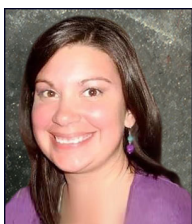# THE CITADEL

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

ANNUAL REPORT
2023-2024

CEITL & DE Staff and Faculty Fellows

CEITL & DE Staff

Jessica Higdon, Ed.D.
Assistant Provost for Teaching and Learning
Director CEITL& DE

Emily Carver, M.Ed.
Instructional Designer and
Technologist II

Danielle Recinos, M.A., M.S.
Instructional Designer and
Technologist I

Senior Faculty Fellows in Residence 2023-2024

John Egan, Ph.D.
Leadership Studies

Tim Mays, Ph.D., P.E.
Civil and Environmental Engineering

Faculty Fellows for 2023-2024

Dr. Jenna Adair
English, Fine Arts, and Communications

Dr. Ashley Bukay
Nursing

Dr. Patrice Capers
Biology

Dr. Chris Dague
Education

Dr. Sean Fourney
Director of The Patricia McArver Public
Speaking Lab

Forrest Fontana
Management and Entrepreneurship

Damon Fordham
History

Béatrice Frask-Ramos
Modern Languages

Dr. Dena Garner
Health and Human Performance

Andrea Gramling
Biology

Dr. Melissa Graves
Intelligence and Security Studies

Dr. David Greenburg
Engineering Leadership and
Program Management

Dr. George Grieve
Health and Human Performance

Linda Hamill
Health and Human Performance

Dr. Guy Illagan
Counselor Education

Dr. Stephanie Laughton
Civil and Environmental
Engineering

Dr. Suzanne Mabrouk
Chemistry

Dr. Jordana Navarro
Criminal Justice

Dr. Deirdre Ragan
Mechanical Engineering

Dr. Ryan Sacko
Health and Human Performance

Dr. John Sanders
Mechanical Engineering

Dr. Tracey Sigler
Leadership Studies

Dr. Kevin Skenes
Mechanical Engineering

Dr. Breeanne Swart
Mathematical Sciences

Dr. Lindsey Spring
Director of The Citadel Writing Lab

Wendi Whitteker
Marketing

Dr. Tim Wood
Civil and Environmental
Engineering

Dr. Kimbo Yee
Health and Human Performance

Dr. Andrew Zutell
Education

Overview

The Center for Excellence and Innovation in Teaching, Learning and Distance Education (CEITL&DE) offers The Citadel community a source for introducing best practices in teaching and learning, instructional design, educational technology, the Scholarship of Teaching and Learning (SoLT), professional development opportunities, and other resources. The Center provides several programs and services designed to facilitate and improve face-to-face and online teaching practices. CEITL&DE had a record year for the number of trainings offered along with the number of attendees. 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

CEITL&DE Professional Development Training Sessions

142
Sessions
Offered

Up from 92 sessions last year

2,404
Total
Attendees

Up from 1,806 attendees last year

20
New
Sessions

Up from none offered last year

Quality Online Teaching (QOT) Training

164
QOT 1 attendees

54
QOT 2 attendees

49
QOT 3 attendees

145
QOT 4 attendees

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. QOT 1 and 4 are required for face-to-face instructors. QOT 1, 2, 3, and 4 are required for online and hybrid instructors.

2,395
Total QOT Attendees
99%
QOT Compliance

549
Fully Trained Face-to-Face Faculty
297
Fully Trained Online Faculty

Faculty Fellow Mentoring Program

20 New Faculty Mentored

CEITL&DE matches each new full-time faculty member with a Faculty Fellow outside of their department to serve as a mentor. Adjunct faculty are also invited to participate. The Faculty Fellow Mentoring program is designed to promote interdisciplinary collaboration and support professional development. The mentorship relationship typically involves regular meetings between the faculty member and their Faculty Fellow mentor. These meetings provide opportunities for:

- Sharing experiences, challenges, and successes in teaching, research, and professional development.
- Seeking advice, guidance, and feedback on teaching strategies, curriculum development, scholarly activities, etc.
- Exploring interdisciplinary collaboration opportunities and networking.
- Accessing resources and support offered by CEITL&DE or other relevant departments.

Monday Morning Mentor Programming

CEITL&DE augments 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. All materials are also available in the Faculty Resource Course.

Sample of Monday Morning Mentor Sessions Offered
- How do I get students to complete reading assessments? (*September 9, 2024*)
- How can I teach courses that are accessible to all learners? (*Septemeber 16, 2024*)
- How can I use assessment data to provide meaningful feedback and deeper learning? (*February 5, 2024*)
- How can I spark and sustain engagement in reluctant learners? (*April 1, 2024*)
- How can I help students who are struggling online? (*April 8, 2024*)

GOAL 2
Enhance Faculty and Student Experience and Engagement

New Faculty Orientation and Training

The New Faculty Orientation and Training Program 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. CEITL & DE also observe each new faculty member teach at least once in their first year to provide feedback and support.

94
New Faculty & Adjuncts Trained from
22
Departments

> The New Faculty Meetings were instrumental in helping me settle down at the Citadel. I appreciate your organization of these meetings over the past year. Additionally, CEITL&DE has been impactful in my development in various aspects.
>
> *Anonymous New Faculty CEITL&DE Training Survey Response*

Faculty Fellows at New Faculty

Every month, in our New Faculty Training sessions, two Citadel faculty members step into the spotlight as CEITL&DE Faculty Fellows. Drawing on their wealth of experience and knowledge, these fellows explore the most effective teaching methods, research-based instructional strategies, and how to foster an atmosphere of innovation and excellence on campus. Attendees actively participate in discussions, gaining valuable insights, tools, and techniques refined by our Faculty Fellows.

29
Faculty Fellows increased from
15
last year

CEITL&DE Microcredentials

CEITL&DE proudly introduced an innovative ASYNCHRONOUS micro-credential training program. With an initial offering of three badges, covering the topics Designing for Accessibility, Learning Outcomes and Course Alignment, and Digital Badging, faculty navigated through modules at their own pace, earning badges upon completion. This flexible, self-paced approach empowered faculty to enhance their skills and stay at the forefront of digital learning trends. The program provided an invaluable opportunity for professional development and skill enhancement. Plans are underway to expand the program, incorporating additional microcredential topics throughout 2024-2025.

Livestreaming and Swivl

131
Swivl Units Currently Deployed on Campus

399
Faculty Trained in Best Practices of Livestreaming

Faculty, students, and staff currently utilize Swivl recording and livestreaming technology* to provide synchronous and asynchronous experiences both on and off campus.

- Faculty create synchronous experiences with remote cohorts and students in FLEX courses
- Faculty livestream class for students not on campus due to approved medical reasons
- Faculty record lectures for students to watch again after class
- Faculty and staff livestream hosted events, guest speakers, webinars, conferences, etc

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

GOAL 3
Cultivate Climate of Innovation for Teaching and Learning

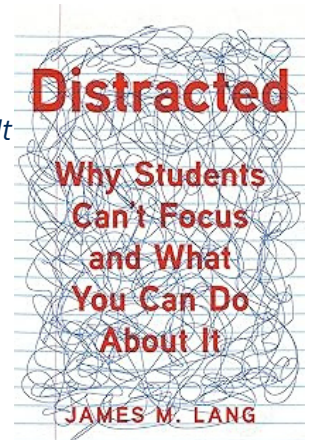# Professional Reading Series (aka Book Club)

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. It is open to all faculty and staff.

59
Faculty and Staff from
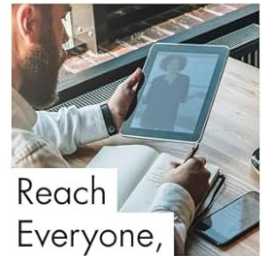**20**
Departments Participated

Fall 2023
Distracted: Why Students Can't Focus and What You Can Do About It rethinks the practice of teaching, revealing how educators can structure their classrooms less as distraction-free zones and more as environments where they can actively cultivate their students' attention.

Spring 2024
Reach Everyone, Teach Everyone is aimed at faculty and staff members who want to incorporate principles of Universal Design for Learning (UDL). Universal design for learning (UDL) is an approach that works to accommodate the needs and abilities of all learners and eliminates unnecessary hurdles in the learning process.

Canvas Resource Courses

Faculty Resource Course

634
Faculty currently enrolled

2,189
Sandboxes
Spaces for developing course materials

180
Resource Courses
Spaces for departmental, student & resource sharing

24
Professional Development Courses

13
Placement Courses

Student Resource Course

10,119
Students & Faculty currently enrolled

CEITL&DE Conference and Panel Presentations

Cheshire, D. & Higdon, J., Carver, E. (2023, July 20-21). *Artificial Intelligence: Friend or Foe.* [Conference Session]. South Carolina Conference on Innovations in Teaching and Learning in Higher Education. Myrtle Beach, SC. https://digitalcommons.coastal.edu/sccitl/2023/fullconference/2/

Higdon, J. & Carver, E. (2024, May 7-8). *Adapting Classes and Assignments for the AI Era.* [Conference Session]. Teaching, Learning, and Technology Conference. Charleston, SC. https://tlt.cofc.edu/tltcon.php.

Higdon, J. & Carver, E. (2024, May 19-20). *Adapting Classes and Assignments for the Generative AI Era.* [Conference Session]. Learning Design and Technology Forum. North Charleston, SC. https://voyage.andersonuniversity.edu/portal/lli-events?id=e8914b5b-6564-45ac-b797-83d8b7f6b938.

Higdon, J. & Carver, E. (2024, November 13-15). *Adapting Classes and Assignments for the AI Era.* [Conference Session]. South Carolina EdTech Conference. Myrtle Beach, SC. https://edtech.scaet.org/.

Higdon, J. (2024, May 19-20). Is AI the Final Frontier? [Panel Speaker]. Learning Design and Technology Forum. North Charleston, SC. https://docs.google.com/document/d/1_DvpXqxX3u9FiZiGZlhL_DVgz-T7xciUaz5Ov2oOR984/edit

Higdon, J. (2024, February 29). Making an Impact: A Panel Webinar [Panel Speaker]. Canvas by Instructure Panel. Virtual webinar. https://www.instructure.com/events/webinars/making-an-impact-customer-panel
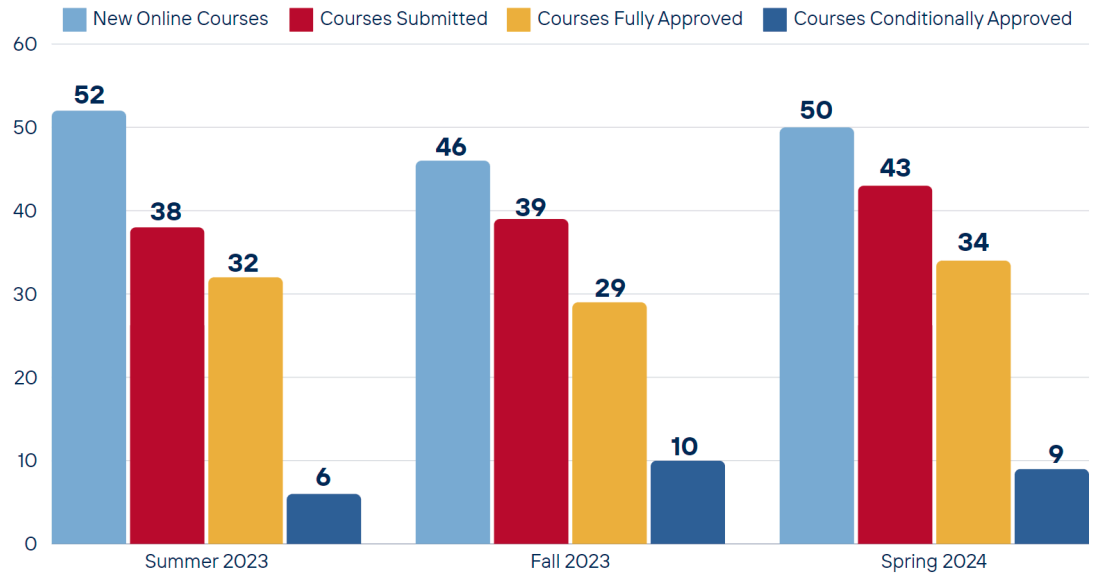
GOAL 4
Advance Citadel Online

Citadel Online Course Reviews

Quality Matters (QM) is a research-based, faculty-centered, peer-review model for continuous improvement in online courses. It includes 44 standards that serve as a national benchmark for online course design. Over 100,000 members and over 1,300 member institutions in the US and internationally use Quality Matters.

658 fully approved courses to date

Chart legend: New Online Courses | Courses Submitted | Courses Fully Approved | Courses Conditionally Approved

Summer 2023: New Online Courses 52, Courses Submitted 38, Courses Fully Approved 32, Courses Conditionally Approved 6

Fall 2023: New Online Courses 46, Courses Submitted 39, Courses Fully Approved 29, Courses Conditionally Approved 10

Spring 2024: New Online Courses 50, Courses Submitted 43, Courses Fully Approved 34, Courses Conditionally Approved 9

The online course review process requires that faculty members build their courses fully within Canvas, complete a short survey 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 in Residence use the Quality Matters rubric to assess each course's design. This year the Specific Review Standards from the QM Higher Education Rubric, Seventh Edition were adopted. Our goal is to have 100% of all online courses that are submitted for review meet 100% of the rubric standards.

Quality Matters Certifications

Increased faculty certified by Quality Matters in Applying the QM Rubric from
17 to 30
representing
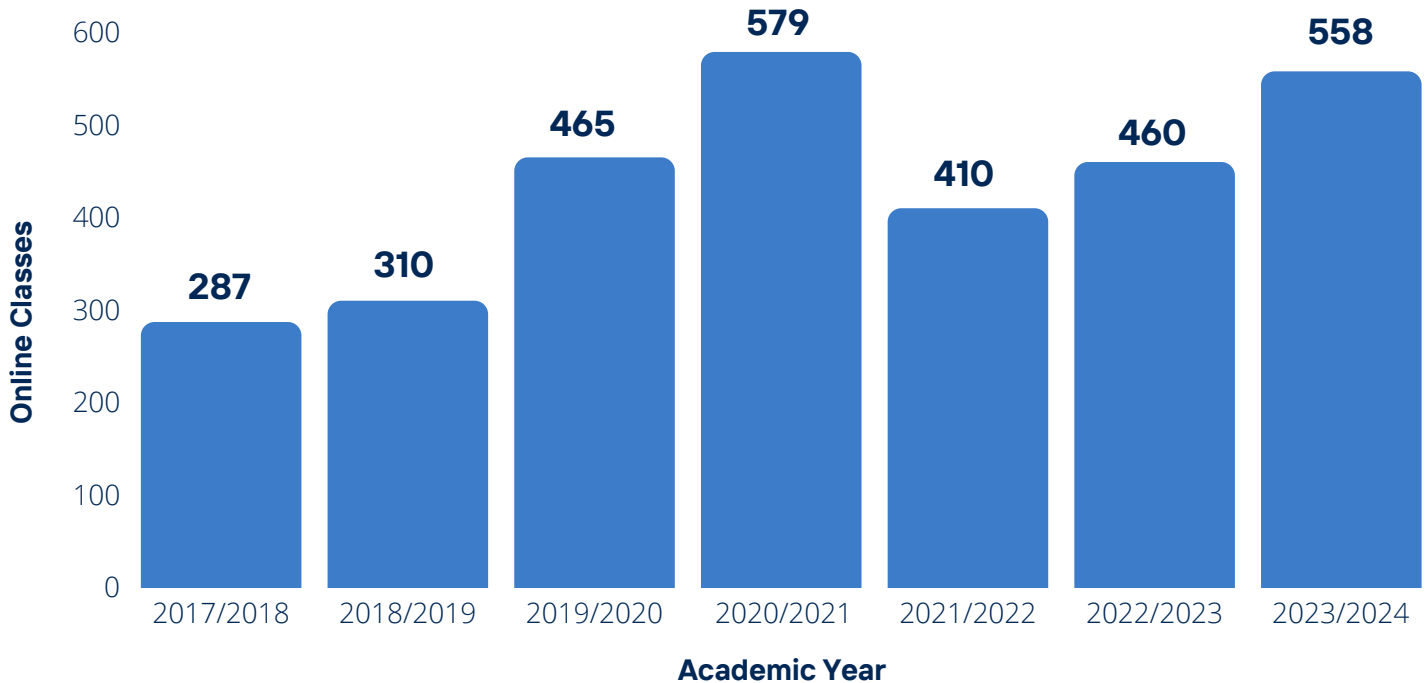**13 departments**

QM RUBRIC Seventh Edition

Canvas (LMS) Management

Canvas, The Citadel's Learning Management System (LMS), continues to be an indispensable asset for our campus. The graph below illustrates the number of online courses hosted in The Citadel's LMS since the 2017-2018 academic year. This encompasses various course formats such as online synchronous, online asynchronous, hybrid, and hi-flex courses.

Online, Hybrid, and Hi-Flex Classes
2017-2024

Online Classes (by Academic Year):
- 2017/2018: 287
- 2018/2019: 310
- 2019/2020: 465
- 2020/2021: 579
- 2021/2022: 410
- 2022/2023: 460
- 2023/2024: 558

4,338
Total Users in Canvas

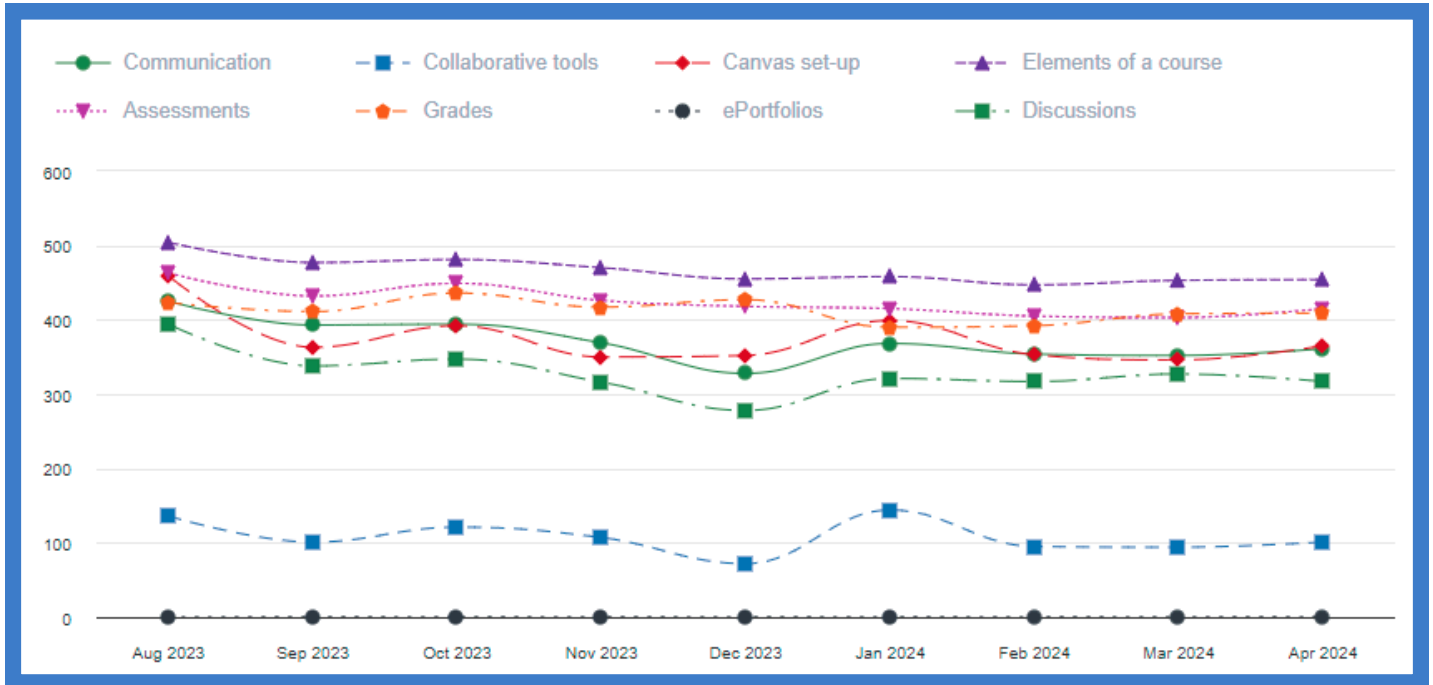**14,100+**
Total Courses in Canvas

Assignments Submitted: 62,025

Discussions Posted: 30,426

Files Uploaded: 1.34 million
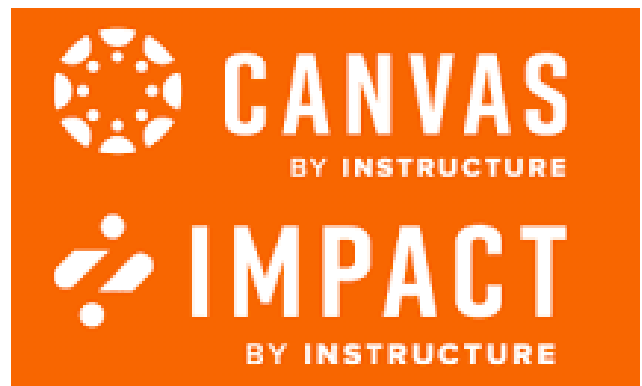
Media Recordings Posted: 1,291

Canvas Impact Dashboard

- **In-App Messaging** - Allows CEITL&DE to deliver customized messages, giving users role-specific information with customized in-app messaging, direction & guidance
- **Usage Dashboards & Adoption Analytics** - The reporting tools in the Impact Dashboard show exactly how deeply students and teachers are engaging with Canvas, including which features are being adopted and who might need additional support.

The chart above reflects the number of instructors during the Fall 2023 and Spring 2024 semester that have used each tool.
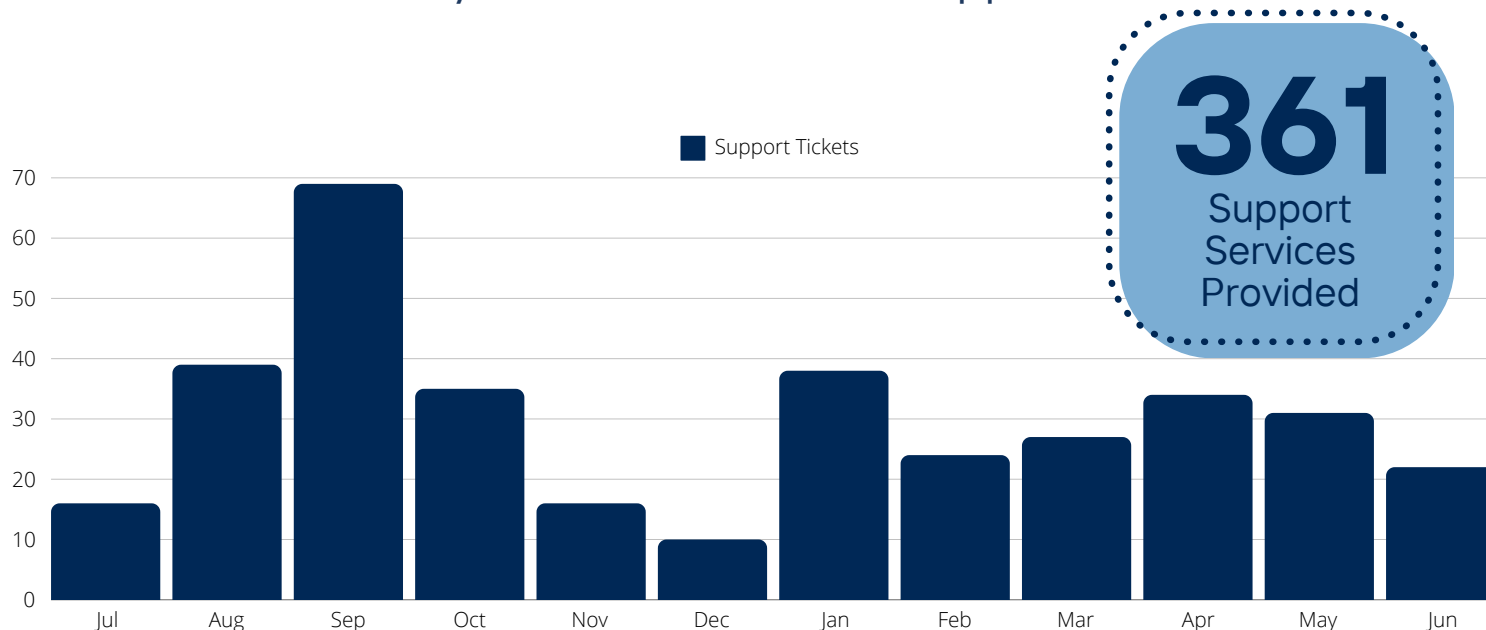
Monitor Category ▲	Adoption rate ⇕
Assessments	87.20%
Canvas set-up	91.68%
Collaborative tools	53.12%
Communication	88.00%
Discussions	77.76%
Elements of a course	94.08%
ePortfolios	0.00%
Grades	85.12%

This chart to the right reflects the percentage of instructors during the Fall 2023 and Spring 2024 semester that have used the selected tools.

24/7 Canvas Support
Faculty, Staff, and Student Support Tickets

361
Support Services Provided

Legend: ■ Support Tickets

Chart (Support Tickets by month):
- Jul: 16
- Aug: 39
- Sep: 69
- Oct: 35
- Nov: 16
- Dec: 10
- Jan: 38
- Feb: 24
- Mar: 27
- Apr: 34
- May: 31
- Jun: 22

Zoom

Throughout this year, Zoom remained a crucial tool for maintaining our connections. Faculty, staff, and students relied on Zoom for a variety of purposes, including livestreaming classes, recording lectures, facilitating office hours, coordinating study groups, conducting meetings, and even hosting interviews. Additionally, the use of Zoom webinars rise, serving as platforms for educational seminars, training sessions, and other significant campus events.

Zoom Webinars
64
Zoom Webinars with
73,600+
Meeting Minutes
1,100+
Webinar Participants

12,300+
Zoom Meetings Held
3,200+
Faculty, Staff, and Student Zoom Users
3.3 million+
Zoom Meeting Minutes with
74,000+
Participants
11,600+
Zoom Meeting Call in Minutes

GOAL 5
Extend Scale of Offerings and Resources

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

46
Faculty have earned their Advanced Online Teaching certificate

Co-Sponsored Training Offered

CEITL&DE has significantly expanded its co-sponsored training offerings this year, both in terms of the number of sessions provided and the variety of departments and offices we collaborated with.

- Active Learning: Infusing Climate Concepts into Your Curriculum training with the Near Center for Climate Studies
- Bulldog Alert cadet training with Commander Lind
- Canvas training for new incoming cadets with the Office of the Commandant
- CSI Canvas training with Student Affairs and Academic Services
- Curriculum mapping training with the Department of Leadership Studies
- General Education curriculum training series with Joel Grambling
- High Impact Practices: Delivering on the Promise training with the Associate Provost for Research
- Integrating Entrepreneurial-Minded Learning into Your Course with KEEN Fellows Deidre Ragan and Simon Ghanat
- Pathways to Culturally Responsive Peer Tutoring training with the Student Success Center
- Reflect & Transform: Elevating Learning through Dynamic Reflection with Dr. Joe Dr. Joe Tranquillo the Associate Provost for Transformative Teaching and Learning and Professor of Biomedical Engineering at Bucknell University with KEEN Fellows
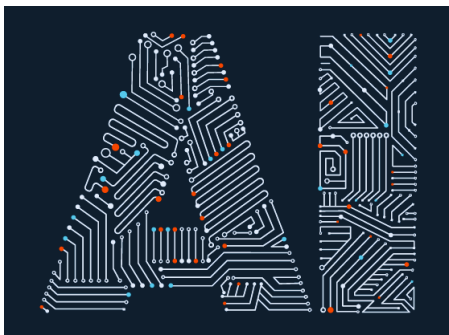
.

Canvas Advanced Trainings

18
Attended
Canvas Advanced:
Analytics

18
Attended
Canvas Advanced: Assignments
and Discussions

13
Attended
Canvas Advanced:
Quizzes

19
Attended
Canvas Advanced:
Studio

Generative AI Based Trainings
Intro to Generative AI Training Series

20
Attended Intro to AI: Chat GPT Basics

42
Attended Intro to AI: Using AI to Advance
Productivity

72
Attended Intro to AI: Adapting Classes and
Assignments for the AI Era

15
Attended Intro to AI: Prompt Engineering Basics

76
Attended Intro to AI: AI Detection with Turnitin

Academic Integrity Based Trainings

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.

Turnitin is a similarity detection service that works by comparing submitted documents against a vast database of academic content, as well as internet sources and previously submitted papers, to identify similarities and potential instances of plagiarism.

Other Training Offered

Name of Training	Number of Participants
Active Learning: Infusing Climate Concepts into your Curriculum	10
Creating Signature Assignments in General Education Courses	6
CSI New Cadet Canvas Training	300
Delivering on a Promise: High Impact Practices	20
Gen Ed training	40
Integrating Entrepreneurial-Minded Learning into Your Course	20
Intro to Using Canva	10
LDRS Curriculum Planning	7
Livestreaming with Swivl	70
New Cadet Canvas Training	700
New Course Modality Workship	48
New Semester Syllabus Prep	16
New Tech Tools	7
Reflect & Transform: Elevating Learning through Dynamic Reflection	20
Regular and Substantive Interaction: A US Department of Education Policy for Online Courses (RSI)	4
Respondus Lockdown Browser and Monitor	15
Teaching with the Rigor and Relevance Framework	12
Teaching Critical Thinking using the Paul- Elder Framework	5
Teaching Strategies for the Different Types of Students at the Citadel	4
Universal Design for Learning (UDL)	4
Using the AACU VALUE Rubric	6

Looking Forward

Looking forward to **AY2024-2025**, CEITL & DE will remain committed to facilitating and supporting teaching and learning initiatives at The Citadel. With the growing demand for online and hybrid instruction, we will uphold our rigorous online course review process and faculty training programs. Simultaneously, we will enhance our efforts by developing more comprehensive and inclusive online student orientations and virtual community-building initiatives.

Our commitment extends to providing high-quality development opportunities for faculty, staff, and students, tailored to meet their evolving needs. We will sustain and enhance our programming while focusing on integrating new and emerging technologies into our offerings. Specifically, the Center will expand its training sessions for faculty and staff on generative Artificial Intelligence (AI) and academic integrity solutions.

Striving for excellence across all endeavors, we will continue to foster an environment that encourages faculty and staff to explore evidence-based learning strategies. Our goal is to improve the inclusiveness and accessibility of instruction in online, hybrid, and face-to-face formats. By promoting the adoption of best practices, we aim to create a dynamic learning environment that empowers our academic community to excel.