of practical examples, solutions and ideas for eTeaching and eLearning from academics in the Faculty of Humanities. We tried to cover most of the buildings across the Faculty: Samuel Alexander, Arthur Lewis, Mansfield Cooper and Williamson.

Taking part at the Show and T.E.L. display

Teaching and Learning News

The Faculty Teaching and Learning team and the eLearning team have collaborated on the new look Teaching and Learning News. An essential Faculty wide publication for all things Teaching and Learning; good practice, case studies, hints and tips, events, notices, policies...
See www.humanities.manchester.ac.uk/tandl/news/bulletin/

Online catalogue of eLearning support and services

Did you know...?
- You can ask us to come and deliver a training event specifically designed for your discipline
- You can get our help using Blackboard Assessment tools for formative and summative assessments
- We can develop bespoke interactive learning objects.

These are just a few things we provide support on: see the full range of services on our online catalogue (new for 2009/2010)
www.humanities.manchester.ac.uk/tandl/elearning/services/

Developments for 2010-11

- More Show and T.E.L. sessions in December 2010
- eLearning competition in February 2011
- Range of presentations and workshops on the benefits of Bb9 (the upgrade to Blackboard) and how to make the transition
- Teaching and Learning Showcase January 2011
- Comprehensive report on student views of experiences and expectations of eLearning, due January 2011 (NB: once published, this can be downloaded from www.humanities.manchester.ac.uk/tandl/elearning/)

Support for eLearning

Online and phone support

In 2009/2010 we handled over 2000 queries from Schools about eLearning (up from 1500 the previous year).

"I was impressed and grateful in equal measure. Many thanks".

Julian Edge, Education

Our support is provided through the IT Service Desk: you can get in touch with us by going online:

- either to www.manchester.ac.uk/servicedesk
- or to www.manchester.ac.uk/staffnet and click on **Contact IT Service Desk**

You can then search the 'Knowledge Base': the online help which provides the answers to the most common eLearning and Blackboard questions.
If you can't find an answer to your query you can then send us an email.

Alternatively, you can phone the Service Desk on **65544**. For urgent enquiries you can be put through to the eLearning team.

Q: *"Why can't I see my Blackboard course?"*

Log into the Knowledge Base (www.manchester.ac.uk/servicedesk) to find an instant answer to this and other eLearning and Blackboard queries.

Searching the Knowledge Base

New developments in 2009/2010

Do you know when to start preparing for online assessments? Do you know when your course are visible to students? We have produced an interactive eLearning calendar which gives month by month guidance to administrative and academic staff about key tasks and activities; see www.humanities.manchester.ac.uk/tandl/elearning/blackboard/calendar.html

Drop-in support

We run a twice weekly drop-in to give face to face, one to one eLearning support to colleagues.

In 2009/2010, 67 colleagues attended our drop-ins.

Meeting the minimum requirements for eLearning

Our yearly review of courses* identified that the Faculty had made significant progress in meeting minimum requirements, with over 70% having 3 (out of 6) or more elements of the minimum requirements for support. 64% had at least one example of enhancements as defined in the Operational Plan for eLearning: www.campus.manchester.ac.uk/elearning/uomelearning/strategy.

The development of Faculty and School plans for eLearning will look at improving our use of eLearning to meet and exceed the minimum requirements.

*review of 10% of Semester 1/All Year course for Levels 2, 3 and PGT in November 2009 and 10% of Semester 2 courses in March 2010

"Today, I went to see an eLearning technologist. He showed me how to mark via Turnitin and Blackboard. He was extraordinarily helpful, and also very concise and extremely organised in his explanations".

Glyn Redworth, Reader in History, SAHC

Working with Schools

The Faculty eLearning Strategy and Operational Plan (www.humanities.manchester.ac.uk/tandl/policyandprocedure/strategydocs/operationalplans/) published at the end of Semester 2 outlined the need to move forward with enhancing Teaching and Learning using technology, and to embed this practice at Programme and/or discipline level.

An eLearning team School Liaison has been working with each School to develop a planned approach to the use of eLearning. Examples of some of the resulting School activity are:

- Discipline specific staff development sessions in SAHC and Education
- Session for Philosophy on using Wimba Pronto for personalised learning
- Development of reusable interactive learning resources for language learning in SLLC
- Developing Programme level spaces in Bb9 in Law and SoSS.

Did you know?
Over the last two years there has been a 34% increase in student satisfaction with online resources *(UEQ data 2007/08 - 2009/10)*

New services in 2009/2010

- Support for **using TV and radio clips in your teaching and learning** using the BoB service (Box of Broadcasts). For further details about BoB, see www.campus.manchester.ac.uk/mediacentre/avservices/offair/
The Faculty run regular sessions on how to access and use BoB; see www.humanities.manchester.ac.uk/tandl/elearning/events/
- Providing **increased online support** for common Blackboard and eLearning related activity via the University Knowledge Base: access this through www.manchester.ac.uk/servicedesk and type 'Blackboard'.
- Providing an **interactive eLearning calendar** to clearly identify key tasks and activities for Administrative and Academic colleagues; see www.humanities.manchester.ac.uk/tandl/elearning/blackboard/calendar.html

What do you think about BoB?

"I've been using it in class and it has transformed the way we do things. I just wanted to let you know how much this service is valued."

Jane Bottomley, SLLC

BoB: Box of Broadcasts

A simple and easy-to-use system to record TV and Radio programmes (a bit like a Sky+ box on the web) is available for all staff.
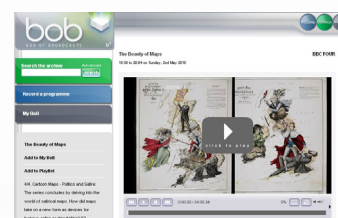
You can browse the programme schedules for the next 14 days and select up to 3 programmes a day to record.

The recorded programmes can then be embedded into your Blackboard courses, allowing students to watch/listen whenever they want.

If you forget to schedule a recording, the system allows you up to 7 days after the broadcast to submit the recording request.

To try out the service for yourself, go to http://bobnational.net, select the 'UK Federation login' option and type 'University of Manchester'. Then when prompted enter your normal University of Manchester username and password.
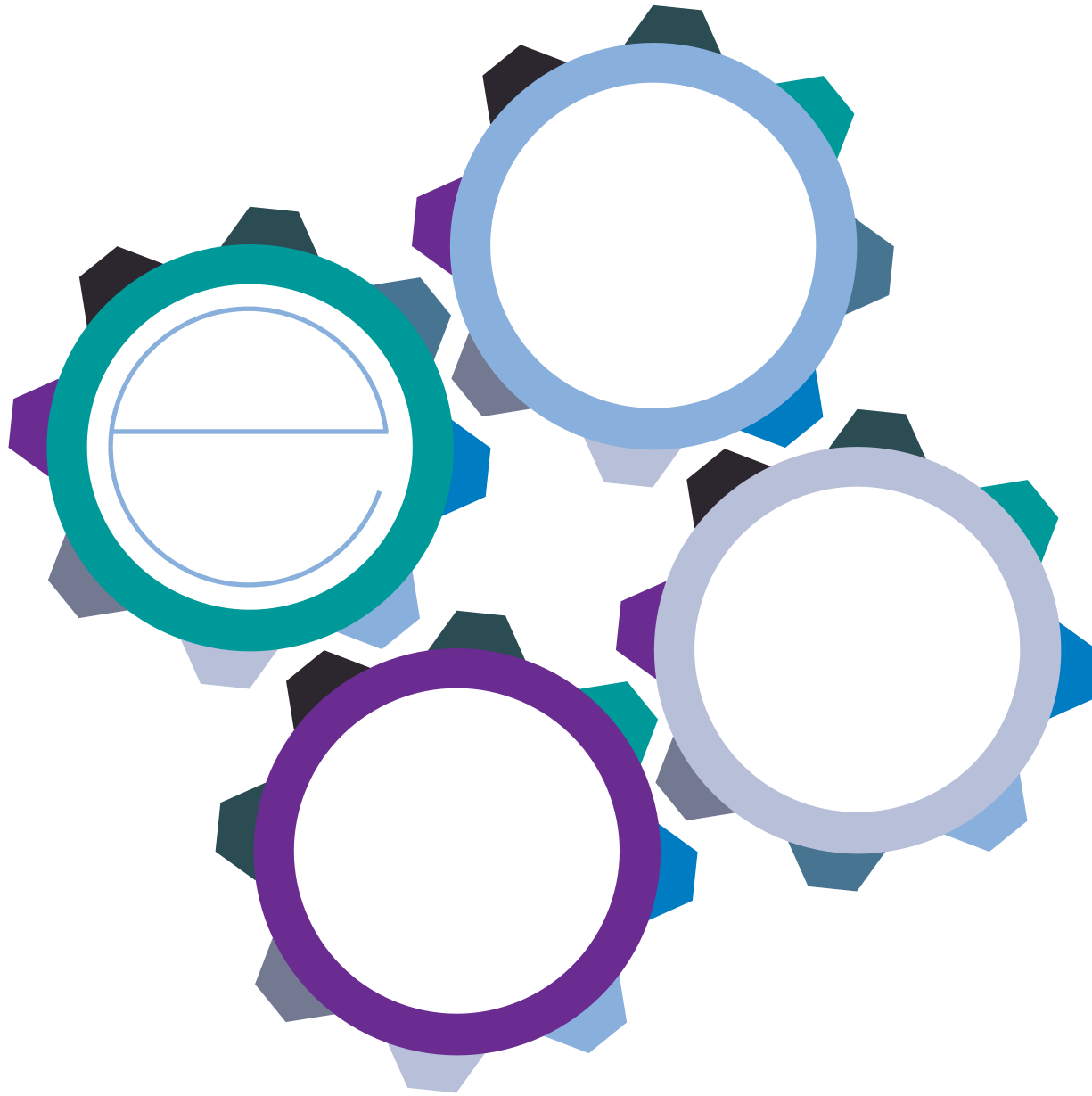
For further advice and support please contact elearning@manchester.ac.uk.

Up and coming: What's happening in 2010/2011

Some of our key projects and tasks in 2010/2011:

- The Manchester Learning Environment project and the upgrade to Bb9
- Supporting the increased use of Grademark (through Turnitin) for online marking
- Supporting bespoke activity in Schools and developing School eLearning plans
- More support and training, in particular for:
  - Box of Broadcasts
  - Wimba Collaboration Suite
  - Encouraging, promoting and recognising best practice through our blended learning examples website; the Faculty Teaching and Learning Showcase event in January 2011; and the eLearning/Best on Blackboard competition.

How can we HeLP you?

HeLP: Humanities eLearning People

Our HeLP support service for you and your students includes:

- **consultation and personalised advice** on all aspects of eLearning
- help to develop an **engaging and stimulating** Blackboard course
- **training and drop-in sessions** – from basic to enhanced
- production of **multimedia and interactive** learning materials
- … all this and more, in **user-friendly**, **plain English**…

HeLP is at hand!

Humanities eLearning People
elearning@manchester.ac.uk