The Evolving Conversation About Quality in Online Learning

An *Inside Higher Ed* webcast
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Presenters

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Inside Higher Ed

Key Takeaways

- Online learning, from novelty to necessity
- Did reactive responses during the pandemic help or hinder agility of higher education in the long term?
- The misnomer of the "typical student"
- Massive investment in faculty support and development

The Evolving Conversation About Quality in Online Learning

The New 'Steady State'

- Forced experimentation = widespread adoption (and support?)
- Early leeway ⟶ heightened expectations
- Enrollment dropped
- Students liked flexibility (if not Zoom U)
- Professors more familiar, and comfortable, with technology-enabled teaching
- Colleges stepped up on faculty development
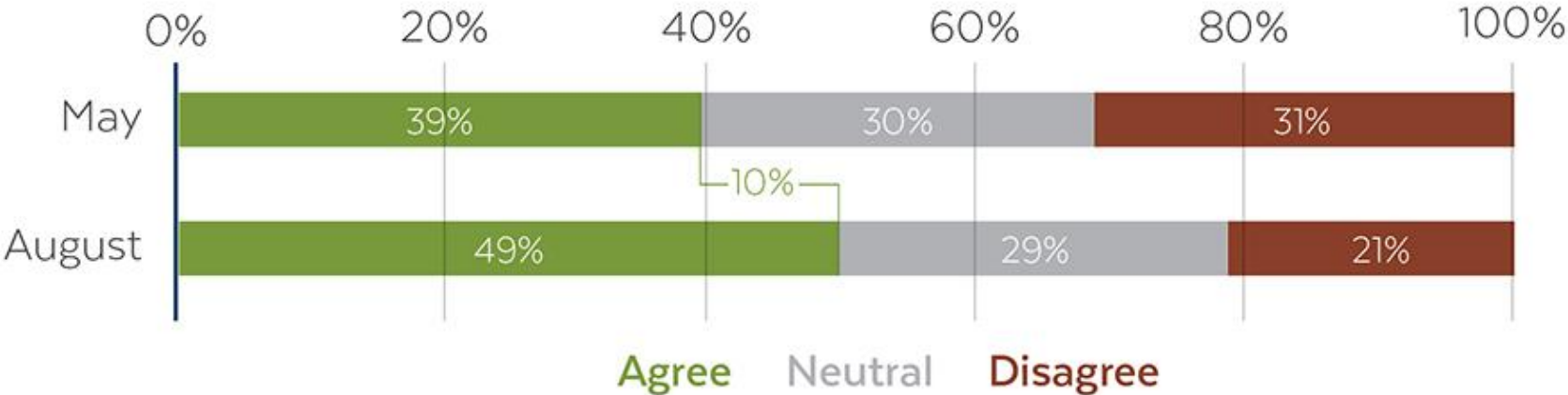
Have Student Expectations Changed?

- When, where and how students "attend" class
- From health safety to convenience
- Today's digital divide
- The challenge of "hyflex"

University of Windsor

More Faculty Buy-In

"ONLINE LEARNING IS AN EFFECTIVE METHOD FOR TEACHING"

May: Agree 39%, Neutral 30%, Disagree 31%

August: Agree 49%, Neutral 29%, Disagree 21%

10%

Agree Neutral Disagree

Defining and Judging Quality

- Who decides?
- Bias or reality?
- Compared to what?

How would you rate the overall/average quality of each of the following types of courses being delivered this spring at your institution?

Very poor   Poor   Fair   Good   Excellent

In-Person (n=334)	Good 27%	Excellent 73%
Hybrid (n=319)	Fair 15%	Good 55% / Excellent 27%
...lly online (n=332)	Poor 19%	Good 59% / Excellent 19%

0%   20%   40%   60%   80%   100%

The Centrality of 'Wraparound'

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LINGUISTICS PEER TUTORING LAB

UC SANTA BARBARA LINGUISTICS DEPARTMENT

FULLY VIRTUAL TUTORING CENTER

– GRAD STUDENT COORDINATED
– 5 UNDERGRAD TUTORS
– OVER 40 STUDENTS HAVE BEEN HELPED THIS FALL

TUTORS RECEIVE CLASS CREDIT FOR THEIR SERVICES

TUTORS ARE CHOSEN BASED ON PREVIOUS SUCCESS IN LING COURSES

HELP WITH LING 20, 50, 101, 106, AND 107

The Linguistics Peer Tutoring Lab is open for the fall 2020 quarter on Mondays from 7–9PM and Wednesdays from 5–6PM.
EMAIL JDOUGLAS@UCSB.EDU FOR MORE INFO

VIRTUAL ONE-ON-ONE SESSIONS

Developing Institutional Capacity

- Defining the goals, consistent with mission
- Short term vs. long term
- In-house vs. outsourced

The Regulatory Environment

"While the majority of students at public and nonprofit colleges are getting good value for their tuition dollars, students in the for-profit and online education sector are being sold lemons left and right."

--Century Foundation

The Job Ahead

- Deciding what modalities best fulfill your mission and serve *your* students
- Getting the right people at the table
- Understanding what's working and what's not (data)
- Keep training and supporting instructors

Thanks