

Quality Measures in Online Learning Discussion

Tuesday, April 6, 2010, 8:45 am – 4:30 pm

Descartes Conference Room

Background: Biographies



Terry Anderson is Professor and Canada Research Chair in Distance Education at Athabasca University - Canada's Open University. He has published widely in the area of distance education and educational technology and has co-authored or edited six books and numerous papers. Terry is active in provincial, national, and international distance education associations and a regular presenter at professional conferences. He teaches educational technology courses in Athabasca University Masters and Doctorate of Distance Education programs.



Dr. Bruce Chaloux is Director of Student Access Programs and Services at the Southern Regional Education Board in Atlanta, Georgia. He oversees a number of programs designed to help students start or continue their education, from the Academic Common Market and Regional Contract Program for Health Professions to Adult Learning and degree-completion programs. He founded and continues to direct the 16-state Electronic Campus (electroniccampus.org) initiative of the Southern Regional Education Board. The Electronic Campus, the South's "electronic marketplace" for distance learning courses, programs and services, has grown to include more than 30,000 credit courses and 1,000 degree programs from 300 colleges and universities in the region.

His activities related to online quality include directing a national project on the assessment of telecommunicated learning (Project ALLTEL), chairing the Southern Association of Colleges and Schools Committee on Distance Learning and the Council of Graduate School's Distance Learning Task Force, serving on the Council for Academic Management for the eArmy U initiative. Among his current activities, he serves as president of the Sloan Consortium and is a member of the Quality Matters Academic Advisory Council.

He holds a Ph.D. in Higher Education Policy from Florida State University.



Jeff Crumpley is the Associate Director of Operations for the Center for Community College Student Engagement (CCCSE), a project of The University of Texas at Austin. He had previously served as a Senior Research Associate for CCCSE from 2002-2007.

Jeff supervises multiple aspects of operations of the CCCSE research initiative on three national surveys, including oversight of procedures of survey instrument development, registration, sampling, shipments, administration and scanning, institutional reporting and website development.

He is responsible for responding to questions about survey research and results; working with researchers from national organizations and other universities on special projects; and presenting conference sessions/workshops on survey results and uses of data to improve the quality of undergraduate education.

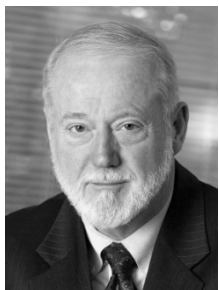
Jeff provides leadership for special projects, supervising staff, data analysis, and reporting procedures. He also oversees computer and technical support as well as equipment acquisition and maintenance for project operations and staff. He assists the CCCSE director with general administration, including budget development and monitoring.

Before coming to CCCSE, he conducted program evaluations for the Texas Council on Early Childhood Intervention, the Texas Department of Human Resources, and the Texas Education Agency. He has teaching experience as an instructor at both the college level and K-12. Much of Jeff's focus in teaching has been working with students with special needs.



Sebastián Díaz serves as Assistant Professor in the Department of Technology, Learning & Culture at West Virginia University, teaching in the areas of Statistics, Program Evaluation, Measurement, and Education Law. His research currently focuses on developing measurement instruments and evaluation methodologies germane to Intellectual Capital and Knowledge Management. In his academic role, he is also currently helping develop at WVU a doctoral program focusing on Data-Driven

approaches to Integrative Healthcare. Sebastián also serves as President of Diaz Consulting, LLC, dedicated to helping clients develop sound Knowledge Management practices. Before entering the tenure-track, Sebastián worked as a medical educator at both allopathic and osteopathic institutions. He also serves as Mayor of Brandonville, WV, the state's smallest incorporated municipality (pop. ~102), where he lives with his wife and two daughters on a small farm. In his spare time, he enjoys skiing, cycling, fly fishing, and kayaking. Sebastián earned a B.S. in Chemistry from Marietta College, a Ph.D. in Educational Research & Evaluation from Ohio University, and a law degree from the University of Akron.



John Ebersole is president of Excelsior (formerly Regents) College and convener of the Presidents' Forum, a national confederation of online institutions. He has previously been responsible for distance education at Boston University (where he created that institution's online program), Colorado State and the University of California, Berkeley (where he oversaw the construction of online programming under a \$2.5 M Sloan Foundation grant). In the mid-1980's while serving at John F. Kennedy University, he developed the first accredited online degree program (an MBA).

A retired military training specialist, Ebersole is a past president of the University Continuing Education Association. He currently serves on the American Council of Education's Commission on Lifelong Learning and on the Substantive Change Committee of the Middle States Commission on Higher Education (MSCHE). He was a member of the MSCHE team which accredited Athabasca University in 2005. Internationally, he serves on the "Council of Experts" for the Accreditation Council of the State of Madrid, Spain.

Ebersole holds graduate degrees in public and business administration, as well as education. His doctoral work, at Northeastern University, is in the areas of law and policy. Prior to Excelsior, he was a Senior Fellow at Harvard's Kennedy School.



Rhonda M. Epper, Ph.D., is Co-Executive Director of Learning Technology for the Colorado Community College System, where her responsibilities include management of CCCOnline -- a consortium of 13 colleges serving over 25,000 students annually -- as well as systemwide consortial initiatives, such as the Enterprise Learning Management System, 24/7 Help Desk, and Digital Textbook programs. Previously, she was with Community College of Denver where she led numerous online learning programs. Epper has served as a consultant to WICHE, WCET, ECS, SREB, and the League for Innovation in the Community College. She also has worked for the California State University System, serving on the founding staff for the MERLOT Project, and as a project director with the State Higher Education Executive Officers (SHEEO). She has published numerous articles, policy reports, and book chapters on topics related to the use of technology in higher education; most recently Technology Solutions for Developmental Math (with Elaine Baker), published by the Bill and Melinda Gates Foundation and William and Flora Hewlett Foundation, January 2009.



Dr. John G. Flores is an authority in the field of education, technology and telecommunications. As Chief Executive Officer of the United States Distance Learning Association, Dr. Flores, leads a global association focused on the support, development and application of distance learning. In addition as a Program Professor at Nova Southeastern University – Fischler School of Education and Human Services, Dr. Flores, represents a global university focused on the creation, delivery and implementation of quality distance learning educational programs.

Prior to this Dr. Flores was President and CEO of Global Learning Network, a Seattle based company focusing on the development and broadcast of educational programming in partnership with the Direct Broadcast Satellite industry. In addition Dr. Flores served as Executive Director of the Massachusetts Corporation for Educational Telecommunications (MCET). At MCET Dr. Flores lead an award winning national organization that produced distance learning programming through the Mass Learnpike broadcasting network. During his tenure he built MCET Corporation into an outstanding multi-million dollar business successfully combining federal and state telecommunications projects with the private sector. Dr. Flores has also served as a K-12 Superintendent of Schools in Massachusetts, a teacher and as an educational technology specialist in his previous professional experiences. Throughout his career he has used his leadership and knowledge to promote high expectations and improve the overall quality of school programs, student achievement and public awareness. As a businessperson he has combined that same ability in the development and implementation of very successful business practices resulting in profitable companies and quality products.



Cable Green is the Director of eLearning for the Washington State Board for Community and Technical Colleges (SBCTC). He provides leadership for the college system on strategic technology planning, opening and sharing digital content, growing and improving online and hybrid learning, and implementing enterprise learning technologies and support services.

Cable joined the SBCTC in 2007. Prior to this, he served as the Director of Technology for the Ohio Learning Network and Director of Educational Technology for the Ohio State University College of Pharmacy. Returning to the Northwest, he earned his BS in international affairs from Lewis and Clark College. He holds an MPC from Westminster College, a MA in communication from Ohio State University, and a PhD in educational technology from Ohio State.

Cable is particularly interested in how digital networked technologies and open educational resources are changing higher education. He has a targeted interest in how educational technologies and connectivist pedagogies can be successfully combined to help learners create, manage, and contribute their work through open knowledge initiatives.



Dr. Daniel Greenstein is Vice Provost for Academic Planning and Programs at the University of California Office of the President. He is responsible for systemwide academic planning and accountability and provides leadership for a variety of academic programs that are managed on a university-wide basis including the California Digital Library, the University of California Press and several instructional programs including Education Abroad. Dr. Greenstein began his career as a professor of history (University of Glasgow) before taking up leadership roles in the development of variety internet based academic information services. Current fascinations include: the role of online undergraduate education in the quality sector of higher education, the future of higher education, and the converging roles of university libraries, presses, and IT and academic support services. He holds degrees from the Universities of Oxford (DPhil) and Pennsylvania (MA, BA).



Dr. Darcy W. Hardy is Assistant Vice Chancellor for Academic Affairs and Executive Director of the UT TeleCampus, the virtual university of The University of Texas System. In addition to her position with the University of Texas System, Darcy is a principal with Abrazo Partners, a virtual education consulting firm.

Darcy received her PhD in Instructional Technology from The University of Texas at Austin in 1992. Currently, she serves as Chair Emerita with the United States Distance Learning Association (USDLA). She is the founder of the USDLA-sponsored International Forum for Women in E-Learning (IFWE), an event that focuses on issues faced by women in the industry as well as on the importance of networking and mentoring in the growth of leaders for tomorrow.

Recently, Darcy was inducted into the USDLA Hall of Fame (2009). In addition, she received the Mildred and Charles Wedemeyer Outstanding Distance Learning Practitioner Award in Madison, Wisconsin (2006), was inducted into the Texas Distance Learning Association Hall of Fame (2006) and received the WCET Richard Jonsen award in 2005.

Under her direction, the UT TeleCampus has been honored with dozens of state, regional and national awards from such organizations as USDLA, UCEA, TxDLA, WCET and the International Association of Business Communicators for courses, programming, communications, and faculty excellence.



Phil Ice is the Director of Course Design, Research and Development at American Public University System. His research is focused on the impact of new and emerging technologies on cognition in online learning environments. Work in this area has brought Dr. Ice international recognition in the form of two Sloan-C Effective Practice of the Year Awards (2007 and 2009). His work on technology mediated feedback has been adopted at over 50 institutions of higher education in 5 countries. He is a member of Adobe's Higher Education Leader's Advisory Committee and recipient of the Adobe Higher Education Leaders Impact Award and led the team that won the Sloan-C Gomory Award for Data Driven Quality Improvement in 2009. Examples of his research include the use of embedded asynchronous audio feedback, using web 2.0 tools and RIA's for collaborative construction of knowledge, and remote observation of student teaching experiences using asynchronous, flash-based environments. Phil is also involved with seven other researchers in the United States and Canada in numerous other research initiatives related to the Community of Inquiry Framework. This research has resulted in the development of a validated instrument that captures the intersection of Teaching, Social and Cognitive presence in online environments.



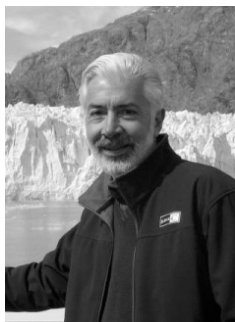
Dr. John C Ittelson currently serves as Director of Instructional Technologies for the K-20 California Educational Technology Collaborative (K20CETC), a consortium focused on helping students prepare for college. He is also teaching a graduate course on Instructional Technology, as well as serving on the Boards of: Access Monterey Peninsula Cable Consortium; the CA ASCD: Pacific Metrics and the National Board of the Center for Interactive Learning and Collaboration (CLIC). John serves as an Apple Distinguished Educator, an Adobe Educational Leader and as the co-facilitator of the EPAC, a national group focused on using ePortfolios.

John is a Professor Emeritus of Information Technology and Communications Design at CSUMB. He earned his Ph.D. in 1978 from Northwestern University in Educational Psychology/Instructional Design. His most recent publication is, "Know Your ePortfolio." published in Converge Magazine, summer 2008.



Dr. Frank McCluskey, Provost of American Public University System (APUS), leads the Academic team for its two institutions of higher learning: American Military University and American Public University. There are 65,000 online learners and more than 1,500 faculty. Prior to joining APUS, Dr. McCluskey served as the Dean of Online Learning at Mercy College in Dobbs Ferry, NY where he helped create and develop the distance learning program beginning in 1990 with a grant from IBM.

Dr. McCluskey holds a PhD in Philosophy from the New School and has been a National Endowment for the Humanities Fellow at Yale University. Dr. McCluskey has published papers and given scholarly presentations on such topics as online pedagogy, active learning, and the administration of online learning in higher education. He is currently at work on a book about the impact of digital learning on the structure of the modern university.



Burks Oakley II is a Visiting Research Professor in the Center for Online Learning, Research, and Service (COLRS) at the University of Illinois at Springfield (UIS) and a Professor Emeritus in the Department of Electrical and Computer Engineering at the University of Illinois at Urbana-Champaign (UIUC). From 1997 until 2007, Oakley was the founding director of the University of Illinois Online initiative, a program designed to facilitate the development and delivery of University of Illinois courses and degrees over the Internet. Prof. Oakley also currently serves as the director of the New Century Learning Consortium (NCLC).

Oakley received his B.S. degree from Northwestern University and his M.S. and Ph.D. degrees from the University of Michigan. He has received numerous awards for his teaching and for his innovative use of technology in education, including the Luckman Distinguished Undergraduate Teaching Award from UIUC in 1993, the Outstanding Teacher Award from the American Society for Engineering Education (ASEE) in 1993, the Educom Medal in 1996, and the Sloan-C Award for the “Most Outstanding Achievement in Online Teaching and Learning by an Individual” in 2003. Oakley is a Fellow of the IEEE and of the ASEE.



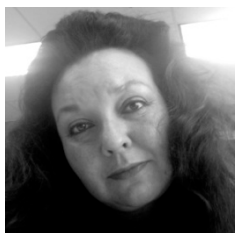
Diana Oblinger is the president and CEO of EDUCAUSE, a nonprofit association whose mission is to advance higher education through the use of information technology. EDUCAUSE members include over 2,300 colleges, universities, and education organizations, including 250 corporations. Previously, Oblinger served as EDUCAUSE vice president responsible for the association's teaching and learning activities and the EDUCAUSE Learning Initiative.

Oblinger has held positions in academia and business: Vice President for Information Resources and the Chief Information Officer for the University of North Carolina system, Executive Director of Higher Education for Microsoft, and IBM Director of the Institute for Academic Technology. She was on the faculty at the University of Missouri-Columbia and at Michigan State University and an associate dean at the University of Missouri.



Hae Okimoto is Director of Academic Technologies and Information Technology Services at the University of Hawaii System. Hae has 21 years of experience in the planning, development, and implementation of an effective distance learning program serving over 7,000 students annually for the 10 campus University of Hawaii system; including the development of faculty and student training, insuring access and availability of academic and student support services, integration of student support services for distance delivery, expansion of technical infrastructure, and establishment of software solutions. In addition to her distance and distributed learning responsibilities, for the past 8 years, she has also had responsibility for delivering a customer (faculty, staff & students) focused suite of services, including helpdesk, student computer labs, site licenses, web sites and servers. Due to Hae's broad range of student services experience, including development of new programs to support students in a large comprehensive institution, for the past 3 years, she has been leading the development and implementation of the Banner student information system.

Hae has a passion for professional development and has been instrumental in the development and implementation of the President's Emerging Leadership Program; the WCET's professional development program; and leads the NorthWest Academic Computing Consortium's Instructional Technology Steering Committee which focuses on professional development of instructional technology staff.



Alexandra M. Pickett is the Associate Director of the SUNY Learning Network (SLN), the online learning network for the State University of New York. Ms. Pickett has since 1994 led the development of the faculty development and instructional design methods, approaches, and support services used by SLN to support the development & delivery of fully online courses by SUNY campuses & faculty. She spent the past 14 years conceptualizing, implementing, & refining scaleable, replicable, and sustainable institutionalized faculty development & course design & delivery processes that in the 2005-2006 academic year resulted in the delivery of 4,000+ fully asynchronous online courses, 107 degree & certificate programs, with 100,000+ student enrollments. An expert in large-scale faculty development, her program focuses on online course design (quality and standards), faculty preparedness, instructional design support, community, sharing best practices, and moving research results into practice that result in consistently high levels of satisfaction with both faculty and students. Her leadership & direction of this area of the program were recognized in 2001 with the first Sloan Consortium Award for Excellence in ALN Faculty Development. In 2002 SLN received the Sloan-C award for Excellence in Institution-Wide ALN Programming, & the Educause award for Systematic Progress in Teaching & Learning for 2001. SLN was also honored with the 2006 USDLA 21st Century Award for Best Practices in Distance Learning. She and SLN were most recently recognized with the 2009 NUTN Innovation in Distance Learning award. Over the years, working with 50+ of the 64 SUNY institutions, she has directly supported or coordinated the development of more than 3,000 SUNY faculty & their fully online courses. Alex has been teaching online since 1995 and is also an online adjunct professor at the University at Albany teaching Introduction to Online Learning, a fully online course, in the Curriculum Design and Information Technology master's program.



Dr. Lawrence C. Ragan is Director-Faculty Development for Penn State's World Campus. Dr. Ragan is charged with directing the design and development of a wide range of faculty development services and systems. Dr. Ragan has worked in online educational design and delivery for over 15 years and has taught a variety of online courses and faculty development programs.

Dr. Ragan is a frequent guest speaker and workshop facilitator and has presented internationally on the topics of instructional design, multimedia development, faculty development issues, quality in online learning and instructional design for distance education. His current areas of research includes the articulation of strategies, techniques and methods that faculty can use to manage their online teaching workload, quality of online instruction, and the definition of the core competencies required for online teaching success.

Dr. Ragan has served as co-director and faculty for three years with the EDUCAUSE Learning Technology Institute and co-directed and served as faculty for the PSU-Sloan-C Institute for Emerging Leadership in Online Learning.



Steve Rheinschmidt is Director of the Iowa Community College Online Consortium (ICCOC). The ICCOC is a voluntary, entirely self-supported partnership between seven of Iowa's community colleges to offer online courses and degree programs and provide comprehensive student support services.

The following seven Iowa Community College Districts are the Iowa Community College Online Consortium: Eastern Iowa, Iowa Lakes, Iowa Western, Northwest Iowa, Southeastern, Southwestern, Western Iowa Tech.

The ICCOC launched in the fall of 2000 with eleven online courses and 272 enrollments. Today, the Consortium serves over 40,000 fully online enrollments annually and students have access to over a dozen fully online programs and more than 500 unique courses.

In 2009, Steve received the Pearson eCollege Excellence in Online Administration Award.

Steve is also President of Oak Point Consulting LLC; an independent higher education business focusing primarily on distance learning and building sustainable educational collaborations, and he is a volleyball coach at Mediapolis (IA) high school.

Steve's additional work experience at the community college includes admissions, academic advising, marketing, athletic director, and TRIO.



Kay Shattuck was a member of the initial group of Maryland distance educators, who, in 2002, developed what would become the Quality Matters program. Quality Matters was developed from 2003 – 2006 under a federal FIPSE grant and evolved into a self-supporting not-for-profit national service. Her major contribution during the development phase focused on ensuring that the rubric of course design standards was

connected to the research literature. She continues to investigate and compile research to inform improvement of the QM rubric and process. She is involved with QM at all levels. Additionally, she is active with MarylandOnline's efforts in new program development which is currently focused on online teaching. Previously, she served as director of distance learning programs at a community college in Maryland for many years.

Shattuck has been teaching adult and distance education courses online with Penn State's World Campus since 2000 and is also an associate of Penn State/World Campus Faculty Development program where she teaches faculty the nuances of teaching online. Her

theoretical framework is informed by a host educational environment perspective and a systems approach in appreciation of the complex educational environments in which learning is to occur.



Dr. Vernon C. Smith is Vice President of Academic Affairs at Rio Salado College. He has served as Dean of Instruction and Faculty Chair for Foreign Languages including service as Faculty Senate President. He has an extensive background in distance learning issues and practices, including effective assessment and retention strategies, and is a pioneer in online language learning.

Smith earned Bachelor of Arts degrees in Latin American Studies and Spanish at Brigham Young University graduating Magna Cum Laude. He has a Master of Organizational Behavior from the Marriott School of Management at Brigham Young University. He earned a Doctor of Philosophy in Organization and Administration of Higher Education from the Center for the Study of Higher Education at The University of Arizona.

Smith's research interests include production models for online courses, the unbundling and rebundling of the faculty role, adjunct faculty issues, predictive modeling for student success, academic integrity, and teaching and learning. He serves on the membership and data working groups for Transparency by Design, a national higher education accountability initiative.



Dr. Nishikant Sonwalkar is regarded as a leading expert in the application of computers in education. He has extensive research and development experience in hypermedia authoring, mobile learning, adaptive learning, and brain-based synaptic learning, advanced scientific visualization, database management systems, and computer simulation.

After receiving doctoral degree from MIT in the area of Molecular Dynamics of Nano-interfaces, he joined MIT as faculty in Mechanical Engineering, but his passion for technology enabled education led him become the founding director of Hypermedia Teaching Facility (Hypermedia Lab) at MIT and later he was appointed as the Principal Educational Architect of MIT.

As the Principal Educational Architect at the Massachusetts Institute of Technology, Dr. Sonwalkar was key architect of the Singapore MIT Alliance (SMA program which is a premier distance education program delivered by MIT at three Universities in Singapore. Dr. Sonwalkar developed several educational technologies and learning management systems in his former role as Director of the Hypermedia Teaching Facility, namely, the MetaMosaic

Interface and Hypermedia Instruction and Teaching Environment (HITE) and Stellar Learning Platform which is currently used for over 800 courses at MIT and for courses deployed by Open Knowledge Initiative (OKI).

Dr. Sonwalkar has received numerous National awards for his significant contributions to technology enabled education, such as, 2007 Innovative Excellence Award in Teaching and Learning, 2007 USDLA Award for Outstanding Leadership by an Individual in the Field of Distance Learning, 2007 USDLA Platinum Award for Best Practices for On-line Distance Learning Programming.

Dr. Sonwalkar is a successful serial entrepreneur and has successfully launched several companies, such as, InteQ Corporation, IDL Systems, Sonwalkar Consulting Group (SCG) and more recently Synaptic Global Learning. He also co-founded LearnQuest Academy of Indian Music and is performing artist for Indian drums and has produced Jazz and Fusion CDs.

He is author of numerous articles, journal papers and books "Fluid Mechanics Hypercourse", MIT Press, 1996 "Changing the Interface of Education with Revolutionary Learning technology," iUniverse, 2004. He also serves on the editorial board of journal "Hypermedia and Multimedia in Education," published by American Association of Computers in Education (AACE).



Karen Swan is the Stukel Distinguished Professor of Educational Leadership and a Faculty Associate in the Center for Online Learning, Research and Service at the University of Illinois Springfield. Karen has been teaching online since 1997 and has been researching online learning almost as long, with a focus on learning effectiveness, interactivity, social presence and the development of online communities of inquiry. She has published and presented on these topics extensively. Her most recent work includes a special, two-volume issue of the Internet and Higher Education on the Community of Inquiry framework. She is on the editorial boards of that and three other online learning journals and the Sloan-Consortium Board of Directors, and is the Chair of this year's Sloan-C International Conference on Online Learning and the new program chair for AERA's Online Teaching and Learning SIG. In recognition of such efforts, Karen was awarded the 2006 Sloan-C award for Most Outstanding Achievement in Online Learning by an Individual.



Dr. Norm Vaughan is an educator and researcher with interests in blended learning, faculty development and K to 12 schooling. Dr. Norm Vaughan is an Assistant Professor in the Department of Education, Faculty of Teaching and Learning at Mount Royal University in Calgary, Alberta.

Norm's teaching background includes graduate and undergraduate courses in educational technology, K-12 education in northern Canada, technical training in the petroleum industry, and English as a Second Language in Japan. In addition, he has been involved in several consulting projects with book publishers and higher education institutions to develop online courses and resources. He recently co-authored the book *Blended Learning in Higher Education* (Jossey-Bass, 2008) and has published a series of articles on blended learning and faculty development. Norm is the co-founder of the Blended Online Learning Design Network, a member of the Community of Inquiry Research Group, the Associate Editor of the *International Journal of Mobile and Blended Learning* and he is on the Editorial Boards of the *International Journal of Excellence in e-Learning*, *Canadian Journal of Learning and Technology*, the *Journal on Centres for Teaching & Learning*, and the *Learning Communities Journal*.



Ellen Wagner is Executive Director of WCET, a cooperative association of like-minded institutions, vendors, and educational stakeholders advancing excellence and accelerate adoption of innovative technology-enhanced teaching and learning practices and policies in higher education. In this capacity, Ellen serves as Vice President of the Western Interstate Commission for Higher Education. She is also a Partner and Senior Analyst for Sage Road Solutions, LLC, where she is responsible for industry intelligence and enablement services.

Ellen is the former senior director of worldwide eLearning, Adobe Systems, Inc. and was senior director of worldwide education solutions for Macromedia, Inc. Prior to working in software solutions marketing and product development, Ellen was Chief Learning Officer and Director of Education for Viviance new education, a Swiss-based elearning company with offices in 10 North American and European countries. She was Chief Learning Officer and VP of Consulting Services for Informania, Inc. prior to its acquisition by Viviance.

Ellen was formerly a tenured Professor and Chair of the Educational Technology program at the University of Northern Colorado, and held a number of administrative posts, including Director of the Western Institute for Distance Education and Coordinator of Campus Instructional and Research Technologies, Academic Affairs. Her Ph.D. in learning psychology comes from the University of Colorado - Boulder. Her M.S. and B.A. degrees were earned at the University of Wisconsin - Madison.