



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

Annual Report 2015–16



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Chancellor John Carey directs the Ohio Department of Higher Education and oversees the strategic initiatives of the Ohio Technology Consortium and its member organizations in support of the state's technology infrastructure needs.

"eStudent Services delivers invaluable 21st-century technology to the classrooms and homes of Ohioans, overcoming distance and time as significant obstacles to education."

— John Carey, Chancellor, Ohio Department of Higher Education

OH·TECH

Ohio Technology Consortium

A Division of the Ohio Department of Higher Education

The Ohio Technology Consortium (OH-TECH) serves as the technology division of the Ohio Department of Higher Education and comprises a suite of technology and information member organizations unsurpassed in any other state: OSC, OARnet, OhioLINK and eStudent Services. Their consolidation under the OH-TECH banner allows each organization to pursue assorted synergies and efficiencies.



eStudent Services

eStudent Services 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.

From the director

Department of Higher Education Chancellor John Carey recently appointed me to lead eStudent Services, directing me to leverage technology statewide to improve outcomes for students. To that end, I will apply my 30-plus years of experience in education—as a high school teacher, as an instructor for a technical college, as a curriculum specialist, and as a university-level designer for LMS systems and face-to-face, blended and online courses—and seek the wisdom of a small yet impressive staff.

Existing eSS programs include an eTutoring program that continues to improve the academic experience of students from member institutions, a growing OhioLearns catalog of online courses and a partnership with the Ohio Educational Technology Conference (OETC), the premier P–20 state educational technology conference in the nation.

As for new initiatives, Ohio RISES is a site on iTunes U that provides an entry place that can address the questions and needs of prospective and current college students, as well as those who directly support them. We are collaborating with Quality Matters on two new programs and the Ohio Quality Matters Consortium to help improve online courses. A Competency-Based Education initiative is surveying campuses to determine which are using CBE and how that affects their courses and programs. eSS and OhioLINK are exploring free online Open Educational Resources and how they impact student costs and education quality.

As we fine-tune existing programs and develop new ones, we will remain open to fresh ideas to meet our goals.

Kelvin E. Trefz
Kelvin Trefz
Executive Director

► 2015–16 Highlights

eTutoring impacts students

eTutoring was available to more than 113,000 students across 35 participating campuses last year. The team devised a new asynchronous training program for the tutors to accommodate a growing need to help with writing papers.

OhioLearns catalog is growing

The OhioLearns catalog continues to grow as new online courses and programs are developed. High school students, lifelong learners and others use the service to locate online educational opportunities.

Higher Ed increasing at OETC

OETC staff have been working to increase higher education involvement with the OETC conference. Not only are more now attending, but they also are giving presentations and collaborating with their K–12 counterparts.



eTutoring

eTutoring is a growing collaborative effort between Ohio’s two- and four-year colleges and universities—35 campuses, as of summer 2016 — allowing undergraduate students to interact with trained tutors in numerous academic areas.

All public and private colleges and universities in the state are invited to join the Ohio eTutoring Collaborative, free of charge to the school and free of charge to students. The goal of the program is to have all 107 Ohio campuses join the eTutoring Collaborative, making eTutoring services available to more than 509,000 students in Ohio.

Currently, 45-plus certified eTutors provide students with 5,013 hours of tutoring in eight subject areas and have reviewed 5,472 papers.

eTutoring provides academic support for traditional classes, online courses and distance learning students. eTutoring is available beyond the typically on-campus academic support centers’ hours and for students who cannot make it to campus. Students can also post questions that do not require immediate answers. A clearinghouse of electronic academic resources is available when students access the eTutoring website.



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



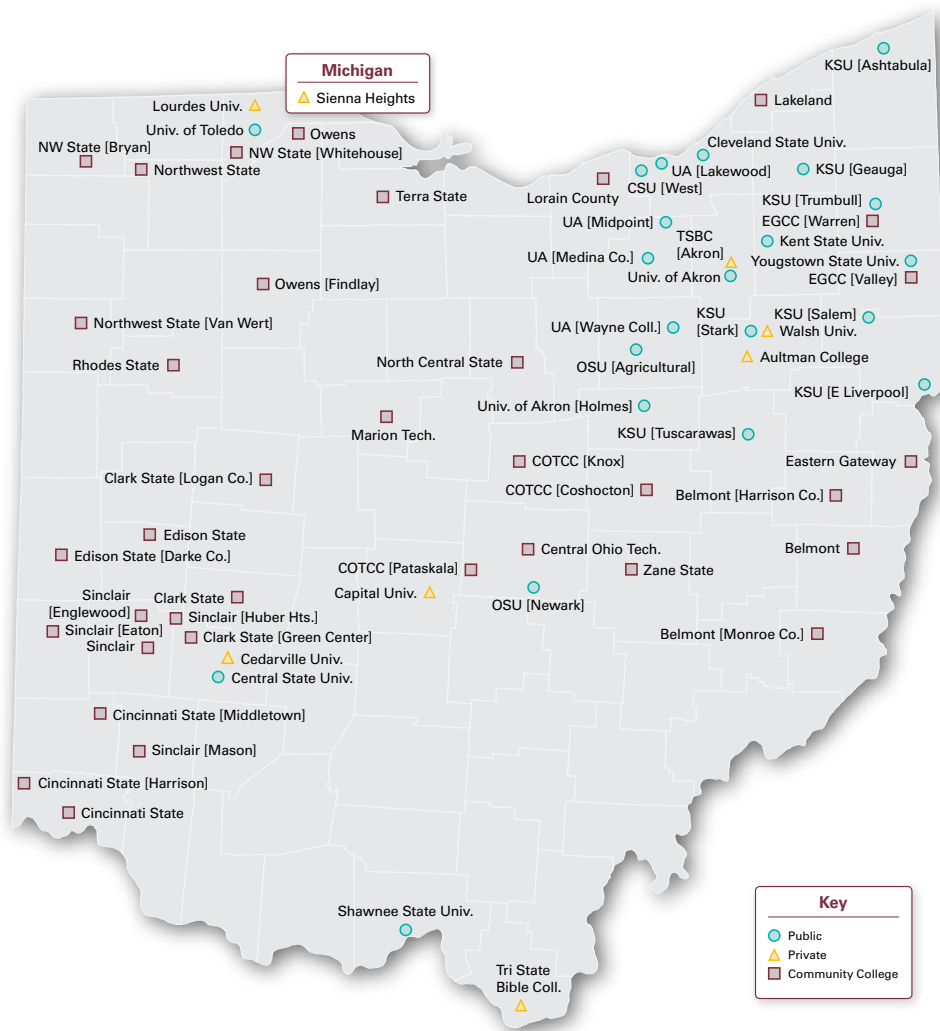
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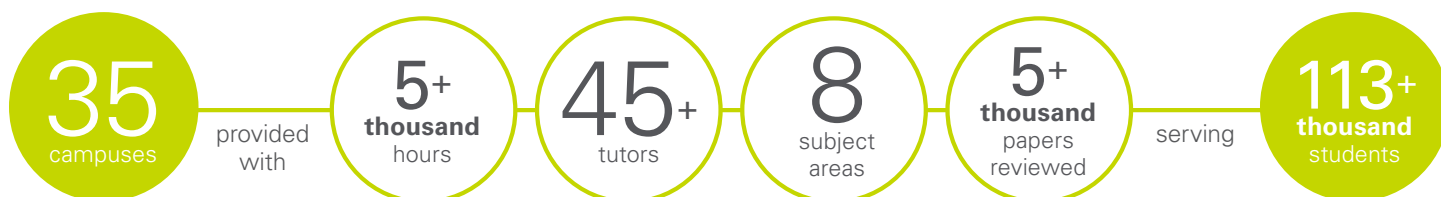
state cost per student



average time to review a submitted paper

► Currently more than 113,000 students at 35 campuses have access to the eTutoring platform. All 107 public and private colleges and universities in the state of Ohio can join the collaborative at no cost.





OhioLearns

OhioLearns is the one-stop site for anyone interested in college-level distance or e-learning in Ohio, now listing more than 500 degrees and certificate programs, as well as more than 3,000 courses.

OhioLearns is a searchable catalog that enumerates distance-learning programs from Ohio's two- 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 has grown steadily since then and listings are being added continuously. The catalog has a long history of connecting Ohioans with educational opportunities to fit their busy schedules and lifestyles.

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.



2,000+

listings of online college-level courses



539

degrees & certificates offered at a distance

Ohio RISES

In the past year, eStudent Services and the Ohio Department of Higher Education have collaboratively worked on developing Ohio RISES (Ohio Resources, Information, Support and Electronic Services), a site on iTunes U. The Ohio RISES pilot will launch in the fall of 2016 and bring together Ohio college and career information and resources around topics, such as college planning, college readiness, college opportunities and programs, college affordability and college success. Ohio RISES provides an entry place with strong marketing potential that can address the questions and needs of prospective and current college students, as well as those who directly support them, and then link them to already existing programs, information and resources.

These resources are free of charge and offer unlimited access. Ohio RISES is an open education collection of digital resources—organized by content categories—that makes it easier for individuals to include digital learning opportunities. Ohio RISES is a one-stop shop that provides resources and information for prospective and current college students to assist them as they prepare for, attend and graduate from Ohio universities and community and technical colleges.



Ohio RISES
for college and career

Resources • Information • Support • Electronic Services

The Ohio Educational Technology Conference

The Ohio Educational Technology Conference (OETC) is the largest P-20 state educational technology conference in the nation. Throughout its years, keynote speakers, such as Ray Kurzweil, Sebastien Thrun, Danielle Fienberg and Michio Kaku, have shared their vision with OETC attendees. Each year the conference features more than 225 educational sessions convening for over three days 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 the forefront of P-20 learning and innovation in Ohio.

Designed to deliver high-quality information, promote collaboration, cultivate partnerships and make

technology accessible and enjoyable for students and educators, OETC has grown to become the must-attend conference of the year 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.

Attendees explore new technologies in an interactive atmosphere and learn how to integrate them into the learning environment.

Continuing OETC's tradition of bringing in high-caliber thought-leaders from education and industry, the 2017 opening keynote, Fredi Lajvardi, a nationally recognized STEM educator and subject of the critically acclaimed documentary, "Underwater Dreams," and the major motion picture, "Spare Parts," will share the story of how underprivileged students beat the odds when he entered his diverse high school team in a university-level national underwater robotics competition. Not only did they prove their skills and ability to compete at that level, but they also placed first, defeating leading universities, including MIT.



225+
sessions &
workshops



250+
exhibitors

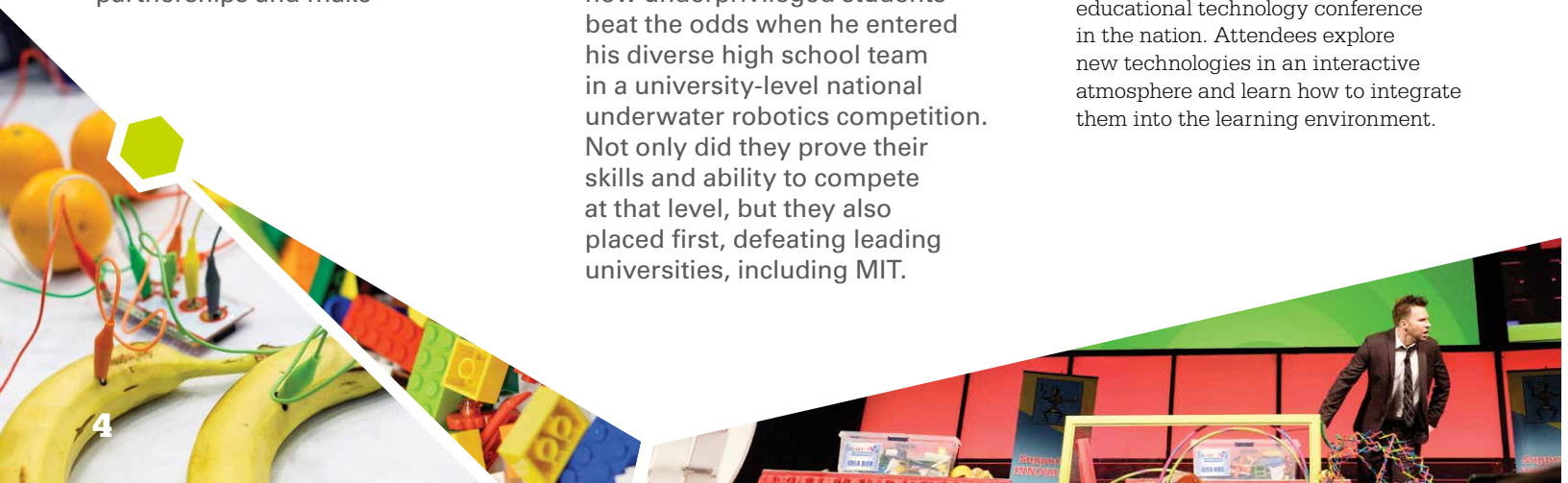


800+
institutions &
organizations



4,000+
total attendance

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





Esri's ArcGIS powers learning, research, apps

In mid-2016, a phone app known as Pokémon Go soared to worldwide popularity. The game app uses the ArcGIS location-based data and mapping platform to help players find and collect virtual Japanese cartoon characters located around them. Within a month, Pokémon's web map, Pokévision, was serving more than 25 million active users daily. By some counts, it became not only the most popular mobile game app in U.S. history, but also began to overtake the world's biggest social networks, such as Twitter and Google Maps.

In reaction to the augmented reality (AR) platform's wide appeal, several education experts have taken to blogs and social networks to say we should expect to see more, not less, of this technology.

"Pokémon Go is not the first app that utilizes augmented reality; companies have been trying to find a place for the technology, but nothing has drawn the attention of users like this app," said James Stevenson on the Bridge Builder Academy blog. "Pokémon Go will change many things, but the most exciting remain the way it will propel learning and exploration."

ArcGIS is used for creating and using maps, compiling geographic data, analyzing

mapped information, sharing and discovering geographic information, using cartography in a range of applications and managing geographic information in a database.

eStudent Services partners with the Department of Higher Education to process licensing of ArcGIS Online and ArcGIS for Desktop software for Ohio's K-12 schools at no cost for use in the classroom or by members of formal youth clubs (e.g., Scouts, 4-H clubs, athletics teams, etc.) and teams with OARnet to process licensing for colleges and universities for teaching, research and administrative use across campus for an annual fee.



39 OHIO COLLEGES & UNIVERSITIES

purchased concurrent or single-user licenses



300 OHIO K-12 STUDENTS

received Online ArcGIS licenses

► While maps can provide new perspectives on research data, mapping imagery also provides exquisite views of our world and others—truly stunning and beautiful works of art. Geographic imagery can also be inspiring, from the snow-capped Himalaya Mountains to Mexico's Colima Volcano and from Russia's Lena River delta to the surface of Mars.

Student Profile

Animal lover takes fast track to veterinary degree



► Katelyn Durbin completed two bachelor's degrees and a minor in only three years at the University of Findlay using programs offered by ODHE and eStudent Services.

WHO:

Katelyn Durbin

WHAT:

Durbin took advantage of ODHE's dual enrollment program and eStudent Services' eTutoring program to gain and maintain an accelerated learning path.

IMPACT:

With the jump start from the dual enrollment classes and the support she received from eTutoring, Durbin is on track to complete four degrees in just seven years, including a doctorate in veterinary medicine.

Katelyn Durbin finished high school with two years of college under her belt. She went on to complete two bachelor's degrees and a minor in only three years at the University of Findlay. Her next step? Earning a doctorate in veterinary medicine concurrently with a master's in public health—and she plans to do it in just four years.

That's a lot in a short amount of time. And Durbin's rapid progress may not have happened without programs offered by the Ohio Department of Higher Education (ODHE) and eStudent Services.

Durbin's opportunistic attitude took root in high school when, as a sophomore, her counselor told her about dual enrollment course options through ODHE. Dual enrollment allowed Durbin to take college courses that satisfied high school graduation requirements while providing general education credits for college. For both her junior and senior years, Durbin attended





► Many of the OSU-Newark (seen here) and COTC faculty members promote eTutoring on their syllabus or in classes.

college classes through Ohio State University-Newark for half the day and spent the other half at “zoo school,” a vocational program at the Columbus Zoo and Aquarium that exposes students interested in zoological careers to hands-on classes and research projects.

By the time she graduated high school, Durbin was considered a college junior. When she arrived

Durbin also credits eStudent Services’ eTutoring program for helping her stay on an accelerated course to a veterinary degree. One of the challenges of being a high school student in a college class is she didn’t keep the same schedule as other students and often couldn’t attend study groups or in-person tutoring. When she needed help in a physics class, Durbin turned to eTutoring, offered through OSU-Newark’s membership in the Ohio eTutoring

Center for Student Success at both OSU-Newark and Central Ohio Technical College.

“Since there is such a diversity of student experience and needs, the ways those needs will be met most effectively are going to have to be varied,” Weaver said.

Students using eTutoring interact with online tutors through live eChats to work through problems in real time. They can also post questions or papers to be reviewed—around the clock—when an eTutor is available.

“They don’t have to be locked in on a time when a tutor is available, so that’s kind of a great safety net,” Weaver said.

Member colleges and universities identify, provide and pay trained tutors for the eTutoring platform. Tutors must complete rigorous online eTutoring-specific training, approved by the Ohio eTutoring coordinator. Durbin said she appreciated that the eTutors with whom she worked were professional and gave undivided attention.

“Every time I went on eTutoring, they were very focused on just me or just what they were tutoring,” Durbin said. “They were more prepared in some instances.” •

“Every time I went on eTutoring, they were very focused on just me or just what they were tutoring.”

—Katelyn Durbin

at the University of Findlay to begin her pre-veterinary medicine program, she was already in advanced classes, shoulder to shoulder with students who had been there for two years. While in some circles she may have been considered an overachiever, Durbin was among peers with the other students in the competitive pre-veterinary medicine program.

“I never felt like an outcast or on the outside,” Durbin said. “It was more of a celebrated thing.”

Collaborative. Through the collaborative, eTutoring is available on member campuses for all students, regardless of enrollment level, age or, in some cases, time of day.

eTutoring is available beyond the typical on-campus academic support center hours and for students who cannot make it to campus. It is important to provide a wide range of support services to ease the burden of students who come from all walks of life, said Bruce Weaver, director of the

Campus-wide collaborative attitude leads to eTutoring success at Edison State



WHO:

Edison State
Community College

WHAT:

Edison State's eTutoring program is touted by both staff and faculty as a resource for writing improvement and continued learning.

IMPACT:

Through faculty, staff and student cooperative collaboration, Edison State's eTutoring helps its diverse student population flourish on two campuses.

In their jobs as professors and eTutors at Edison State Community College, Beka Lindeman and Melinda Spivey have fielded their share of questions from students throughout the academic year. However, toward the end of the semester, when term paper deadlines surface, students finally start digging into the resources their instructors gave them long ago. Lindeman and Spivey said they hear one question in reference to eTutoring over and over again:

"Why didn't you tell me about this sooner?"

Of course, as any educator can vouch, they did.

"I think a lot of times, the students know about it sooner, they just don't know they know about it," said Lisa Hoops,

director of the college's library and learning center. "Then when they need it and they use it, they're like, 'Oh, I should have been using this all along!'"

This is exactly the point Edison State's instructors and staff try to drive home throughout the semester. While tutoring is often associated with struggling students, the team at Edison State emphasizes that eTutoring provides a resource to continuously improve student work from the comfort of wherever they can land with a computer.

Edison State's diverse student population of over 3,000 on two campuses in Piqua and Greenville includes nontraditional students enrolled in online-only classes who rarely step on campus, necessitating online resources

► Above: The Emerson Center at the Edison State Piqua campus.



► Edison State's 3,000 students specialize in over 30 different technical fields and can take classes on two different campuses, in Piqua and Greenville.

for student success. They also serve high school students enrolled in the Ohio Department of Higher Education's College Credit Plus courses, who make up 35 percent of the active students using eTutoring. The online tutoring option meets a

they don't see it as a tutoring experience, and they're a lot more likely to do that."

As a former eTutoring coordinator and current English instructor, Spivey sees her students reap the benefits of

"It's almost this in-between safe spot for them... even though it's still a tutoring experience, they don't see it as a tutoring experience, and they're a lot more likely to do that."

— Beka Lindeman

need for these students who have a hard time attending tutoring sessions at the learning center due to time constraints or the intimidation factor.

"It's almost this in-between safe spot for them," Lindeman said. "Going to the learning center and asking a tutor for help is kind of scary, but submitting a question online or submitting a paper and getting feedback is this in-between—even though it's still a tutoring experience,

eTutoring through their writing. Students can submit up to three drafts of a paper through the Online Writing Lab. Tutors respond with specific feedback, comments and an identification of patterns and weaknesses within 24 to 48 hours. This reinforces the idea that writing is a process that usually requires multiple drafts and, ideally, multiple eyes for review.

"Writing is a process, and it takes multiple drafts to do it," Spivey

said. "(Students) don't think they need help with their paper, but then they get it back and say, 'O.K., there are some things I could really work on here.'"

Staff from the Edison State library and learning center offer classroom demonstrations at the beginning of the academic year, in which they walk students through the eTutoring platform. They also provide instructors with fliers and handouts they can use in their classroom as well as their online course sites with instructions on how to use eTutoring. Lindeman said the most successful way to encourage students to use eTutoring is through instructors who advocate for the program.

"That's really where our success comes from...we have instructors who are really on board," Lindeman said. "If you want to implement (an eTutoring) program, find an instructor who wants to partner with you and wants to use it in their classroom." •

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