Behind the Scenes: Securing Success in Online Learning

A case study of Hibernia College

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Hibernia College

- Established in 2000, based in Dublin, Westport and London
- Primary focus: online and blended higher education and professional development
- Specialise in education and training of and for qualified teachers in Ireland and the UK.
- Also offer programmes in areas of health science, business, and IT.
- Collaborations with a number of universities
Organisational Structure

Hibernia College

- Academic Schools
- Knowledge Management Team
- IT and Systems
- Finance
- Academic Affairs Department
- Operations and HR
Staffing

- Skills and expertise
- Type of contract
- Research activity
- Training & development
Knowledge Management Team

Course Development

Learning Technologies

Student Support
Course Development

- Knowledge officers, designers, A/V technicians, onscreen reviewers, librarian, course library coordinator
- Plan design create online lessons
- Script interactive presentations, videos
- Devise assessments and MCQs
- Design templates
- Design and build interactions
- Develop audio, video and multimedia content
- QA test online content
- Maintain library - 86,000 e-books, 35,000 journals title
- Archive and back up – 5.8 million files – c. 9,000 lessons
Learning Technologies

• Coordinate R&D activities
• Maintain VLEs
• Set up and release average of 35 sessions a week (70 during peak)
• Set up c. 3,000 students and 200 staff and faculty each year
• Research capabilities of new tools and technologies
• Document and monitor processes
Technical Support

• Provide technical support for students, staff and faculty
• Set up and train students, tutors and staff members
• Coordinate between 50 and 70 live tutorials a week
• Ensure tutorials are available to students after the event
• Deal with student, faculty and staff queries that come in by live chat, phone, e-mail and through the helpdesk database
Teaching and Learning Strategy

- Asynchronous sessions
- Live online tutorials
- F2F workshops
COACT development framework

- As students progress through a topic they move along this continuum.
- They are required to perform tasks that involve:
  - Seeking out new information
  - Making critical judgements
  - Reflection and application to professional practice
Development phases

The content creation process is divided into four phases:

1. Schedules
2. Guidelines
3. Records
4. Planning
   Development
   Review
   Release
Quality Assurance Stages

Design → KO → OSR → Academic
Student Support

• Flexibility
  – Availability
  – Format
  – Location

• Nature
  – Academic,
  – Pastoral,
  – Technical,
  – Administrative
Recommended reading


Questions?