Dist Learning 2008-09 Initiative: Increasing Student Recruitment, Performance, Retention, Achievement, and Success Through Technology

Summary:

- This proposal has two parts. First: to purchase 500 hours of service from Smarthinking, an award-winning online provider of elearning and tutoring in writing, composition, grammar, basic math, algebra, geometry and trigonometry, calculus, statistics, Spanish, general biology, anatomy and physiology, chemistry, organic chemistry, physics, accounting, economics, and finance.
- Second: to contract with turnitin.com for more specialized services for students with writing assignments.

Description:

- SMARTHINKING.COM
- One of the primary mandates for campus leaders at Lane is controlled enrollment growth. However, it is often difficult to add additional sections if new classes if they are only partially filled, and it's tough to increase enrollment in full classes because of space limitations and because of instructor workload limitations. Both space and workload challenges can be partially offset by the adoption of on online tutorial service.

- Individualized, one-on-one tutoring is one of the most effective ways of increasing student achievement and improving retention. It increases student performance across disciplines, improves grades, persistence in class, and retention in college. Tutoring is particularly effective at improving retention among at-risk minority students. {References in primary research are available to support these claims}

- Description of Service: 24/7 on-demand online tutors. The service includes text-based instruction and a white board interface that includes a graphical palette and image capture. The white board is especially helpful for science and math students who have need to display symbols and diagrams. Writing students can engage with tutors at the online writing lab. Students can submit a succession of drafts to build on feedback given by the writing tutors. Students are provided guidance on what constitutes plagiarism and how to include relevant research while avoiding plagiarism. Students may also receive real-time help with grammar and idea development. Faculty can track student performance by reading tutor sessions, including writing submissions and guidance. Faculty can then focus valuable class time on problem areas culled from tutoring sessions.

- The service includes both real-time on-campus and remote, asynchronous faculty training, and integration with our Moodle CMS/LMS

- Qualifications. All tutors are screened, and over 85% have a masters or PhD in their field. They are retired teachers, college faculty, graduate students, and professional tutors. All are managed and professionally developed by Smarthinking. One-on-one tutoring must be provided by educators trained in sound instructional practice. Tutors not trained in sound pedagogy do not consistently improve student performance {supporting references are available}.

- Outcomes Assessment of Service. In an independent assessment by Broward County Community College, students who used Smarthinking had significantly higher pass rates than non-users. The service was provided to populations of both college-ready and underprepared students, and both groups had higher pass rates.

- Is 500 hours enough? Yes, probably for the first year. In the future, and as more instructors promote the service, we should increase the number of hours purchased. There is a price break at 1000 hours.

- A copy of the service quote has been submitted to OISS.

- For more information, see www.smarthinking.com

- TURNITIN.COM proposal
- This second part of the proposal is complementary to the first in the following ways. The service provided by this company will assist students in crafting papers and essays that are original while maintaining well-supported lines of argument. The service provides coaching and tutoring that aims to prevent plagiarism and can have the impact of allowing for more frequent assignment of writing assignments in more courses. At present, many instructors are hesitant to include significant writing exercises in their courses because of the subsequent high demand on their time to grade this work, demands that increasingly require detailed utilization of Internet checking to ensure students aren't lifting materials directly from Wikipedia or some other source without correct attribution or only feeble attempts to paraphrase. The challenge for instructors is becoming greater each year as students find it ever more easy to find information on the Internet while at the same time, the moral perspective that plagiarism is cheating, and cheating is wrong is diluted and eroded.
- The power of this service is that students can be required to submit drafts of papers to turnitin.com for review and subsequent revision before submitting it to the Lane instructor for final grading. Student utilization of turnitin.com can be monitored by instructors, and progress can be tracked and ported directly to Moodle.
- While the service is undeniably beneficial to instructors, that is secondary to the benefit for students. Students benefit by receiving critical reviews of their papers with a careful analysis of synthesis and utilization of multiple sources. The service is complementary to that of smarthinking.com in that it provides both formative and summative assessments to the student. Students can first turn in their own papers and check for plagiarism, originality, and even source-citing

feedback. They can then make those changes BEFORE they turn in the paper to the instructor. Then, when the instructor runs the paper through, there should be no red flags or other problems related to plagiarism or citations. This scenario represents a true learning experience for the student, rather than simply a punitive one.

Strategic Direction

- Achieve and sustain fiscal stability.
- Build organizational capacity and systems to support student success and effective operations.
- Commit to a culture of assessment of programs, services and learning.
- Create a diverse and inclusive learning college: develop institutional capacity to respond effectively and respectfully to students, staff, and community members of all cultures, languages, classes, races, genders, ethnic backgrounds, religions, sexual orientations, and abilities.
- Create, enhance, and maintain inviting and welcoming facilities that are safe, accessible, functional, well-equipped, aesthetically appealing and environmentally sound.
- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.
- Position Lane as a vital community partner by empowering a learning workforce in a changing economy.
- Promote professional growth and provide increased development opportunities for staff both within and outside the College.

Learning Plan Goals

- Enhance student success and retention
- Increase support for innovation in instruction.
- Organize coordinated support for Instructional technology.

Student Affairs Plan Goals

- Commit to a culture of routinely assessing programs, services, and learning to encourage continuous quality improvement.
- Develop policies and practices to increase student persistence.
- Ensure success-oriented systems and experiences.

College Council Priorities

- 1.b. Enrollment Management: Recruitment and Retention
- 1.c. Enrollment Management: Workforce Development

- 1.d. Enrollment Management: International Education
- 1.e. Enrollment Management: Increase Credit Enrollment Level
- 2. Mandates: Assessment
- 3. Efficiencies
- 4.1 Responding to unit plans/council plans: Innovation
- 5.1 Instructional Redesign: Work Processes
- 5.2 Instructional Redesign: Leveraging Technology

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

1. *How does it continue the achievement of those goals?*
2. *If this is a continuation of an initiative started last year, make sure that relationship is clear.*

How is this initiative linked to the efficiencies and productivities plans you had last year?

1. *How does it continue the achievement of these plans?*
2. *If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.*

The Distance Learning Department has not previously submitted unit plans, but has been included in the IT department planning processes.

Describe the resources needed:

- Part 1: SMARTHINKING.COM
- We are requesting 500 hours of online tutoring service from Smarthinking. The service is sold on an hourly basis, with price breaks at certain levels that start at 1000 hours.

- Category: M&S

- Funding: Carl Perkins and Tech Fee

- Items:
- 1) 500 hours of service at $32.00/hour = $16,000
- 2) mandatory set up fee = $3,000
- subtotal = $19,000

- Part 2: TURNITIN.COM
- We are requesting funding for a one-year license, with Moodle integration and technical support.

- ONE YEAR LICENSE: $11,554.55
- Moodle integration w/ Technical Support: $750 / year

subtotal = $12,305

- Package total = $31,305

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

Benefit from SMARTHINKING:

- Based on prior outcomes assessment at St. Petersburg CC, Broward County CC, Tallahassee CC, and Kapiolani CC, we can expect the following increases in pass rates (A, B, C) in the following subject areas:
- 8-10% Writing and English Composition;
- 20% Developmental writing sections;
- 20% Pre-Calculus;
- 15% Pre-Algebra;
- 15% Elementary Algebra

*While studies have not been reported for students in the sciences and economics, similar positive outcomes may be expected.

- Data will be provided by IRAP as part of the Unit Planning process, and will be gleaned by instructors from records freely provided by Smarthinking. Assessment of product usage and its impact on student success is part of the total package provided by Smarthinking.

- Benefits from TURNITIN
- Instructors' workload from increasing reliance on writing should be reduced, and concomitantly, we hope to see increased frequency of writing as a learning tool. This is a proven, albeit work-intensive methodology, so fostering writing likely will improve student comprehension of subject matter and enhance higher-order thinking skills.

Department Priority:

1

Unit Resources:

- Adoption of SMARTHINKING will require some initial technician time to install and integrate the software with our Moodle servers, but the company provides this

service. However, this time is minimal and is not ongoing. Adoption of TURNITIN will be facilitated by company technicians.
- Faculty and staff training will be provided by Smarthinking during a one day training in the Fall, then by me (Hammon) and/or the Faculty Webmasters at regular intervals throughout the 08-09 year, with an emphasis in the fall quarter.
- Faculty webmasters will also promote and mentor other faculty in their use of TURNITIN software.

Carl Perkins Funding Request

Is this a Career & Technical Education program approved by the state and offered through Lane for credit?

No

If not a Career & Technical Education program, does your request provide considerable support for students enrolled in these programs?

Yes

Do you have an advisory committee that meets 2-3 times per year?

No

If request is for personnel, will funds be used to replace an existing position?

Question Not Answered

How will funding this initiative increase or sustain the academic achievement and technical skills attainment (GPA of 2.0 or better) of Career and Technical Education students?

- Students in Health Occupations and Business programs and associated Pathways will benefit through increased success and persistence. In other community colleges who have adopted Smarthinking, 15% to 20% more students passed courses. In terms of GPA, one study referenced demonstrated that students who used the service increased their GPA from 2.1 to 2.8 in writing courses, and that this increase also resulted in improvement in student performance i their other classes. With respect to student persistence, approximately 15% more students went on to take courses during their second year at Broward CC when they used the service.

How will funding this initiative increase or sustain the number of CTE students that graduate or receive a one year certificate from Lane and help prepare the students for employment?

- Students who use the service are more likely to enroll in succeeding years at a higher class, grade, and course level (approximately 15% more in one study), so we may expect similar gains in Lane student achievement and success once the service is widely adopted by instructors.

EQUIPMENT $

Question Not Answered

COMPUTER HARDWARE $

Question Not Answered

COMPUTER SOFTWARE $

Question Not Answered

MATERIALS & SUPPLIES $

31305.00

CURRICULUM DEVELOPMENT (Hours)

Question Not Answered

PART-TIME FACULTY $

Question Not Answered

TIMESHEET STAFF $

Question Not Answered

TRAVEL $

Question Not Answered

Can this initiative be partially funded?

Yes

EQUIPMENT $

Question Not Answered

(E) Explanation of effect of partial funding:

Question Not Answered

COMPUTER HARDWARE $

Question Not Answered

(CH) Explanation of effect of partial funding:

Question Not Answered

COMPUTER SOFTWARE $

Question Not Answered

(CS) Explanation of effect of partial funding:

Question Not Answered

MATERIALS & SUPPLIES $

11000.00

(MS) Explanation of effect of partial funding:

If we purchase 250 hours of SMARTHINKING service fewer students and staff will have the opportunity to test and use the service, so analysis of the benefit will be more problematic. Two hundred fifty hours would provide writing tutor service for about 20% of writing sections, 15% of chemistry sections, and 10% of developmental level math courses. Far more students are expected to participate in the pilot year of adoption than this amount would provide.

This is also an estimate of the price, as the quote for services was specific to 500 hours.

- Partial funding would also eliminate the one-year license for TURNITIN software.

CURRICULUM DEVELOPMENT (HOURS)

Question Not Answered

(CD) Explanation of effect of partial funding:

Question Not Answered

PART-TIME FACULTY $

Question Not Answered

(PF) Explanation of effect of partial funding:

Question Not Answered

TIMESHEET STAFF $

Question Not Answered

(TS) Explanation of effect of partial funding:

Question Not Answered

TRAVEL $

Question Not Answered

(T) Explanation of effect of partial funding:

Question Not Answered

Curriculum Development Funding Request

Technology Fee Funding Request

1. Category of request

- *Maintain existing technology*
- *Increase student access to technology*
- *New technology*

Please type in the category of the request in the field below.

Increase student access to technology

2. Campus location

- *Main Campus*
- *Downtown Center*
- *Florence*
- *Cottage Grove*
- *CLC (list specific locations)*

Please type in the location of the request in the field below.

All

3. Names of the person(s) with more information (if needed):

Kyle Hammon

4a. Budget ORGN

320401

4b. Budget PROG

111000

5.How many students will benefit per year?

Approximately 2000

6. Describe the benefit?

Increased student recruitment, success, persistence, and graduation.

COMPUTER HARDWARE $

Question Not Answered

COMPUTER SOFTWARE $

Question Not Answered

STAFFING $

Question Not Answered

INSTALLATION $

Question Not Answered

LICENSING $

31305.00

Can this initiative be partially funded?

Yes

COMPUTER HARDWARE $

Question Not Answered

(CH) Explanation of effect of partial funding:

Question Not Answered

COMPUTER SOFTWARE $

Question Not Answered

(CS) Explanation of effect of partial funding:

Question Not Answered

STAFFING $

Question Not Answered

(S) Explanation of effect of partial funding:

Question Not Answered

INSTALLATION $

Question Not Answered

(I) Explanation of effect of partial funding:

Question Not Answered

LICENSING $

11000.00

(L) Explanation of effect of partial funding:

If we purchase 250 hours of SMARTHINKING service, fewer students and staff will have the opportunity to test and use the service, so analysis of the benefit will be more problematic. Two hundred fifty hours would provide writing tutor service for about 20% of writing sections, 15% of chemistry sections, and 10% of developmental level math courses. Far more students could be expected to participate in the pilot year of adoption than this amount would provide.

- Partial funding would also eliminate TURNITIN one year license.

This amount is an estimate, because the quote provided was for 500 hours.