

Lock Haven University eCampus - Annual Report 2006-2007

I. Prepared by

Executive Director – Dr. Ellen P. (Paddy) O'Hara-Mays

II. Program Data

Appended are the following tables:

- Table 1. PASSHE Distance Education Enrollments
- Table 2. eCampus Activity
- Table 3. Program Data

III. Progress since Last Review

Program Growth (see Table 1, 2 & 3)

This year the target was to increase enrollments in distance education by 1000. Estimated enrollment growth indicates that we will meet or will exceed this target.

Faculty adoption of the courseware indicates that 54% of the teaching faculty are know using the system

Student users have increased as well to represent 82% of the student body having participated in either an eCourse or eCompanion .

Academic Programs

There are 49 online programs offered by the PA State System of Higher Education Universities in 2006-2007 (see appended list). Lock Haven University offers five of these programs.

1. Master of Education in Alternative Education
2. Master of Education in Teaching and Learning
3. Master of Liberal Arts
4. Associate of Arts in Criminal Justice
5. Associate of Science in Surgical Technology

Not mentioned as a program but important in the annual report are the available of 90% of the lower division general education courses.

There are also two programs offered via video-conference based technologies.

1. Masters of Health Science – Physician Assistant Studies
2. Associate of Science - Nursing

Technology Managed

The Office manages the following products in support of community outreach, distance education or classroom instruction. In addition the Office has development several products that support institution collaboration.

1. eCollege Course Management System
2. Sonic Foundry Mediasite Recorder and Server (Streaming solution)
3. Web Services – eCampus web site and SharePoint
4. Remote Access Technologies – Blackbird Internet KVM switch
5. FormMaker, Registration, eCommerce, and Data Collection
6. SNAP & SNAP online - Student Evaluations, Market Research, and Institutional Research
7. Footprints – Assessment and Helpdesk functions
8. Horizon Wimba – Web Conferencing
9. SMART Technologies Bridgit – Web conferencing, VGA captures and Helpdesk
10. Turning Point Response Systems for classroom instruction

IV. Outcomes Assessment Plans

Learning Outcomes Assessment Plan(s) are defined and measured by each academic program in consultation with its program advisory committee (refer to each department's annual report).

Technology Outcomes Assessment Plan are defined and measured by the eCampus staff.

The following strategic areas are addressed in the technology assessment plan:

eCollege Course Management System provided 24 x 7 access, 99.99% reliability and 24 x 7 helpdesk support in response to technical issues. Activity and helpdesk reports are collected weekly to update the staff on any recurring issues.

Video classrooms daily reports are posted by student assistants indicating the success of each class. The postings are broadcast to all video technicians for review and remediation.

V. Program Strengths

eCampus staff are obligate professionals reaching out to assist multiple campus constituencies. They provide service, support and training to the campus community to meet the growing technological demand.

eCollege as our provider of service, support and for course supplements and fully online courses. They continue to listen to our needs and make the appropriate modification to the product while creating a reliable hosted solution. eCollege recorded the following uptime percentage (based on calendar year calculations) of 99.91%.

VI. Areas in Need of Improvement

Please refer to the following attached documents.

Academic Plan needs to be reviewed by the academic leadership to both inform and support the on-going efforts (see five year review).

Assessment Plan is included to outline the areas where data is being collected daily, weekly or as required.

Complement Plan needs to include two additional staff positions. A secretary / Event Coordinator and a Mediasite / Video Technician (see appended list and diagram).

Facilities Plan needs to address the growth of the department and the special needs for production (see append list and diagram).

Technology Plan needs to address the transformational requirements of the course management system as it evolves into a learning management system with the addition of content manager, learning outcomes manager and portfolio integration.

Marketing Plan needs to be developed to support each program's marketing needs. This should include money and staffing for both the graduate and undergraduate admissions.

VII. Action Plan

Organize an advisory group and plan a retreat to address the areas mentioned in Section VI.

Discuss with Provost and Deans the programs they wish to delivery via distance education technologies.

VIII. Comments

Director

Provost or Vice President

Date

Date

Table 1. PASSHE - Distance Education Enrollments

University	1999-2000	2000-2001	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Bloomsburg			98	216	463	511	529
California	628	806	890	740	1343	5191	9569
Cheyney			9	19	2	0	42
Clarion	284	582	639	1454	1725	2418	3472
Stroudsburg				0	0	0	0
Edinboro	26	23	109	268	296	554	1034
Indiana	65	369	1035	2126	2444	3025	3903
Kutztown	381	522	733	822	657	667	611
Lock Haven	74	164	596	962	1353	1617	1997
Mansfield	151	419	1310	2130	2899	2923	3361
Millersville	61	69	184	352	761	1103	2002
Shippensburg	49	174	203	479	912	1327	1458
Slippery Rock	7	380	486	1698	1171	1534	1706
West Chester	370	236	450	330	197	432	229
Total	2096	3744	6742	11596	14223	21302	29913

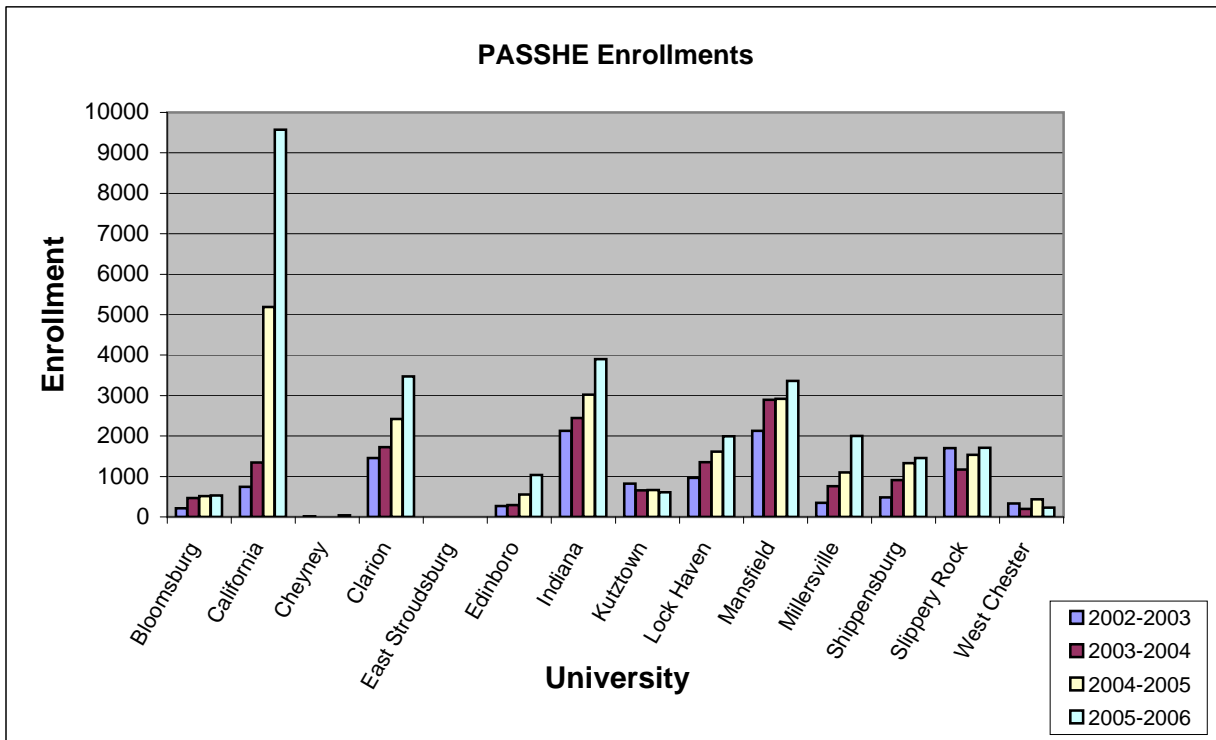


Table 2. eCampus Activity 2005 - 2007

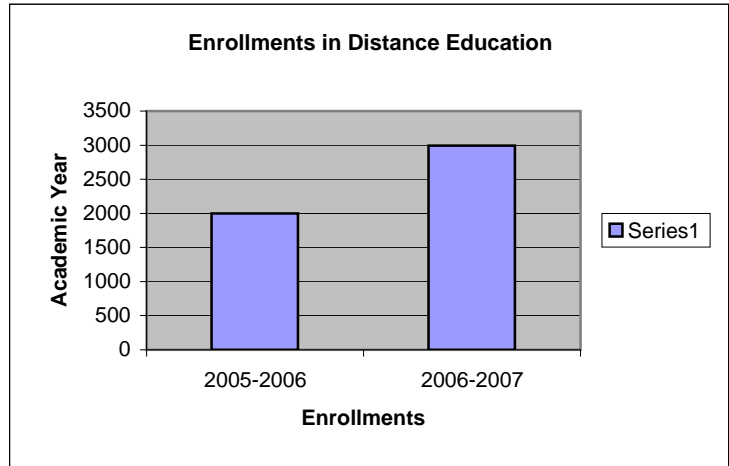
eCollege Courseware		
Unduplicated Headcount Summary		
Faculty	2005-2006	2006-2007
S1 eCourse	13	25
S2 eCourse	11	12
SU eCourse	1	1
SU eCompanion	9	20
FA eCourse	14	21
FA eCompanion	69	64
SP eCourse	15	23
SP eCompanion	66	74

Unduplicated Headcount Summary		
Students	2005-2006	2006-2007
S1 eCourse	275	346
S2 eCourse	192	223
SU eCourse	7	15
SU eCompanion	130	412
FA eCourse	300	491
FA eCompanion	3442	2867
SP eCourse	331	504
SP eCompanion	3204	3606

Course Sections	2005-2006	2006-2007
S1 eCourse	19	27
S2 eCourse	13	15
SU eCourse	1	1
SU eCompanion	14	33
FA eCourse	25	39
FA eCompanion	210	211
SP eCourse	29	32
SP eCompanion	212	268
Totals	523	626

eCampus Online Enrollments		
Enrollments	2005-2006	2006-2007
S1 eCourse	571	661
S2 eCourse	283	283
SU eCourse	0	0
FA eCourse	431	644
FA eCompanion	5375	4223
SP eCourse	443	642
SP eCompanion	5300	6736

Total Distance Education Enrollments			
Enrollments	2005-2006	2006-2007	
Web FA & SP	874	1325	
Web Summer	416	925	
ITV FA & SP & SU	707	742	Difference
Total	1997	2992	995



Unduplicated Headcounts for Academic Year

	LHU Faculty	Users	
Faculty Users	252	127	50.40%
	LHU Students	Users	
Student Users	5175	4350	84.06%

Enrollments / student

- 1.31
- 1.47
- 1.27
- 1.87

Video Classroom Enrollments		
Enrollments	2005-2006	2006-2007
S1	33	18
S2	10	18
SU	246	246
FA	210	282
SP	208	186
Totals	707	750
Course Sections	2005-2006	2006-2007
S1	4	4
S2	2	2
SU	7	7
FA	29	28
SP	23	17
Totals	65	58

Non-credit Enrollments		
Enrollments	2005-2006	2006-2007
Act 48 reporting	248	51
Special Training	92	0
CLS	4	3
ICC	7	0
MCT	1	10
Gaitlin		12
University Days FA	291	186
University Days SP	52	264
	343	526

Table 3. Program Data

FTE Faculty Participating in Distance Education			
Arts and Science (Total FTE)	2005-2006	2006-2007	FTE DE Faculty
Art	6.0	5.0	0.00
Biological Sciences	12.0	12.5	0.13
BusAdmin/CompSci/IT	12.0	12.0	0.00
Chemistry	8.0	8.0	0.13
Communication/Philosophy	15.0	15.0	0.50
Criminal Justice	6.3	5.8	1.00
English	20.0	20.3	0.63
Foreign Languages	7.6	5.3	0.00
Geology/Physics	9.3	9.5	0.00
Hist/PoliSci/Econ	18.5	18.3	1.38
Mathematics	12.0	12.0	0.25
Performing Arts	11.7	11.8	0.50
Psychology	13.5	12.0	0.38
Soc/Soc/Work/Geog/Anth	11.0	11.0	2.25
Total	162.8	158.4	7.1
Education & Human Services (Total FTE)	2005-2006	2006-2007	FTE DE Faculty
Acad Devel & Couns	12.5	13.0	0.00
Educational Foundations	5.0	5.0	0.25
Elementary Ed/Foundations	9.3	9.4	0.25
Health & PE	14.0	14.0	0.38
Health Sciences	19.0	18.0	1.25
Nursing	8.4	6.8	0.00
Recreation	7.0	8.0	0.13
Spec Ed/Early Child	10.0	9.0	0.00
PA			0.13
Total	85.23	83.20	2.38
Graduate Studies (Total FTE)	2005-2006	2006-2007	FTE DE Faculty
Alternate Education	3.0	3.0	3.0
Liberal Arts	1.0	1.0	1.0
Physician Assistant	6.8	6.8	6.8
Teaching and Learning	2.0	2.0	2.0
Total	12.8	12.8	12.8
Total FTE			22.25

Students Participating in Distance Education		
Major	2005-2006	2006-2007
Undergraduate		
Cont Ed (Undergrad)	159	172
Criminal Justice BS	357	392
General Studies BS	9	10
Nursing ASN	101	74
Paralegal Studies BS	6	8
Surgical Technology AS	19	17
Graduate		
Alternate Education	59	67
Cont Ed (Grad)	83	42
Liberal Arts	24	26
Physician Assistant	87	88
Teaching and Learning	59	64

DE % unknown
 DE % unknown
 DE % unknown
 DE % unknown
 DE % unknown
 DE % unknown
 DE % unknown

Program Graduates		
Graduate	2005-06	2006-07*
Alternative Education	24	27
Liberal Arts	10	12
Physician Assistant	37	50
Teaching and Learning	24	18



PA State System of Higher Education
Distance Education Programs
Academic Year 06-07

49 Online Degree Programs

Offered by 9 PASSHE Universities

Bloomsburg University

1. Master of Science in Instructional Technology – Education track
2. Graduate Certificate in Managerial Decision Making
3. Graduate Certificate in eLearning

California University of Pennsylvania

1. Master of Education Administrative Program for Principals
2. Principal Certification
3. Superintendent's Letter of Eligibility
4. Master of Science in Exercise Science and Health Promotion (4 tracks)
5. Master of Law and Public Policy (2 tracks)
6. Master of Arts Teaching
7. Master of Arts in Tourism Planning and Development
8. Master of Science in Sport Management Studies
9. Bachelor of Science in Sport Management: Wellness and Fitness Track
10. Bachelor of Science in Science and Technology: Legal Studies
11. Post-Master Certification in Exercise Science and Health Promotion (4 tracks)

Clarion University

1. Master of Science in Library Science (Rural cohort – Media Certification cohort)
2. Master of Science in Rehabilitative Science
3. Master's in Business Administration
4. Bachelor of Science in Nursing – RN to BSN Completion Program
5. Associate of Arts: Arts and Science
6. Associate of Arts in Early Childhood Education
7. Certificate in Instructional Technology
8. Graduate Secondary Teacher Certification Program
9. Bachelor of Science in Liberal Studies – Concentration in Library Science
10. Master of Science in Mass Media Arts and Journalism

Edinboro University

1. Graduate Certificate in Character Education
2. Graduate Certificate in Palliative & End of Life Care
3. Master of Education in Educational Leadership
4. Master of Education in Elementary Education *– (2 tracks)

5. Master of Education in Reading*
6. Master of Education in Special Education*
7. Post Master's K-12 Principal Certification
8. Letter of Eligibility for Superintendent/Assistant Superintendent and IU Executive Director

* Includes brief, one-time summer residency

Indiana University of Pennsylvania

1. Master of Science in Safety Sciences, Technical Track*
2. Graduate Certificate of Recognition in Safety Sciences

*Includes brief summer residency

Lock Haven University

1. Master of Education in Alternative Education
2. Master of Education in Teaching and Learning
3. Master of Liberal Arts
4. Associate of Arts in Criminal Justice
5. Associate of Science in Surgical Technology

Mansfield University

1. Master of Education in School Library and Information Technologies
2. Master's of Science in Nursing Education
3. Bachelor of Arts in Art History – Completion Program (art history courses online only)
4. Bachelor of Science in Nursing – RN to BSN Completion Program (nursing courses online only)

Millersville University

1. Master of Emergency Management

Slippery Rock University

1. Master of Science Program in Parks and Resource Management
2. Bachelor of Science in Nursing – RN to BSN Completion
3. School Nurse Certification
4. Case Management in Nursing Certification
5. Master of Education in Special Education - Supervisor of Special Education Certificate

eCampus Planning

Academic Plan for the eCampus

Summer 2007 a retreat is planned to review the eCampus and the direction of program development and support. Below are programs that have been brought to the Director's attention but have not been endorsed by the academic leadership. In preparation for this discussion the Director has prepared a diagram of current health care professions and will prepare another for the education professions to facilitate the planning process. The planning for the Lock Haven University eCampus will be on-going over the course of the next academic year. Departments will be solicited to offer programs meeting the needs of non-traditional students. These programs will be offered through synchronous and asynchronous web-based technologies. Below are listed of initiatives that have been discussed as opportunities.

Program development will include: a curriculum map outlining the smooth transition from certificate program to associate degree program to bachelors completion programs to masters programs. (concept of the Educational Ladder)
This curriculum map will demonstrate how a non-traditional student can enter into or complete a program of study with-in a three year cycle.

Masters Degree Programs

Academic Goals	Action Plan	Steps To Be Taken	Date
Development of Masters Degrees	Masters of Education – Educational Leadership "New Program"	Letter of Intent has been submitted. Proposal submitted. Implementation	2004/2005 2006-2007 ?
	Masters of Education – Urban Education "New Program"	Letter of Intent has been submitted.	2004/2005
	Masters of Arts – College Teaching "New Program"	Letter of Intent will be submitted.	2005/2006
	Masters of Science – Instructional Technology "New Program"	Letter of Intent will be submitted.	2005/2006

	Masters of Arts – Rural Leadership “New Program”	Letter of Intent will be submitted.	?
	Masters of Science – Sports Administration “New Program”	Letter of Intent will be submitted.	?
	Masters of Health Science – Physician Assistant Studies Urban Medicine “Extension of program”	Harrisburg Initiative	?
	Masters of Education in Special Education “New Program”		

Bachelors Degree Programs

Academic Goals	Action Plan	Steps To Be Taken	Date
Development of Bachelor	Bachelor of Science – General Studies “Existing Degree Program”	Under discussion.	2006/2007
	Bachelor of Science – Criminal Justice “Existing Degree Program”		
	Bachelor’s of Science Nursing “New Program”		
	Bachelors of Health Science – Community Health Track “Existing degree program”		

Associate Degree Programs

Academic Goals	Action Plan	Steps To Be Taken	Date
Associate Degrees – Program Development	Associates of Arts – Criminal Justice “Existing Degree Program”		
	Associates of Arts – General Studies “New” Program	Letter of Intent will be submitted	
	Associate Degree - Nursing “Online format”		
	Associate of Science – Surgical Technology “Online format”		

Certificate Programs

Academic Goals	Action Plan	Steps To Be Taken	Date
Certificate Programs – Program Development	Certificate of Completion – General Studies		
Teacher Certification	Development of online program		
Office Skills and Technology			

Other Programs

Academic Goals	Action Plan	Steps To Be Taken	Date
Summer School	Online or Web-casted programs		

Partners

Academic Goals	Action Plan	Steps To Be Taken	Date
Develop Collaborations	High School programs		
	Mansfield Foreign Language – French course exchange		

Health Care Professions

Friday, February 09, 2007

Master Degree Program

Physician Assistant
Master of Health Science
Tracks in...
Rural Primary Care
Corrections Medicine
Urban Medicine

Bachelor Degree Programs

Health Science
Bachelors in Health Science
Tracks in
Athletic Training
Community Health
Pre-Physician Assistant (3+2)
Pre-Physical Therapy (3+3)
Pre-Professional

Nursing
Bachelors in Nursing

Natural Sciences
Bachelors in Biology-Chemistry
Track in...
Medical Technology

Recreation Management
Bachelors in Recreation Mgt
Track in...
Fitness Management
Therapeutic Recreation

Health & Physical Education
Bachelors Science in Education

Associate Degree Programs

Health Care Professions
Assoc of Applied Science

Nursing
Associate of Science

Surgical Technology
Associate of Science

Pre-Professional Tracks

Health Science
Concentrations in...
Biomechanics
Cardiac Rehabilitation
Exercise Physiology
Occupational Therapy
Pre-Physical Therapy
Pre-Physician Assistant

Natural Sciences
Concentrations in...
Pre-Medicine
Pre-Dentistry
Pre-Pharmacy
Pre-Veterinary

Assessment Plan

Learning Outcomes Assessment Plan(s) are defined and measured by each academic program in consultation with its program advisory committee (refer to each department's annual report). The items below are measured by the eCampus staff.

Management of Technology Assessment Plan(s)

Area of Responsibility	Assessment Activities	Frequency of Assessment	Assessment Date
Online Programs	Accreditation Software Features Review Student Evaluations Peer Evaluations Faculty Satisfaction Survey Technology Evaluation Users luncheon Course Development Review	Site visits as per program Annual Semester Semester Annual Weekly Annual Semester	Program schedule March each year 13 th week of sem. As required May May May On-going
Video-based Programs	Accreditation Classroom Inventory Student Evaluations Peer Evaluations Faculty Satisfaction Survey Technology Evaluation Users luncheon	Site visits as per program Annual Semester Semester Annual Weekly Annual	Program schedule 1 st week of semester 13 th week of sem. As required May May May
Extended Campus	Partnership Agreements	Annual	On-going
eLearning Technology	Classroom Assessment Courseware Features Conference software Web-casting software Assessment software Review of Needs	Annual Annual Annual Annual Annual	Summer March On-going On-going On-going May
Professional Development	Distance Education Orientations Needs Analyses for training eCertification Courses	One on One & University Days events Annual Annual	Daily May Monthly Offerings

Area of Responsibility	Assessment Activities	Frequency of Assessment	Assessment Date
Financial	Cost Analysis Budget Review	Annual Per Program	Summer On-going

Area(s) of concern

The recognition of the eCampus as an entity with in the university is a major area of concern and need to be addressed. The following outline shows areas that need to incorporate the special needs of the eCampus.

I. Integration of eCampus Activities into University Activities

A. Admissions

1. Graduate Program needs (specifically marketing)
2. Undergraduate Program needs (specifically marketing)
3. Identify online students for reporting and tracking purposes.

B. Accounting

1. Contracting
 - a. eCampus
 - b. Collaboratives
 - c. Purchasing
2. Student Technology Fees
3. Budget Development

C. Bursar

1. Tuition and Fee Structure
 - a. High School Student Fee Structure
 - b. Online Student Fee Structure
 - c. Out-of State Student Fee Structure
 - d. Bundled Tuition and Fees
2. CareerLink Student Contracts
3. Course Exchange Payments /Reimbursements

D. Financial Aid

1. Full-Time Student Status
2. Part-Time Student Status

E. Registration

1. Matriculating students

2. Walk-in Registration

F. Summer School

II. Financial Plan

A. Business Planning for Each Program

B. Marketing Plan for each program

C. Technology Plan for Delivery

Complement Plan

The eCampus is severely understaffed for what it is trying to accomplish. Office coverage is provided by student assistants creating a less than professional impression. This could be improved by having a secretary / event coordinator who would be able to answer questions concerning course and program availability.

We are now producing 25 hours a week of video based programming. The director is coordinating the video capture and the course developer is coordination the editing with only student help. There needs to be an additional staff member that can assist with this growing task.

The director needs to be able to concentrate on program growth and development but is tying down to the daily production activities.

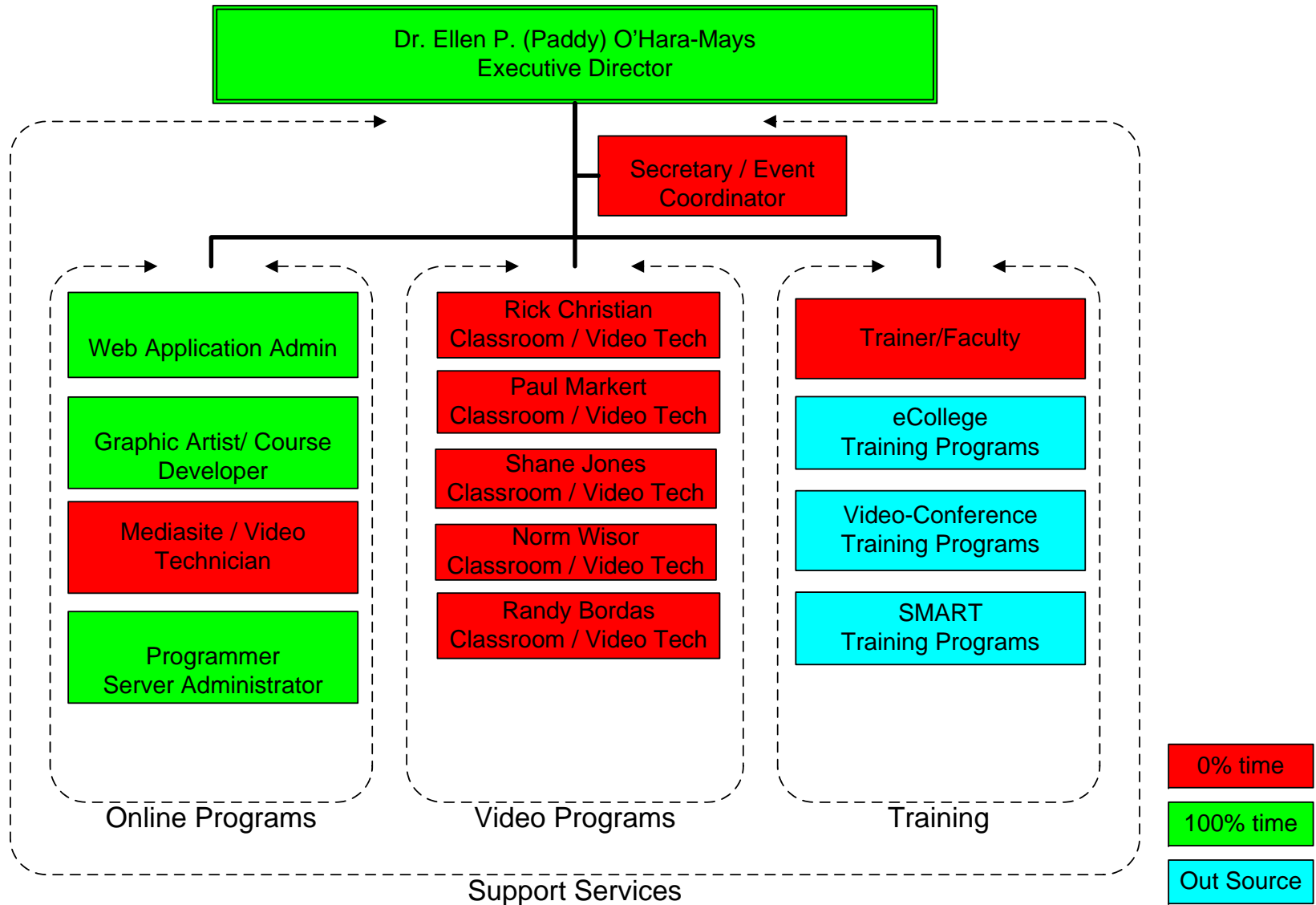
Please review the attached documents for more information.

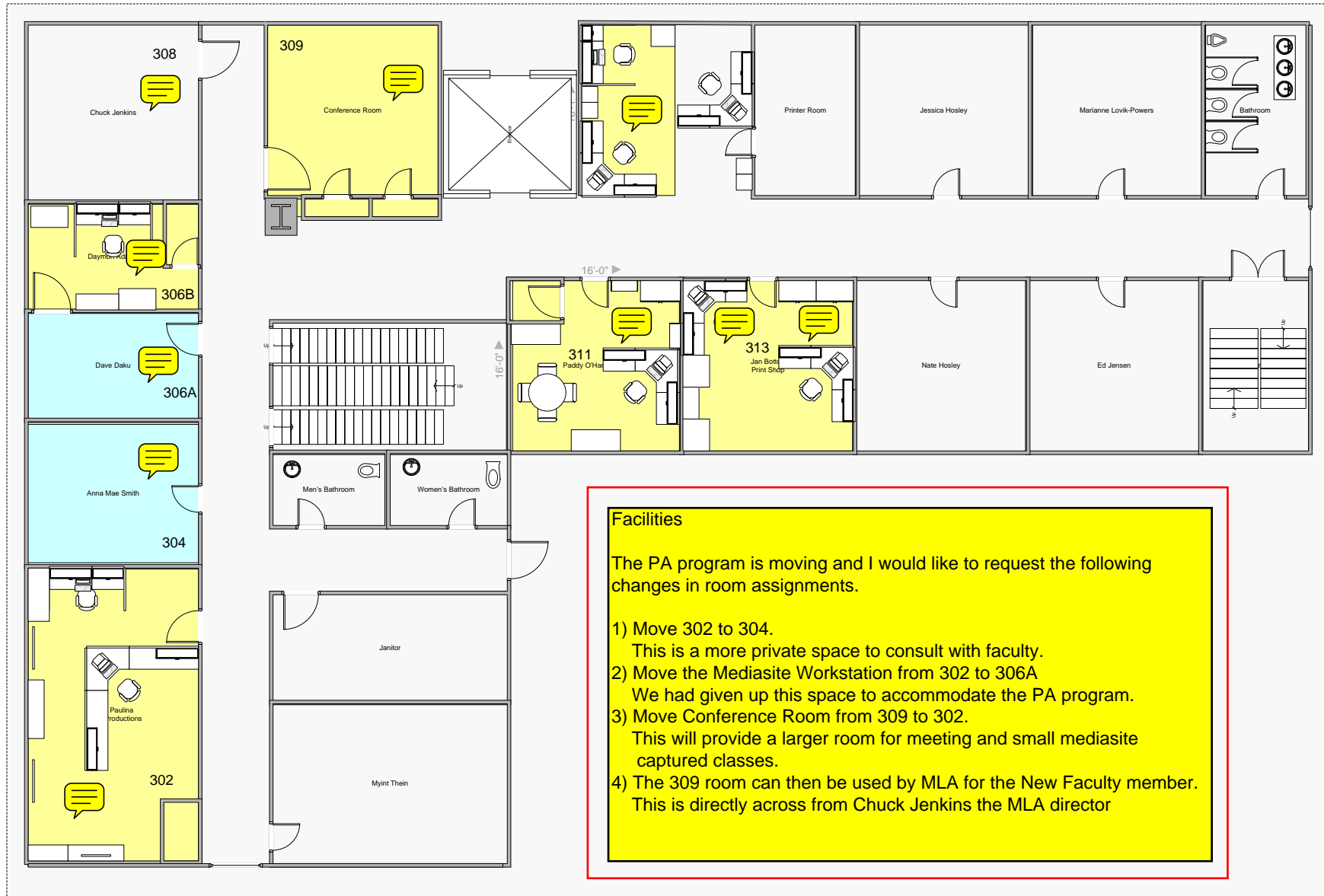
Facilities Plan

The eCampus is housed in the Court House Annex building. A request has been made to move offices to improve the efficiency of the workplace. The administration has been unwilling to act on the recommendation. This recommendation needs to be reviewed and resolved immediately. In addition there have been planning documents proposed that would close the Court House Annex building. This would require a move of the office, to be proactive provided is a departmental requirements document (see attached).

Providing support to the on-campus DE classrooms has been solved through the creative use of remote access technologies. The classrooms are manned by student assistants and technical issues are addressed by the technical staff in the computing center.

eCampus Complement





Facilities Needs for the eCampus

Position/Room	Sq. Ft.	Phone	Fax	Network	Other/Further Explanation	Current Person/Primary User
Exec Director	200	(1) 6-line	1	1	Comcast cable modem	
Secretary / Event Coordinator	100	(1) 2-line	1	1		N/A - Student workers
Web App. Admin	100	(1) 2-line	0	1		
Graphic Artist / Course Builder	100	(1) 2-line	0	1		
Mediasite / Video Tech	100	(1) 2-line	0	1		N/A currently filled by Grad Assts
Server Admin / Programmer	100	(1) 2-line	1	1		
Grad Asst. 1	60	0	0	1		
Grad Asst. 2	60	0	0	1		
Student Employee	60	0	0	1		
Print Shop/Supply Room	100	0	0	3	1 large paper cutter, 1 larger laminator, 2 large supply cabinets. (3) Networked printers: large poster printer, color laser printer, B&W laser printer	
Media Center	100	0	0	1	Production workstation, CD/DVD duplicator, video editing equipment	
Conference / Video Studio	200	1	0	2	Studio /Conference room for captures of Faculty presentations	
Server Room	100	0	0	?	Cabinet, Back-up power, Internet	
TOTALS	1380	5	3	15		

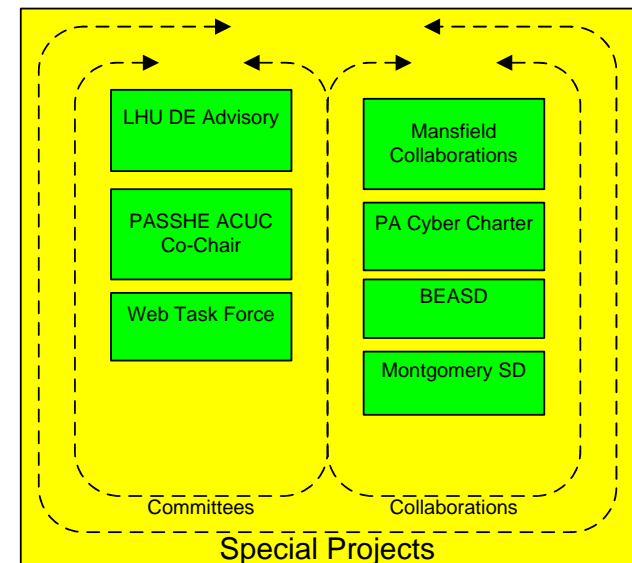
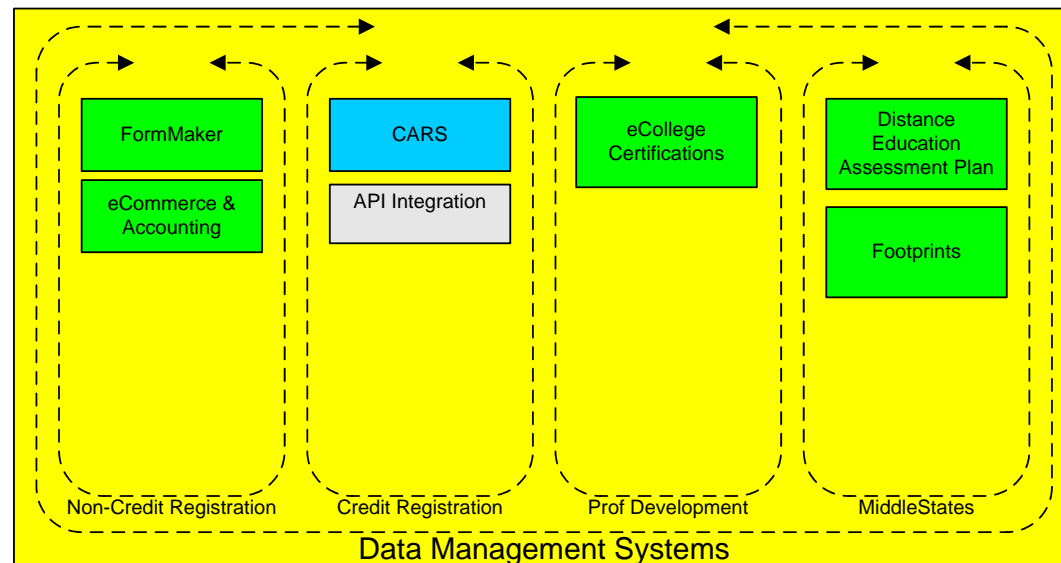
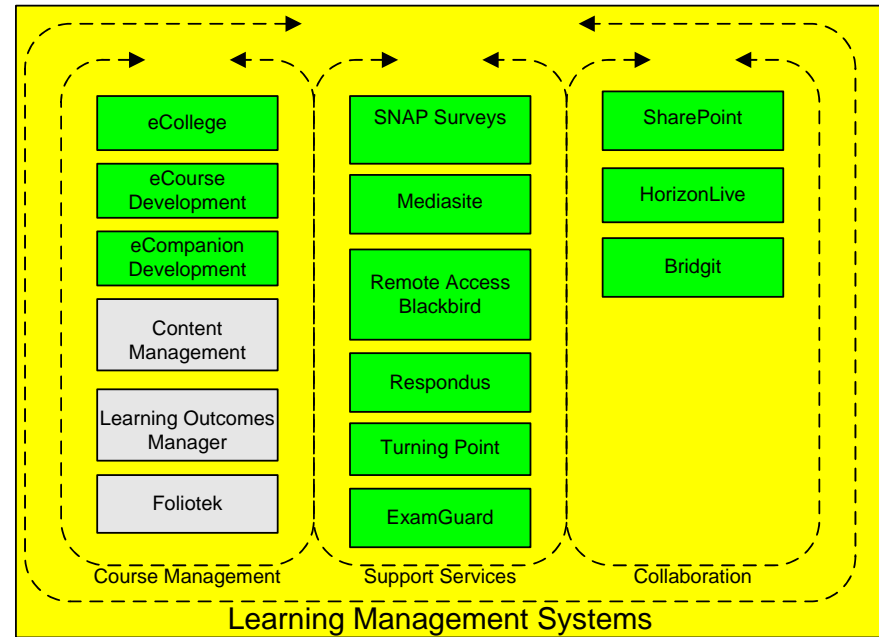
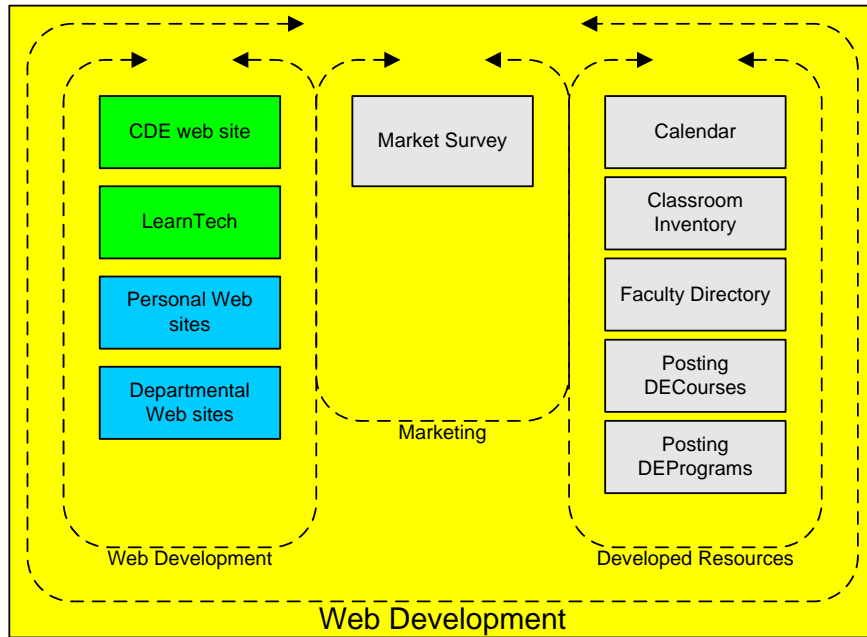
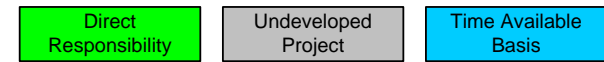
Technology Plan for the eCampus

Technology changes rapidly in the eLearning environment. To plan for implementation of new technologies is difficult under ideal conditions. There needs to be a mechanism found where the academic leadership gets more involved or at least better understands how technology is implemented, the support requirements and training costs.

Technology Goals	Action Plan	Steps To Be Taken	Date
Courseware	LHU eCollege Campus	Install Content Management System Install Program Intelligence Manager Install Learning Outcomes Manager	Spring 2008
Technology Resources	Blended Learning Solutions	Mediasite	Add additional recorders – PA program CLFD
Classroom Development (Video Conferencing)	Continuous Quality Improvement – Classroom Technologies	Review Status of Existing Classrooms Technology Upgrades – review & implementation schedule Tech Plan for Harrisburg site underdevelopment	2006/2007 2006/2007
Site Development	(Healthcare Facilities – Harrisburg)	Plan for Harrisburg site	2005/2006

eCampus

Supported Products and Projects



I. Technology Plan

- A. Courseware (Selection/Commitment)**
- B. Technology Resources (Mediasite, Bridgit, Survey, etc.)**
- C. Classroom Development (Video Conferencing)**
- D. Site Development (Healthcare Facilities – Harrisburg)**

II. Delivery

A. Video Conferencing

1. Branch campus activities
2. Higher Education Councils
3. Healthcare Facilities (Dubois & Mount Nitany)
4. Harrisburg (Dixon or Outreach site)
5. International sites

B. Web-based

1. LHU eCollege Learning Management System
2. Bridgit/Mediasite/HorizonLive

C. Blended Learning

1. Bridgit interactive learning
2. Mediasite broadcasts

Marketing Plan

The university currently markets the university not individual programs. To grow new programs and areas that are not part of our traditional market the marketing efforts need to change to address the marketing of programs. These monies need to be allocated to the eCampus. A detailed plan needs to be developed for each new program.