

Campus Investments in Support of Educational Innovation

Senate Administration Council

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UC San Diego



Resources to Create, Deliver, Support & Assess Online Education

Teaching + Learning Commons:

Online teaching and learning is supported by the Commons across its multiple hubs: Engaged Teaching, Academic Achievement, Writing, Education Research and Assessment, and Digital Learning

○ **Course and Program Development**

- Learning outcomes and curriculum mapping
- Instructional design and digital pedagogy support
- Quality Matters rubric review
- Accessibility compliance review

○ **Course Instruction (for instructors and IAs)**

- Developing online, self-paced course, “Guide to Teaching Online”
- Provide training on LMS and digital technologies
- Monitor learning analytics for student engagement and performance

○ **Student Support**

- Online student readiness – a self-paced tutorial to prepare students for success in online learning
- Online orientation module - Intro to LMS, course structure, etc. students complete before start of program
- Technology and LMS support through ETS service desk
- Online tutoring support: content tutoring, learning strategies, writing support

○ **Course Assessment and Improvement**

- Provide data on student retention and performance, student feedback on course and evaluation of IA and instructors
- Use assessment data to iterate on course design

Digital Learning Hub Investments in Tools and Trainings to Support Online Learning:

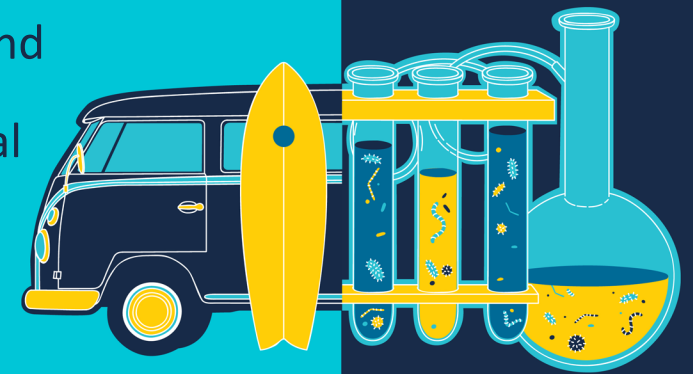
- Membership to Quality Matters* and Quality Matters training for all instructional designers and education specialists
- Cidi Labs license - instructional design tool for Canvas to improve student experience and course accessibility
- Proctoring Services for academic integrity verification – contracts with Proctor U and Examity (EVC office covers proctoring fees for matriculated students)
- Professional development for instructional designers in Universal Design for Learning (UDL) and Accessibility Compliance

**Quality Matters is a global organization leading quality assurance in online teaching and learning environments. It provides rubrics and standards for benchmarking quality online courses and programs.*



UC San Diego Online Platform

- UC San Diego's instance of Open edX has been established with the domain name online.ucsd.edu
- Dedicated ITS support positions:
 - Media Producer/Director
 - Ed Tech Specialist 3 (hired to support UC San Diego Online platform)
 - Recruitment for 3rd SAPD position (Ed Tech Specialist 4) underway
- Online.ucsd.edu payment integration and platform support
 - Credit card account set up and payment system has been integrated
 - EVC Resource Administration will manage UC San Diego Online accounting
- ITS Service Desk Support:
 - Phone and email support already available M-F during business hours and limited weekend hours.
 - ITS will contract with Arbisoft (current edX partner) to provide additional 24/7 learner/instructor support once program ramp-up begins (e.g. launch of global certificate programs, master's degrees)
- Single Sign-on integration completed October 2019
- Student Information System integration by early 2020



University Extension

Market Research for Proposed Online Programs

- **Assessment of program demand:**
 - Competitive landscape Study (similar courses at other institutions and how proposed courses compare in regards to scope, cost and format)
- **Determine occupational outlook and demand**
 - Number of job postings by state, change in number of postings over time, associated job skills, salary and job titles, degrees awarded over time and geographical distribution of degree programs and graduates
 - Survey local UC San Diego students and national sample of industry professionals
 - Collect data on program interest, pricing, characteristics, sorted by demographics, student/employment status, gender, ethnicity
- **SAPD online offerings deemed market-viable to date:**
 - Drug Development Product Management Online Master's (SSPPS)
 - Precision Medicine Online Masters (Medicine)
 - Quantitative & Spatial Methods for Policy Analysis Online Certificate (GPS)
 - Supporting K-12 Computing Educators in Diverse Contexts – 4 online courses (EDS)
 - Contemporary Issues in Gender and Sexuality Online Course (CGS)
 - Antibiotic Resistance: Scientific Innovation to Meet a Global Health Challenge Online Certificate (Pediatrics)



Marketing & Communications Support for UC San Diego Online

- UCPA Creative Services and Communications team is currently leading efforts to develop the marketing plan and branding
- The Campus has engaged External Marketing firm *Traina Design* to support the initial launch and marketing of the [UC San Diego Online](#) platform and courses
- The Digital Learning Hub is currently developing a MOOC version of V. Ramanathan's *Bending the Curve: Climate Change Solutions* with target dates of mid-January 2020 for enrollment and early March 2020 for course launch. This will be the inaugural [UC San Diego Online](#) course.
- Joel Watson and Melissa Famulari's *Intermediate Microeconomics Video Handbook (IMVH)* is transitioning to [UC San Diego Online](#) (completion June 2020)
- Initial courses approved under the EI RFP process will soon be in development



Key Resources

- Digital Learning Hub: digitallearning.ucsd.edu
- Education, Research & Assessment Hub:
commons.ucsd.edu/research-and-assessment

