



eStudent Services
An **OH-TECH** Consortium Member

ANNUAL REPORT

2016

2017



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**eStudent Services
brings 21st-century
technology to Ohio
students, giving them
access to knowledge
without the barriers
of distance and time.”**

— John Carey, Chancellor, Ohio Department of Higher Education

eStudent Services: eSS helps develop, promote and deploy innovative online support services for all students, including those who take online, blended and face-to-face courses. Distance-learning tools contribute to factors of persistence, retention and completion for students striving toward their educational objectives. eSS tools also contribute to Ohio's goal of graduating more college-educated citizens.

Ohio Technology Consortium: Governed by the Chancellor of the Department of Higher Education, OH-TECH serves as the technology and information division of the Ohio Department of Higher Education. The consortium comprises a suite of widely respected member organizations unsurpassed in any other state: OSC, OARnet, OhioLINK and eStudent Services.

FROM THE DIRECTOR

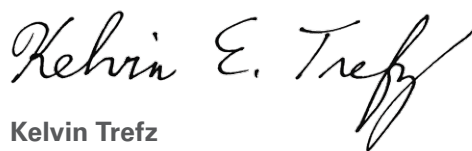
Over the last year, the staff members of eStudent Services dramatically ramped up services to meet the wide range of online and digital needs of people across a large area of demographics. Whether it was adults retraining for new jobs or advancing in current jobs, those seeking a first job without any postsecondary degree, or a sizable group of high school students taking college courses, eStudent Services met the challenges.

eTutoring has continued its vital work in improving the academic experience of students from member colleges and universities. The team devised a new training program for the tutors to accommodate this growing need and expanded the number of institutions using the service.

The number of online offerings in OhioLearns increased as colleges and universities develop new ways for students to access online courses and online degrees. This year, the OhioLearns staff and campus liaisons made a major effort to update information in the catalog.

eSS partners with the Ohio Educational Technology Conference team to deliver high-quality speakers, workshops and sessions for Ohio's K-12 and higher education communities. eSS was an active participant, promoting the value of our programs to the attendees.

eSS team members help process orders for Environmental Systems Research Institute (Esri) mapping software, widely used by K-12, higher education, industry, research, and governmental communities.



Kelvin Trefz
Executive Director



2016-17 HIGHLIGHTS

eTutoring

eTutoring is making a difference in the lives of students and their families. Satisfaction with eTutoring remains high (3.59/4) and over half of participating students submit more than one paper per term.

OhioLearns

The OhioLearns catalog lists over 650 completely online degrees and more than 3,000 courses each term. The catalog provides details on degree and/or course offerings from 32 of 37 public community colleges and universities.

Esri

The techniques of Esri mapping software taught in K-12, higher education, industry and government settings can be incorporated into STEM and community projects.



eTUTORING

Created in 2009, Ohio's higher education institutions created the Ohio eTutoring Collaborative to provide online academic assistance for students. By pooling resources, these professionals agreed to support students from any participating school by offering synchronous and asynchronous tutoring.

This cost-saving measure allows students to receive free online tutoring when services may not be available on campus. Additionally, with the growing number of hybrid and distance courses offered, institutions needed to provide the same type of support for these students. All students, regardless of where or how they receive instruction, are eligible for eTutoring.

More than 85 percent of the activity on the eTutoring platform is in the area of asynchronous writing. Papers from all disciplines are accepted from undergraduate students. Collaborative eTutors follow a prescribed protocol that addresses how essays are constructed and whether supportive evidence follows.

Students seeking real-time guidance use an Adobe Connect room with tutors in subjects including accounting, anatomy and physiology, algebra, math, calculus, chemistry, physics, psychology and statistics. In these rooms, students can share documents, a whiteboard and a chat box.

Each year, the Collaborative has welcomed new institutions and tutors. Public and private, two-year and four-year institutions participate in the statewide consortium.

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3.6 out of 4 **satisfaction**
value from students



42¢

state cost
per student

37 HOURS

average time to review
a submitted paper



 **5,000+**
College-level Courses
for summer and autumn 2017

 **550+**
Degrees and Certificates
offered at a distance

 **35**
Colleges and Universities

OHIOLEARNS

OhioLearns is the one-stop site for anyone interested in college-level distance or eLearning in Ohio. OhioLearns is a searchable online catalog that enumerates distance-learning programs from Ohio's two-year and four-year, public and private colleges and universities. The OhioLearns catalog was started in 1999 when distance learning was a new and emerging concept in Ohio. That catalog continues to grow and connect Ohioans with educational opportunities to fit busy schedules and lifestyles.

This past spring, the data in OhioLearns was completely refreshed and is ready for the 2017–18 school year. The catalog features a listing of courses and degrees offered completely online by Ohio's two-year and four-year colleges and universities. The offerings are searchable by subject area, date offered and institution. OhioLearns lists more than 550 degrees and certificate programs from 35 different colleges and universities, as well as more than 5,000 courses for summer and autumn 2017.




OhioLearns has degrees and courses in health care, information technology, engineering and many of Ohio's other high-demand job areas. There are also connections to Ohio's premier employment site, OhioMeansJobs, as well as plans to develop other tools such as an online readiness assessment and lists of open educational resources. If you are interested in furthering your education, changing careers or moving ahead in your current position by taking a distance-learning course or enrolling in a distance-learning degree or certificate program, the OhioLearns website is a good place to start.

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Key

-  Public University/College
-  Private University/College
-  Community College



THE OHIO EDUCATIONAL TECHNOLOGY CONFERENCE

The Ohio Educational Technology Conference (OETC) is the largest P–20 state educational technology conference in the nation. Attendees explore new technologies in an interactive atmosphere and learn to integrate them into the learning environment.

Each year, the three-day conference features more than 225 educational sessions and nearly 300 industry-leading vendors, including Apple, Microsoft, Cisco and Google. Year after year, more than 4,000 education professionals and educational technology enthusiasts from Ohio and surrounding states come together to explore topics at the forefront of P–20 learning and innovation.

Designed to deliver high-quality information, promote collaboration, cultivate partnerships and make technology accessible and enjoyable for students and educators, OETC has become the must-attend conference for P–20 teachers, curriculum and technology coordinators, administrators, higher education professors and administrators, and anyone interested in learning what’s happening in technology today.

Continuing OETC’s tradition of attracting high-caliber thought leaders from education and industry, the 2017 opening keynote was Fredi Lajvardi, a nationally recognized STEM educator and subject of the critically acclaimed documentary, “Underwater Dreams.” Lajvardi shared how underprivileged students beat the odds in a university-level national underwater robotics competition. His team not only proved its skills and ability to compete at that level, but it also placed first and defeated leading universities, including MIT.



225+
sessions &
workshops



250+
exhibitors



800+
institutions &
organizations



4,000+
total attendance

ESRI

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Environmental Systems Research Institute (Esri) has been around since 1969 as a developer and supplier of geographic information systems (GIS). Esri's GIS applications allow millions of users all over the world to create maps that tell stories about their schools, communities and environments.

Esri's mapping and spatial analytics application, called ArcGIS, is used to display various data, including where people live, work and play; where resources are located or lacking; where crime rates are increasing; and where geographic changes are occurring. GIS then enables deeper understanding by revealing patterns, relationships and trends.

Since Esri is used by more than 350,000 organizations worldwide for multiple purposes, acquiring skills to use GIS has value for students as they prepare for jobs and careers. Esri continues to offer its GIS applications at no charge to students in K-12 schools and formal youth clubs. eStudent Services collaborated with the Ohio Department of Higher Education to process licensing of ArcGIS online and ArcGIS for desktop software to Ohio's K-12 schools, and worked with OARnet to process Esri licensing for colleges and universities for an annual fee.

QUALITY MATTERS

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Quality Matters (QM) is a nonprofit, international organization that provides tools and standards to help faculty and teachers design quality online and blended courses, improve existing online offerings, evaluate third-party courses, and teach in online learning environments.

QM subscribers include community and technical colleges, universities and K-12 schools. Ohio higher education institutions were early adopters of QM. Today, the Ohio QM Consortium is the largest statewide system in the country, with more than 60 Ohio colleges and universities subscribing.

QM for Students allows instructors who are QM-Certified Reviewers to incorporate QM standards and rubrics into curricula and courses within relevant college program areas.

During 2016-17, eStudent Services (eSS) supported a pilot of the QM for Students program with two faculty members and 21 students. QM rubrics and modules were integrated into courses in the instructional technology program at Kent State University and the occupational therapy doctorate program at the University of Toledo. Feedback from the students was extremely positive and highlighted the value of the program.

FAMILY FINDS ETUTORING SUCCESS AT NWSCC

WHO:

Kristen, Josiah and Gracie Runyon

WHAT:

The eTutoring program and College Credit Plus helped three members of the Runyon family fit Northwest State Community College coursework into hectic schedules.

IMPACT:

Nearly 90 percent of Northwest State's student body are part-time, making eTutoring an incredibly handy tool. Students are able to submit papers at any hour and get back editing help before deadlines hit.

While the ideal of "doing it all" escapes most of us, Kristen Runyon comes pretty close to capturing it. The mother of three homeschooled her children through high school while also continuing her own education at Northwest State Community College near her home in Fayette, Ohio. She also recently took the helm of a pizza business that's been in her family for more than 35 years.

With a schedule no one would envy, Runyon can use all the help she can get—which is why she takes full advantage of eTutoring for her classes at Northwest State.

"I'm really excited that ... it's so acceptable now for all ages to go to college," Runyon said. "So with people working or having other obligations, it's great to have eTutoring. I couldn't say enough about it."

It was a family affair during the spring semester of 2016, when Runyon's son, Josiah, was also a student at Northwest State, and her daughter, Gracie, took courses there as

a high school student through the Ohio Department of Higher Education's College Credit Plus program. All three took advantage of the eTutoring platform to have papers reviewed for a composition course. While her kids were accustomed to her critiques, Runyon said the experience of having someone else's comments and suggestions on their work was valuable.

"It's always good to learn how to handle constructive criticism," Runyon said. "It did make a stronger paper."

Runyon originally heard about eTutoring through an email the class professor sent out during the semester. Cherie Rix, former coordinator of the Success Center at Northwest State, said faculty are critical in getting the word out about eTutoring.

"The biggest thing with our online tutoring was getting the faculty buy-in," Rix said. "That, I think, has been one of the most critical components to the success of our

online tutoring here at Northwest State."

Since Northwest State joined the eTutoring collaborative in 2011, Rix and her staff in the Success Center have gone out of their way to explain the ins and outs of the eTutoring platform, in some cases sitting down with faculty one-on-one. Rix said professors' eyes "light up" when they see the extent of the services available to improve students' understanding and writing.

With 86 percent of Northwest State's students attending on a part-time basis, cases such as Runyon's are not the exception but the norm. Many students are working and strapped for the extra time that full-time students might have to spend outside of class in a writing center or with a professor during office hours. With eTutoring's off-hours capabilities, Runyon can close up the pizza shop late at night and still have time to submit a paper for editing before she goes to bed.

"It was so convenient because I could submit the paper at midnight, and they could review it and send it back to me," Runyon said. "I always had a great turnaround time. When I had a chance, I could read over the tutor's recommendations or changes, and I could rewrite the paper or add to it. It was wonderful to have that opportunity."

Runyon is nearly halfway finished with the associate degree in human services that she started in 2011. Her dream is to one day work with children in orphanages. While the degree has taken longer than she anticipated, Runyon has greatly enjoyed her academic journey, with her children by her side.

"I don't mind it taking longer," Runyon said. "Each class is just so interesting and fascinating, and also I think it really helped my children see me go to college. I think it helped pave the way for them." ◀



It was so convenient because I could submit the paper at midnight, and they could review it and send it back to me. I always had a great turnaround time."

— *Kristen Runyon, human services student at Northwest State Community College*



ESOL STUDENT DISCOVERS MANY ETUTORING BENEFITS

WHO:

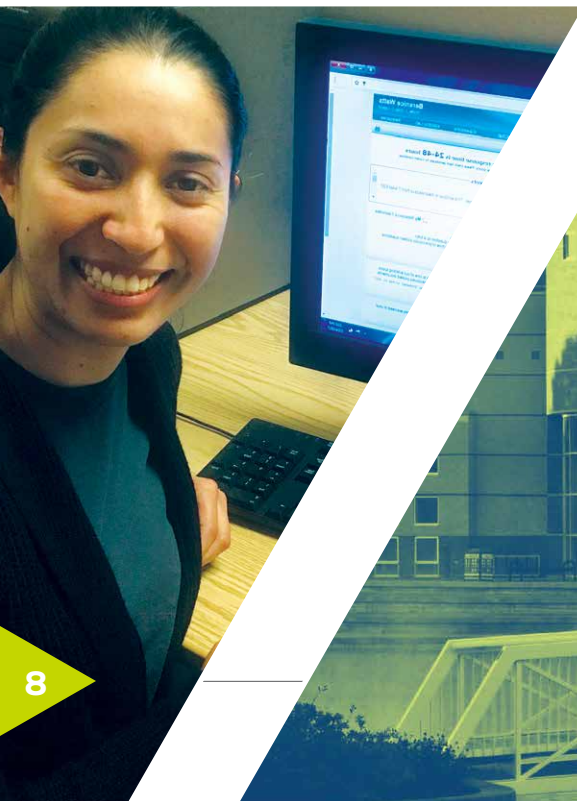
Berenice Watts, a nursing student at Marion Technical College

WHAT:

English is the second language for Watts, who is originally from Mexico. eTutoring helped boost her academic knowledge and understanding of the English language.

IMPACT:

After finishing general education courses and prerequisite anatomy and physiology classes, Watts was accepted into MTC's nursing program. Graduates of the program in 2014 achieved a 96 percent pass rate on their licensure exams.



This is a learning process—if I don't ask questions now, when?"

— Berenice Watts, nursing student at Marion Technical College



Most would agree having a second set of eyes review a paper or article is a useful, and crucial, step in the writing process. Getting a different view, especially one sharpened by experience, others can find mistakes we missed, correct awkward phrases and make suggestions for clarity. Imagine how much more essential this process becomes when the paper you've written was not in your native tongue.

For Berenice Watts, a nursing student at Marion Technical College (MTC), eTutoring through eStudent Services helped her academic knowledge and understanding of the English language. Originally from Mexico, Watts is a native Spanish speaker. She became a frequent user of online tutoring while taking the prerequisite courses within Marion Tech's competitive nursing program.

"English is actually my second language," Watts said. "So, for me, submitting writing projects to eTutoring really helped me out."

Students at MTC can use online tutoring for anatomy and physiology, chemistry and any course that involves writing. Tutorial Services Coordinator Kathy Rice visits as many classes as she can at the beginning of each term not only to tell students about all the tutoring options at MTC, but also to lead them through signing-on to the eTutoring platform. Rice explains the program, including the difference between synchronous and asynchronous tutoring, and answers all the questions she can before classes get under way. She also has

the voice of supportive professors, student advisors and peers echoing her sentiments about the benefits of tutoring.

"It's a combination of lots of different people talking about it, pointing it out, re-pointing it out, and then students like Berenice saying, 'No, this is a really good thing you need to think about.' When people find success with it, they're more willing to use it again," Rice said.







As more students use the vast academic support services on campus, they are seen less as remedial help and more as tools for achievement. With online tutoring, students submit papers and questions when they feel comfortable and receive the support they need.

"I used to feel dumb when I asked a question, but I figured I'll continue to feel dumb if I don't ask them," Watts said. "This is a learning process—if I don't ask questions now, when?"

After finishing with her general education courses and prerequisite anatomy and physiology classes, Watts was accepted into MTC's nursing program. Graduates of MTC's nursing program in 2014 achieved a 96 percent pass rate on their licensure exams. Rice mentioned that many students travel from great distances to take part in the program.

"For Berenice, as an ESOL student, to be accepted into our nursing program and to do as well as she's been doing is a really big feather in her cap," Rice said. ◀



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eStudent Services
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