

**Service Outcomes Assessment Follow-Up
2023-2024 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 2022-23 Service Outcome Year-End Report:

Item #	Action Items: (Action item identified in the 2022-23 service outcome year-end report.)	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 2024-2025 action items table below.)
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.	Increased number of training sessions/resources to 29, with approximately 281 attendees.
2	Increase response rates on workshop evaluations.	Collected ideas and settled on random drawings each semester.

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
2023-2024 (August 2023- July 2024)	29

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.)

Increase attributed to MMLE (Make Moodle Life Easier), and more focus on providing ongoing training at different times/days of the week. This data indicates faculty are receptive to new formats, and opportunities. We will continue to build on this success by expanding to other formats; office hours and advisory groups are options.

2024-2025 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	Moodle AI Badge course	Will use the Pre and Post assessment data and completion data.

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

Action Items from 2022-23 Service Outcome Year-End Report:

Item #	Action Items: <i>(Action item identified in the 2022-23 service outcome year-end report.)</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 2024-2025 action items table below.)</i>
1	Continue to work on Moodle site size to achieve standard and then Target	Efforts so far are effective, expanding to include helping faculty redesign assignments that include video and slide presentations.

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
October 2024	765.92

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.)*

This data illustrates efforts to move videos into Mediasite or other storage options is successful. The training sessions provided, and email reminders are working. Going forward the focus will be to continue these initiatives and identify other areas where file sizes are contributing to site size issues.

2024-2025 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	Work with faculty to move slide presentations (PowerPoint or Google Slides) to One Drive.	Track site size to determine if all strategies contribute to continued site size decrease.
2	Work with faculty on assignment redesign to require students to share presentations from One Drive, and to use Harmonize (if funded) and Mediasite to record video presentations.	Track site size to determine if all strategies contribute to continued site size decrease.

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: Betsy Mulligan 10/9/2024

Department Chair, Dean, Director, and/or AVP / Date: Joanna Morrisette 10/9/2024