



# THE CITADEL

CENTER FOR EXCELLENCE AND  
INNOVATION IN TEACHING,  
LEARNING, AND DISTANCE  
EDUCATION

## ANNUAL REPORT 2022-2023



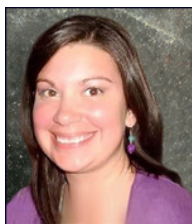
# CEITL & DE Staff and Faculty Fellows

## CEITL & DE Staff



**Diana Cheshire, Ph.D.**

Assistant Provost for Teaching and Learning Director CEITL&DE



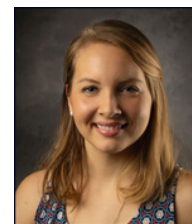
**Jessica Higdon, Ed. D.**

Instructional Designer and Technologist II



**Emily Carver, M.Ed.**

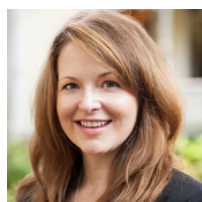
Instructional Designer and Technologist I



**Danielle Recinos, M.A., M.S.**

Instructional Designer and Technologist I

## Senior Faculty Fellows in Residence 2022-2023



**Alyson G. Eggleston, Ph.D.**

English, Fine Arts, & Communications



**Tim Mays, Ph.D., P.E.**

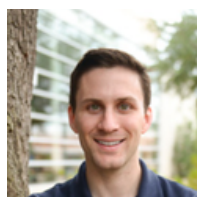
Civil and Environmental Engineering

## Faculty Fellows for 2022-2023



**Patrice Capers, Ph.D.**

Biology



**John Egan, Ph.D.**

Leadership Studies



**Sean Fourney, Ph.D.**

Public Speaking Lab



**Simon Ghanat, Ph.D.**

Civil and Environmental Engineering



**Andrea Gramling, M.S.**

Biology



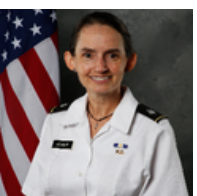
**George Grieve, Ph.D.**

Health and Human Performance



**Kristen Hefner, Ph.D.**

Criminal Justice



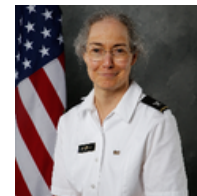
**Kristy Johnson, Ph.D.**

Department of Biology



**Stephanie Laughton, Ph.D.**

Civil and Environmental Engineering



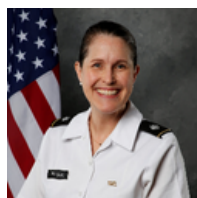
**Suzanne Mabrouk, Ph.D.**

Chemistry



**Shannon McKenzie, M.Ed.**

Student Success Center



**Deirdre Ragan, Ph.D.**

Mechanical Engineering



**Emily Sherwood, Ph.D.**

Literacy Education



**George Williams, Ph.D.**

Counselor Education



**Kimbo Yee, Ph.D.**

Health and Human Performance

# Overview

The Center for Excellence and Innovation in Teaching, Learning, and Distance Education (CEITL&DE) had a record year for the evaluation of online programs, training, and development. The number of faculty that participated in the Citadel Online Review process expanded again exponentially. Our New Faculty Orientation, Quality Online Teaching (QOT) training courses, Professional Reading Series, and Faculty Development offerings continued to be successful in supporting faculty teaching face-to-face and online. The following report will further highlight achievements as aligned with the centers' mission, vision, goals and outcomes.

## Mission

The mission of the Center for Excellence and Innovation in Teaching, Learning, and Distance Education is to engage and support faculty and staff to create and integrate transformative experiences to advance student learning at The Citadel.

## Vision

The CEITL&DE fosters an institutional culture of learning-centered and evidence-based practices to provide a model for world-class leadership in teaching and learning.

## Strategic Plan Goals and Outcomes

Goal 1: Promote Excellence in Teaching and Learning.....	p.4
Goal 2: Enhance Faculty and Student Experience and Engagement.....	p.6
Goal 3: Cultivate Climate of Innovation for Teaching and Learning.....	p.8
Goal 4: Advance Citadel Online.....	p.9
Goal 5: Extend Scale of Offerings and Resources.....	p.12



# GOAL 1

## Promote Excellence in Teaching and Learning

### Quality Online Teaching (QOT) Training

#### Foundations and Best Practices Certificate



**QOT 1: Canvas Fundamentals**

**QOT 2: Best Practices in Teaching Online**

**QOT 3: Curriculum Mapping, Alignment, and Parity**

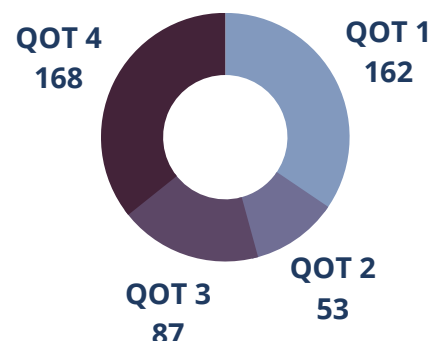
**QOT 4: Best Practices in Assessment**

The Quality Online Teaching (QOT) program provides the knowledge and skills required for faculty members to design and develop their face-to-face and online courses. It includes four 1-hour sessions and is required for all faculty.

Over  
**2,000**  
QOT attendees  
to date

*Thank you! I learned a great deal. Those classes were extremely valuable to me as a new faculty member. You and your team do a great job!*  
-Jeffrey DiPasquale  
Business Professor

2022-2023 QOT Attendees



### Monday Morning Mentor Programming

CEITL&DE augmented its face-to-face and online offerings with Monday Morning Mentor programming. Each week throughout the academic year, faculty members enjoy access to 20-minute professional development packages that cover a variety of timely topics. In addition to an engaging online video, each session also includes Microsoft PowerPoint handouts, a transcript, and other supplemental materials.

#### Sample of Sessions Offered

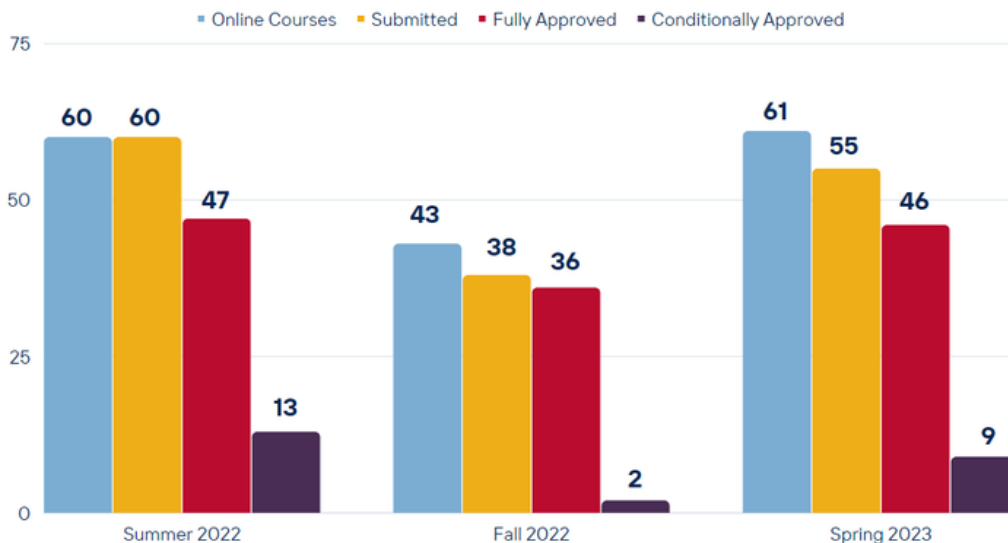
- How can I structure class discussions to maximize student engagements
- How can I engage students during a synchronous online class?
- How can I apply a resilient mindset to my teaching practice?
- How do I go beyond the basics of Universal Design for Learning?

# Citadel Online Course Reviews

Quality Matters (QM) is a research-based, faculty-centered, peer-review model for continuous improvement in online courses. It includes 42 standards that serve as a national benchmark for online course design. Over 100,000 members and over 1,600 member institutions in the US and internationally use Quality Matters.



Several years ago we began the process of evaluating our online courses by conducting mandatory online course reviews aligned with QM Standards. The review process requires that faculty members build their courses fully within Canvas, complete a form that provides general information about their online course outcomes, structure, and organization, and submit a parity table that details their course instructional contact hours. CEITL&DE staff and CEITL&DE Faculty Fellows use the Quality Matters rubric to assess each course. Our goal is to have 100% of all online courses that are submitted for review meet 100% of the rubric standards.



*I appreciate your help and continued support to make our student's learning experiences better each day.*

*-Arpit Sharma  
Business Professor*

*Thank you for your willingness to always assist when needed....You are the best!*

*-Gail Gilmore  
Education Professor*

# GOAL 2

Enhance Faculty and Student Experience and Engagement

## Freshmen Virtual Orientation



- Virtual with mobile app functionality
- Introduces new cadets to opportunities, resources, & cadet life
- Aids in retention

*The Citadel's Virtual Fourth-Class Orientation*, developed using Canvas' online and mobile app functionality, is an online orientation for incoming freshmen cadets. This tool's primary function is to support students as they transition to The Citadel, but it is also designed to increase enrollment and retention by introducing potential cadets to life at The Citadel and the opportunities and resources available to them. *The Citadel's Virtual Fourth-Class Orientation* is a collaborative effort between Academic Affairs, Undergraduate Cadet Admissions and CEITL&DE.

The orientation covers six key areas:





# New Faculty Orientation and Training

## New Faculty Monthly Training Themes

Bloom's Taxonomy and Active Learning

Classroom Management

Course Outcomes and Alignment

Foster a Growth Mindset in Students

Strategic Planning

Supporting Students with Disabilities

Communication, Writing, and Student Support

New Teaching and Learning Technologies



New Faculty Orientation 101 is designed to help new instructors navigate their first year at The Citadel and develop community with other faculty members. Over the course of the year, new instructors attend an initial training before classes start in August followed by monthly workshops covering a variety of topics (see graphic). New instructors are also assigned mentors outside of their respective schools. CEITL & DE also observes each new faculty member teach at least once in their first year to provide feedback and support.

**69**  
New Faculty & Adjuncts  
Trained from  
**23**  
Departments

*It is always a pleasure and joy to work with CEITL-DE team members. Your attitudes and behaviors are always very positive, welcoming, and respectful to all people. I admire the genuineness, helpfulness, and collaborative spirit!*  
-George Williams  
Education Professor

*Thanks so much for your continuing ongoing support. I really appreciate your office's support.*  
-Emily Sherwood  
Education Professor

*Thank you again for your time and constructive feedback on my teaching! I will surely reflect on your suggestions in my future classes to offer better learning environment to my students.*  
-Alex Gang  
Health and Human Performance Professor

# GOAL 3

## Cultivate Climate of Innovation for Teaching and Learning

### Professional Reading Series (aka Book Club)



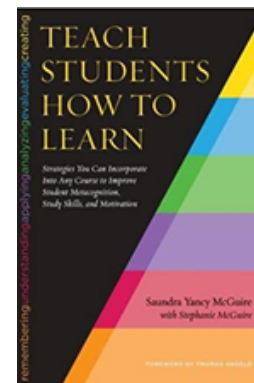
The Professional Reading Series promotes the idea that effective, student-centered teaching and learning requires a commitment not only to improving and assessing one's daily practice but, also, to dedicating time and energy to reading and reflecting upon pedagogical best practices and emerging educational technologies.

**16**

Faculty and Staff  
Departments  
Participated

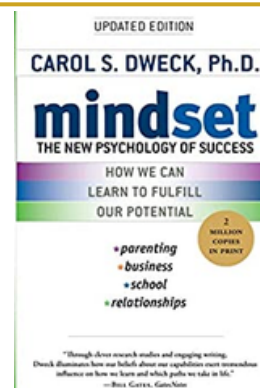
#### Fall 2022

*Teach Students How to Learn* gives instructors strategies they can incorporate to teach students how to learn so they can significantly increase their learning and performance and create students who begin to think critically and take responsibility for their learning.



#### Spring 2023

*Mindset: The New Psychology of Success* discusses the simple but groundbreaking idea: the power of mindset. Research has shown that it's possible to teach students how to develop a growth mindset – as a result, student engagement and performance can markedly improve.



### Canvas Resource Courses

#### Faculty Resource Course

**659**

Faculty currently enrolled

#### Student Resource Course

**8,217**

Students & Faculty currently enrolled

**2,022**  
Sandboxes

Spaces for developing course materials

**137**

Resource Courses

Spaces for departmental, student & resource sharing

**17**

Professional Development Courses

**11**

Placement Courses



# GOAL 4

## Advance Citadel Online

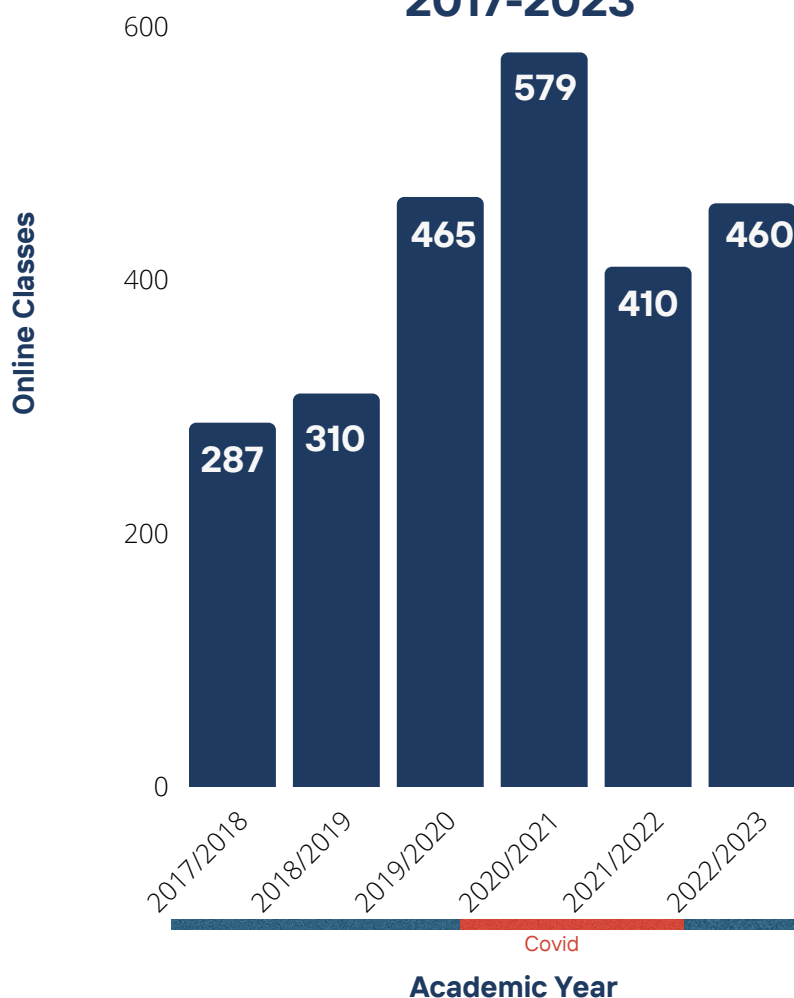
### Canvas (LMS) Management

Canvas continued to be an essential tool for our campus. The graph below shows the number of online courses hosted in the LMS since the 2017-2018 AY. It should be noted that all courses were moved to an online format in the Spring of 2020 and many remained online or hybrid through the Fall of 2020. The return to normal operations is reflected in the numbers below along with an increase in online courses offered.

In addition to online courses, many face to face (F2F) and resource courses are hosted in Canvas. As of March 2023, 9,536 courses are active in the Canvas LMS. This includes: online, face-to-face, hybrid, resource, and sandbox courses.

### Online Classes

2017-2023



**4,570**

**Total Users  
in Canvas**

**18,200+**

**Courses in  
Canvas**

Assignments:

**133,484**

Discussion Topics:

**70,178**

Files Uploaded:

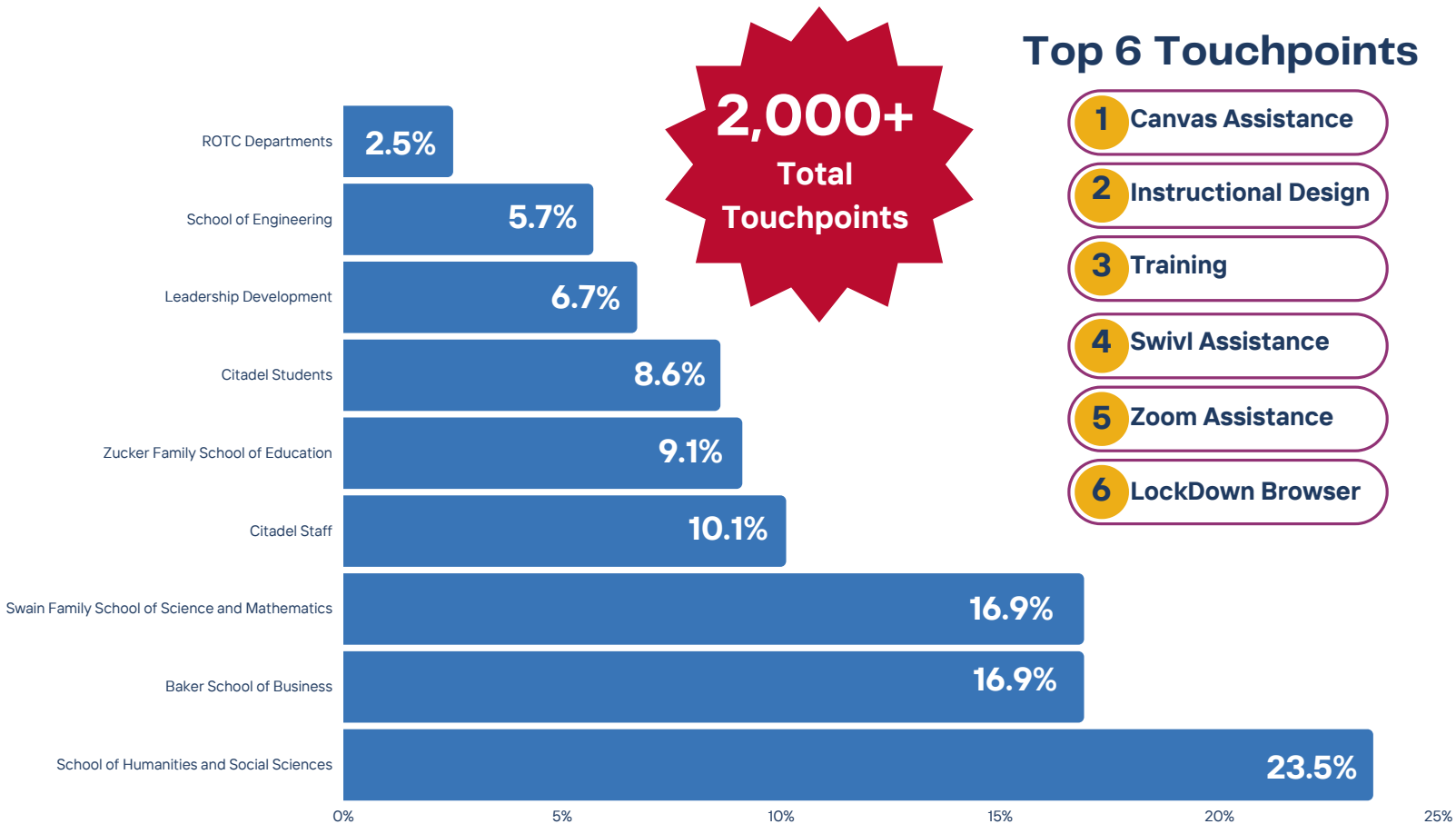
**203,662**

Media Recordings:

**10,188**

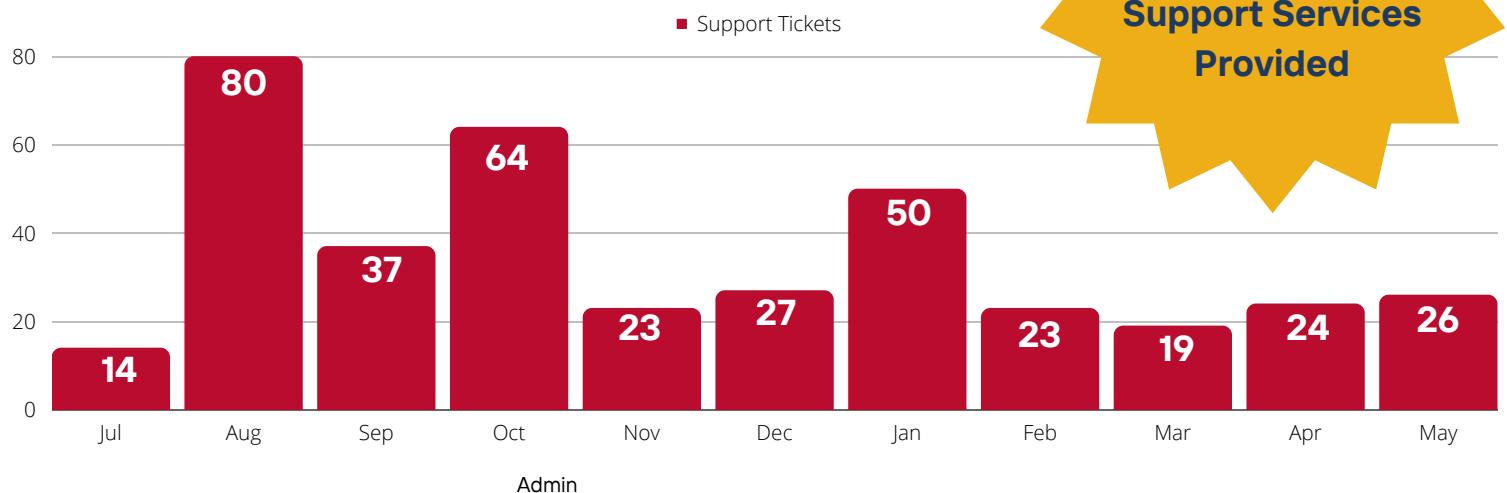
# CEITLE&DE Touchpoints

## Touchpoints by Schools, Staff, and Students



## 24/7 Canvas Support

Faculty, Staff, and Student Support



## Zoom



This year Zoom continued to help us stay connected with one another. Faculty, staff and students used Zoom to Livestream classes, record lectures, conduct office hours, host study groups, hold meetings and even conduct interviews.

Zoom also allows for interactive learning experiences, such as virtual discussions, live polls, and real-time feedback. This can help keep students engaged and improve their understanding of the subject matter. In 2020, live transcription services were added to Zoom.

Zoom webinars increased and were used for educational seminars, training sessions, and other large-scale campus events,

### ZOOM MEETINGS

**15,000+**

ZOOM MEETINGS HELD

**2,500+**

FACULTY & STAFF ZOOM USERS

**3.3 MILLION**

ZOOM MEETING MINUTES WITH

**72,000+**

PARTICIPANTS

**17,700+**

ZOOM MEETING CALL IN MINUTES



### ZOOM WEBINARS

**36**

ZOOM WEBINARS WITH

**18,500+**

MEETING MINUTES

**550+**

WEBINAR PARTICIPANTS



# GOAL 5

## Extend Scale of Offerings and Resources

### Livestreaming

Since the Spring of 2020, Swivl and livestreaming technology has played an integral role in offering quality instruction to students at The Citadel. Now, over a year after returning to face-to-face instruction, Swivl and livestreaming technology continues to enhance learning. Faculty, students, and staff currently utilize Swivl recording and livestreaming technology\* to provide synchronous and asynchronous experiences both on and off campus.

*\*Note-Livestreaming technology includes Swivl robots, Zoom, Canvas and the use of iPads.*



**148**

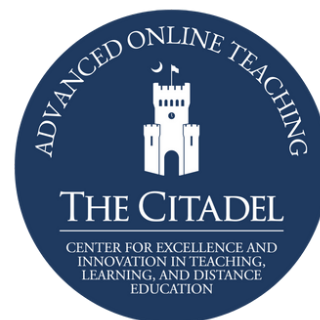
Swivl Units  
Currently Deployed  
in Classrooms

### Livestreaming and Swivl Recording Utilization

- Faculty livestream class for students not on campus due to approved medical reasons
- Faculty create synchronous experiences with remote cohorts (i.e., ZFSOE Beaufort County)
- Faculty record lectures for students to watch again after class
- Faculty record their class as a form of formative assessment
- Faculty and staff livestream hosted events, guest speakers, webinars, conferences, etc

## New! Advanced Online Teaching Certificate

Faculty members that complete all 8 training sessions below will earn an Advanced Online Teaching certificate from CEITL&DE along with a Badgr Badge.



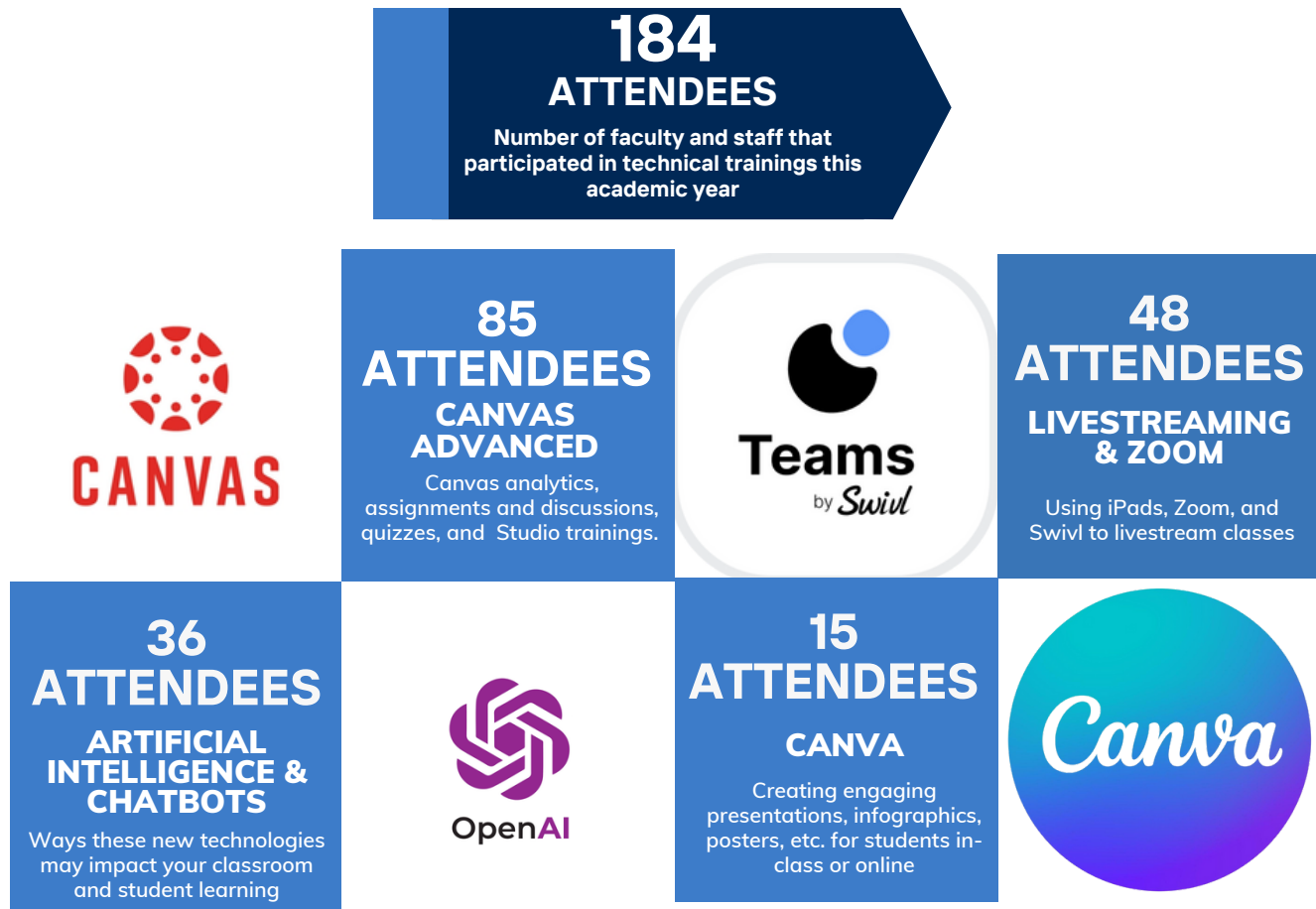
- **QOT 1: Canvas Fundamentals**
- **QOT 2: Best Practices in Teaching**
- **QOT 3: Best Practices in Curriculum Mapping**
- **QOT4: Best Practices in Assessment and Grading**
- **Canvas Advanced: Assignments and Discussions**
- **Canvas Advanced: Quizzes**
- **Canvas Advanced: Studio**
- **Canvas Advanced: Analytics**

**19**

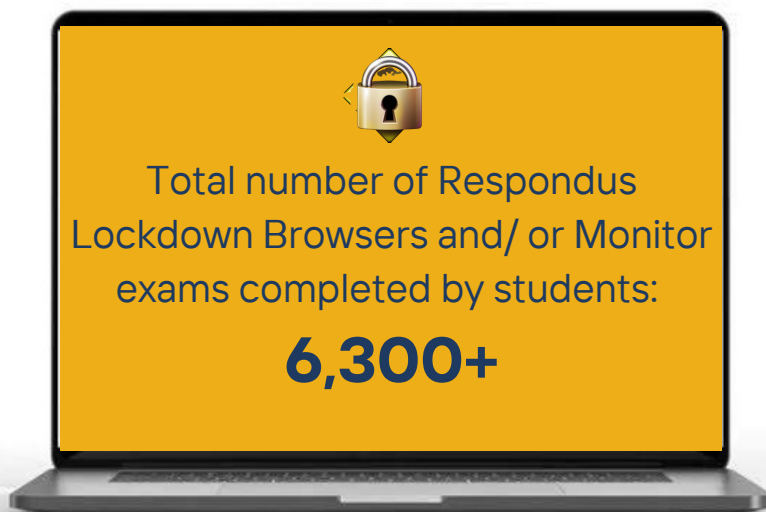
Faculty earned the  
certificate since it  
was introduced in  
Jan. 2023

# Technology Training

CEITL & DE hosted **20** technical training sessions and trained over **184** faculty and staff in new and emerging technologies. Please see complete list of offering and number of participants below.



## Lockdown Browser and Respondus Monitor



Respondus LockDown Browser and Repondus Monitor is an online proctoring system that allows faculty to administer quizzes and tests in an online environment. This system maintains the integrity of the online exam process by locking the web browser so that students cannot print, copy or access any other applications. It also records students during the exam and provides a report and video that an instructor can review.

# Looking Forward

Looking forward to **AY2023-2024**, CEITL & DE will continue to facilitate and support online and face-to-face teaching and learning at The Citadel. With the increasing demand for online instruction, we will maintain our rigorous online course review process and faculty training while simultaneously developing more comprehensive and inclusive online student orientations and virtual community-building initiatives. We will continue to offer quality faculty, staff, and student development while sustaining and improving its programming based on lessons learned and on-going assessment. With a focus on new and emerging technologies, the Center will continue to expand trainings for faculty on Augmented Reality (AR), Virtual Reality (VR), and Artificial Intelligence (AI). Striving for excellence in all that we do, we will continue providing opportunities that drive the adoption of twenty-first century best practices while creating an environment that encourages faculty and staff to explore evidence-based learning strategies and improve the inclusiveness and accessibility of their instruction in online, hybrid and face-to-face modalities.

