

IT 6930: Internship Project Proposal

Name and Date	Jacki Soister, June 6, 2020
Project Title	Teaching & Learning in the COVID-19 Crisis with Video-Conferencing (Zoom) Technology
<p>Description (500-750 word) Briefly outline</p> <ul style="list-style-type: none"> - The problem/need/ opportunity - Goals and intended audiences - Planned activity - Methods for assessing success - Anticipated outcomes and value of the work. 	<p>Problem/Need</p> <p>On Friday, March 6, 2020, the President of Denver Seminary announced that it had activated a Crisis Response Plan and formed a Pandemic Response Team (PRT) in response to the spread of COVID-19 in the U.S. On Thursday, March 12, it was announced that all courses would be delivered online via Zoom video-conferencing technology. Days later all campus operations moved to virtual workspaces. The Educational Technology Dept., where I work as Sr. Instructional Designer, went into rapid response mode. Previously serving only our online ‘campus’, the Ed Tech staff shifted to <i>also</i> supporting our on-campus students and professors as they transferred their teaching & learning to a fully online platform. The scope ranged from supplying webcams and Moodle LMS access to training DenSem staff, students, and faculty to face the challenges of an unfamiliar online environment with both Spring 20 and Summer 20 online. Three months later our ‘new normal’ remains unknown and the Fall 20 semester is TBD.</p> <p>This is the backdrop in which I propose my internship project of “Teaching & Learning in the COVID-19 Crisis with Video-Conferencing (Zoom) Technology.” This is both a retroactive and a proactive request for internship approval. The need was so urgent that it necessitated my immersion in the project prior to submission of this formal internship proposal. However, I did receive informal approval on March 11, 2020 from the (then) INTE 6930 advisor and began logging hours as of March 12 while still in the Spring 20 semester. In anticipation of the training, support, and T&L crisis management continuing for months to come, I request that my internship extend into at least part of the Fall 20 semester.</p>

Goals/Intended Audiences

- Support and train faculty to teach online using Zoom technology, including technical aspects and faculty development in effective online andragogy.
- Support and train students to have a successful learning experience online using Zoom technology.
- *Delineate between teaching, or 'attending', a residential course by video-conferencing, and teaching/taking a fully online course designed specifically for an online platform.*
- Maintain support of fully online 'global' students & faculty.

Planned Activity

- Training: live and pre-recorded training sessions for faculty.
- Training: develop *Teaching with Zoom* website.
- Tutorials-Faculty: script and produce video tutorials for:
 - Zoom technology, mechanics best practices for 'hosts'.
 - Teaching enhancements e.g. lecture presentations.
- Tutorials-Students: script and produce video tutorials for:
 - Zoom technology and mechanics for 'participants'.
 - Best practices for attending and participating online.
- Research and Updates:
 - Stay abreast of local/state/national higher ed response to COVID-19 crisis in real time (e.g. EDUCAUSE).
 - Stay abreast of video-conferencing security issues.
 - Inform Ed Tech staff as pertinent.
- Resources and Materials:
 - Proofread/Edit *Teaching with Zoom* book by Associate Dean of Educational Technology for faculty use.
 - Create Zoom protocol one-sheets for faculty.
 - Create Zoom participant guides for students.
 - Course Descriptions: draft with team course descriptions for syllabi e.g. Denver Live, Flex-Live.
 - Produce report/summary of DenSem's experience.

Methods for Assessing Success

- Debriefs and Evaluations – specifically of training, tutorials, and guides provided:
 - Assess effectiveness and learning points of Spring 20:
 - Student course evaluations
 - Faculty debriefs
 - Assess effectiveness and learning points of Summer 20:

	<ul style="list-style-type: none"> ▪ Student course evaluations ▪ Faculty debriefs ○ Recommend adjustments to Fall 20 if fully online (TBD). <p>Anticipated Outcomes and Value of Work</p> <ul style="list-style-type: none"> • The outcomes and worth of my work (along with our Ed Tech team) toward providing crucial support and training for teaching & learning online during COVID-19 has been described as “invaluable” and “unprecedented.” This is true for multitudes of instructional designers joining me globally in this cause for quality education in an online environment. As points of comparison, I plan to continue my research into equivalent efforts and results in higher ed institutions locally and nationally during this Coronavirus pandemic. • Outcomes will continue to serve both faculty and students during the current semester but will also transform our options for delivering quality education in years to come. • Online education will establish itself as equally effective to in-person and, in some ways, will surpass it in versatility. • A detailed evaluation of Zoom video-conferencing technology will allow for future T & L planning, equipping of ‘classrooms’ (virtual or on-campus), and capital budgeting. • Training, tutorials, and resource websites will be expanded and improved and so will contribute to the Ed Tech Dept’s teaching and learning goals for future faculty and students.
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