

# Distance Education UpClose

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## First Annual Distance Education Conference

*Faculty, administration, and staff are invited to this free event!*

The NMSU Office of Distance Education would like to invite you to join us for the first annual *NMSU Distance Education Conference: Expanding the Learning Horizon* scheduled for the afternoon of Thursday, September 25 and Friday, September 26, 2003 in Milton Hall on the NMSU campus in Las Cruces. This conference is designed to familiarize prospective, new, and experienced distance educators/stakeholders with distance education at NMSU. All faculty, administrators, and staff are welcome to attend.

**Special Events** - The opening luncheon on Thursday will include special addresses from Robert Moulton, Dean of the College of Education; Michael Hites, CIO; and Mark Workman, Assistant Vice Provost for Distance Education. Nationally-recognized DE expert Molly Herman Baker (see page 4), will be the keynote speaker for Friday's luncheon.

**Presentations** - Presentations will include "Getting Started in Distance Education @ NMSU", "Growing Distance Education Programs", and a Faculty Course Models Open House.

**Workshops** - Many opportunities to gain hands-on experience with distance education instructional technologies will be available during the conference. Workshop topics include WebCT and Centra, NMSU's most popular web-based technology tools.

**Tours** - Ongoing tours of the Office of Distance Education, the Teaching Academy, Media Services, and Scholarly Technology will provide a background glimpse into Milton Hall's facilities, the center of NMSU's distance education operations.

**Conference Information and Registration** - Visit the conference's page on the ODE website at [distance.nmsu.edu/conference/](http://distance.nmsu.edu/conference/) to find a complete conference schedule, travel information, and to register for this free event. Call Project Coordinator Cinda L. Holsombach-Ebner at 505-646-4699 or email [cholsomb@nmsu.edu](mailto:cholsomb@nmsu.edu) for additional information. We look forward to seeing everyone there!

## The Distance Learning Teaching Center

The Office of Distance Education has recently opened a new facility for professional development. The Distance Learning Teaching Center is housed in the former ITV and Photography rooms 80 & 81 on the bottom floor of Milton Hall. This completely renovated and flexible space contains equipment for both computer training and meeting events. Outfitted with wireless connection capability and reconfigurable furniture, facilitators will be able to adapt the environment to best meet the needs of the event participants. ODE's Distance Learning Teaching Center will serve to provide expanded space to help meet the professional development needs of NMSU's distance education instructors.



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September 2003

## NMSU Events

### Scholarly Technology

September 6, 13 - **WebCT in a Day**

September 9 & 11 - **WebCT in the Afternoon**

September 12 - **WebCT Content Module**

September 15 & 16 - **Centra Facilitator Training**

September 18 - **Building Quizzes in Respondus**

### Teaching Academy

September 26 - **Molly Baker**

### Special Events

### NMSU Library

September 3, 4, 9, 12 - **Catalog Workshops**

September 5, 8, 10, 11 - **Article Databases Workshops**

September 23 - **Congressional Universe**

September 24 - **Statistical Universe**

Link to the *Faculty* section at [www.nmsu.edu/distance](http://www.nmsu.edu/distance) and visit the *Professional Development* page for these and other registration links.

## National/International Events

September 12-13 - **2nd Global Conference Virtual Learning and Higher Education**

Oxford, England

September 22-24 - **Online Learning Conference and Expo**

Los Angeles, California USA

September 23-26 - **Future of Open and Distance Learning**

Cambridge, England

For more events, information and links, visit the *DE Clearinghouse Conference Database* at

[www1.uwex.edu/disted/conf/](http://www1.uwex.edu/disted/conf/).

## Profiles



**Brenda Schroeder**  
Administrative Assistant

Office of Distance Education

Brenda Schroeder, Administrative Assistant for the Office of Distance Education, has been with us since January 2003. Many distance education faculty, staff, and students across the university have had the pleasure of working with Brenda in her role as the lead staff member in charge of administrative tasks associated with the ODE, including course authorization, student admissions and registration, and budget management. "I find working with the students and faculty very rewarding", she reports.

With the university now for four years, Brenda has had prior experience working in her family hardware business, which provided her with much of her customer service savvy that has proven invaluable in working closely with so many members of the university community.

## The New LT User's Group Introductory Meeting Set

The former WebCT User's Group has expanded to now include all instructional users of learning technologies, in both distance education and on-campus settings. A forum to share experiences and learn from others, all faculty, administrators, staff, and GAs/TAs who use learning technologies and wish to participate in the new Learning Technology User's Group are invited to the group's first meeting of the 2003-2004 academic year. The meeting will be held Friday, September 12th from 1:30 - 3:30PM in the Office of Distance Education's Distance

- continued on page 4

## The NMSU Distance Education Advisory Board

### *The year in review*

The past year saw the formation of a Distance Education Advisory Board by the Vice Provost of Distance Education, Carmen L. Gonzales. Composed of faculty, staff, and administrative representatives from across the University, the focus of the Board is to research the many matters and issues related to DE at NMSU, revise and prioritize goals, and to advise the Vice Provost. The Board also formed subcommittees based on current issue areas in DE at NMSU. The Board has chosen to meet bi-annually to report on activities of the subcommittees, each of which meet monthly with either the Vice Provost or Assistant Vice Provost, Mark Workman, in attendance.

The four subcommittees are listed below along with their members and a summary of their activities for the 2002-2003 academic year. The subcommittees remain open to new membership and the Vice Provost encourages the University community to share their ideas and concerns regarding distance education. To contribute input or to join, contact the appropriate subcommittee's Chair.

**Administration, Funding, and Policy Subcommittee** - Members: Larry Olsen, Co-Chair, Linda Riley, Co-Chair, Cynda Clary, Peter Gregware; Miriam Meyer; Rick Scott; Jennifer Taylor, Edward Pines, Kathy Brook, Michael Hites

This subcommittee focused on matters of policy concerning distance education including the current policy associated with the cost of DE, cost analysis, and funding formulas. The subcommittee also developed a new, up-to-date definition of distance education at NMSU:

*Distance education at NMSU is defined as the formal education process of delivering instruction so that students physically remote from the campus of program origin and/or instructor may participate. Course or program delivery may include face-to-face interaction and/or synchronous or asynchronous written, electronic, or other media forms.*

**Faculty Services and Support Subcommittee** - Members: Elise Pookie Sautter, Chair, Jean Conway, Tara Gray), Tim Barnett-Queen, Ann Bock, Sharon Lalla, Denise Welsh, Ken Mentor, Everett Egginton

This subcommittee was interested in focusing on issues that are of prominent concern to NMSU's faculty members either involved in distance education or considering the prospect. Initial topics of discussion dealt with the development of broad-based buy-in, long-term sustainability, P&T guidelines as associated with DE, alternative compensation policy for DE instructors, intellectual property, assessment of quality in DE courses, and resources for faculty who are just starting in DE.

In an effort to gain a better insight into faculty concerns with distance education at NMSU, the DEAB Faculty Services and Support Subcommittee formulated a qualitative survey on the topic during the spring semester, 2003. The Subcommittee was most interested in learning answers to the following questions:

- *What questions do you need answered in order to make an informed decision about your possible participation as a faculty member in distance education programs?*
- *What are your concerns about participating in distance education efforts at NMSU?*

The data received from the survey was used to develop a list of Frequently Asked Questions (FAQs) to address faculty concerns with distance education, plus to identify areas for further support services development. The Spring 2003 Faculty Services and Support Survey Report is now available on the ODE website at [distance.nmsu.edu/document/facserv.pdf](http://distance.nmsu.edu/document/facserv.pdf).

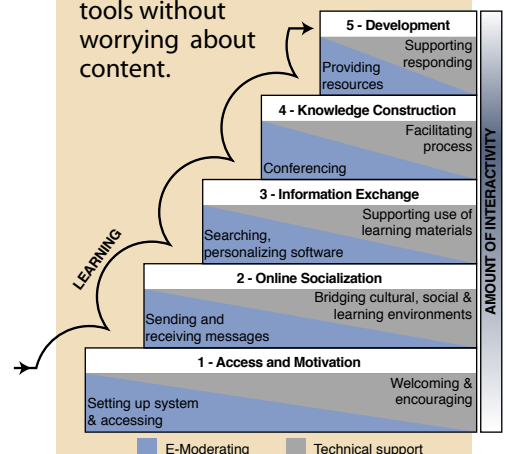
# Surviving Distance Ed

by Julia Parra and Bethany Bovard

Most faculty would agree that active participation in class is the key to student learning. However, when teaching in an online environment, initiating and sustaining active participation (known as e-moderating) can be a challenge. Fortunately, there are many excellent resources that can help encourage and increase active student participation. Two resources we particularly enjoy include Gilly Salmon's *E-tivities: The Key to Active Online Learning* and its companion web site *All Things in Moderation* at <http://www.e-tivities.com>.

Gilly Salmon has developed a model, shown below, that depicts five stages of online course participation by faculty and students. According to the model, faculty should help their students through stages 1 and 2 during the first few weeks of an online course so that they can, in later stages, participate more fully and effectively in content-related course discussions and assignments.

Specific assignments during the early stages could include discussion posts, email, or chat activities that ask the students to introduce themselves, discuss course goals and concerns, assist other students with technology problems, etc. Not only do these types of activities address the affective component of student learning, they also are non-threatening ways for students to use course delivery tools without worrying about content.



**Student Services and Support Subcommittee** - Members: Ramon Dominguez, Chair, Gladys De Necochea, Kate Fahrbach, Lee Hamilton, Leland Kiehne, Kate Manuel.

Possible problem areas impacting distance education students were reviewed by this subcommittee during the past year. These included advising, financial aid, instructional issues, communication, articulation and other general concerns that impact faculty, staff and students during their education experiences. Potential models for course delivery and student support were discussed at length. The overall consideration centered on how to get students through the system with minimal barriers. Similar to the Faculty Services and Support Subcommittee, this group chose to conduct a survey to preliminarily assess the quality of services for DE students. The Subcommittee was most interested in learning answers to the following questions:

- What are current NMSU distance education students' experience with distance learning?
- What are their experiences with student services and support at NMSU as a distance learner?
- What are the demographics of NMSU's current distance education students and what are their reasons for participating as a distance education student?

The Spring 2003 Student Services and Support Survey Report is now available on the ODE website at [distance.nmsu.edu/document/stuserv.pdf](http://distance.nmsu.edu/document/stuserv.pdf).

**Technology and Infrastructure Subcommittee** - Members: Brian Ormand, Chair, Denise Welsh, Mark Workman, Rex Suba, Bob Coppedge, Christina Brumm, Susan Cardenas Ed Arellano, Steve Leask

This subcommittee ultimately decided to redistribute members to the other Subcommittees because they felt that the issues they were dealing with needed the involvement of the other subcommittees. However, to continue with communication in technology related issues in distance education the Technology and Infrastructure Subcommittee decided to maintain a "virtual subcommittee". Topics that this subcommittee looked at over the past year included: Web portal innovation, content management systems, the development of shared (central) university-wide technological resources, and standards for end-user computing. Finally, this subcommittee developed a matrix that charts the current learning technologies available at NMSU. This matrix is provided below.

## Distance Learning Technologies & Tools

	Synchronous (same time)	Asynchronous (different time)
Web/Internet-based	* Live events on internet with audio and graphic interaction (ex: Centra) * Text Chat (ex: WebCT) * Various other live tools (ex: NetMeeting, MOOs, etc.)	* Review of live event archives online (ex: Centra) * Asynchronous discussions that occur online over various time frames (ex: WebCT) * Course content, pickup/return of assignments, online quizzes, posting finished products (ex: WebCT) * Video streaming via the internet
Video-based	* Live 2-way video conferencing * Satellite Up/down link * Public television	* Videotape with delivery via postal mail * Video on DVD/CD with delivery via postal mail
Other technologies	* Telephone (individual and small groups) * Telephone conferencing (large groups) * Radio	* Voicemail * Fax * Audiotape delivery via postal mail * Textbooks, workbooks * Multimedia (CBT)
Face-to-Face	* Limited residency (require a few trips to campus or neutral location) * Circuit rider (travel to visit remote sites or regional sites)	* Independent internship or work/study program (often done at students location within flexible schedule)

Updated April 8, 2003 by Brian Ormand (bormand@nmsu.edu)

## Update

### *Crimson Scholars/Centennial Scholars Deadlines*

DE faculty please notify your students that the Fall 2003 deadline for application to the Crimson Scholars Program is Monday, September 15th; the deadline for Centennial Scholars is Tuesday, September 30th. Applications may be made in person at the Honors Program, Conroy Honors Center, through the Honors website at <http://www.nmsu.edu/~honors/> or by calling Yvonne Flores at 646-2542.

## Submissions

### *We welcome your ideas, comments & suggestions*

Contact us at the Office of Distance Education to submit your ideas to "UpClose". Deadline for submission is the 15th of each month for distribution on the 1st. Email submissions to: [distance@nmsu.edu](mailto:distance@nmsu.edu), or send to: MSC 3WEC. Call 646-4692 for assistance.

## About UpClose

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## NMSU Welcomes Molly Herman Baker

### *September 26th Special Events*

The Teaching Academy, Office of the Provost, and NSF ADVANCE are pleased to welcome learning technology and instructional design expert Molly Herman Baker to the NMSU campus at the end of September. Dr. Baker will be presenting two workshops on engaging students in distance learning and present the keynote address during Friday's luncheon event at the *NMSU Distance Education Conference: Expanding the Learning Horizon*.

Dr. Molly Herman Baker is CEO of New Leaf Learning Designs, a consulting firm that collaborates with institutions and organizations to create effective and appealing Learning Designs—often involving technology—for faculty and instructional support staff (higher ed or K-12), employees and clients (corporate, non-profit, government). At Western Illinois University, prior to her current position, she was the graduate coordinator and an associate professor teaching instructional design, distance learning, grant writing, and management of instructional technology (all courses taught via satellite, compressed video, or the Internet), and director of instructional development services, assisting faculty to learn how to use technology in their instruction. She completed her doctoral work at the University of Iowa, studying effective methods for engaging remote-site students in ITV interaction.

Registration for Dr. Baker's workshops is available through The Teaching Academy online at [teaching.nmsu.edu](http://teaching.nmsu.edu). - (Adapted from *The Teaching Academy*)

### *The LT User's Group, continued from page 2*

Education's Distance Teaching Learning Center located in Milton Hall, room 80. This introductory meeting will serve to identify issues and topics to focus on in the upcoming year's meetings and events. Past topics examined have included: emerging technologies, design and pedagogy, faculty assistance, alternative delivery methods, copyright/fair use, intellectual property, student support, research, evaluation, and course models. Those present will decide the agenda for the year and volunteers to present and facilitate will be solicited. For more information, or to join, contact Group Facilitator Timothy Barnett-Queen at [trbqueen@nmsu.edu](mailto:trbqueen@nmsu.edu).

## The Vice Provost's Corner

### *On the move*



The staff at the Office of Distance Education has much to look forward to in the upcoming year. Our office has moved into our new home: Room 185 in Milton Hall! The remodeled space will now not only house the ODE and Weekend College, but also the Regional Educational Technology Assistance (RETA) Project, a grant-funded project under my direction. This move now brings us together with The Teaching Academy and Media Services, both under the direction of the Office of Distance Education, along with ICT's Scholarly Technology. We look forward to continuing these partnerships in the future, an effort made far easier now that we are neighbors.

I invite all faculty, administrators and staff to visit our new home during the upcoming *NMSU Distance Education Conference: Expanding the Learning Horizon* on September 25 - 26, 2003. Tours will be available!

Carmen L. Gonzales, Vice Provost for Distance Education