



# Distance Education Report

Academic Year 2016-2017

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# **Distance Education Report (Academic Year 2016-2017)**

## **Distance Education Vision Statement**

Cultivate and Inspire Innovative Teaching and Learning in Distance Education Through Effective Implementation of Emerging Technologies and Research Based Teaching Practices.

## **Distance Education Mission Statement**

The mission of Distance Education at Austin Peay State University is to empower faculty and students to effectively employ emerging technologies and research based teaching practices to facilitate greater access to high quality and flexible higher education pathways.

## **Purpose of Distance Education Report**

The Department of Distance Education provides support services for Austin Peay State University faculty, staff and students involved in online and hybrid courses. Additionally, Distance Education offers APSU faculty instructional design training and services related to online/hybrid course quality, accessibility and multimedia. Furthermore the department manages technical support and training for Instructional Technology such as Turnitin, Online Proctoring and D2L Brightspace. As Austin Peay State University continues to increase online and hybrid course offerings and the use of digital components in all types of APSU courses Distance Education felt the need to bring awareness to our department services, activities and initiatives. Most importantly we wanted to publish an Annual Distance Education Report to highlight department accomplishments and successful initiatives for the 2016-2017 academic year. This past year, Distance Education defined metrics and evaluation measures for tracking and reporting our annual progress on meeting institutional stakeholder needs. As we refine our data collection and analysis we hope to continually improve our annual report so that it becomes a useful communication tool for keeping our institutional stakeholders informed of our department effectiveness and services.

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## Overview of Online Enrollments

The following tables show the trends in headcount and enrollments over a five year period for all APSU online courses in the Fall, Spring and Summer semesters. The tables below include Fort Campbell headcount and enrollment data. Fall and Spring online enrollment and headcount data has increased since 2015. In 2017, there was a small decrease in summer online headcount and enrollment data.

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APSU Online Fall		
Year	*Headcount	**Enrollments
2012	5,776	10,168
2013	5,683	9,871
2014	5,394	9,385
2015	5,421	9,731
2016	5,592	10,464

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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APSU Online Spring		
Year	*Headcount	**Enrollments
2013	6,045	10,198
2014	6,017	10,075
2015	5,548	9,690
2016	5,724	9,852
2017	6,126	10,876

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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APSU Online Summer		
Year	*Headcount	**Enrollments
2013	2,174	3,776
2014	2,145	3,756
2015	2,165	3,775
2016	2,336	4,205
2017	2,242	4,059

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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The top 5 APSU departments with the highest online enrollments during the 2016-2017 academic year were Public Management (Includes Criminal Justice), Health & Human Performance, History, Languages & Literature and Communication respectively.

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## Faculty Development

Over the course of the 2016-2017 academic year, 26 APSU departments and 396 attendees participated in Distance Education faculty development workshops. Of the 396 workshop participants, 312 were APSU faculty and 84 were staff, graduate assistants or students. Additionally, the three departments with the highest number of faculty training participants were Languages & Literature, Education and Public Management & Criminal Justice.

Distance Education's most popular workshop of the year was the Accessible Syllabus training workshop. In Fall 2016, 193 faculty members completed Accessible Syllabus training, 1,624 syllabi were reviewed, and 600 syllabi documents were found to be 100% accessible. In Spring 2017, 272 faculty completed Accessible Syllabus training, 1,525 syllabi were reviewed, and 1,157 syllabi were found to be 100% accessible. Lastly, in Spring 2017 the University Accessibility Taskforce led by Joe Weber, the Director of Library Services, compiled self-reported data from all APSU departments regarding course syllabi. Consequently, APSU departments reported the following data regarding the percentage of accessible course syllabi in their respective departments.

Spring 2017 APSU Department Self-Reported Data	
Number of Departments	Percent Accessible Course Syllabi
10	100%
9	85 – 99%
9	50 – 84%
5	<50%

## Lectures and Events

During the 2016-2017 academic year, Distance Education replaced the Innovative Educator Conference (IEC) with the lectures and events outlined below.

- February 28, 2017, Alternative Assessments
  - This session consisted of a panel of 5 faculty members representing 3 colleges and 5 departments. Panel members shared their course assessment practices.
- March 14, 2017, Quality Matters Objectives & Alignment
  - This session provided a general overview of the Quality Matters Rubric and discussed the importance of QM Standard 2. QM Standard 2 states, "Learning Objectives are measurable and are clearly stated." The session was facilitated by 2 faculty members from 2 different colleges and departments. Both faculty facilitators had completed the Applying the QM Rubric online workshop.
- April 25, 2017, Ed Tech Day
  - APSU Distance Education and the Office of Information Technology hosted Ed Tech Day. Faculty, students, staff, and community members such as Clarksville

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Montgomery County School System were invited to explore and engage with emerging technology implemented on the APSU campus, as well as potential new technology APSU may implement in the future.

- 263 total attendees: 105 students, 41 staff, 33 faculty, 6 other.
- Of the 185 Ed Tech Day survey respondents, 99% agreed that they would like APSU to host Ed Tech Day again in 2018. Ed Tech Day will be hosted again on March 14, 2017.
- April 26, 2017, Learning Management System Showcase
  - As part of ED Tech Day activities, faculty and staff were invited to attend the learning management system vendor showcase where Blackboard, Canvas, D2L Brightspace and Schoology each highlighted their platform features and tools.

### **Quality Matters**

Quality Matters outlines research based standards for quality design and delivery of online and hybrid courses. Over the next three years (2017-2020), Distance Education will provide stipends for 60 faculty to complete the necessary training to become QM Peer Reviewers. QM Peer Reviewers may lead online/hybrid course reviews at their respective institution or elect to represent APSU on a Quality Matters Peer Review team that provides online course reviews at other institutions. As a member of a Quality Matters Peer Review Team, APSU faculty will have an opportunity to review online courses at other institutions in their respective discipline. During the 2016-2017 academic year, 13 faculty/staff members completed the Applying the QM Rubric training and 6 faculty/staff members completed the QM Peer Reviewer Certification (PRC) training. Furthermore, 4 of the 6 faculty/staff who completed the QM Peer Reviewer Certification training applied to become QM Peer Reviewers. The goal for the 2017-2018 academic year is to encourage an additional 16 faculty members to become QM Peer Reviewers.

### **Faculty Travel Stipends**

Distance Education provides roughly 10 faculty travel stipends in the amount of \$500 dollars each throughout the academic year. Faculty are encouraged to apply for travel stipends through the Distance Education website when presenting on innovative teaching practices at conferences. During the 2016-2017 academic year, Distance Education spent roughly \$4,500 in travel stipends.

### **Future Faculty Development Initiatives**

- Collaborate with institutional partners to deliver the 2017-2018 Educational Intelligence Lecture Series.
- Collaborate with Human Resources and Academic Affairs to coordinate New Faculty Training related to Department of Distance Education Services.

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- Collaborate with Center for Teaching and Learning to develop APSU 1000 instructor and Graduate Teaching Assistant training.
- Deploy and market micro-learning flexible training pathways via Lynda.com.
- Promote awareness related to Academic Impressions, Quality Matters and Online Learning Consortium training workshops.

### Instructional Technology

Distance Education submitted 8 technology access fee proposals for the 2017-2018 academic year. Proposal requests totaled \$307,731. Distance Education was awarded \$89,091 to cover the costs of 2017-2018 instructional technology contracts for Turnitin, JMP Statistical Software and Kaltura Streaming Media. Additionally, Distance Education completed several request for proposals (RFPs) and request for quotes (RFQs) in order to secure technology contracts for Examity Online Proctoring, SmarterMeasure Learning Readiness Indicator, Lynda, and Camtasia. Furthermore, Distance Education solicited a request for quote for Camtasia video editing software in order to continue to offer institutional stakeholders individual licenses. The table below outlines new, discontinued and upcoming contracts and requests for proposals (RFP).

New Contract 2016-2017	Discontinued Contract 2016-2017	Upcoming RFP 2017-2018
Examity Online Proctoring 5 year contract	SmarterServices Online Proctoring	Web Conferencing
Camtasia 3 year contract	FreshDesk Service Request Tracking System	Learning Management System
SmarterMeasure Learning Readiness Indicator 5 year contract		
Lynda.com (Staff/Faculty) 3 year contract		
TeamDynamix Service Request Tracking System 1 year renewal		

### Captioning/Streaming Media Platform

Distance Education, provides video streaming and captioning services through Kaltura. APSU's current contract includes 5 terabytes of video storage and 500 hours of captioning. The

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following activities related to Distance Education video streaming and captioning services are outlined below.

- Developed best practices for instructional videos handout for faculty and staff. The best practices handout is available in both digital and paper formats.
- Prioritized the captioning of videos that followed best practices and showed high viewing rates by students.
- Introduced the “Interactive Transcript” feature of Kaltura captioning services. Interactive transcripts allow viewers to conduct an “in-video search” where students can search for specific keywords in the video.
- Collaborated with university stakeholders to caption videos for the Marketing Department, and Office of Information Technology to ensure campus accessibility of videos on university website, YouTube channels and social media sites.
- Conducted audit of Kaltura captioning services for 100% accuracy and found few errors in online video transcripts.
- Discovered discrepancies returned by Kaltura’s usage statistics dashboard. Due to inaccurate usage statistics Distance Education was credited a total of \$50,000 during the 2016-2017 fiscal year.

### D2L Brightspace Learning Management System

Distance Education currently shares a D2L Brightspace learning management system (LMS) contract with Tennessee Board of Regents institutions. This contract is up for renewal in 2018. As a result institutional stakeholders will have an opportunity to evaluate our current learning management system as well as other platforms. Under our current TBR contract, APSU was provided with an estimate of the fees associated with its D2L Brightspace contract. D2L renewal costs are outlined below.

D2L Renewal Contract Estimates			
2018	2019	2020	2021
\$161,500	\$177,700	\$195,500	\$215,100

These contract fees are only associated with TBR’s D2L contract.

The Department of Distance Education’s activities related to D2L Brightspace in 2016-2017 are outlined below.

- Distance Education collaborated with Desire2Learn (D2L) Brightspace to conduct a health check on our learning management system. The D2L health check evaluated the usage, performance, and efficiency of the learning management system. The D2L health check yielded several priorities and recommendations for our LMS maintenance and operability plan:
  - Clear D2L database (holding tank) of old enrollment data.

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- Remove D2L course shells (inactive courses) older than 7 years.
- Develop plan to safeguard and archive E-Dossier D2L course shells.
- Review D2L user role permissions and revise/eliminate system roles as needed.
- Update learning management system configuration to retire holding tank model and allow for real-time data integration.
- Install and deploy D2L insight reports to identify learning management system usage patterns and inform data driven decisions related to the LMS.
- Established protocols and deadlines for D2L course shell combine service requests to ensure course combines completed in a timely manner.
- Collaborated with Office of Registrar to define a workflow that notifies Distance Education of department code changes in a timely manner to prevent the duplication of D2L courses and enrollments.
- Established verification procedure to ensure that students being enrolled as Teaching Assistants into D2L course shells have completed required FERPA training.

### **TeamDynamix Service Request Tracking System**

Prior to the 2016-2017 academic year, Distance Education was using FreshDesk to manage and monitor department service requests. With the help of the Office of Information Technology (OIT), Distance Education was able to replace FreshDesk with TeamDynamix, a service request tracking system that OIT adopted in 2016. TeamDynamix will also provide Distance Education with data analytics related to department service requests. Below, are activities related to Distance Education's implementation of TeamDynamix.

- Developed standard operating procedures for prioritizing and assigning TeamDynamix service requests to improve institutional stakeholder customer service.
- Collaborated with OIT to develop and catalog knowledge database articles for common Distance Education service requests.
- Developed TeamDynamix templates to allow Distance Education to collect consistent data related to department services.

### **Online Proctoring and Student Verification Platform**

Online proctoring aids in student verification for online courses and provides students with an opportunity to have exams proctored online rather than reporting to a specific location for proctored exams. This past year, Distance Education entered into a new online proctoring contract with Examity that replaced SmarterProctoring. SmarterProctoring was an online proctoring platform for which the institution did not hold a contract. Distance Education will have access to SmarterProctoring test data for one year. After a year, Distance Education will evaluate the need to continue to pay for access to SmarterProctoring data. During the 2016-2017 academic year, APSU administered a total of 3,304 exams at a total cost of \$61,640.50. Outlined below are other department initiatives related to online proctoring.

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- Discontinued Distance Education's involvement in on-ground proctoring services for APSU courses in Summer 2016. Distance Education still provides on-ground proctoring services for TN eCampus courses.
- Collaborated with Online Learning Committee to develop sustainable online proctoring usage practices for APSU stakeholders.

### **Turnitin**

Turnitin is an online plagiarism-prevention software platform. The total cost of the APSU Turnitin contract was roughly \$26,000. During the 2016-2017 academic year, APSU students submitted roughly 75,189 writing assignments to Turnitin. Furthermore, APSU faculty provided a total of 121,499 feedback comments to students while grading Turnitin assignments.

### **Future Instructional Technology Initiatives**

- Collaborate with institutional stakeholders to continue to seek and explore alternative funding resources for instructional technology contracts. Possible institutional stakeholders include and are not limited to Office of Disability Services, the Library, Office of Information Technology and Academic Support Services.
- Develop communication and evaluation plan for institutional stakeholders as it relates to evaluating current and potential new learning management system platforms.
- Process Requests for Proposals (RFP) for institutional wide license for web conferencing.
- Process Requests for Proposals (RFP) for a learning management system.

### **Online Student Services**

Distance Education adopted a strategic initiative to develop onboarding pathways to encourage retention and success of online and hybrid students. Several Distance Education projects related to supporting our strategic initiative are outlined below.

### **SmarterMeasure Learning Readiness Indicator**

Distance Education secured a contract for the SmarterMeasure Learning Readiness Indicator (SmarterMeasure) with the help of 2016-2017 Technology Access Fee funding. The SmarterMeasure assessment provides students with an opportunity to explore their readiness to participate in technology-rich courses. Due to the increasing adoption of digital components in all types of courses (online, hybrid and face-to face) it is critical to prepare students for technology-rich learning. During the 2016-2017 academic year, Distance Education collaborated with the Center for Teaching and Learning to revise APSU 1000 curriculum, a first-year student orientation course, to include a SmarterMeasure module. APSU 1000 faculty and student input was solicited during the 2016-2017 academic year to improve the APSU 1000 SmarterMeasure module and course activities.

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### **Future SmarterMeasure Initiatives**

- SmarterMeasure assessments will be administered to all APSU 1000 students during the 2017-2018 academic year.
- Distance Education has completed an application to the APSU Institutional Research Board to conduct research that explores APSU faculty and student perceptions related to the usefulness and impact of the APSU SmarterMeasure module and assessment.

### **Technology Assistance Academic Alert**

Distance Education partnered with the Academic Support Center and Office of Information Technology to develop a new academic alert for technology assistance. The technology assistance academic alert allows faculty to identify students that require additional support related to online learning, instructional technology and technical assistance. The technology assistance academic alert was made available in April 2017. Additionally, in Spring 2017 Distance Education collaborated with the Academic Support Center to improve outreach to fully online students who were placed on academic alert.

### **Future Technology Assistance Academic Alert Initiatives**

- Promote faculty and institutional awareness of technology assistance academic alert.
- Continue to collaborate with Academic Support Center to improve outreach to fully online students placed on academic alert.

### **First-Time Student Resources and Orientation**

Distance Education partnered with the Office of Admissions to develop an Institutional Technology presentation to deliver to new students during APSU orientations. This collaboration targets all new students to APSU including first-time freshmen, transfers and online students. Additionally, as part of this partnership a new student resources D2L course was created so students could access orientation information and materials throughout their first semester as new students. During the months of May to June 2017, Distance Education participated in 9 organizational fair booths and facilitated 11 technology sessions during ROW.

### **Future First-Time Student Resources and Orientation Initiatives**

- Distance Education will participate in all upcoming ROW events for the 2017-2018 academic year to provide students and parents with information regarding Distance Education services.
- With the help of the Office of Admissions and participating APSU departments Distance Education will develop and continually improve a D2L course titled, "New Student Resources" to grant students access to resources provided during ROW sessions.
- Distance Education will continue to explore opportunities to participate in student events to bring awareness to department services and resources.

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- Collaborate with institutional stakeholders who support non-first-time students such as dual enrollment, transfer and graduate students to ensure they have equitable onboarding pathways.

### Winter Term

Since 2011, Distance Education has collaborated with institutional stakeholders to offer Winter Term (WT), a 5-week semester during the months of December and January. The institution has committed to offering Winter Term to assist students in fulfilling degree requirements on time. During the 2016-2017 Winter Term semester, 667 students enrolled in 63 APSU undergraduate course sections. An overview of Winter Term students is provided below.

Category	Number of Students
WT Students	667
Enrollments	753
DFW Rate	13.9%
First Time Online	172
Registration Purge	177

### Future Winter Term Initiatives

- Develop and expand Winter Term marketing strategies to include non-APSU students.
- Increase and promote the continuous improvement of Winter Term courses by encouraging WT faculty to adopt Quality Matters standards.
- Reduce the number of students who were dropped from Winter Term registration due to non-payment and for not confirming course registrations. Prior to the “confirm and pay” deadline Winter Term enrollments showed a total of 922 students. After the “confirm and pay” deadline the Winter Term enrollment total dropped from 922 to 667 students. For this reason, Distance Education will develop targeted marketing to ensure students receive “confirm and pay” information in a timely manner.

### TN eCampus and APSU Partnership

Austin Peay State University continues to partner with TN eCampus to provide APSU students with access to a comprehensive library of online course offerings. During the 2016-2017 academic year, APSU began to limit the number of APSU faculty and students participating in our TN eCampus partnership. During the 2016-2017 academic year, a TN eCampus Course Request Form and process was developed so that only APSU students who had completed institutional residency requirements were allowed to enroll in TN eCampus courses. The next page shows the headcount and enrollment numbers for TN eCampus in the Fall, Spring and Summer (2012-2016). See next page for data.

## Distance Education Report (Academic Year 2016-2017)

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TN eCampus Fall		
Year	*Headcount	**Enrollments
2012	619	1043
2013	610	1076
2014	677	1199
2015	610	998
2016	148	318

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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Tn eCampus Spring		
Year	*Headcount	**Enrollments
2012	684	1198
2013	712	1222
2014	651	1118
2015	634	998
2016	166	348

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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Tn eCampus Summer		
Year	*Headcount	**Enrollments
2012	315	530
2013	326	546
2014	264	416
2015	122	234
2016	116	212

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\*Headcount is the unduplicated number of students enrolled in online courses.

\*\*Enrollments are the duplicated number of actual student enrollments in online courses.

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### Future TN eCampus Initiatives

- Collaborate with TN eCampus and institutional stakeholders to streamline and maintain the TN eCampus faculty credentials database.
- Monitor TN eCampus student complaints and ensure that students concerns are addressed in a timely manner. During the 2017-2018 academic year, 3 APSU students submitted academic complaints to TN eCampus which were subsequently resolved and closed.
- Collaborate with TN eCampus partners to revise the TN eCampus faculty mentor program.

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## Distance Education Communication

### Faculty Newsletter

During the 2016-2017 academic year, Distance Education sent out a total of 9 monthly faculty newsletters via email to all APSU faculty. Faculty newsletter recipients included online, hybrid and face-to-face faculty. Faculty newsletters had an average open rate of 50%. That is, upon receiving the newsletter, faculty opened the newsletter on average 50% of the time. Common features of the faculty newsletter are listed below.

- Faculty spotlight which features an APSU faculty member employing innovative teaching methods or technology.
- Important announcements related to department services.
- Upcoming professional and faculty development opportunities.
- Instructional technology updates and analytics.
- Report of department activities.

### Online Course Committee

The Online Course Committee met monthly during the 2016-2017 academic year. The Committee is composed of APSU faculty, staff and students. The Online Course Committee:

- Encourages the use of best practices that promote quality online/hybrid teaching and learning.
- Suggests new policies related to the quality design and delivery of online/hybrid teaching.
- Examines institutional and instructional support mechanisms to ensure online/hybrid students have adequate and equitable access to services.
- Advises institution on how to continuously improve online/hybrid faculty support and training.
- Evaluates and recommend emerging technologies and technological infrastructure that support student learning in online/hybrid courses.

Several Online Course Committee agenda items for the 2016-2017 academic year are highlighted below.

- Reviewed and revised Distance Education's strategic plan, vision and mission.
- Revised charge for Online Learning Committee.
- Examined course development process and new course review process.
- Vetted online proctoring policies and procedures.
- Reviewed upcoming D2L data deletion policies and procedures.

# Distance Education Report (Academic Year 2016-2017)

## Distance Education Website

Along with the university website, the Distance Education website underwent a major renovation. Our new comprehensive website provides student, instructor and staff resources related to department services, instructional design and technology training. Some helpful components of the new website are listed below.

- Introduction to online courses.
- List of APSU online programs.
- Online proctoring training documents for students and faculty.
- Available APSU instructional technology tools and training.
- SmarterMeasure Learning Readiness Indicator Training.
- Winter Term information.

## Social Media Websites

The Department of Distance Education maintains social media accounts for YouTube, Twitter, and Facebook. Institutional stakeholders are highly encouraged to follow us on social media as we post regularly regarding our department activities and events. Currently, Distance Education has 198 followers on Twitter and 322 followers on Facebook. More information on our social media accounts follow.

- Facebook
  - [www.facebook.com/APSUDistanceEducation](http://www.facebook.com/APSUDistanceEducation)
- Twitter:
  - @APSUDistanceEd

## Future Distance Education Communication Initiatives

- Distance Education will continue to explore opportunities to communicate with institutional stakeholders regarding department activities. In the 2017-2018 academic year, Distance Education will request opportunities to provide department updates at Chairs and Deans meetings, Faculty Senate and Student Government Association.
- Distance Education is committed to collaborating with other offices providing institutional stakeholder support mechanisms. Distance Education will continue to meet with the following offices regularly.
  - Office of Information Technology (monthly)
  - Office of Disability Services (As Needed)
  - Office of Admissions (As Needed)
  - Academic Support Center
  - Library
  - Office of Graduate Studies

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### **Distance Education Staff Institutional Service**

#### **Dr. Robert Anderson, Instructional Technology Support Manager**

Online Learning Committee, Ex-Officio Member  
2017-2018 Technology Access Fee Proposal, Awarded \$30,489, Writer  
RFP Online Proctoring Committee (Examity awarded bid), RFP Reviewer

#### **Pari Bhatt, Senior Instructional Designer, Multimedia**

University Accessibility Task Force, Distance Education Representative  
RFP Micro-Learning Services Planning Committee (Lynda.com awarded bid), Chair

#### **Dr. Tracie Campbell, Senior Instructional Designer, Course Quality**

RFP Online Proctoring Committee (Examity awarded bid), RFP Reviewer  
Survey Software RFP Committee, RFP Reviewer  
Online Course Committee, Secretary  
Staff Morale Sub-Committee, Staff Senate, Member  
Staff Senate, Member  
Quality Matters Campus Coordinator

#### **Rachel Carroll, Technical Clerk**

Staff Senate, Executive Member, Secretary (2016-2017)  
Help an Elf Committee, Member  
PeayBay Committee, Member

#### **Loretia Duncan, eCampus Coordinator**

Equal Employment Opportunity Commission Committee, Member  
TN eCampus Student Campus Contact Committee, Member  
Phi Beta Sigma Fraternity, Campus Advisor

#### **Crystal Faulkner, Online Support Coordinator**

2015-2016 Technology Access Fee Proposal, Awarded \$10,000, Writer  
At Risk Student Standing Committee, Member  
Women's Club, President (2016-2017)  
RFQ Online Learner Readiness Indicator (SmarterMeasure awarded bid), Writer

#### **Michael Johnson, Distance Education Analyst**

RFP Online Proctoring Committee (Examity awarded bid), RFP Reviewer  
Academic Partnerships Implementation Group, Member  
Barnes & Noble Implementation Team, Member

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### **Anna Loftus, Senior Instructional Designer, Multimedia**

Ed Tech Day Organizing Committee, Chair

RFP Web Conferencing Services Planning Committee, Chair

RFQ Video Editing Screen Capture Software (Camtasia awarded bid), Writer

2017-2018 Technology Access Fee Proposal, Awarded \$58,602, Writer

### **Denise Robledo, Ph.D., Director of Distance Education**

Online Course Committee, Ex-Officio Member

Accessible University Advisory Committee, Member

Technology Access Fee Committee, Member

University Accessibility Task Force, Member

SACSCOC Level Change Task Force, Member

AACSB Taskforce, Member

Academic Partnerships Task Force, Member

Graduate Research Council, Distance Education Representative

IT Advisory Committee, Member

TN eCampus Distance Education Director Committee, Member

TN eCampus Oversight Committee, APSU Distance Education Representative

TBR Distance Education Sub-council, Member

RFP Online Proctoring Committee (Examity awarded bid), Chair

Academic Partnerships Implementation Group, Member