

**Service Outcomes Assessment Follow-Up
2022-2023 Service Outcome (SO) Year End Reporting Form**

In response to SACSCOC 8.2, “The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”

Name of Service: eLearning

Outcome #1: Increase training opportunities in number, range of topics, and format.

Action Items from Service Review:

Item #	Action Items: (Action item identified in the 2021-22 service review.)	Results / Use of Results: (Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)
1	Offer an increasing number of training sessions and modes (one topic Moodle tech sessions, round table discussions, watercooler discussions on new research) each semester. (Assessed by: Goal: Spring 2023 five sessions, Summer 2023 two sessions, Fall 2023 five sessions.)	Spring 2023 – 3 workshops: CTLE New Faculty Onboarding, ChatGPT discussion, Motivational Syllabus Summer 2023- 2 workshops: RSI Refresher Training, Course Updating and Intro Brickfield Fall 2023- 5 workshops: New Faculty Onboarding, Moodle Virtual Workshop, Communications tools, AI: Curse or Boon, Brickfield Accessibility tool
2	Create a new workshop evaluation form to increase response rate and gather valuable data. (Assessed by: Evaluate at the end of 2022-2023 academic year if response data has led to new topics for 2023-2024 year.)	A new evaluation form is in use, and we are working on strategies to drive response rates. News topics suggested including more on AI use strategies and ethical implications, Moodle streamlining tips, ChatGPT use for Productivity

Baseline: Six sessions per academic year. Covid related training skewed training numbers for spring 2020 – summer 2021. Therefore, our baseline is based on 2021-2022. Approximately 6 sessions of primarily online Moodle and RSI (Regular and Substantive Interaction) topics were held.

Standard: 12 sessions per academic year

Target: 15 sessions per academic year

Academic Year (FA, SP, SU)	# Training Opportunities Offered
2020-2021 (with COVID restrictions)	40+
2021-2022	6
2022-2023 (January-November 2023)	10

Provide narrative for analysis of (training opportunities): *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

ELearning and the CTLE combined to offer 10 workshops from January 2023 through November 14, 2023 which is two sessions short of the standard. Part of the challenge is finding the right time and day of the week to hold live sessions. Understanding this challenge led us to create and refine more online resources such as the [eLearning Toolkit](#) and a new series of videos: Make Moodle Life Easier which is refresher training for some instructors and new information for others. Our goal is to run this series of videos twice a year- in early spring and fall sessions.

We are working on creating more training sessions. Response to the Make Moodle Life Easier has shown that although we feel like we have offered training on many topics repeatedly (Gradebook, grading, communication tools and strategies, how to create videos, and others) people do not always take advantage of the training when initially offered. There are many reasons for this: scheduling, usefulness at that point in time, instructor interest, and changes in teaching. In addition to the Make Moodle Life Easier series which will continue to grow, we are working on a collection of resources and processes to offer more support to adjunct instructors. Further, the ongoing OSCQR course review project will offer training topics and there is significant interest in continuing discussions on AI/ChatGPT which will offer more training opportunities.

2023-2025 Action Items:

Item	Action Items <i>(What actions can be taken to increase the success of the outcome in your service unit?)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Offer an increasing number of training sessions and modes (one topic Moodle tech sessions, round table discussions, water cooler discussions on new research) each semester.	As we fell short of achieving the Standard of 12 workshops in 2023, the goal for 2024 is to do at least 12 workshops. Assessed by holding the following sessions each semester. Spring 2024 five sessions, Summer 2024 two sessions, Fall 2024 five sessions.
2	Increase response rates on workshop evaluations.	Continue to drive response rates, consider new strategies. Drawing for books and the "Easter egg" approach. For example, one question on the new Workshop Evaluation form is: "Is there more you'd like to learn about the subject?" We may offer a prize for anyone who responds to the question or another question. Assessment will be addressed by adding the "Easter egg", "If you provide an answer to this question, you receive..." or "...be entered into a drawing for..."

Outcome #2: Reduce overall Moodle site size to decrease potential overage fees.

Action Items from Service Review:

Item #	Action Items: <i>(Action item identified in the 2021-22 service review.)</i>	Results / Use of Results: <i>(Provide results of the action item identified. Was the action item successful? If not, did you want to continue this action item going forward? If so, please include this action item in the 2023-2025 action items table below.)</i>
1	Work with faculty to reduce/eliminate storing videos on the Moodle site by creating new training, offering in-person sessions, work with specific instructors and courses to decrease videos and determine if other issues are contributing.	Group training and direct discussion on video storage options outside of Moodle contributed a site size decrease of 21GB indicating there is still much work to be done. Other issues contributing to site size challenges: student submissions, publisher provided presentations, past semesters stored on live site.

Baseline: 1230.25 GB WCC Moodle site size as of October 1.

Standard: 936 GB

Target: 614.75 GB Moodle site size allotment from system office.

Year Tracked	Moodle Site Size
October 2022	1230.25
October 2023	1209.01

Provide narrative for analysis of (Moodle site size). *(How will you use this data to improve the effectiveness of your service unit? Please discuss any changes you intend to address that may improve the effectiveness of your service unit.)*

As of October 2023, our Moodle site size is 1209.01 GB, a drop of 21.24 GB, which is still significantly larger than the standard of 936 GB and nowhere near the target of 614.75 GB which is our site size allotment from the system office.

Removing video files (mp4) from our Moodle instance had resulted in a significant drop in site size but it is not enough and there are other strategies that we will work on, including:

- Remove all 2021 courses from our Moodle live site to AWS storage which costs much less but is still accessible.
- Require student-created videos be stored on Mediasite, OneDrive, or Google Drive, and provide training and resources for faculty members to support this.
- Work with instructors to move PowerPoint presentations, especially those from publishers, which are large file sizes, and often have accessibility issues.
 - Those can easily be stored in the instructor's OneDrive account and a simple link shared in Moodle.
 - This will both contribute to site size reduction and the linked files load faster for students.

2023-2025 Action Items:

Item	Action Items (<i>What actions can be taken to increase the success of the outcome in your service unit?</i>)	Assessment of Action Items (<i>How will you assess the results of action items?</i>)
1	Continue working to increase the number of training sessions and modes (one topic Moodle tech sessions, round table discussions, watercooler discussions on new research) each semester.	Assessment: Achieve the following goals: Spring 2024 five sessions, Summer 2024 two sessions, Fall 2024 five sessions.
2	Work to increase workshop evaluation response rates.	Employ new strategies to increase response rates. For example, offer drawings for books and the "Easter egg" approach. For example, one question on the new Workshop Evaluation form is: "Is there more you'd like to learn about the subject?" We may offer a prize for anyone who responds to the question or another question. Assessment will be addressed by adding the "Easter egg", "If you provide an answer to this question, you receive..." or "...be entered into a drawing for...". Assessment will be based on the number of responses received per workshop.
3	Continue to work on Moodle site size to achieve standard and then Target	Achieve site size of 614.75 GB

Approvals

1. Using DocuSign (electronic signature), the Office of Institutional Effectiveness (IE) will review and approve the Program/Service Outcome Assessment when completed by the responsible program/service personnel.
2. Using DocuSign (electronic signature), appropriate Department Chair, Division Dean, Director, and/or AVP is asked to read and approve the Program/Service Outcome Assessment.

IE Acceptance / Date: Dorothy Moore 11/14/2023

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 11/14/2023