Librarian Toolkit: Working with Online Instructors and Students

By Samantha Harlow and Kelly McCallister
HELLO!

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Some Facts about Online Learning

Online Learning is everywhere in higher education!
“More than one in four students (28%) now take at least one distance education course. Public institutions command the largest portion of distance education students.”

OLC: Distance Education Enrollment Growth Continues
Taken from “Online Report Card: Tracking Online Education in the United States”
5,828,826
Students who took at least one distance education course in 2015

217,275
The amount of student increase from 2014 to 2015 (taking an online course)

29%
Of academic leaders report their faculty accept the “value and legitimacy of online education.”

Taken from:
“The attainment of lifelong learning skills through general bibliographic and information/computer/digital literacy instruction in academic libraries is a primary outcome of higher education, and as such, must be provided to all students.”

— ACRL Standards for Distance Learning Library Services
Universal Design for Learning (UDL) and Accessibility

Design for all students
ADA Compliance is the law!

ADA Compliance for Online Course Design
UDL is about accessibility at all levels.

“Universal Design for Learning is an approach to curriculum that minimizes barriers and maximizes learning for all students.”

-CAST, “UDL at a Glance” Video
Universal Design for Learning (UDL) provides multiple means of ...

**Representation**
Present content and information in multiple media and provide varied support.

**Action and Expression**
Give students plenty of options for expressing what they know and provide models, feedback, and supports for their different level of proficiency.

**Engagement**
Give students choices to fuel their interests and autonomy.
Creating Virtual Spaces and Communities

Tools to meet with online students and instructors
Connecting in the Virtual Space
The many uses of web conferencing systems

- Committee Meeting Space
- Online workshops series
- Reference/Consultation
- Chat
- Virtual Study Space
- Professional Development
Conduct a needs assessment

- 24 hour tech support
- Connectivity
- Recording and archival options
- Automated email for registration, surveys and assessment
- Breakout rooms
- Chat options and webcams
Take advantage of free trials

- Free trials for further evaluation
  - GoToMeeting
  - Zoom
  - WebEx
- Include a focus group of faculty, students and staff
- Provide ongoing training opportunities
- One-subscription pilot
Online Instruction
Synchronous and asynchronous
Online instruction can be asynchronous or synchronous, and can include active learning!

- **Asynchronous**
  - LibGuides
  - LMS (we will cover in a little bit)
  - Google Forms, Quizzing
  - Polling
  - Tutorials and learning objects (videos, infographics, etc)

- **Synchronous**
  - Google Forms
  - Polling
  - Webinars
  - Meetings
Creating online learning objects to incorporate with LibGuides or your LMS is easier than ever! There are free tools to create the objects.

- **Videos** (Screencast-o-matic, Camtasia, YouTube, Vimeo)
- **Presentations** (Google Slides, PowerPoint, Slide Carnival)
- **Animations** (Powtoons, Google Slides/PowerPoint)
- **Infographics** (Canva, Piktochart, Easly, Google Slides/PowerPoint)
- **Tutorials/Modules** (H5P, LMS, SoftChalk)
- **Assessments** (Google Forms/Quizzes, Qualtrics)
Some tools and resources to get you started:

**Accessibility:** WebAIM Wave Checker, Chrome Extensions, UDOIT, WCAG 2.0 Guidelines, WCAG 2.0 Checklist, WebAIM guides

**Resources/Guides:** CAST, CAST Free Learning Tools (curriculum checker), National center on UDL (examples and resources).
Do you want to learn more about instructional design?

**MOOC:** [Creating Effective Online and Blended Courses](https://www.stanford.edu) (Stanford Online)

**Quality Matters (QM):** [Applying the QM Rubric](https://qmmc.org)

**Conferences:** ACRL, [Distance Library Services Conference (DLS)](https://www.dlsconference.org), [Educause](https://www.educause.edu)

**More:** Certificate, Degree
Learning Management Systems

It’s important to connect to online students and instructors in the LMS
What’s your LMS?

- canvas
- Blackboard
- Desire2Learn
- Google Classroom
- moodle
- Sakai
Distance students rely heavily on the LMS for communication, resources, and more. They are constantly logged into the LMS!

▸ Create a role for “librarians”
▸ Know how to create content for the LMS
▸ Use commons area of the LMS
▸ Learn about LTI features
▸ Find a way to incorporate the library into the LMS easily for your instructors
Outreach and Programming

Reach out to online instructors and students to fight isolation!
Do not assume that your instructors are tech and research savvy

Keep marketing short and simple - they are really busy

Empathize with instructors

Online instructors are not always in your state
Market to your student population

Do not assume that your students have research experience

Keep marketing short and simple

Empathize with students

Online students can feel isolated, it’s important to show them they are equal to face-to-face
Outreach to the departments

Don’t just send emails

Become members of department committees

Volunteer and go to department based events

Make one friend within the department and work on a project/presentation/publication together
Some examples:
- Email campaigns
- Newsletters
- LibGuides/New Google Sites
- Videos
- Use web conferencing for face to face interactions
- Share your ideas
It’s important to create programming specifically geared towards online instructors and students.

- Webinars
- Online clubs (book clubs, subject specific)
- Host a virtual conference
- Orientations
- Virtual meetings, brown bag lunches, discussions.
- More?
### Inspiration
- AD/LIB
- Outreach and Marketing Listservs
- DLS listserv
- Conferences and webinars
- Social media (librarian groups)
- Community Libguides

### Tools
- Canva
- Piktochart
- Powtoons
- Google Apps
- YouTube
- Camtasia
- MailChimp, Google Docs, SMORE
- Many more!
Assessment

How can you improve and what is the impact?
Assessment does not have to be just face-to-face. Online students and instructors can feel isolated from campus. Getting their feedback makes them feel more included, and gives you a larger picture of your campus population.
Include online instructors and students in assessment!

Courses/Instruction
LMS platforms provide assessment analytics. Include online courses and sessions in your instruction tracking. Try and track library’s level of involvement in the LMS.

Surveys
Give students plenty of options for expressing what they know and provide models, feedback, and supports for their different level of proficiency.

Focus Groups
Give students choices to fuel their interests and autonomy.
It’s important to track your work and your library’s work with online learning, such as: how many courses are you involved with in with the LMS? How much time do you take to make an online learning object? How many people are using your instructional materials online? This kind of assessment data can help you argue for more resources (maybe even a new position).
Online Learning
Online learning is increasing in higher education, meaning that all librarians need to have skill sets to work with online students and instructors.

Virtual Space
Having a virtual space for meeting with students and instructors helps create interaction.

LMS
Online students use the LMS on a daily basis, meaning librarians need to be involved in the LMS.

Instruction, UDL and Accessibility
It’s important to have various methods of representation, action and expression, and engagement, with instruction, online learning objects, and more. Be sure to use various tools and methods for asynchronous and synchronous instruction.

Outreach and Programming
Think about student population and multiple means of reaching instructors who maybe have email fatigue and are very busy. Working with other departments on campus expand your reach.

Assessment
Include online students and instructors, as well as online courses and programs in your assessments. Be sure to track your work with online learning in order to ask for more resources.
Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by SlidesCarnival
- Photographs by Unsplash
- Icons by OpenClipArt
THANKS!

Any questions?
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