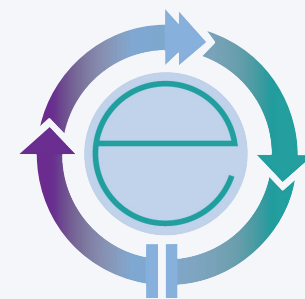


# eLearning Team Review 2011-2012

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 supported six Schools\* within the Faculty of Humanities in 2011/2012:

- 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)

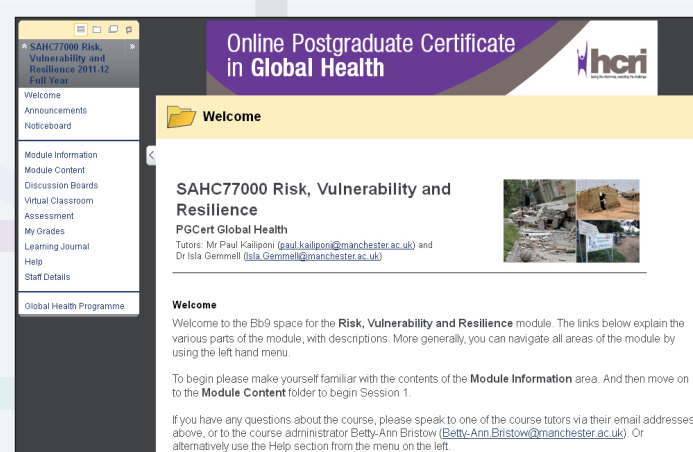
[www.humanities.manchester.ac.uk/tandl/elearning/](http://www.humanities.manchester.ac.uk/tandl/elearning/)

## Enhancing Learning using Technology

The eLearning team is continuing to work with colleagues on a range of innovative teaching and learning developments. Thirteen projects were supported in total: six with TESS funds and eLearning support and seven solely with eLearning support. There were projects across all Schools.

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

- supporting the programme team in the Human Conflict Resolution Institute develop and deliver a high profile, fully online Global Health programme for the Red Cross
- working with Nick Savage in the Careers & Employability Division, to develop an interactive tool to enhance students employability by improving students' interview skills
- exploring with Phil Handler how Blackboard 9 can be used to support Academic Advisement in Law
- developing online tests and reflection activities to strengthen student motivation and retention with the Middle Eastern Studies portfolio assessment project
- addressing high level of failure rates in Latin with Alison Sharrock in SAHC by using Blackboard's assessment tool to develop quizzes to encourage students to reinforce their knowledge: "Test yourself": Extensive Online Latin Testing using Blackboard 9



HCRI programme



Interview skills - Careers and Employability

"The Humanities eLearning team produced a high specification tool - a template framework that can be reused in other Humanities contents - which when combined with the videos produce a very strong interactive tool for enhancing students employability"

*Nick Savage, Career Management Skills course, Careers and Employability Division*

"The initiative has embedded visualisation skills in Level 1 assessment which will be vital for independent research projects at Level 2 (the Long Essay) and Level 3 (the Dissertation). More broadly, these are skills for life, which we can now deliver through innovative assessment methods, building student confidence for both future study as well as employment."

*Melanie Giles, Archaeology, on the innovative visual assessment developed for first year students*

"This year, there were no uncompensatable fails... This represents a massive improvement. Progression to Advanced 1 has approximately doubled."

*Alison Sharrock (SAHC) highlighting the impact of the eLearning innovation on student progression*



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 01/08/2011 - 31/07/2012.

## Piloting the use of clicker technology using students' smartphones with Paul Middleditch from SoSS

The eLearning team has continued to support trials of TurningPoint ResponseWare, a system through which students can interact in lectures through their own mobile devices. This is in response to demand by instructors who have previously enjoyed the benefits of using dedicated 'clickers', but were finding the logistics something of a barrier.

In 2011-12 the number of licences for ResponseWare was increased to 300 (from 80 the previous year) and this has allowed trials with larger-scale cohorts. The system was used regularly by three lecturers from Architecture, MBS and Economics across four cohorts, impacting on about 1500 students.

It was found that with ResponseWare the number of clickers required as a backup for those students without a suitable device could be reduced by up to 90%, therefore greatly reducing the logistical burden and making this teaching technology a much more appealing tool for regular use in lectures.

Evidence from students will be presented to the eLearning Management Group to be forwarded to the MLE Strategy Group, to make a case for further central funding. The current licences are active until June 2013, so new trials are welcomed.

"It allows the lecturer to gauge the level of student knowledge as well as do immediate feedback for effective learning"

"It helps to make the lecture more vivid"

"It's easier to use your own device, because you already know how to use it and it doesn't take time to explain the process."

*Feedback from ECON10042 students*



## Embedding eLearning

eLearning is a crucial part of teaching and learning, not something separate to it. With this as the guiding principle, the Teaching and Learning Office and the eLearning team have integrated eLearning into the Periodic Review (PR) process, working with colleagues in Social Sciences during 2011/2012.

The semester before their Periodic Review 60 members of academic staff had one to one meetings with a Learning Technologist to discuss and review their course unit(s) and identify opportunities presented by eLearning. As a result of these exchanges with staff, the eLearning team were able to provide both Discipline and School level overviews and recommendations for eLearning which were embedded into the PR process and discussed at the review meeting.

We worked with 60 academic colleagues to review 73 courses across seven disciplines.

"First of all, the review was very reassuring, as it turned out I was not doing it all wrong (as I feared). But, it also helped me spot a(n) [...] error I made, which I could then very quickly rectify, and plan for improvements for next year. I am now a lot more confident to use more features of Bbg."

*Maria Sobolewska, Lecturer in Politics*

"It was reassuring to know what I was doing right! Also, being given some insight into how one's Blackboard provision compared to others was useful for context and understanding student expectations, likes and dislikes. For me, it was a positive and encouraging experience and I appreciated the time [the Learning Technologist] spared to support my eLearning provision."

*Veronique Pin-Fat, Lecturer in Politics*

"From the perspective of the Teaching and Learning Office, which has responsibility for ensuring that QA processes are robust, embedding eLearning into our periodic review process provides assurance that all aspects of programme delivery, assessment, management and the student experience are considered. It provides greater assurance about the standards of our awards and student experience."

*Emma Rose, Faculty Senior QAE Administrator, on the impact of embedding eLearning into Periodic Review*

## Developments for 2012/2013

We will be:

- working with Law as part of its Periodic Review in 2013
- discussing with the eLearning lead in the School of Social Sciences the actions arising out of recommendations from their Periodic Review
- developing a more effective support framework for new programme approval and new course development.

## Promoting eLearning

The eLearning team continues to work with colleagues in the Faculty and in Schools to highlight, reward and promote good and appropriate practice, including: the Best on Blackboard competition; Teaching and Learning Showcase; online blended learning examples; training and workshops; Teaching and Learning News; involvement in the New Academics Programme.

## Best on Blackboard competition

In Semester 2 the Faculty ran the 'Best on Blackboard' competition for the third year running. Students from Humanities were invited to nominate the resource that they had found most useful in their current courses.

166 students took the time to tell us how their tutors' use of Blackboard made a difference to their learning. It's clear that students value and benefit from skilful use of eLearning.

The following were highly commended by the panel:

- Wiebke Brockhaus-Grand, School of Languages, Linguistics & Cultures
- Maria Alvarez-Madriral, School of Languages, Linguistics & Cultures
- Susana Lorenzo (and other Spanish teachers), School of Languages, Linguistics & Cultures
- Matthew Philpotts, School of Languages, Linguistics & Cultures
- Ralf Becker, School of Social Sciences

"The course has been genuinely excellently taught. Ralf put significant effort in making online videos to take us through difficult maths step by step. It has really made the difference not only in my understanding but also my enjoyment of the course. Non-compulsory online tests help guide learning and concentrate on weaker areas."

*A student on Ralf Becker's Econometrics or Introduction to Statistics course*

## What is TESS?

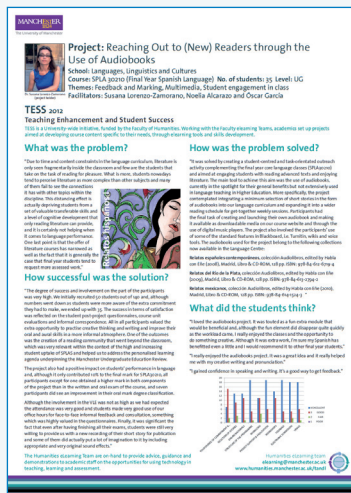
Faculty Teaching Enhancement Student Success funds were targeted to support innovative eLearning projects around **Student Engagement, Assessment and Feedback** and **Managing Large Groups**. Funds purchased equipment/software to enable the innovation, and academic colleagues received support from the eLearning team.

Full details about TESS funds are available at:

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

For 2012/2013, equivalent funds and projects supported by the Faculty will fall under **Teaching and Learning Enhancement Funds**:

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



To find links to posters of all TESS projects see:

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



## eLearning Success for Humanities academic

Drew Whitworth from Education received a Gold Award for the Blackboard Catalyst Awards at the Blackboard World 2012 Conference in New Orleans. Well done Drew.

See the Teaching and Learning News during 2013 for more information about Drew's award and how you could enter your course for the Catalyst Award in 2013.

## Teaching and Learning Showcase

We've continued to run the successful twice-yearly Teaching and Learning Showcase with the Teaching and Learning Office. This year's Showcases took place in MBS East in January and Roscoe Building in July.

The afternoon events gave colleagues the opportunity to share experiences of their use of innovation in teaching and learning. The events also benefit from sessions run by colleagues in Careers, Alumni and the Library. Professor Richard Reece (Associate Vice-President for Teaching, Learning and Students) attended in January; and the Dean, Keith Brown and Dame Nancy Rothwell came to meet staff involved in our July Showcase. The President said she 'saw a very impressive array of activities and excellent engagement of staff in the Faculty'.

Each event was attended by over 90 colleagues.

A number of colleagues took the time to feedback to us about the event and over 90% said it was an excellent/good event which inspired colleagues to think about developing their practice.

"I have been to all four of the showcase events, and I always leave with something that I want to incorporate into my teaching."

"Always interesting to see what other colleagues are doing, and it is an opportunity to think about our own practice and whether we can apply what is being done to our own subject."

Colleagues like the format and timing of the event, so we'll be keeping it the same for 2012/2013.

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



February 2012 Teaching and Learning Showcase foyer displays

## Support for eLearning

### Online and phone support

Our support is provided through the IT Service Desk and the Knowledge Base.

In 2011/2012 we resolved 2,141 enquiries from Schools about eLearning (in 2010/2011 this was 2,100)

The Knowledge Base contains online help, providing 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.

You can get in touch with us by going straight to [www.manchester.ac.uk/servicedesk](http://www.manchester.ac.uk/servicedesk), or by going to [www.manchester.ac.uk/staffnet](http://www.manchester.ac.uk/staffnet) and clicking on Contact IT Service Desk.

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)

## Training and Staff Development events

We delivered a wide range of training and staff development in 2012/2013. A large number of sessions (26) focused on support for Turnitin and Gradermark as part of the Faculty eAssessment project (see below).

We also ran a number of Blackboard associated sessions, including finishing off the support for the transition to Bbg, Beyond the Basics and Build Workshop sessions (37 sessions in total).

We contributed to the New Academics Programme and ran sessions on collaboration, embedding video in Blackboard 9 and using TurningPoint Responseware.

119 events with 90 specific training sessions (less than last year but we all had a busy year with the transition to Bbg).

360 staff trained (not as many as last year but nearly double 2009/2010).

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

### See also

- Teaching and Learning News, the monthly 'must read' for articles, updates, announcements and policy changes of all things Teaching and Learning: [www.humanities.manchester.ac.uk/tandl/news/bulletin/](http://www.humanities.manchester.ac.uk/tandl/news/bulletin/)

Thank you to all colleagues across the Faculty who have contributed during 2011/2012.

- Online blended learning examples: [www.humanities.manchester.ac.uk/tandl/elearning/exemplars/](http://www.humanities.manchester.ac.uk/tandl/elearning/exemplars/)



Recent editions of the Teaching and Learning News

## Developments for 2012/2013

- Best on Blackboard nominations 2012/2013 open throughout the year; ask your students to complete the survey at <http://tinyurl.com/gcmeblx>
- Teaching and Learning Showcase January and July 2013.

## Drop-in support

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

In 2011/2012 we had 158 visits from colleagues in our twice-weekly drop-in sessions, slightly up from last year when we had 127 visits.

## URGENT queries?

Did you know you can call and speak to an eLearning technologist if you have an urgent query?

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.

All you do is call the Service Desk on 65544. Give the usual details of who you are, details of your course or Blackboard space, details of your query, etc. and identify it as an urgent query.



### Benchmarking eLearning. How is the Faculty of Humanities progressing?

Using the minimum requirements as set out in the eLearning Strategy 2007-2009 the eLearning team have reviewed 10% of courses every year. Each year we have seen an improvement in the use of eLearning.

88% (up from 80% in 2010/2011 and 70% in 2009/2010) have 3 or more out of 6 elements of the minimum requirements for support. 75% have at least one enhancement, and 27% are using Turnitin.

*See next column for further information about how the Faculty is progressing with online assessment.*

### Faculty and School Strategic Developments

During 2011/2012 many Schools put forward academic leads for eLearning (eLearning Champion/Lead/co-ordinator) including: Law; Languages, Linguistics and Cultures; Education; Environment and Development; and disciplines in Arts, Histories and Cultures. As we neared the end of the year and in line with the new eLearning Strategy (*see below*) all Schools assigned or were in the process of assigning a Lead.

The eLearning Lead is a key role in the School and within Faculty and University eLearning governance structures. During the year the Teaching and Learning Committee agreed a governance structure for eLearning which established a Faculty eLearning Strategy Group to:

- make recommendations for improvements to eLearning systems, processes and support
- prioritise resources and activities
- drive, report on and monitor eLearning activity in their School
- disseminate and encourage transferable models for best practice in eLearning.

Full details including Terms of Reference for the eLearning Strategy Group, Job Description for the eLearning Lead and a diagram of the governance structures can be found at [www.humanities.manchester.ac.uk/tandl/resources/networks/eL\\_strat\\_gp.html](http://www.humanities.manchester.ac.uk/tandl/resources/networks/eL_strat_gp.html)

### The University eLearning Strategy

The University eLearning Strategy was agreed by Senate in June. Key areas that Schools and the eLearning team will be involved in during 2012/2013 are:

- Assigning an 'eLearning Champion' within each School
- Embedding members of the eLearning team within Schools for drop-in support for eLearning activities
- Increase in online submission and marking of coursework
- Access the eLearning Strategy through the **University Policy and Procedure** pages on StaffNet (or click **Find a Document** from the StaffNet homepage):

<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=13283>

### Developments for 2012/2013

- School plans for eLearning with recommendations that existing planning using the Student Experience Action Plan be used
- 'Bedding in' the eLearning Strategy Group
- Realising benefits and increasing student satisfaction with online submission and marking
- Embedding eLearning support in Schools

### Service changes for 2012/13

- 'Old Blackboard' i.e. Blackboard Vista 8 decommissioned from the end of August 2012
- Wimba Collaboration Suite will be withdrawn from January 2013. IT Services and the eLearning team are working to ensure appropriate collaborative tools will be available from January 2013. There will still be a smaller number of licences for the Wimba Create and Wimba Voice tools that remain available.

### Faculty eAssessment Project: moving towards online submission and marking

A key strategic project for the whole Faculty (including Schools, the eLearning team, and the Teaching and Learning Office) was to increase the use of online submission and marking using Turnitin (Tii).

In 2011-12, piloting of Turnitin has more than doubled to 375 course units (excl. MBS), with increased focus on marking and feedback (from 14% of assignments in 2009-10 to 78% in 2011-12).

In total, 27% of all courses across the Faculty now use Turnitin.

Student reaction to online submission and marking is extremely positive in terms of how easy they found it and in their preference for online rather than handwritten feedback.

95% of History students surveyed (91 students) agreed/strongly agreed with the statement 'The switch to online essay submission through Turnitin/Gradermark (Tii/GM) improved my experience in the History Department at Manchester in 2011-12'.\*

Only 15% of students (across multiple disciplines, 75 respondents) disagreed with the statement 'I prefer online feedback to hand-written feedback'.

The Faculty has also provided large monitors to all teaching staff to support online marking.

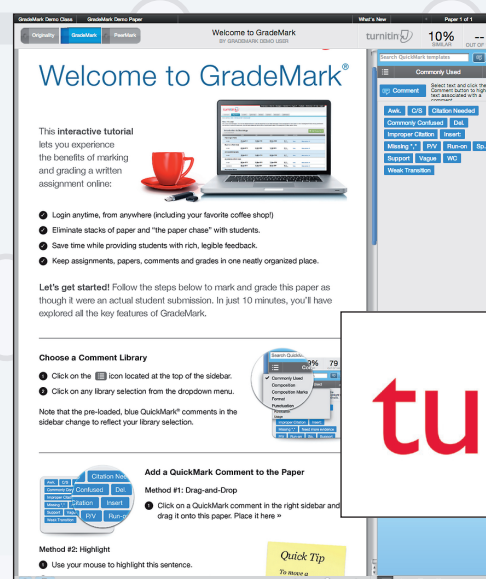
"I found the greatest benefit of Turnitin is the ability for markers to offer comments throughout the essay using the sticky-note concept. Where markers showed me in my essay where I had made a mistake and where I had made a good point I found the feedback extremely useful. This is something that is far better about Turnitin than paper marking."

*History student\**

"Online essay submission is great! The fact that one does not necessarily have to be on campus to submit the assignments [...] The feedback is always available."

*History student\**

*\* Taken from Dr Max Jones' survey of the History Department's universal adoption of online essay submission through Tii/GM in 2011-12.*



### What's happening in 2012/2013

Some of our key projects and tasks in 2012/2013:

- Pilot activity to see how a workshop-based approach to curriculum design and development could be used in Humanities to embed eLearning into new programme approval and new course development processes
- Increasing online marking and feedback using Turnitin
- Exploring and piloting tools for developing mobile friendly content
- Developing an eLearning 'Summer School' to run near/alongside our July Showcase
- Further piloting of Turning Point ResponseWare (using smartphones for classroom interaction) and discussing with the University about central support and mainstreaming of this service
- Piloting of MapleTA for Mathematics assessment in Economics.