Teaching and Learning Support Service (TLSS)

ANNUAL REPORT 2013-2014
Welcome from the Associate Vice-President

The 2013-2014 year was a busy and productive one for the Teaching and Learning Support Services (TLSS). As you will read in the following pages, we carry out a variety of projects, from individual consultations to joint venture projects, which in some cases are ongoing for several years.

First, I would like to tell you about one of our major projects: the Blended Learning Initiative. Following the E-Learning Working Group Report submitted to the Board of Governors in the spring of 2013, the TLSS began working towards implementing one of the main recommendations in the Report, which is to develop blended courses at a large scale.

This project, which will take five years to complete, has received $335,000 from the Ontario Productivity and Innovation Fund for its first year. This funding has allowed us to develop diverse tools and training programs, including a two-week institute that will be offered in June 2014 and a series of four training workshops that will take place throughout the Fall 2014 semester and will be repeated during the Winter 2015 semester. The University of Ottawa has committed to funding this initiative for the next five years allowing us to hire a coordinator and a training and support officer to assist and guide professors who participate in this project.

We continue also to support completely online courses and have applied to the “Ontario Online” initiative launched by the Ontario Ministry of Training, Colleges and Universities, who have agreed to fund four new online courses, three of which will be in French.
Also, this year the Centre for Mediated Teaching and Learning created the first audio and video conference room—better known as the Interactive Learning Room—which offers professors opportunities for active and collaborative learning.

We have continued to enrich our many training and professional development programs for faculty members, such as the **Orientation Program for New Professors**, **Teaching Assistants’ Orientation Day**, **Teaching | Learning Grants program**, **Excellence Awards for Teaching Assistants**, **workshops and training activities**, and numerous **conferences** offered by renowned speakers and University of Ottawa professors who bring their expertise to the table.

Thanks to the professionalism of our employees and the relationships we have established with stakeholders on campus, we are able to deliver quality services.

Therefore, I would like to thank all those involved in the success of our achievements: TLSS employees, keynote speakers, deans and vice-deans, program directors, professors, and administrative personnel. Each of you plays an essential role in accomplishing our vision, which is to act as a catalyst in recognizing the University of Ottawa as a leader in teaching and learning.

Next year will be just as busy and our programs will continue to support faculty members and the quality of the student experience. Our objective is to continue to support more professors by helping them offer quality courses—no matter the teaching method, and to make sure our students can grow and get the best learning experience possible.

Yves Herry  
Associate Vice-President  
Teaching and Learning Support
Our Mission

Support and enhance university teaching to promote quality teaching and learning.

Our Vision

The Teaching and Learning Support Service (TLSS): Catalyst of the recognition of the University as a leader in teaching and learning.
The Teaching and Learning Support Service is composed of four sectors working together to support faculty members in their commitment to improve teaching and learning.

**Centre for e-Learning (Cyber)**
Collaborates in the development of pedagogically sound learning resources that facilitate effective and meaningful learning, and develops strategies for adopting new technologies that foster excellence in teaching and learning.

**Centre for University Teaching (CUT)**
Offers all members of the university teaching community, departments, schools and faculties a wide variety of services aimed at improving teaching practices and the quality of learning.

**Centre for Mediated Teaching and Learning (CMTL)**
Supports mediated teaching and learning activities (computer-driven or on the Internet) and manages the infrastructure for distance-learning and e-learning networks.

**Multimedia Distribution Service (MDS)**
Puts high-tech equipment in the hands of the university community to make teaching and learning more accessible and interactive.
Blended Learning
Following the recommendations of the e-Learning Working Group Report, the University of Ottawa decided to launch the Blended Learning Initiative to support the development of a large number of blended courses by 2020. This teaching method combines the best of online and face-to-face instruction and enhances the student learning experience by using different learning modes. Blended learning is more flexible for students and professors. Research shows that most students prefer blended courses because they help them to better comprehend the material and even sometimes obtain better grades. To learn more about this initiative and blended courses, watch the promotional video on our website.

Funding Program
To help professors seeking to transform their course into a blended format, a Funding Program was launched at the end of 2013. The goal of the Funding Program is to help faculty members finance the development of online interactive activities requiring the expertise of a web developer, the hiring of a production team for the creation of videos to be used during sessions offered online, or the hiring of an assistant or teaching assistant to help professors enrich content within Blackboard Learn, the University’s learning management system.

In the first round, 25 courses were selected, including over 10 for the transformation of a program. To learn more about the next competition, visit our website.
Support Program

At the end of 2013, a coordinator and a training and support officer were hired. Along with the TLSS team, their mandate is to develop online resources, design an institute (offered once per year) and a series of workshops for professors seeking to transform their course. To best prepare for this task, the TLSS invited Norm Vaughan, a specialist in blended learning and associate professor at Mount Royal University in Calgary, for a two-day team training retreat. During the retreat, the TLSS team shared information on and gave a lot of thought to blended courses and the required training for professors that would like to adopt this teaching method. These discussions allowed us to carefully prepare the very first Institute on Blended Course Design, to be offered in June 2014, as well as a series of workshops for the upcoming Fall and Winter semesters. The goal of this support program is to empower professors to transform their course.

Dr. Norm Vaughan, Associate Professor in the Department of Education and Schooling, Faculty of Teaching and Learning at Mount Royal University in Calgary
Development of online courses

Last September, the Ministry of Training, Colleges and Universities launched a new initiative for the development of shared online courses. The University of Ottawa responded positively to this offer and obtained funding for the four courses it wished to transform. The Centre for e-Learning, and the professors involved, have been mandated to design these four online courses, three of which are in French. These courses will be available in September 2014. They will subsequently be on a portal and part a list of shared courses open to all students in the province, enabling them to take a course at the University of Ottawa, even if, for example, they are enrolled at the University of Toronto. In addition, credits earned will be automatically recognized by partnering Universities. The portal will be launched in 2015.

Online Course Syllabi – uoSyllabus

A new Online Course Syllabi project, on which the Centre for University Teaching (CUT) has been working in collaboration with the Computing and Communications Services since 2013, will be tested in the Fall 2014 semester. This tool will allow professors to automate the development, management, and sharing of their course syllabi with students. Professors from the School of Rehabilitation Sciences (audiology, speech-language pathology, occupational therapy, and physiotherapy) will be the first users of this new tool. Other programs of study will have access to it in the Winter 2015 semester and it should be available to all academic staff members in the Fall of 2015.

_uoSyllabus_ was made possible by a grant from the Ontario Productivity and Innovation Fund. It was designed to:

- make it easier for professors to create, manage and share their course syllabi;
- assist new university professors with the development of their course syllabi;
- assist programs of study with their self evaluation process and/or compliance with professional standards;
- contribute to a positive university experience for students.
Highlights

Enhancing teaching and learning through professional development activities

This section highlights the key activities that took place during 2013-2014 relating to teaching and learning and the support provided to faculty members in their desire to improve the quality of their teaching. More information on all of our activities can be found on our website.

Workshops

During the 2013-2014 academic year, the TLSS hosted more than 185 workshops for professors, teaching assistants and graduate students. Other professional development activities also took place such as professional training, consultations, and lectures (see chart on page 11).

New: Certificate in University Teaching

Two new training programs are now offered at the University of Ottawa:

» Certificate in University Teaching for Faculty Members
» Certificate in University Teaching for Graduate Students and Postdoctoral Fellows

These training programs will enable participants to improve their teaching practices, building existing experiences, fostering discussion and collaboration, and facilitating the integration of various teaching methods, including the use of Information and Communications Technology (ICT). When taking workshops, our new online registration tool will issue certificates of participation automatically. All professional development activities, even over several years, are also part of the profile.
This section highlights the key activities that took place during 2013-2014 relating to teaching and learning and the support provided to faculty members in their desire to improve the quality of their teaching. More information on all of our activities can be found on our website.

Workshops
During the 2013-2014 academic year, the TLSS hosted more than 185 workshops for professors, teaching assistants and graduate students. Other professional development activities also took place such as professional training, consultations, and lectures (see chart on page 11).

New: Certificate in University Teaching
Two new training programs are now offered at the University of Ottawa:
» Certificate in University Teaching for Faculty Members
» Certificate in University Teaching for Graduate Students and Postdoctoral Fellows

These training programs will enable participants to improve their teaching practices, building existing experiences, fostering discussion and collaboration, and facilitating the integration of various teaching methods, including the use of Information and Communications Technology (ICT). When taking workshops, our new online registration tool will issue certificates of participation automatically. All professional development activities, even over several years, are also part of the profile.

Distribution of professional development activities

- Training Activities: 36%
- Consultations: 35%
- Workshops: 27%
- Conferences: 2%

*Distribution of professional development activities*
Keynote Lecture Series

The TLSS organized a series of monthly lectures offered by University of Ottawa professors enabling them to showcase their innovative practices with colleagues and the university community.

**Colin Montpetit**, *Case-Based Teaching… “Clicker”-Style!*
Department of biology, Faculty of Science

**Panel: Using LectureTools on Campus to Increase Student Engagement**

**Jenepher Lennox-Terrion** – Faculty of Arts, **Craig Phillips** – Faculty of Health Sciences, and **Colin Montpetit** – Faculty of Science

**Scott Findlay**, *Student Engagement Through Second-Order Science*
Department of Biology, Faculty of Science

**Lucie Poulin**, *Using Facebook to Promote the Learning of Diagnostic Imaging in Physiotherapy*
School of Rehabilitation Sciences, Faculty of Health Sciences

**Alison Flynn**, *Development of a Chemistry Learning Tool: Free, Online, Interactive and Student-Controlled*
Department of Chemistry, Faculty of Science

**Martine Spence**, *The Development of French Pedagogical Cases in Management: Pitfalls and Potential*
Telfer School of Management

**Steve Desjardins**, *Do They Really Get it?*
Department of Mathematics and Statistics, Faculty of Science

The TLSS also had the pleasure of hosting lectures by internationally renowned speakers such as:

**Tony Bates**, *Designing University Teaching for 21st Century Learners*

**Jay Caulfield**, *Blended Learning: A Reflection on High Impact Practices to Enhance Teaching and Learning*
Orientation Programs

Orientation Program for New Professors

Each August, the TLSS, in collaboration with other University of Ottawa services, welcomes new faculty members. The tradition continues this year, with nearly 50 new professors who have participated in the three-day program where they attended workshops on university teaching and obtained a wide range of information pertaining to the University and the services available to them and their students.

Teaching Assistant Orientation Day

Over 600 teaching assistants (TAs) attended the orientation, which took place in early September 2013. Participants were able to choose from a multitude of workshops related to various aspects of university teaching for TAs. They learned more on topics such as facilitating effective group discussion and evaluating student work.

The President, Mr. Allan Rock, took this opportunity to meet and personally welcome the University of Ottawa’s newest faculty members.
Specialized Courses for Graduate Students and Postdoctoral Fellows

The TLSS offers professional development courses for those who are interested in a teaching career. These courses allow them to acquire essential skills to help in their role as future instructors.

Also to better prepare these future professors, a new course on technology and university teaching is currently being developed. This course will be offered entirely online and will allow the participants to familiarize themselves with the knowledge, practices and skills related to the use of technology in university teaching. The course ESG 6100: Technology and University Teaching should be available in Fall 2014.

**ESG courses for postdoctoral fellows:**

» ESG 5300: Theory and Practice of Undergraduate Teaching

» ESG 6100: Technology and University Teaching

» ESG 8300: Practicum in University Teaching
Recognition of our Service Excellence

Again this year, the TLSS teams have been recognized for their numerous and prestigious achievements. The following is a list of the most significant awards our teams have received for their exemplary work.

Canadian Network for Innovation in Education (CNIE) Awards

The University of Ottawa has once again received national recognition in the area of online learning, thanks to the work of the Centre for e-Learning who received two awards from the CNIE.

AMX Innovation Award

The Multimedia Distribution Service (MDS) brought home the prestigious International Initiative Award in the Alternative Learning Spaces category. This award was presented during a special ceremony held on June 10, 2013. The MDS team received a prize for the design of the Ian G. Scott courtroom located in the Brooks building. This room functions just like any other courtroom in Ontario, but with the added benefit of an adjoining classroom that allows students to observe proceedings from behind a glass wall. Students will be able to discuss proceedings as they take place, and later, review cases with participating judges and lawyers, providing a tremendous active learning opportunity unique in Canada. For more information, please refer to the article in the Gazette.
President’s Award for Service Excellence

The Centre for University Teaching (CUT) won the 2013 President’s Award for Service Excellence (Team Category). This recognition was awarded to the CUT team on April 30, 2014, at the Founder’s Breakfast, the annual celebration for members of the University of Ottawa support staff.

Awards of excellence and funding Offered

Chair in University Teaching

The 2014 Chair in University Teaching was awarded to Professor Maurice Taylor, Faculty of Education, in recognition of his educational leadership, his excellence in teaching, and the quality of his proposal. To help move the Blended Learning Initiative forward, Maurice Taylor will be conducting a three-year study that investigates the current conditions across different faculties toward large-scale adoption of and best practices in blended learning here at the University and at other leading provincial universities.
Excellence Awards

Excellence Awards for Teaching Assistants

The TLSS is offering the opportunity for professors to bring the skills and dedication of exceptional TAs into the spotlight by nominating them for the Excellence Awards for Teaching Assistants. These awards aim to recognize the value of TAs and their remarkable contribution to the student learning experience.

Three outstanding University of Ottawa TAs received recognition from the TLSS for their achievements, contributions, and dedication to the students who are entrusted to them as TAs—a role that is pivotal to the quality of learning and the student experience:

» Humanities, Kelsey Catherine Schmitz, Faculty of Education

» Sciences, Christian Clavette, Department of Chemistry, Faculty of Science

» Mélanie G.M. Perras, School of Human Kinetics, Faculty of Health Sciences

For more details on this event, visit our website.

The TLSS Excellence Awards for Teaching Assistants program is part of the Campus Campaign and is the result of a special project created and funded by TLSS employees. This annual program confers an excellence award in three categories: science, humanities, and courses with an online component; each award includes a $500 prize.

The award ceremony took place on April 30, 2014, for the recipients, their respective professors and deans.

Funding

Grants Program

Through the Teaching and Learning Grants Program, 12 professors have been honoured for their commitment and excellence in university teaching by the Centre for University Teaching. The Grants Program helps promote innovation in university teaching through projects designed to improve the quality of learning and, subsequently, the student experience. Grants were awarded to faculty members who submitted a project within one of the following categories: development of educational resources, implementation of innovative teaching strategies, and evaluation of the effectiveness of a teaching strategy.
Highlights

Enhancing teaching and learning through technologies

Learning Management System

The Centre for Mediated Teaching and Learning (CMTL) has completed the upgrade of the Learning Management System (LMS) used by professors to provide their students with complementary online resources such as documents, discussion forums, formative and summative evaluation. This platform also hosts courses offered completely online or in a blended format. The University recently updated its Blackboard Vista version to the latest Blackboard Learn version. The CMTL team has worked very hard to archive and migrate all the courses from the old version and to train faculty members on the new features and functionalities. Drop-in sessions in the CMTL laboratory were also available during the first few weeks of the school year. The CMTL lab is available year round without need for appointment, to provide support for all professors and TAs.

Courses with Blackboard Learn online components by faculty

Note: The Faculty of Medicine does not only use BBL, but also has its own learning management system.
Blackboard Learn Mobile App

Blackboard Learn Mobile is an app for mobile devices that gives students access to their courses anywhere, anytime. This app is ideal for finding information and receiving alerts on their courses. Students have access to the latest announcements instantly, wherever they are. Nearly 30,000 students have used it this year.

Blackboard Mobile
Number of Users

Technologies in the classroom

LectureTools – a virtual response system

LectureTools is an Internet tool designed to help make classroom lectures more engaging. Professors can create interactive presentations, ask questions to their students or view answers to questions from other students. Students can interact with the material via laptop, smartphone or tablet, and respond in real-time to multiple choice questions posed by the professor. LectureTools assesses individual or group performance by posting information on participation, accuracy of responses, and much more.
New Active Learning Classroom

The Centre for Mediated Teaching And Learning (CMTL) launched its new active learning classroom which can be used for videoconference courses. The University of Ottawa created this new classroom to provide a rich and inspiring student experience.

While in videoconference mode, the CMTL solution offers a room with intelligent camera and microphone systems which track the activities of the students inside the room. To facilitate collaborative work and videoconferencing in all its form, there are six tables equipped with two large monitors, cameras, microphones, Windows and Mac computers, and a touch control system. This configuration enables active learning, regardless of whether the room is in videoconference mode or not. There is also a large video wall (10 feet wide by 4 feet high) for videoconferencing. The other walls have large surfaces for writing using dry erase markers. The new facility hosted its first classes in September 2013.
**Video recording of courses**

Through the **Echo360 system**, it is possible, in multiple rooms on campus, to record lectures, meetings, speeches, and other events, then easily publish them on the Web. Echo360 works with microphones and webcams already installed in specific classroom, but can also use external equipment. You can record the content of your computer screen to include anything you show during your course (PowerPoint, video, etc.). These recordings provide valuable revision material for exams or for students that may have missed a course.

**Testimony:**

“It has been a breeze since you programmed Echo360 for my course. Every single lecture capture was successful all year long. And if anyone asks, anecdotally, it has not hurt attendance one bit! Thanks for all the help this semester.”

Professor Alain St-Amant  
Vice-Dean (Undergraduate Studies)  
Faculty of Science
Video and Photo Production

Video Recording
The Multimedia Distribution Service (MDS) offers a wide range of services to the university community: video and audio productions, video recordings and live streaming of special events. Our qualified and experienced team has the knowledge, expertise, and state-of-the-art technology and equipment to produce any special project, large or small. In 2013-2014, the MDS participated in the filming and editing of 146 events on campus.

Graphic Design and Photography Services
The Centre for e-Learning offers one-on-one consultations to develop publications, presentations, and support materials. Our services include:

» custom-designed graphics, photography, posters and other materials (technical and specialized maps, graphs, charts, etc.) for publication or presentation purposes;

» photographic services: commercial, portrait, scientific, graphic design and illustration, scanning and conversion of documents or images into a variety of digital formats;

» printing on-demand and lamination services for all document sizes;

» photography and graphic design for academic and scientific publications.
Audio and videoconference services

Audio and videoconferences are mediums that allow for direct communication and interaction through screens, cameras, and microphones. The chart on the right considers all the technologies that allow such interactions, including the use of the Adobe Connect application, a platform for Web conferencing that enables the organization of meetings, online training, and webinars.

Trends in the number of audio and videoconferences since 2009:

- 2009-2010: 1,171
- 2010-2011: 2,346
- 2011-2012: 3,316
- 2012-2013: 4,505
- 2013-2014: 5,184
Multimedia Classroom Finder Tool

The Multimedia Distribution Service (MDS) has created a new integrated tool as part of the redesign of its website. The MDS wanted to have a website that was both informative and dynamic, and includes new sections and newly designed features that allow you to quickly find detailed information on the equipment available in the classrooms. The new Finder tool queries a database that contains all the Registrar’s classrooms on campus by building, capacity and/or equipment options (projector, Echo360, Adobe Connect, etc.). You even have a 360° view of each room. View the new tool on our [website](#).

Digital Signage

Digital signage is a visual communication medium that informs students, faculty members, and staff about University of Ottawa news and events. The purpose of a digital signage system is to provide relevant information to its clientele in a concise and pertinent manner. The other major role of digital signage is its ability to serve as a means of emergency notification and communication. The MDS is responsible for the technical standards, as well as the coordination and installation of all digital signage on campus.