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An unprecedented year, 2020 was challenging for students, faculty, and administrators alike. To respond to this challenge and help faculty weather the pandemic, CLT staff spearheaded a multi-layered support initiative focused on pedagogical, logistical, and technical needs:

- We developed a comprehensive resource hub—the Keep Teaching (KT) website—to offer practical tips, actionable teaching resources, and examples. This living repository includes readiness self-assessment and checklist tools, how-to guides to help with common online course design tasks, and a knowledge base with answers to frequently asked questions.

- We offered synchronous and asynchronous self-paced workshops on technical and pedagogical topics. Although most of the topics are technology-related (using LMS features, recording lectures, using web conferencing, etc.), we incorporated pedagogical considerations into the workshops’ content and activities.

- We established an on-call service to answer faculty questions and to provide individualized consultations. Appreciated by faculty, the one-on-one consultations allow us to address faculty-specific needs, resolve urgent issues, and recommend practical suggestions.

- We started an online learning community to encourage faculty to share ideas, resources, tips, and lessons learned.

- We created an LMS course template that embeds best practices for course design, layout, and communication, along with facilitation and technical tips. Following the same model, we designed several self-assessment and quality assurance checklists to inspire faculty to assess their course content and activities.

Besides all this, CLT’s instructional designers and project teams worked with ODU faculty to develop 64 online courses across 27 degree programs and initiatives. CLT staff also completed 1,726 consultations.

All of us at CLT remain committed to supporting our faculty, in tough times and good, throughout 2021 and beyond. It’s our promise!

M’hammed Abdous, PhD
Director, Center for Learning and Teaching
Assistant Vice President, Teaching and Learning with Technology
Old Dominion University
WHO WE ARE

The Center for Learning and Teaching (CLT) is part of the Office of Distance Learning. Since 1994, it has served the University by helping faculty members develop courses in a variety of delivery modes and integrate instructional technologies into their teaching.

CLT offers a wide variety of services designed to support the ODU faculty’s teaching and learning effort. Among those services are:

• Providing opportunities for the collegial sharing of ideas about teaching and learning
• Providing instructional design consultation and implementation
• Facilitating course development and effective use of the learning management system
• Providing workshops on teaching and learning and on instructional technologies
• Providing the graphic design of posters and instructional aids
• Participating in the evaluation and demonstration of tools and technologies

CLT also coordinates the Faculty Innovator Grant program and the Faculty Summer Conference on teaching and learning.

CLT’s Welcome Center is located on the first floor of Gornto Hall, on the south side of campus between the Darden College of Education & Professional Studies and the Perry Library.

The Center for Learning and Teaching is organized into several service units:

**Graphic Design:** offers graphic design services to faculty and administrative staff for teaching, research, scholarly publications, conferences, seminars, and meetings

**Instructional Design:** offers one-on-one consultations with faculty on the design, development, implementation, and evaluation of their courses, whether offered online or face-to-face or in a hybrid format

**Instructional Technology:** offers consultations on the evaluation, use, and development of a wide variety of technologies for online or face-to-face courses

**Multimedia Production:** offers complete multimedia design and production services for faculty and administrative staff, and duplication services for audio, video, CD-ROM, and DVD

**Faculty Development Teaching Lab:** a hands-on environment for workshops, seminars, webinars, and other collaborative events that support the discovery and development of teaching and learning strategies, assessment strategies, and technology skills
1.1 MISSION & GOALS

The mission of the Center for Learning and Teaching is twofold: to support, promote, and enhance teaching, learning, and research; and to foster innovation.

To achieve this mission, CLT provides programs, services, and information to Old Dominion University faculty, instructors, adjuncts, and teaching assistants:

- Support of University strategic planning and academic initiatives
- Promotion of scholarship in teaching by engaging faculty in self-reflection, analysis, and the sharing of successful teaching practices with their peers
- Research, evaluation, demonstration, and integration of appropriate learning tools and techniques
- Dissemination of best practices in teaching and learning
- Promotion of innovative instructional technologies
- Support of curriculum and course development and production
- Support of interdepartmental research activities
- Development and implementation of best practices and procedures within CLT
1.2 STAFF

M’hammed Abdous
Assistant Vice President, Teaching and Learning with Technology
Director, Center for Learning and Teaching
PhD, School Administration and Policy
Laval University, Quebec, Canada

Mark Altamero
Multimedia Specialist
AAS, Graphic Design
Tidewater Community College

Chandan Bandi
Front End Web Developer
MS, Information and Communications Technology
University of Denver

Spring Brennan
Instructional Technology Specialist
PhD, Instructional Technology
University of Virginia

Eric Cosio
Instructional Technology Specialist
MS, Applied Information Technology
Towson University
MLIS, Library and Information Science
Rutgers University

Jenifer Daniels
Front End Web Developer
BA, Computer Science
Old Dominion University

Melissa Ferguson
Instructional Designer
MS Ed, Instructional Design & Technology
Old Dominion University

Joy Fisher-Sykes
Program Coordinator
BS, Business Administration/Marketing
Mercy College

Stuart Gordon
Multimedia Production Manager
BA, Speech, Communications & Theatre Arts
Wake Forest University

Jacky Gray
Graphic Design Manager
BA, Visual Design
Universidad de Caldas, Colombia

Dan Greenwood
Instructional Technology Specialist Manager
MSEE, Northern Illinois University

Fred Huffman
Multimedia Assistant
Certificate, Television and Film Media
UCLA
1.2 STAFF

Rachel Jones
Multimedia Designer
BA, Media Arts and Design
James Madison University

Christy Low
Instructional Designer
PhD, Education
Capella University

Faisal Mahmud
Instructional Technology Specialist
PhD, Engineering Management and Systems Engineering
Old Dominion University
(Left June 2020)

Chrysoula Malogianni
Assistant Director
PhD, Instructional Design & Technology
Old Dominion University

Dexter Marcelino
Interface Designer
Old Dominion University

Emilie C. Martin
Instructional Technology Specialist
MA, Early Childhood Education and Teaching
University of Florida

Krisjantzen Nario
Graphic Designer
BFA, Graphic Design
Virginia Commonwealth University

Chris Nickel
Instructional Designer
PhD, Instructional Design & Technology
Old Dominion University

Deborah Norris
Instructional Designer
MS, Business/Industry Training
Old Dominion University

Tracie Ortiz
Instructional Designer
PhD, Educational Technology
University of Hawaii at Manoa

Drucilla Owenby
Instructional Designer
MS Ed, Instructional Media Technology
Missouri State University
(Left May 2020)

Darith Pen
PHP Web Application Developer
BS, Computer Science and Engineering
Royal University of Phnom Penh
1.2 STAFF

Ana Redstone
Lead Instructional Designer
MS, Education
Old Dominion University

Kristyn Rose
Instructional Designer
MEd, Instructional Technology
Texas Tech University

David Simpson
Technical Writer
BA, Communications
Virginia Tech

Carley Toms
Graphic Designer
BFA, Graphic Design
James Madison University

Jesse Torres
Multimedia Designer
BA, Art and Visual Technologies
George Mason University

Chrystal A. Trapani
Instructional Technology Specialist
MA, English
Old Dominion University

Kristin White
Instructional Technology Specialist
MS, Educational Technology
Indiana State University
MA, School Leadership
Concordia University Chicago

Anita Wiggins-Bailey
Faculty Support Center Liaison
BA, Business
Trinity College and University
(Retired December 2020)

Brian Williamson
Multimedia Designer
BA, Film and TV Production
The Ohio State University

For current staff information online, visit CLT’s Staff Listing.
2020

ACHIEVEMENTS

During 2020, the Center for Learning and Teaching fulfilled major efforts in:

- Faculty development (see section 2.1)
- Faculty support services (see section 2.2)
- Course development and production (see section 2.3)
- Faculty Innovator Grant program (see section 2.4)
- Research and training (see section 2.5)
- Awards (see section 2.6)

Also, during 2020, members of the staff led five presentations and workshops outside CLT, participated in one panel discussion, published one article, served on one advisory board, and received one award.
2.1 Faculty Development

CLT Faculty Development Event Summary

CLT's workshops and events are aligned with the department's mission and goals, and emphasize the appropriate use of technology to help students learn. These workshops and events provide faculty and staff the opportunity to explore, reflect, share ideas, and grow together.

<table>
<thead>
<tr>
<th>General Category</th>
<th>Total Sessions</th>
<th>Total Attendance</th>
<th>Attendance by College</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>A&amp;L</td>
</tr>
<tr>
<td>Instructional Technology*</td>
<td>151</td>
<td>701</td>
<td>199</td>
</tr>
<tr>
<td>Teaching Online**</td>
<td>68</td>
<td>464</td>
<td>125</td>
</tr>
<tr>
<td>WordPress for Faculty</td>
<td>8</td>
<td>31</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>227</td>
<td>1196</td>
<td>332</td>
</tr>
</tbody>
</table>

*Instructional Technology: Application: Zoom Features to Engage Students; Assessing Your Students’ Learning, and Proctoring; Bb Assessments; Bb Collaborate: Meetings and Office Hours; Bb Essentials; Bb: Grade Center Organization (Columns/Categories); Bb: Assignments, Tests, and Grading; Bb: Assignments/Tests; Bb: Copying/Preparing Your Course Site; Bb: Engaging Students With VoiceThread; Bb: Getting Started; Bb: Grade Center Essentials; Bb: Kaltura Assignments & Capture; Bb: Kaltura Share Media; Bb: Online Getting Started; Bb: Online Organization Leader Training; Bb: Publish Online Tests With Respondus; Bb: Using Groups With VoiceThread; Bb: Using the Kaltura My Media Tool; Bb: VoiceThread Assignments; Bb: VoiceThread Basics; Bb: Zoom Integration; Blackboard: Getting Started; Developing a Well-Organized Course; Dynamic Presentations: Narrated PowerPoint; Dynamic Presentations: New Tools and Techniques; Dynamic Presentations: PowerPoint Beyond Bullets; Effective Home Recording Strategies; Effective Recording Strategies; Establishing Presence in Your Online Course; Fostering Learning With Social Media; Foundational Strategies for Effective Online Teaching; Going Pro With Your Videos; Leveraging Microsoft Teams in Courses; Online Discussions: Design Strategies & Essentials; Overview: Zoom Features to Engage Students; Planning & Facilitating Quality Online Discussions; PowerPoint: Beyond Bullet Points; Preparing Your Online Students for Success; Promoting Effective Reading Strategies; Providing Feedback With Online Tools; Recording Effective Mini-lectures; Recording Your Lectures at Home; Respondus Essentials; Teaching With Technology; Using Zoom to Deliver Effective Lectures; Using Zoom to Engage Students; Zoom: Online Web Conferencing Basics; Zoom: Web Conferencing Basics

**Teaching Online: Accessibility for Instructional Materials; Assessing and Proctoring Exams; Bb: Welcoming Your Students to the Online Environment; Bb: Organizing Your Online Course; Converting Your Online Course to 8 Weeks; Document Accessibility - SEES Training; Engaging Your Students in Readings and Mini-lectures; Faculty Forum on Final Exams; Managing Your Online Presence; Online Accessibility Workshop Series; Online Assessment Strategies; Organizing Your Online Course; Preparing to Teach Your Courses Remotely; Preventing Student Plagiarism; Proctoring With Zoom and Bb; Providing Timely Feedback to Your Students; Rapid Online Course Design; Service Learning Projects in Online Courses; Web & Social Media Accessibility - SEES Training; Zoom Essentials

***Other: Academic Affairs; Alumni Office; Athletics; Camps & Conferences; Career Development Services; Center for Advising Administration & Academic Partnerships; Center for Global Health; Center for High Impact Practices; Children’s Learning & Resource Center; College of Continuing Education & Professional Development; Counseling Services; Distance Learning; Enrollment Management; Financial Aid Office; Graduate School; Human Resources; Information Technology Services; Institutional Research; Institutional Equity & Diversity; Intercultural Relations; International Admissions; Leadership & Student Involvement; Military Connection Center; Parking Facilities; Peninsula Higher Education Center; Procurement Services; Real Estate Foundation; Recreation & Operations; Registrar’s Office; School of Cybersecurity; Stanton Endowment; Student Conduct & Academic Integrity; Student Engagement & Enrollment Services; Student Financial Aid; Student Health Service; Student Housing; Tech Talent Pipeline; Tri-Cities Center; Undergraduate Admissions; University Libraries; Strategic Communications & Marketing; University Operations; Upward Bound; V.P. for Research; Virginia Beach Higher Education Center; Virginia Modeling, Analysis & Simulation Center; Visa & Immigration Service Advising; Women's Center; and undefined.
2.1 Faculty Development

Faculty and Staff Satisfaction With CLT Workshops and Events

<table>
<thead>
<tr>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I believe that the session’s goals and objectives were achieved.</td>
<td>4.5</td>
</tr>
<tr>
<td>The session material was well organized and presented in an interesting manner.</td>
<td>4.5</td>
</tr>
<tr>
<td>The facilitator involved the participants in the session activities.</td>
<td>4.5</td>
</tr>
<tr>
<td>I believe that my participation in this session will have a positive impact upon my teaching.</td>
<td>4.4</td>
</tr>
<tr>
<td>I found this session to be valuable.</td>
<td>4.5</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td>4.5</td>
</tr>
</tbody>
</table>

Faculty Satisfaction With CLT Staff Support

<table>
<thead>
<tr>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and ability of the CLT staff.</td>
<td>4.7</td>
</tr>
<tr>
<td>Friendliness and courtesy of the CLT staff.</td>
<td>4.9</td>
</tr>
<tr>
<td>Effort and willingness of the CLT staff to understand and solve your problems.</td>
<td>4.8</td>
</tr>
<tr>
<td>Promptness and timeliness of the services provided by the CLT staff.</td>
<td>4.8</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td>4.8</td>
</tr>
</tbody>
</table>
2.2 FACULTY SUPPORT SERVICES

The Center for Learning and Teaching is available to support any faculty member in any college or department at Old Dominion University. CLT staff members are available by email, by phone, by online help request, by appointment, or by walk-in visit. Also, CLT offers a variety of online tools and resources through its web portal.

CLT's On Call Program and Faculty Support

CLT staff are assigned daily through a rotating On Call program to respond to faculty and staff phone calls, email messages, and online help requests. This program helps facilitate CLT’s commitment to responsive, accurate, and efficient support. CLT works in parallel with other university support services to direct faculty to the right resources.

During 2020, CLT staff received at least 1,726 documented direct contacts from faculty and staff by appointment, walk-in, email, phone, and online help request.

CLT Projects

- Consultations and Contacts – 1,726 completed
- Graphic Design – 96 projects related to faculty research and other initiatives
- Multimedia Production – 2 multimedia special projects
- Online Course Production – 64 courses (detailed in another section of this report)

Satisfaction With CLT Projects

CLT received feedback from 23 faculty members in connection with the 162 projects (multimedia, graphics, courses, etc.) completed by its staff in 2020.

<table>
<thead>
<tr>
<th>On a Likert scale of 1-5, where 5 is Strongly Satisfied, faculty and staff who completed evaluations reported:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and ability of the CLT staff</td>
<td>5.0</td>
</tr>
<tr>
<td>Friendliness and courtesy of the CLT staff</td>
<td>5.0</td>
</tr>
<tr>
<td>Effort and willingness of the CLT staff to understand and solve problems</td>
<td>4.9</td>
</tr>
<tr>
<td>Promptness and timeliness of services provided by the CLT staff</td>
<td>4.9</td>
</tr>
<tr>
<td>Overall, how satisfied are you with the quality of this project?</td>
<td>4.8</td>
</tr>
</tbody>
</table>

**Average** 4.9
2.3 COURSE PRODUCTION

During 2020, CLT instructional designers led teams of graphic designers, instructional technologists, multimedia designers, and programmers in the production of 64 online courses.

The following chart indicates the number of courses developed for 27 degree programs and initiatives across seven colleges and schools.

Online Course Production by College

<table>
<thead>
<tr>
<th>College/School</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and Letters</td>
<td>20</td>
<td>31%</td>
</tr>
<tr>
<td>Business</td>
<td>13</td>
<td>21%</td>
</tr>
<tr>
<td>Cybersecurity</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td>Education</td>
<td>11</td>
<td>17%</td>
</tr>
<tr>
<td>Engineering</td>
<td>5</td>
<td>8%</td>
</tr>
<tr>
<td>Health Sciences</td>
<td>2</td>
<td>3%</td>
</tr>
<tr>
<td>Sciences</td>
<td>11</td>
<td>17%</td>
</tr>
<tr>
<td><strong>Combined Total</strong></td>
<td>64</td>
<td>100%</td>
</tr>
</tbody>
</table>

64 Courses Produced
CLT administered its annual Faculty Innovator Grants, which encourage the University community to use technology in teaching, both in the classroom and beyond. CLT staff worked with 21 recipients on the completion of work for seven Faculty Innovator Grants awarded for 2020. Because of budget adjustments necessitated by the COVID-19 pandemic, CLT awarded no FIGs for 2021.
2.5 RESEARCH AND TEACHING

Service:

Ana Redstone, lead instructional designer, served as a member of the Riverside College of Health Careers Distance Advisory Board.

Presentations:


Ortiz, T. (March 2020). Document accessibility: SEES training. Workshop on how to create accessible documents (Word, PDF, PPT) used for course content. Created for Old Dominion University’s Student Enrollment & Engagement Services, Center for Learning and Teaching, and Information Technology Services.

Ortiz, T. (October 2020). Fostering inclusive pedagogy: Minimizing and removing barriers at the onset of design, presentation for Branch Alliance for Educator Diversity (BranchED).


Publications:

2.6 AWARDS

Service:
Chrysoula Malogianni, CLT assistant director. Alan Mandell Endowed Award—Instructional Design and Technology, Department of STEM Education & Professional Studies, Darden College of Education & Professional Studies, Old Dominion University.
Throughout 2020, Old Dominion University's Center for Learning and Teaching continued its mission: to support, promote, and enhance teaching, learning, and research; and to foster innovation.
For more information, please contact us:

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Norfolk, VA 23529

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