Best Practices in eLearning Management

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Objectives

- Participants will discuss the advantages of accepting responsibility.
- Participants will discuss the advantages of maintaining a centralized data repository.
- Participants will discuss data backup strategies.
- Participants will discuss communication strategies (group email account, group calendars, Google Documents, IM, etc.)
- Participants will discuss the advantages of standardizing course design.
- Participants will discuss planning for attrition.
- Participants will discuss the importance of creating a continuity folder.
- Participants will discuss the need to cross-train employees.
- Participants will discuss the need to network with peers.

Accepting Responsibility

- Things will go wrong
- Technical, personnel, scheduling issues
- "It's my fault, I'll fix it"
- Follow up ASAP
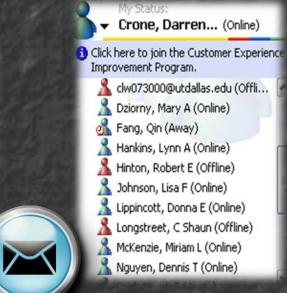
Centralized Data Repository

- Storing course data on multiple PC's = BAD
- Data in one location
- Network to workstations
- All personnel can access
- Standardized file structure
- Quickly and easily find course materials
- Password protection

Data Backup

- Redundancy
- Backup to network nightly
- Backup to removable drive weekly

  -Cheap!!! (1.5 TB = $150.00)

  -Store drive in different location
- Data recovery for failed drive = $2,000.00+

Communication

- Group email account
- Group calendar
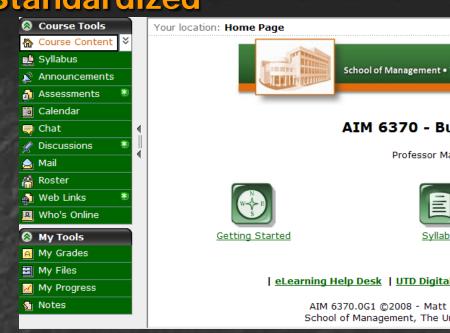- Google Docs
- Web Conference
- IM

Standardizing Course Design

- Starting with a blank slate may be intimidating for professors
- Limits "interesting" choices of icons/colors/navigation
- Designers can quickly locate/fix issues
- Branding
- Reduce learning curve for students

  -More transparent technology

Standardized

Not-so-standardized

Attrition

- Bus theory
- Not if, but when will people leave
- Stop-gap
- Manage expectations of your boss/customers
- Prioritize tasks

Continuity Folder

- Document EVERYTHING!!!
  - Proctored exam procedures
  - Step-by-step WebCT instructions
  - Setting up Web Conferences
  - Recording lectures in Camtasia
  - Multi-camera production
  - End-of-course evaluation procedures
  - Updating website
  - Newsletter template
  - Welcome/course access email template
  - Syllabus template
  - Posting to blog instructions
  - Etc., Etc., & Etc.

Cross-training

- **NO KINGDOMS!!!**
- Primary and at least 1 backup for all duties
- Primary is responsible for training backup & creating documentation
- Learning new things keeps people sharp
- Improved processes …two heads are better than one!

Networking With Peers

- Become familiar with similar programs
- Know the value of your employees
- Know the talent pool available
- Use your resources

  - Organizations USDLA, TXDLA, Sloan-C

  - Former professors, students, coworkers

  - LinkedIn, Facebook, Twitter

Questions?