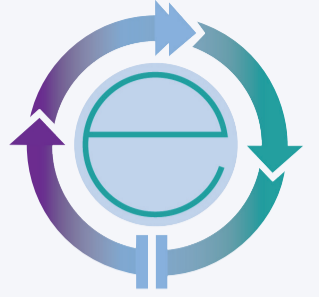


eLearning Team Review 2012-2013

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/

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 four Schools* within the Faculty of Humanities in 2011/2012:

- Arts, Languages and Cultures
- Environment, Education and Development
- 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

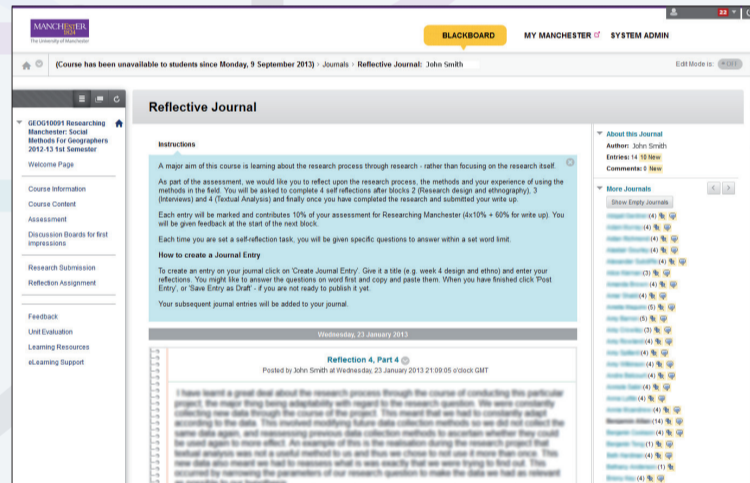
www.humanities.manchester.ac.uk/tandl/elearning/

Enhancing Learning using Technology

The eLearning team is continuing to work with colleagues on a range of innovative teaching and learning developments. Eight substantial projects were supported in total, involving activity across all five Schools supported by the Faculty eLearning team.

Some examples of projects and colleagues supported by the eLearning team:

- supporting the programme team in the Human Conflict Resolution Institute to develop and deliver a high profile fully online Global Health programme for the International Federation of Red Cross and Red Crescent societies
- extending the trialling of Clickers and smart phones to promote classroom interaction: with Paul Middleditch in SoSS, Andrew Karvonen in Architecture and Nathan Proudlove in MBS
- developing mobile-friendly study skills resources in Criminology as open educational resources
- piloting a curriculum design workshop model developed in collaboration with Gary Motteram (SEED) to support Jo Deakin and Claire Fox (School of Law) to develop a course unit working in and around the Criminal Justice System
- supporting the use of Blackboard's Learning Journal tool to address the need for a form of learning that is authentic but applied, in Social Methods for Geographers
- supporting online mathematics and statistics assessment though using Maple TA software, with the School of Social Sciences, led by Len Gill and Ken Clark.



Blackboard Learning Journals in Social Methods for Geographers



Using Clickers and smart phones in classrooms

"[the eLearning Technologist] was excellent – she delivered the perfect balance of support in a timely but non-pushy manner. She totally understood the objectives and really helped to develop the project showing her expertise and insight.

I probably would have done this without eLearning support but it wouldn't have been as smooth or successful."

Jen O'Brien, SEED

"[the eLearning technologist] has been very helpful in the support he has provided for my teaching innovation research. I am very grateful to him."

Paul Middleditch, SoSS



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 01/08/2012 – 31/07/13.

What is the future for TurningPoint ResponseWare?

The eLearning team has supported a further year of 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 have found the logistics a barrier.

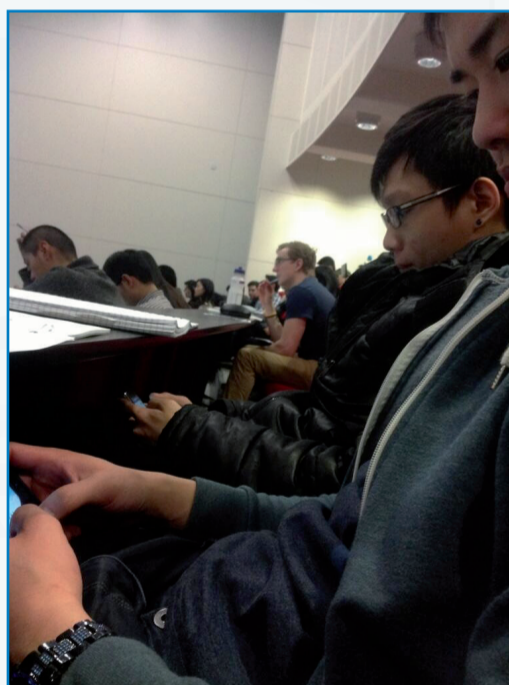
Last year we reported that we had increased the licence to allow larger cohorts to use the system, allowing 300 students to vote via their own devices, in addition to students using the backup clickers.

This year the piloting continued in Social Sciences, championed by Dr Paul Middleditch, and was extended to colleagues in Architecture and MBS. In addition various colleagues in MBS, School of Law and SALC were trained in its use; and presentations showcasing Paul Middleditch's work have been delivered across discipline areas in Social Sciences, organised by the School's eLearning lead Professor Dan Rigby; so 2013-14 looks to bring new users into double figures, based upon foundations laid in 2012-13.



Will Moindrot, learning technologist states, "Use of this tool has helped students in large class teaching to feel involved and engaged in the lecture, and that their difficulties are being taken account of by instructors. Many mid-sized classes can also benefit from this as a discursive tool activating classes into discussion."

By 'piggybacking' onto student mobile devices it becomes much more feasible for staff to use such a teaching tool on a regular basis, and to begin to hone and refine their face-to-face pedagogies. Students are pleased to be able to employ their smart devices within their learning: "It's easier to use your own device, because you already know how to use it." There is also a saving in resourcing, whereas physical clickers would need to be distributed and collected at the beginning and end of lectures either by the media centre or teaching staff.



Students using ResponseWare on their mobile phones

Both Will and Paul have presented their work at various internal and external conferences in the last year, culminating in an interactive workshop at the Developments in Economics Education conference at the University of Exeter in September, where Paul was awarded with the 2013 Economics Network Outstanding Teaching Award in recognition of his demonstration of exemplary teaching practice (including use of TurningPoint to support his large student cohorts).

In 2013/2014 the eLearning team will be making a case to Dr Chris Davies the Associate Dean for Teaching, Learning and Students to continue Faculty funding for this technology.

Any colleagues wanting to use smartphones and clickers to support interactions in lectures, please contact elarning@manchester.ac.uk

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 continue to integrate eLearning into Quality Assurance (QA) processes including Periodic Review and New Programme Approval.

Periodic Review (PR)

As part of the PR process the eLearning team reviews a number of courses in a School; provides one to one advice to academic colleagues; produces a discipline and School summary; and attends the meetings between the Faculty and School.

In 2012/2013, as part of the PR for Law the eLearning team supported the review of 36 courses. 22 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 was able to provide discipline and School level overviews and recommendations for eLearning that were embedded into the PR process and associated meetings.

We worked with 22 academic colleagues to review 36 courses in LAW.

New Programme and New Course Support

During 2012/2013 Anna Verges and Helen Perkins from the eLearning team worked with Gary Motteram from SEED (Education). Their aim was to create a model of Learning Design, 'HeLD', to support the development of new course units and revision of existing course units and improve their use of eLearning. This will be further developed and expanded to support new programmes. See below for further information about HeLD.

Creating a Distance Learning Framework

Matt Jefferies (Assistant Associate Dean for Teaching, Learning and Students), the Teaching and Learning Office and eLearning have used this year to develop a QA and support framework, including a costing model for Distance Learning. This will include a specific QA pathway for Distance Learning; clear guidance on how DL should be developed and supported; resourcing implications for Schools; and case studies of how technology is used to support learners and learning at a distance.

The framework is available from www.humanities.manchester.ac.uk/tandl/resources/distancelearning

HeLD: Supporting eLearning innovation in courses and programmes

HeLD is Humanities eLearning Design. Using the Carpe Diem model of learning design developed at the University of Leicester we trialled the approach with colleagues in Law. Using this experience we developed a Humanities based model, HeLD, engaging with Education staff for support and mentoring. Two further course teams in SALC used this approach to develop learner centred learning design and assessment. In total, nine academics were involved and six have fed back to us indicating:



- they would use the model (or parts of) again to help with course design;
- their awareness of potential eLearning activities has increased;
- they are more aware of the eLearning support available to them;
- they are more likely to access eLearning support now than they would have before the HeLD sessions;

This model will be developed into a key component on the eLearning teams support for course, programme and Distance Learning developments.

Developments for 2013/2014

- As there are no Periodic Reviews scheduled for 2013/2014, the eLearning team are planning to work with SALC in preparation for the SALC Periodic Review in 2014/2015
- Embedding HeLD as support for new programmes, as part of the New Programme Approvals process
- Further development of and promotion of the Faculty Distance Learning Framework

Promoting eLearning

The eLearning team continues to work with colleagues in the Faculty and 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; the Teaching and Learning News; involvement in the New Academics Programme.

Best on Blackboard competition

For the fourth year running, the Faculty ran the 'Best on Blackboard' competition, this time throughout the 2012/13 year. Students from Humanities were invited to nominate the resource that they had found most useful in their current courses.



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

The following were highly commended by the panel:

- **Ralf Becker** - ECON20110&ECON30370 Econometrics (for the second year running)
- **Adam Ozanne** - ECON10061 Introductory Mathematics
- **Annie Morton, Olivier Perez et al** - FREN10210 French Language and Life 1
- **Kate Sapin** - EDUC30692 Professional Development Supervision in Community and Youth Work
- **Diane Slaouti** - EDUC70130 The Education of Language Teachers

What students said in their Best on Blackboard nominations

"...Furthermore, seminars were wonderfully organised – students had [to do] a task beforehand... [with] answers to it in a video clip, and similar but unforeseen exercise in seminar – perfect for extra practice, self-check and exam preparation!"

"His online videos, which must take a lot of his time up, help incredibly and I owe most of my understanding of Econometrics to this very valuable resource."

A great partnership that has led to recognition of academic success in eLearning

Dr Paul Middleditch, lecturer in Macroeconomics within the School of Social Sciences, was presented with an Outstanding Teacher Award by the Economics Network at its annual conference held at the University of Exeter.



Since joining the university in 2009, Paul has worked closely with the faculty eLearning team to utilise teaching strategies and technologies to enhance the student learning experience within his large cohorts. A teaching project (worked on jointly with a Learning Technologist from the eLearning team) has explored the use of classroom response systems such as TurningPoint and Twitter to promote increased interactivity and social learning within lectures. See the [Teaching and Learning News November 2013](#) for full details of Paul's success.

Annie Morton Teaching Excellence Award winner 2012/13



Annie Morton is a Senior Language Tutor in the School of Arts, Languages and Cultures.

Annie was recognised for her innovative, inspirational and imaginative approach to the teaching of the French language, which includes peer-assisted grammar sessions and the use of song as a linguistic learning tool. Annie is also an innovative user of Blackboard and has developed weekly online tests that reinforce learning and knowledge that have been very well received.

Thank you to Annie Morton for mentioning the value of the eLearning support in her very inspiring acceptance speech, see www.tlso.manchester.ac.uk/teaching-and-learning/excellence/2012-13winners/anniemorton/

Teaching and Learning Showcase

We have continued to run the successful twice-yearly Teaching and Learning Showcase with the Teaching and Learning Office. This year it took place in Martin Harris in January and in Humanities Bridgeford Street in June. June's showcase had Employability as its theme.



2013 Teaching and Learning Showcase

Showcase events give colleagues the opportunity to share experiences of their use of innovation in teaching and learning. Both events benefit from participation by many areas and services from across the University, including the Library, Careers, Media Services and Manchester Enterprise Centre.

There were presentations on academic advisement from Phil Handler (Law) and Anna Goatman with Elaine Clark (MBS); sessions on assessment and feedback from Adam Ozanne (SoSS), Jeff Blackford (SEED) and Anna Verges (eLearning team); and inspiration on embedding employability into teaching and learning from Jen O'Brien (SEED) and Emma Packham (Development and Alumni Relations).

All presentations are available online at www.humanities.manchester.ac.uk/tandl/showcase

Comments about the June event

"The perfect opportunity to find out about inspirational work by colleagues!"

"I [also] attended the summer course the following week, and I found it very useful, exactly what I wanted."

"Very enjoyable, informative and inspirational!! I was surprised more colleagues didn't attend!"

"I was happy with the content as it related to teaching and course design and was very practical. Very relevant to my work."

New for 2012/2013, the eLearning Summer School

In this week long series of workshops and discussions, we looked at how the online environment can be used to improve the student experience, develop academic practice, and make academic life easier. The Summer School was aimed at staff who would like to know more about making their online courses more interesting and relevant.

This was the first time we ran this type of event. Most sessions were well attended and the generated some interesting discussions. We will be looking at developing the format for 2013/2014 based on feedback from participants and other academic colleagues.

Training and Staff Development events

We delivered a wide range of training and staff development in 2012/2013, with a specific focus on Turnitin and Grademark to support the move towards online submission and feedback. We have also extended our provision to include online training for Turnitin and Grademark, this hasn't been as successful as we would have hoped so if you have any suggestions to improve its take up please email elarning@manchester.ac.uk

224 academic staff and 31 administrative staff were trained in Turnitin and Grademark in 2012/2013.

We also contributed to the New Academics Programme and ran sessions on collaboration, embedding video in Blackboard 9 and using TurningPoint Responseware, and ran our new HeLD curriculum design workshops.

65 events (less than last year when we ran 90) however nearly as many staff attended courses: 342 in 2012/13 (360 in 2011/2012)

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

"Presenter was great - informative, relaxed, engaging!"

Participant on a training session

See also

- Teaching and Learning News, the bi-monthly must-read for articles, updates, announcements and policy changes for all things Teaching and Learning www.humanities.manchester.ac.uk/tandl/news/bulletin
- Thank you to all colleagues from across the Faculty who have contributed during 2012/2013.
- Online blended learning examples www.humanities.manchester.ac.uk/tandl/elearning/exemplars



Recent editions of the Teaching and Learning News

Developments for 2013/2014

- Following the Teaching and Learning Showcases in January and June 2013, this year we are asking one School to host and organise a showcase to really make sure it is what academics want. SEED will be our first host School in January 2014.
- Building on the success of our very first eLearning Summer School and ensuring it is linked closely with the Teaching and Learning Showcase.
- Greater focus on School specific Turnitin and Grademark training with more support for GTAs.
- Further developing online training provision to provide more flexible staff development opportunities.

Support for eLearning

Online and phone support

In 2012/2013 we resolved 1699 queries from Schools about eLearning (in 2011/2012 there were 2141 queries, so this is down by 23%)

Our support is provided through the IT Service Desk and the online Knowledge Base. 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, or via 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

Drop-in support

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

In 2012/2013 we had 87 visits from colleagues in our twice weekly drop-ins sessions, a significant reduction from last year's 158 visits; however during 2012/2013 we additionally provided bookable 1:1 sessions for colleagues, see www.humanities.manchester.ac.uk/tandl/elearning/training/requests.html. 45 colleagues took advantage of this support.

New Services for 2013/2014

- **Teaching and Learning online discussion forum**
A new Humanities Teaching and Learning discussion forum has been set up to provide a means to foster peer to peer support for online learning. The board can be used by all members of staff to exchange ideas, share good practice, explore new approaches and technologies, ask questions and get answers on pedagogical and technical solutions. See www.humanities.manchester.ac.uk/tandl/elearning/resources/tandl_forum.html
- 1:1 sessions for staff, see www.humanities.manchester.ac.uk/tandl/elearning/training/requests.html

Faculty and School Strategic Developments

All Schools have an eLearning lead or equivalent who has a strategic role in their School in developing and realising School plans for eLearning. eLearning leads represent Schools in the Faculty Teaching and Learning governance structures and sit on the eLearning Strategy Group (eLSG). eLSG is chaired by Assistant Associate Dean for Teaching, Learning & Students, Judy Zolkiewski.

A key role of the committee is to advise and make recommendations about the technologies supporting teaching and learning, report on School progress towards Faculty and University priorities and make recommendations for prioritising eLearning resources.

Issues from School Teaching and Learning and Learning Resource Committees impacting eLearning should be escalated to your School eLearning lead, who can take it forward in the eLSG.

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

In 2013/2014

During 2012/2013 the Faculty instigated a review of eLearning and what eLearning support and structures are required in the Faculty. This is being led by Louise Walmsley, Head of TLSO. Schools including Teaching and Learning Directors and eLearning leads will be consulted as part of the review.

Your eLearning lead is:

School	Name	Contact
Law	Rebecca Bennett	rebecca.bennett@manchester.ac.uk
MBS	Karen Niven	karen.niven@mbs.ac.uk
SALC	Liam Harte	liam.harte@manchester.ac.uk
SEED	Gary Motteram	gary.motteram@manchester.ac.uk
SoSS	Dan Rigby	dan.rigby@manchester.ac.uk

Distance Learning

You will be hearing more about the Faculty's strategy for Distance Learning provision soon (see page 2) for details of the Distance Learning Faculty Framework).

Faculty eAssessment Project: moving towards online submission and marking

A key strategic goal for the University is online submission and marking by 2017/2018; the Faculty of Humanities is committed to achieving this in 2015/2016. The Faculty has been working hard on this over the last three years, and 2012/2013 saw around 26% of courses using online submission and feedback, an increase of 10% from 2011/2012.

Student feedback has been very positive:

"Much more efficient, clear and much improved feedback"

"The Turnitin system is much, much easier, as I realise every time a module doesn't offer the service. However, I would also like to see some 1:1 time with our tutors allocated, as tracking them down in office hours is not always straightforward"

However the Faculty recognises that academic staff do face challenges using the tool provided. Currently we support Turnitin/Grademark (Tii/GM); staff feed back to us that:

- It doesn't meet all needs
- It can be inflexible
- Marking can take longer
- It doesn't support the whole eAssessment cycle e.g. moderation

However during 2012/2013 the University introduced External Examiner online access to Blackboard and Turnitin Grademark. This option will be available to Schools in 2013/2014.

The Faculty eLearning team has listened to academic colleagues and collated a list of improvements we would like to see in Turnitin and Grademark. At Turnitin User Groups we lobby iParadigms on the Faculty's behalf.

All staff can make suggestions to Turnitin and vote for improvements you would like to see; the Knowledge Base article [How to provide feedback to Blackboard and Turnitin \(STAFF\)](#) gives details. From within your Turnitin Inbox, click Feedback.

Developments in 2013/2014

- Lobbying Turnitin for improvements that meet our needs
- Feeding into developments in the Blackboard Assignment tool and explore if this could better meet our needs
- Feeding back to the University the need to review the technologies we are using and ensure they are fit for purpose
- Launch of the iPad app supporting off-line marking

Summary of key Service changes for 2012/13

- Update to Blackboard Interface
- Withdrawal of Wimba Create
- New services for online collaboration launched using GoToMeeting
- Launch of Turnitin iPad app allowing offline marking
- Update to the Blackboard Mobile Learn app
- External Examiners access to Blackboard agreed
- Piloting of MapleTA for Statistics and Maths Assessment in SoSS

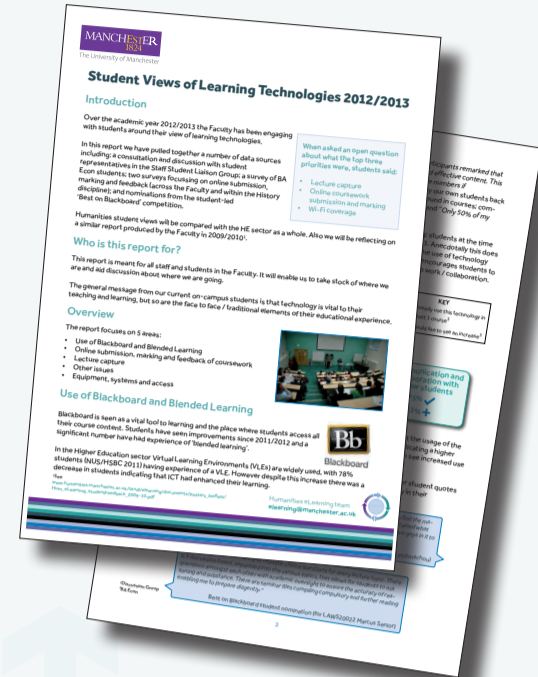
What's happening in 2013/2014

Some of our key projects and tasks in the coming year:

- Building HeLD (curriculum development workshops) into our standard support for new programmes
- Supporting increase of online submission and feedback and working with Schools to support Tii/GM and other tools for online marking
- Developing interactive learning resources designed for use on mobile devices
- Further development of the eLearning Summer School
- Requesting secure Faculty funding for Turning Point Responseware
- Taking forward MapleTA for University funding and support
- Exploring and supporting ePortfolios
- Implementing outcomes of the review of eLearning conducted by Louise Walmsley Head of TLSO.

What are our Students' Views of Learning Technologies?

This was the question we have gone some way to answer in the report 'Student Views of Learning Technologies 2012/2013'. We used feedback from student representatives on the Faculty Staff Student Liaison group, conducted surveys and reviewed submissions to the Best on Blackboard competition. See the full report at www.humanities.manchester.ac.uk/tandl/elearning/intro.html



Best on
Blackboard



Faculty of Humanities
Teaching and
Learning
SHOWCASE



Faculty of Humanities
eLearning
Summer
School



HeLD