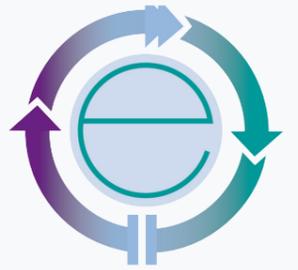


# eLearning Team Review 2010-2011

## 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 innovation in teaching and learning and in moving forward with eLearning concepts and practice.

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

For full details of our support and services see [www.humanities.manchester.ac.uk/tandl/elearning/services/](http://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 into QA processes, joint Faculty projects and dissemination and communication. This includes the Teaching & Learning News and the Faculty Showcases (see Promoting eLearning).

The eLearning team supports 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 the eLearning manager, Cath Dyson:

- [cath.dyson@manchester.ac.uk](mailto:cath.dyson@manchester.ac.uk)

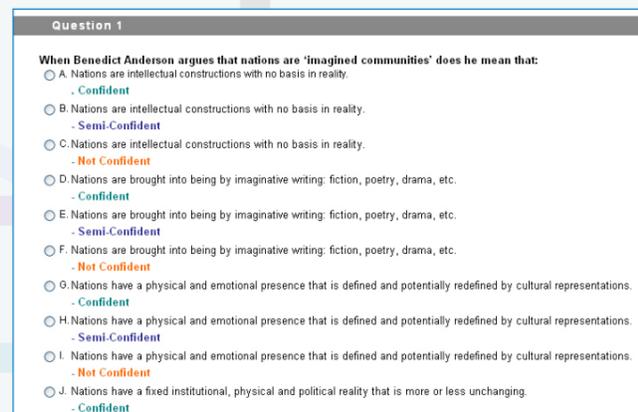
[www.humanities.manchester.ac.uk/tandl/elearning/](http://www.humanities.manchester.ac.uk/tandl/elearning/)

### Enhancing Learning using Technology

The eLearning team is continuing to work with colleagues on a range of innovative teaching and learning developments. 18 projects were supported in total: 7 with TESS funds and eLearning support and 11 solely with eLearning support. There were projects across all Schools with MBS eLearning providing the support for MBS TESS projects.

Some of the projects/colleagues the eLearning team supported were:

- The development of two multi-media/interactive resources for Geography for their field work courses; a resource on surveying and levelling, and an interactive map of Cuba
- To support Veronique Pin-Fat and Markus Karlsson-Jones develop and maintain the Blackboard resource for the New Academics Programme
- The experimental use of audio feedback in SLLC with Elena Polisca
- Liam Harte in SAHC developing a solution to provide timely formative feedback using Multiple Choice Questions (MCQs) to not just test knowledge but understanding
- 'Innovative Approaches to German as a Foreign Language Project' was an Enquiry-Based Learning approach in German where students planned and developed an innovative eLearning tool to address a linguistics problem
- Extending the use of Turning Point handsets to include mobile devices using 'ResponseWare' with Paul Middleditch from SoSS



Formative feedback using MCQs



Interactive guide and video resource for Geography field work

"I really appreciated the support from eLearning, ...on this project. Without their help it would simply not have been possible."

*Fil Nereo (SLLC) Innovative Approaches to German as a Foreign Language Project*

"I would just like to express my sincere thanks to [a member of the eLearning team] for the sterling support and advice she gave me throughout the planning and execution of my project. She was unfailingly helpful and ever willing to offer practical solutions to the technical difficulties that arose. I am very grateful indeed to her for her assistance and support without which this project would not have come to fruition."

*Liam Harte (SAHC) Testing 1,2,3: Using formative online multiple-choice tests in the Humanities to enhance student learning, engagement and feedback*

### What is TESS?

Faculty 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.

Full details about TESS funds are available at:

[www.humanities.manchester.ac.uk/tandl/resources/funding/TESS/index.html](http://www.humanities.manchester.ac.uk/tandl/resources/funding/TESS/index.html)

Electronic copies of this review can be downloaded at [www.humanities.manchester.ac.uk/tandl/elearning/intro.html](http://www.humanities.manchester.ac.uk/tandl/elearning/intro.html)

Please note the activity discussed in this review covers the period 01/08/2010 - 31/07/2011. The reporting period has changed from this year so some data may already have been reported in the 2009 - 2010 report. We have indicated this where appropriate.

## Promoting eLearning

The eLearning team continues to work with colleagues in the Faculty and Schools to highlight, reward and promote good and appropriate practice. During 2010/2011 all colleagues were working towards the successful transition to Bb9 (more about this later). This meant the eLearning team was delivering a great deal of awareness-raising and staff development events for Bb9, but we still delivered and participated in a number of other activities.

We contributed to the New Academics Programme eLearning Awareness half-day event. Topics included Blackboard Top Tips, Turning Point, Turnitin and Box of Broadcasts. We also delivered an Introduction to Blackboard at Manchester for new academics in September to kickstart their online teaching.

## Best on Blackboard competition

In April 2011 the Faculty ran the second 'Best on Blackboard' competition. Students from Humanities were invited to nominate the resource that they had found most useful in their current courses.

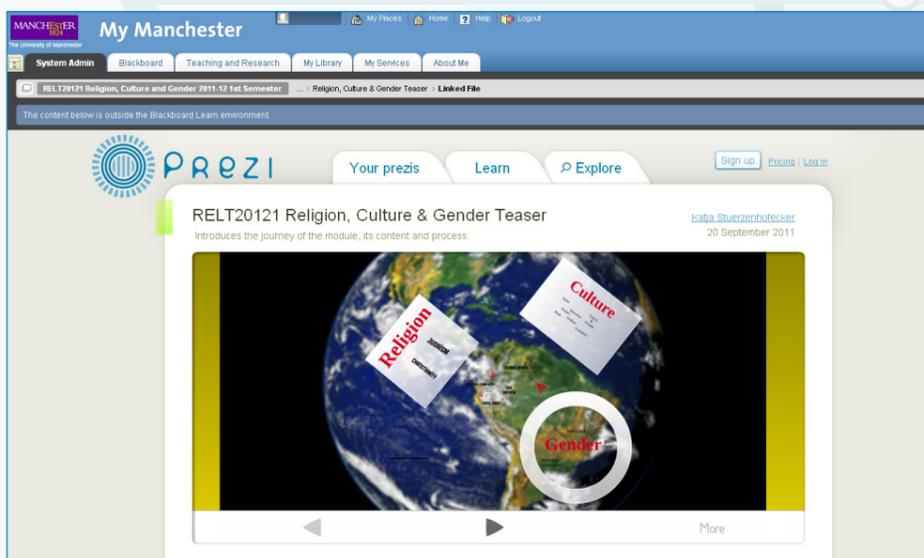
We had an even better response than last year with 368 nominations. We asked students to think about how their tutor had used Blackboard that helped them and enhanced their learning. It's obvious that students really appreciate the use their tutors make of Blackboard and gain significant value from it.

The following were highly commended by the panel:

- Katja Stuerzenhofecker from the School of Arts, Histories and Cultures
- Diane Slaouti from the School of Education
- Dhafir Kasassbeh from the School of Languages, Linguistics and Cultures
- Wiebke Brockhaus-Grand from the School of Languages, Linguistics and Cultures
- Nuno Ferreira from the School of Law
- Danielle Lyssimachou and Alice Shepherd from MBS

"I have never needed or used Blackboard so much as on Katja's course and it really helped me to engage with the course and the material as well as organise my work. The course definitely wouldn't have worked half as well without blackboard and i don't think any of us would have achieved the grades we did."

*A student on Katja's RELT20121 Religion, Culture and Gender course*



One of the six highly commended Best on Blackboard courses

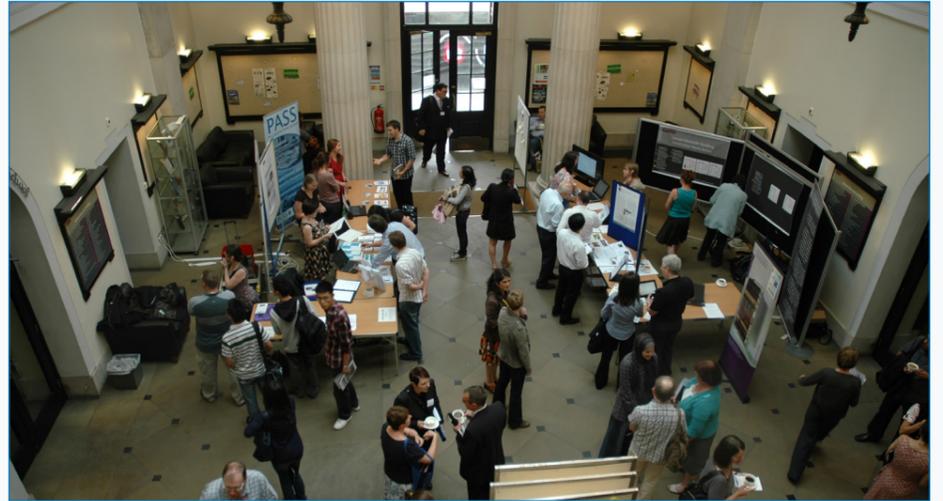
## Teaching and Learning Showcase

The Teaching and Learning Office and the eLearning team collaborated to run two successful 'Showcase' events in January (in Bridgeford Street) and July (Samuel Alexander).

The afternoon events gave colleagues the opportunity to share experiences of their use of innovation in teaching and learning. Over 20 presenters presented at both events and contributions from all Schools in the Faculty were included. The events also had stalls of support areas such as the PASS scheme, the Library, Campus Solutions and the eLearning team. Each event was attended by over 70 colleagues.

A number of colleagues took the time to feedback to us about the event and they all said it was an excellent/good event which inspired colleagues to think about developing their practice.

"Thanks for arranging this event. It's always good to get ideas from other people's presentations and to chat to a range of people interested in teaching."



July's 2011 Teaching and Learning Showcase

We'll be keeping the same timings and format for 2011/2012. See the Teaching and Learning News for full details.

Details of previous events with links to presentations are at [www.humanities.manchester.ac.uk/tandl/news](http://www.humanities.manchester.ac.uk/tandl/news)

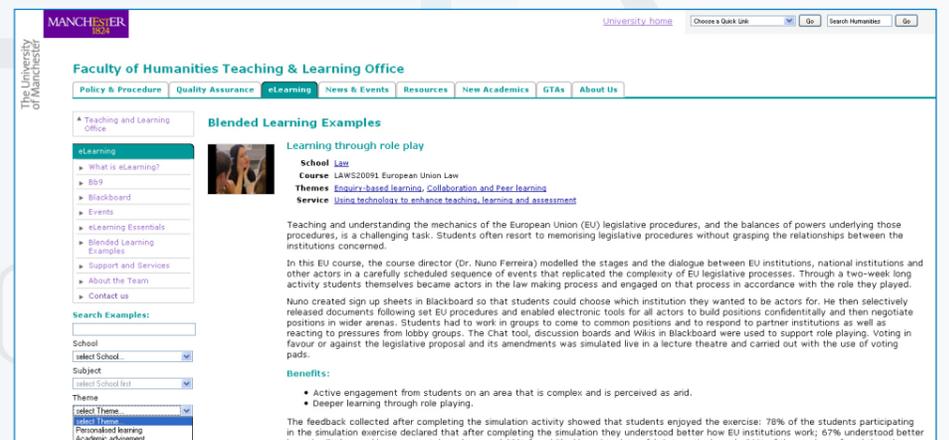
## Online blended learning examples

Visit our searchable online resource to find examples of good and appropriate practice from all Schools within the Faculty:

[www.humanities.manchester.ac.uk/tandl/elearning/exemplars](http://www.humanities.manchester.ac.uk/tandl/elearning/exemplars)

New for 2010/2011:

- An interactive student-created eLearning resource produced as part of an Enquiry-Based Learning course in School of Languages Linguistics and Cultures (lecturer, Fil Nereo Faculty TESS project 2010/2011)
- An online simulated student role-play exercise engaging students in understanding the mechanics of the European Union legislative procedures from Law (Nuno Ferreira was highly commended for his teaching on this course in the Best on Blackboard competition, see left)



Examples of blended learning, Faculty eLearning website

## Posters and printable resources

See the full range of resources at [www.humanities.manchester.ac.uk/tandl/elearning/intro.html](http://www.humanities.manchester.ac.uk/tandl/elearning/intro.html)

New for 2010/2011

- Student views of online learning. Using a variety of feedback from students during 2009/2010 including UEQs, Best on Blackboard nominations, focus group feedback, feedback at Show and T.E.L. Roadshows.
- See posters and presentations disseminating outcomes of TESS projects at [www.humanities.manchester.ac.uk/tandl/resources/funding/TESS/tess10-11.html](http://www.humanities.manchester.ac.uk/tandl/resources/funding/TESS/tess10-11.html)



## Training and workshop events

We delivered a wide range of training and staff development in 2010/2011, including new provision for Bbg. While the majority of our provision (91 training courses and information events) was for Bbg we also delivered 59 other sessions including Workshops to support the TESS funds, Turnitin, Box or Broadcast and Wimba Pronto. The training was very well received with all respondents rating the sessions as Very Good or Good.

Over 150 events (3 times the number of sessions delivered in 2009/2010)  
450 staff trained (more than double 2009/2010)\*

The Faculty eLearning Team also contributed to the staff and student inductions, Start of Year activities including the Welcome Week Fayre and the Student Conference.

Quotes from colleagues receiving training (not Blackboard, see specific Blackboard section for further information on colleagues' feedback to us).

"Thank you, one of the best workshops I have attended. I particularly enjoyed the suggestions for using the technology to the maximum benefit of students (rather than just being told how the software works)."

*(A colleague from SLLC commenting on the Clickers session)*

"Excellent - have recommended it to other colleagues who have also found it excellent and useful."

*(A colleague (SLLC) commenting on the Box of Broadcast session)*

"Great - well pitched, useful, succinct."

*(Melanie Giles (SAHC) on the Box of Broadcast session)*

\*Please note 12 sessions and 11 participants were counted in last years figures

## Show and T.E.L.

We ran eight Show and T.E.L. sessions during December 2010 on the themes of Bbg awareness raising and feedback, in Samuel Alexander, Williamson and Arthur Lewis. eLearning team members were present at set times during the day. Other School-based Roadshows were run as part of the Bbg transition between March and May 2011.



## 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 in our online catalogue:

[www.humanities.manchester.ac.uk/tandl/elearning/services/](http://www.humanities.manchester.ac.uk/tandl/elearning/services/)

## Teaching and Learning News

We have continued to work with the Teaching and Learning Office to produce this publication throughout 2010/2011. The publication relies on contributions from colleagues in Schools so many thanks to all colleagues throughout the year who have taken the time to write articles.

For the 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/](http://www.humanities.manchester.ac.uk/tandl/news/bulletin/)



Recent editions of the Teaching and Learning News

## Developments for 2011/2012

- Media-rich case studies and articles in the Teaching and Learning News following up our Best on Blackboard highly commended lecturers
- eLearning/Best on Blackboard competition in Semester 2 2012
- Teaching and Learning Showcases January and July 2012
- Show and T.E.L. sessions in February/ March 2012 following the themes from the January Showcase.
- Sessions on Supporting Group Work, Blackboard Instant Messenger (replacing Wimba Pronto), Collaboration Tools, Embedding Video, Turning Point, Turnitin and Grademark, to support more advanced use of Bbg

## Support for eLearning

### Online and phone support

In 2010/2011 we handled 2,100 queries from Schools about eLearning (which is up slightly from 2009/2010)\*

"The service is amazing and the team could not be more patient and helpful. Thanks"

"Excellent - very swift resolution of major problem. Thank you."

*(colleagues feedback to the eLearning team)*

Our support is provided through the IT Service Desk. You can get in touch with us by going

- straight to [www.manchester.ac.uk/servicedesk](http://www.manchester.ac.uk/servicedesk), or
  - to [www.manchester.ac.uk/staffnet](http://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. An urgent enquiry is one where you are teaching in the next two days or you have set time aside to develop your Blackboard course and can't move forward with the planned work.

Check out the eLearning calendar to help you manage your key eLearning/ Blackboard tasks.

- [www.humanities.manchester.ac.uk/tandl/elearning/blackboard/calendar.html](http://www.humanities.manchester.ac.uk/tandl/elearning/blackboard/calendar.html)

Q: "What is an organisation and how do I set one up in Bbg?"

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

\*407 of these were counted in last year's report

## Drop-in support

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

In 2010/2011, 127 colleagues attended our drop-ins which is nearly a 100% increase. We also ran additional drop-in sessions as part of our Bb9 support.

### Courses meeting the minimum requirements

80% (up from 70% in 2009/2010) have 3 out of 6 or more elements of the minimum requirements for support. 70% have at least one enhancement as defined in the Operational Plan for eLearning.

[www.campus.manchester.ac.uk/elearning/uomelearning/strategy](http://www.campus.manchester.ac.uk/elearning/uomelearning/strategy)

## Faculty and School Strategic Developments

Progress has been made toward the Faculty Operational Plan for eLearning [www.humanities.manchester.ac.uk/tandl/policyandprocedure/strategydocs/operationalplans](http://www.humanities.manchester.ac.uk/tandl/policyandprocedure/strategydocs/operationalplans) and a review report is available online. The main focus of 2010/2011 was Bb9 so School plans were on hold.

As last year, an eLearning team School Liaison person has met with Schools regularly and/or attended appropriate committees. The focus of these discussions were on the successful rollout of Bb9. SLLC and Law have academic leads for elearning which has enhanced the relationship with the elearning team. There will be elearning leads in all Schools for 2011/2012.

As we move into 2011/2012 a Special Teaching and Learning Committee has been arranged to

- Review of progress towards eLearning and the 2011/2012 Operational Priorities for eLearning
- Identify barriers to the use of technology to support teaching and learning innovation and support
- Discuss the appropriate eLearning governance in the Faculty
- Discuss what type of eLearning support is required by Schools

### Developments for 2010/2011

- Define an appropriate Faculty eLearning governance
- Review and develop Schools' plans for eLearning
- Have academic elearning leads in all Schools

"I'm grateful for the support I was given personally on my pilot but also have been very impressed by the way the roll out of BB9 across the University for 2011/12 is being handled. There is loads of information and training available and the getting started wizard is an excellent way of providing customised advice. Also 'extras' like [an elearning technologist] coming out to make a video demo of my course site has been useful in helping dissemination to colleagues in my DA."

*Mark Brown, SoSS*

### New Practice in 2010/2011: Embedding eLearning support into the QA process

As part of a Programme Review process which feeds into and informs Periodic Review, the eLearning team worked with SAHC to review 109 Blackboard courses. An overall report and individual discipline reports were produced. 82 of the reviews were followed up with a one-to-one meeting with an eLearning technologist. This process was generally well received by academic colleagues.

The elearning team will be discussing with SAHC the reports and devising plans to address recommendations.

In preparation for SoSS's Periodic Review in 2011/2012 the eLearning team will be working with colleagues in Semester 1 on a similar exercise.

## Making the move to Bb9

We can't have a review of eLearning for 2010/2011 without mentioning Bb9! As a Faculty we have all worked hard to ensure we are using Bb9 from September 2011. It has been hard work for academic, administrative and eLearning staff alike. Thanks to everyone for making it a success.

The Faculty had 2 out of the 15 University pilots in Phase 1 (from September 2010) and 60 pilots in Phase 2 (February 2011); the largest number in any Faculty.

Phase 3 was the roll out of Bb9 to all staff for use with students in September 2011. As a large Faculty with c2500 course units (not including MBS) we had to manage this activity. In January we agreed a transition plan with Teaching and Learning Directors through the Teaching and Learning Committee. This included; specific times for Schools to make the transition, a set of support (including awareness-raising presentations, Roadshows, School-based drop-ins and training), bespoke support for large or complex courses, and our ongoing phone/email and drop-in support.

Quotes from colleagues who attended the Bb9 Build Workshop:

"Really useful introduction to BB9"

*Cathy Atkinson, Education*

"Very useful training, the hands-on element was helpful and the trainer was excellent."

*Jane Mortimer, Education*

"It's all much easier than you think!"

*Caroline Bithell, SAHC*

Two weeks into the new semester 2011/2012 89% of courses were activated for Bb9.

As we use Bb9 we are getting more familiar with its strengths and weaknesses and through discussions with Schools the eLearning team will be working with you to take forward training, development or system change issues.

### What's happening in 2011/2012

Some of our key projects and tasks in 2011/2012:

- Implementing the recommendations from the University Review of eLearning undertaken by the new VP for Teaching and Learning Clive Agnew
- More support and training in particular for more advanced use of Bb9
- A Faculty-wide project to include a) a review of the impact on assessment procedures of the use of online tools for assessment submission and marking and b) increased use of online submission in general and marking online using Grademark in particular
- Faculty support for the use of Organisations in Bb9
- Calls for TESS projects and support and dissemination throughout the year
- Programme review as part of the Periodic Review for SoSS
- Review of the Faculty eLearning Strategy and Operational Plan and rethinking our goals for 2011/2012
- Building on the transition to Bb9 and ensuring the system develops in line with Faculty requirements
- Encourage, promote and recognise best practice through our blended learning examples website, Faculty Teaching and Learning Showcase events and the eLearning/'Best on Blackboard' competition



Blackboard