End of Year Report- 2019-2020

Center for Innovative and Transformative Instruction (CITI)

Winston-Salem State University

Winston-Salem, NC 27110

For a digital version of this report, see Digital Report.

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Director of CITI

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Introduction:

At the end of each academic year, the Center for Innovative and Transformative Instruction (CITI) creates an End of Year Report that highlights and details the programs, events, collaborations, and activities of CITI at WSSU. This report will describe the operations of CITI in regard to programming, instructional support to faculty, projects and initiatives led by CITI, and other information that will illustrate the effectiveness of CITI at WSSU.

What is CITI?

CITI began as CITTLE and then became CETL over a decade ago. In the 2017, The Center for Innovative and Transformative Instruction (CITI) was re-established as a space for WSSU faculty to receive instructional resources to support their teaching and learning. CITI is an inclusive, supportive, and collaborative common area for faculty, staff, and administrators to pursue innovation and transformation in higher education teaching and learning, including the scholarship of teaching & learning (SoTL). CITI remains current with the latest technological, digital, and instructional l methods and technologies. CITI team members are all former faculty members who are experienced in teaching and learning, course design, instructional technology, digital literacy, research methodology, and the Scholarship of Teaching and Learning (SoTL). Operating in Academic Affairs, CITI falls under the direction of the Office of the Provost, reporting to the Senior Associate Provost. CITI has an advisory board of twenty-one faculty members and three external partners, who support CITI initiatives. CITI is located on the campus of Winston-Salem State University in O'Kelly Library Room 202.

CITI's Vision Statement:

CITI will lead and support innovative teaching that transforms learning for the success of 21st century students in our local, regional, national, and global college campus communities. Woven within and at the heart of the center's programming and services is an emphasis on social justice and equity.

CITI's Mission:

CITI will promote the highest quality education for students by fostering a culture of innovation, transformation, creativity, collaboration, and continuous improvement in teaching and learning. We provide programs and services for all instructional personnel (tenured, tenure-track, non-tenure, clinical, adjunct, staff, and teaching assistant) supported by research and best practices in higher education instruction. By collaborating with faculty, staff, and administrators, we can collaboratively build a forward-thinking liberal education experience that promotes the university's five tenets of social justice and the disciplines. In addition, a liberal education experience immersed in 21st century digital learning environments provides a foundation and springboard for our students that assists in their becoming leaders and visionaries who positively impact society.

CITI's Guiding Principles

CITI practices the ethical guidelines established by the Professional and Organizational Development (POD) Network

- Participation is voluntary

- All consultations are confidential

CITI Team Members 2019-2020

- Dr. Wanda White- Director August 2020; Interim Director March 2019- July 2020

- Dr. Bart Ganzert- Senior Faculty Development Specialist

- Dr. Antionette Moore- Faculty Technology Specialist

- Dr. Jeremiah Shipp- Faculty Development Specialist- began with CITI June 2020

- Ms. Cheryl Jefferies- University Program Specialist/Internal Grants Coordinator

CITI Collaborations 2019-2020

CITI had the following collaborations in the academic year 2019-2020:

Semester	Department	Topic	CITI Team Lead	Outcome/Evidence
Fall 2019	Office of the	Provost/The Gardner Institute and Reimagining the First Year/Gateway courses	Dr. White	Began the QEP project with CITI as a Liaison

Fall 2019	Office of the Provost	USH/Mellon Grant	Dr. White	Managed the Faculty Learning Communities
Fall 2019	Office of the Provost	Student Learning Outcomes (SLO Recommendations)	Dr. Ganzert Dr. Patterson-Masuka	Facilitated the recommendation committee to help review the number of SLO's at WSSU
Fall 2019	UCALL	The Writer's Block Revision	Dr. White	Helped with Backward Design training for staff and the mission statement development
Fall 2019	Student Engagement	Experiential Learning	Dr. White	Assisted in having in lunch and learn opportunity for faculty to understand service learning
Fall 2019	Student Activities-	Adobe integration into Student Activities and Adobe Student Interns	Dr. Ganzert	Worked with SA to begin using Adobe tools in their promotional material for co-curricular; sent two students and 2 WSSU staff to an Adobe World conference for hands on training
Fall 2019	Office of Sponsored Programs and	Grant Writing Workshop with Dr. E. Lynch	Dr. White	Collaborated on a grant-writing workshop with Dr. Lynch.

	Undergraduate Research			
Fall 2019 and ongoing	Office of Faculty Affairs	Tenure and Promotion Workshop	Dr. Moore Dr. Jack Monell	
Fall 2019	Office of Financial Aid	Canvas Training	Dr. White	Canvas training module for staff in Financial Aid to share with faculty about regulations and changes that affect students
Fall 2019	Office of Legal Affairs	Canvas Training	Dr. White	Canvas training module for WSSU Board of Trustees access
Spring 2020	Office of Career and Student Employment	Canvas Training	Dr. White	Canvas training module for students to use and learn about Careers and inventories/COVID response
Spring 2020	UCALL- Student Support Services	Canvas Training	Dr. White	Canvas modules for COVID response
Spring 2020	Residence Life	Canvas Training	Dr. Shipp	Canvas training to put information for parents and students/COVID response

Fall 2019 and Spring 2020	EAB	Training modules for faculty	Dr. Moore	Ongoing and paused to wait on EAB Dean to proceed
Fall 2020	CBE	Worked with faculty on CBE training and delivery	Dr. Moore	Created CBE materials and presented at a CBE conference

Student Learning Outcomes (SLOs)

CITI used the academic year 2019-2020 to review the number of Student Learning Outcomes that are being assessed at WSSU. CITI created a Recommendation Committee that was led by faculty facilitators, Dr. Andrea Patterson-Masuka and Dr. Althea Bradford. The CITI Facilitator was Dr. Bart Ganzert. These three led the faculty in a series of data collection to determine the direction of the number of SLOs for WSSU. The members of the committee along with the full report can be viewed in each of these links: Full SLO Recommendation Report or Executive Summary Report.

CITI Professional Development Grants

CITI revised the grant process to include projects that focused on student success initiative and the WSSU Strategic Plan. The revised process for proposals is located here.

Faculty Fellows Program

CITI has a Faculty Fellows Program that allows faculty to spend a year working in CITI in faculty development. Faculty apply to this program and are selected to participate based on the instructional projects in CITI for the upcoming year. CITI had three (3) fellows:

- Dr. Jack Monell- Professor of Justice Studies

- Dr. Andrea Patterson-Masuka- Associate Professor of Communication

- Dr. Nancy Smith- Associate Professor of Physical Therapy

Digital Literacy

CITI began a digital literacy initiative in Fall 2018. To date, many projects have taken place in collaboration with Adobe. The following presentations have been given by CITI Team members in 2019-2020:

- "Digital Literacy Initiative and Path to Becoming an Adobe Creative Campus: A Perspective from an Historically Black College and University." Presentation for Adobe EDUMax, Los Angeles, CA. Scheduled November 2, 2019. (Dr. Ganzert, Dr. White, Mr. Baker, and Mr. Penn)

- "Digital Literacy: A new 21st century student outcome." Presentation for Lilly, Innovative Strategies to Advance Student Learning conference. Asheville, NC, August 3, 2019. (Dr. Ganzert and Dr. Smith)

- "Incorporating digital strategies into assignments to promote 21st century Digital Literacy" Presentation at Lilly Conference, Bethesda MD, May 31, 2019. (Dr. Ganzert)

- "Supporting Student Success through a Digital Literacy Initiative" Presentation at UNC Digital Literacy Initiative, Chapel Hill, NC, March 27-28, 2019. (Dr. White and Mr. Muhammad)

There have been several Adobe boot camp trainings for faculty, and opportunities for faculty to attend Adobe Creative Campus Faculty Institutes both in person and remotely. CITI continues to build a relationship with Adobe for future support and resources for our faculty and students. CITI presented at the Adobe EduMax conference in Los Angeles, CA as the only HBCU in attendance and presenting at a global conference for them.

Faculty Support Sessions

CITI offers instructional support for faculty the following formats:

CITI Workshops, Trainings, and Instructional Sessions- All of CITI's workshops end with participants completing a CITI Workshop Satisfaction Survey. These forms are voluntary. We were using hard copies, but in October 2020, we transitioned to a digital form. The data for this year is

CITI Satisfaction Training Survey Results Pre-COVID and Post-COVID

Total: 132 survey responses

Workshops Offered: 25

Titles of Workshops offered during 2019-2020:

Asynchronous Instruction in an Online Class

Big Blue Button

Canvas

Canvas Open Lab

Creating Learning Modules in Canvas

Emergency Course Content Upload

Helping Students Find Their Voice Using Flipgrid

Learning the Basic of Zoom

NETiquette in Online Courses

Online Netiquette

PlayPosit

Readability Statistic Workshop

Respondus Lockdown Monitor

Speedgrader in Canvas

Using Spark

Using the breakout room in Zoom

Utilizing VoiceThread for Lively Discussion

Ways to Use Zoom in Your Summer Course

Zoom

Zoom Advanced

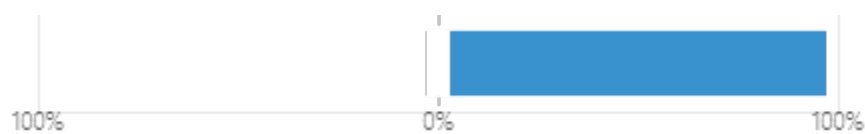Zoom Advanced Tools and Features

Zoom Breakouts and Polls

Zoom for Canvas

Zoom resources

Zoom use for Canvas and meetings

N=132 response

Of those responses, 93% stated that they were fully engaged in the workshops.

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Fall 2019
- Tenure and Promotion
- Grant Writing
- Online Teach how to Use HIPS to Engage Social Justice Issues
- Free Tech Tools for Teaching
- Create Effective Multiple-Choice Questions
- Flipped Classroom
- SLO Rubrics
- Grant Writing
- Experiential Learning

Ongoing Series
- Digital Literacy
- Best Practices Online teaching

Institutes
- Backwards Design
- Active Learning
- Online Teaching

MAPS- MAPS are Midterm Assessment Plans which faculty can request a CITI Team member to come to his/her class and collect a series of information from the students in the course relevant to instructional practices. This process is from the student perspective but gives faculty a glimpse at the effectiveness of instruction from their students. CITI Team members compile a report based on the data collected during the MAP session. The faculty member is not permitted to be in the class during data collection.

Total Number of MAPS for 2019-2020

- Fall 2019- 17
- Spring 2020- 2 (low number due to COVID-19)

Observations- Faculty can request a voluntary formal observation from CITI.

- Fall 2019- 2
- Spring 2020- 0 (due to COVID-19)

One on One Consultations
- Fall 2019- 101 collective consultations between 3 CITI Team members
- Spring 2020- 62 collective consultations between 3 CITI Team members pre-COVID; Post COVID-consultations were remote- 117 collective consultations between 3 CITI Team members.

Institutes
Undergraduate Scholarship in the Humanities Institute- this institute was for the consultants and faculty participants in the Year I of the USH project. It was held in August 2019 for 2.5 days.

Online Teaching at WSSU
CITI served as the hub for all online instruction preparation and training at WSSU when the emergency of COVID 19 forced all UNC schools to 100% online instruction. During this project CITI developed processes and guides to make the transition to online less stressful for faculty.

There were three (3) phases:

- Phase I- Emergency Online Course Upload and Training

- Phase II- Online Teaching Institutes and Training

- Phase III- Online Course Development Project

Online Teaching Institute
Online Teaching Institute 2020 Session I- This was a part of the online preparation for COVID 19 and 100% online instruction at WSSU. 75 faculty were invited to participate in a 3-day institute. Faculty received a stipend for completion and developing a deliverable module.

Online Teaching Institute 2020 Session II- This was a part of the online preparation for COVID 19 and 100% online instruction at WSSU. 75 faculty were invited to participate in a 3-day institute. Faculty received a stipend for completion and developing a deliverable module.

A pre and a post assessment were given to the participants in the OTI. Here are the results of the survey from Session One.

Online Course Development Project Summer 2020

For more information, see Digital Guide.

Overview of the Project:
As you are aware, the UNC System President, Dr. Bill Roper, announced on April 29th that all state-supported institutions of higher education will return to traditional face-to-face instruction in the fall 2020 with social distancing principles where practicable (i.e., 3 feet to 6 feet separation

between students). While we are actively planning for in-person instruction that adheres to this guidance, we are also preparing ourselves for online instruction should senior administrators decide to transition teaching to the virtual realm during the fall semester should we experience an outbreak on campus.

For WSSU, online instruction is our "worst case" scenario as nearly 95% of fall 2020 courses offered at our institution have not been developed for online delivery using a quality instructional framework such as Quality Matters; thus, senior administrators have committed to develop as many of our fall 2020 courses for online delivery during the summer. While we are offering 822 unique courses this fall, we realize we cannot develop all these classes in one summer; consequently, we have prioritized these classes to focus initially on upper division undergraduate courses (i.e., 3000- and 4000-level courses) then we will turn our attention to lower division undergraduate courses (i.e., 1000- and 2000-level courses) with our graduate and professional courses completing our phased approach. This phased approach is grounded in student success philosophy where we believe our more mature undergraduate students understand the complex dynamics of navigating the institutional systems compared to our undergraduate first- and second-year students who are still likely emerging in this regard.

(Information taken from an email from the Office of the Provost)

Project Outcome:

Upon completion of the Online Course Development Project, a significant number of Fall 2020 courses will be developed for instructional delivery in a traditional, online, or hybrid format**.**
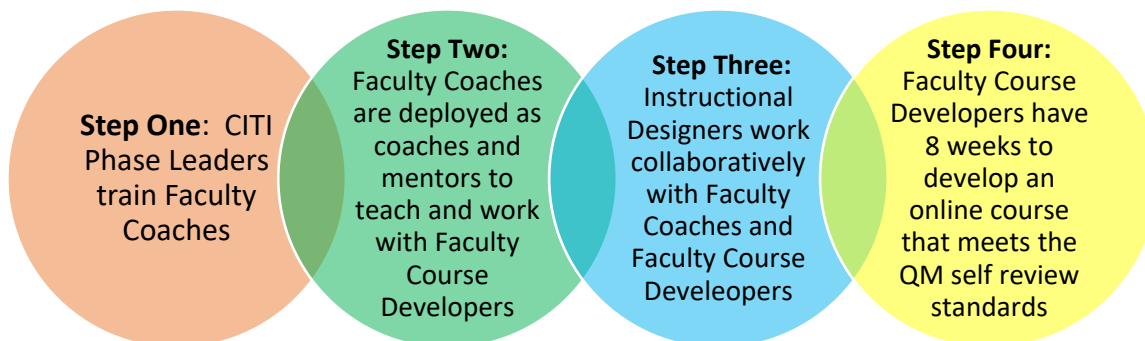
The Project Rationale:

To develop many courses during an abbreviated 10-week period, the Online Course Development Project was created by the Office of the Provost to be facilitated by the Center for Innovative and Transformative Instruction (CITI) at WSSU. The CITI staff will need assistance as that professional unit only has a staff of approximately four department team members who are instructional designers and/or technologists. This project will consist of four (4) key roles in the course development process:

- **CITI Phase Leaders**- These are Four (4) CITI team members who will train Faculty Coaches in Online Pedagogy, Online Instruction, QM process for self-reviews, and final reviewing of faculty course developer's courses once submitted.

- **Faculty Coaches**-15 Faculty Peers who will work as peer coaches with faculty colleagues who are developing courses for Fall 2020. They will work directly with a group of 20-25 faculty throughout the design and development process this summer.

- **Faculty Course Developers**- 200+ WSSU faculty and others who will develop a course in their content area or academic discipline that they are credentialed to teach according to the standards of SACSCOC.

- **Instructional Designers**- Two (2) Contracted CITI Team members who will work directly with faculty cohorts/groups that are led by the Faculty Coaches. Instructional Designers will assist in understanding course design relevant to creating course learning outcomes, applying the Backward Design model, using the Quality Matters self review process, and incorporating online content that is engaging for the students at WSSU.

- **Project Payment Processor (s)**: These will be CITI and/or other University Program Specialists who will support the Online Course Development Project by record keeping and verification for stipend payments.

Each area will work to develop the course for each faculty member.

Step One: CITI Phase Leaders train Faculty Coaches

Step Two: Faculty Coaches are deployed as coaches and mentors to teach and work with Faculty Course Developers

Step Three: Instructional Designers work collaboratively with Faculty Coaches and Faculty Course Develeopers

Step Four: Faculty Course Developers have 8 weeks to develop an online course that meets the QM self review standards

CITI Ongoing Projects - These projects will continue in 2019-2020.

- USH

- QEP

- SACSCOC

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- Digital Literacy

- CITI Faculty Professional Grants

- CITI Faculty Fellows Program

- New Faculty Orientation/New Faculty Symposium

- Online Teaching Initiative (COVID 19 Response)

- Emergency Online Teaching (COVID 19 Response)

- Online Teaching Institutes 2020 (OTI)

- Online Teaching Project (OCD)

- CITI Campus Collaborations

- CITI External Presentations

- CITI Advisory Board Members

- CITI Special Events- USH reception, Faculty Festival

CITI Special Events
- Faculty Festival 2020 (cancelled but funded) Funding will be used for next year.

- USH Recruitment Reception

- The SoTL Lounge (collaboration with the Undergraduate Research Project)

CITI End of Year Survey Results

This was the first year that CITI sent surveys to faculty for evaluating their CITI experience. The CITI End of Year Survey provide insight to which projects, programs, and training sessions were

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most effective for our faculty. Based on the survey, faculty were very satisfied with the services that CITI had for the academic year.

Conclusion/Projected Revisions for 2020-2021

Overall, the academic year was very busy and kept the CITI Team engaged and readily available to support the faculty. We developed some new projects around online teaching, improved many processes for CITI operations, and met all our goals from the previous year's strategic planning session, which were to revise the SLO committees, collaborate with other campus units, and to provide remote/digital options of training for our faculty.