The Evolving Conversation About Quality in Online Learning

An Inside Higher Ed webcast
Wednesday, May 4, 2022
2 p.m. Eastern
Presenters

Kristi DePaul
Founder and CEO
Founders

Doug Lederman
Editor and co-founder
Inside Higher Ed
Key Takeaways

• Online learning, from novelty to necessity
• Did reactive responses during the pandemic help or hinder agility of higher education in the long term?
• The misnomer of the “typical student”
• Massive investment in faculty support and development
The New ‘Steady State’

• Forced experimentation = widespread adoption (and support?)
• Early leeway heightened expectations
• Enrollment dropped
• Students liked flexibility (if not Zoom U)
• Professors more familiar, and comfortable, with technology-enabled teaching
• Colleges stepped up on faculty development
Have Student Expectations Changed?

- When, where and how students “attend” class
- From health safety to convenience
- Today’s digital divide
- The challenge of “hyflex”
More Faculty Buy-In

"ONLINE LEARNING IS AN EFFECTIVE METHOD FOR TEACHING"

<table>
<thead>
<tr>
<th></th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td>39%</td>
<td>30%</td>
<td>31%</td>
</tr>
<tr>
<td>August</td>
<td>49%</td>
<td>29%</td>
<td>21%</td>
</tr>
</tbody>
</table>
Defining and Judging Quality

- Who decides?
- Bias or reality?
- Compared to what?
The Centrality of ‘Wraparound’

The Linguistics Peer Tutoring Lab is open for the fall 2020 quarter on Mondays from 7–9PM and Wednesdays from 5–6PM. Email linguistics@ucsb.edu for more info.

Fully Virtual Tutoring Center

- Grad student coordinated
- 5 Undergrad Tutors
- Over 40 students have been helped this fall

Tutors receive class credit for their services

Tutors are chosen based on previous success in LING courses

Help with LING 20, 50, 101, 106, and 107

Virtually ONE-ON-ONE Sessions

Istock.com/fizkes
Developing Institutional Capacity

- Defining the goals, consistent with mission
- Short term vs. long term
- In-house vs. outsourced
The Regulatory Environment

“While the majority of students at public and nonprofit colleges are getting good value for their tuition dollars, students in the for-profit and online education sector are being sold lemons left and right.”

--Century Foundation
The Job Ahead

• Deciding what modalities best fulfill your mission and serve *your* students
• Getting the right people at the table
• Understanding what’s working and what’s not (data)
• Keep training and supporting instructors
Thanks