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Behind the Scenes: Securing Success in Online Learning

A case study of Hibernia College

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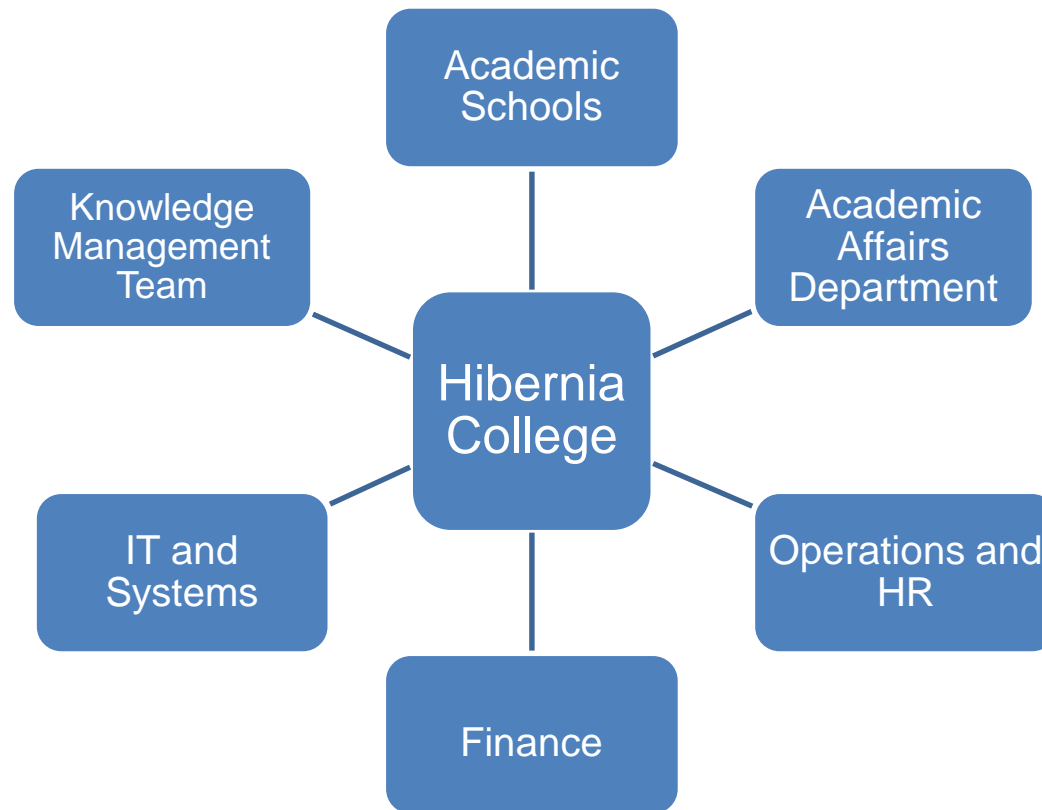
Live. Learn.

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



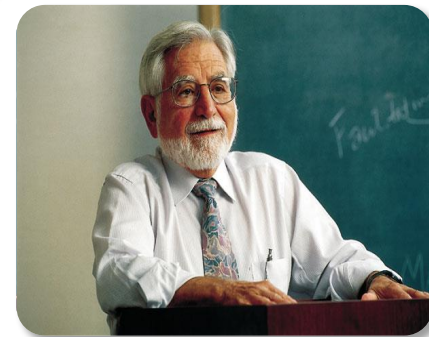
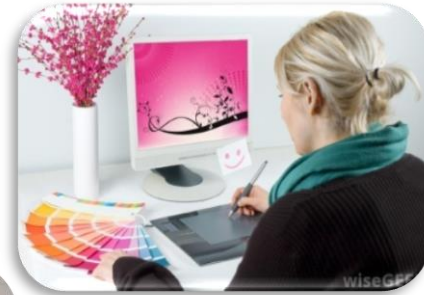
Organisational Structure





Staffing

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





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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

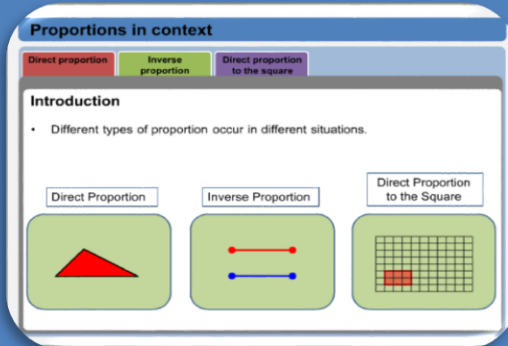
- Provide technical support for students, staff and faculty
- Set up and train students, tutors and staff members
- Coordinate between 50 and 70 live tutorials a week
- Ensure tutorials are available to students after the event
- Deal with student, faculty and staff queries that come in by live chat,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





Teaching and Learning Strategy

Asynchronous sessions



Live online tutorials



F2F workshops





Course Development Team



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



Quality Assurance Stages



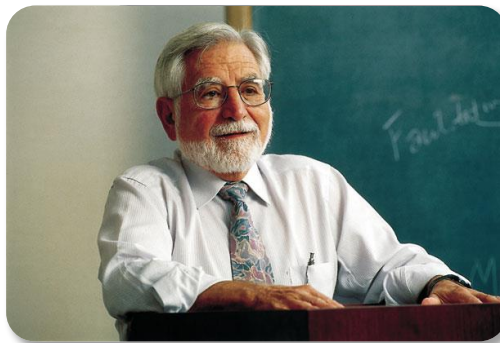
Design



KO



OSR



Academic





Student Support

- Flexibility
 - Availability
 - Format
 - Location
- Nature
 - Academic,
 - Pastoral,
 - Technical,
 - Administrative





Strategic Management



Recommended reading

- Ossiannilsson E, Williams K, Camilleri A & Brown M (2015) *Quality models in online and open education around the globe. State of the art and recommendations*. Oslo: International Council for Open and Distance Education - ICDE.
- Keith Williams, Karen Kear, Jon Rosewell, (2012) *Quality Assessment for E-learning a Benchmarking Approach* (second edition) EADTU



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Questions?