MISSION STATEMENT

The Teaching and Learning Center (TLC) promotes interdisciplinary interaction, pedagogical innovation, and the implementation of best practices for the design and delivery of online learning activities. The TLC consults and collaborates with faculty in the development and application of instructional design methodologies, learning theories and appropriate technologies, and facilitates the construction of courses for online, hybrid and face-to-face delivery. The TLC administers the College’s Learning Management System, and directs support operations for students and faculty in online, hybrid, and web-enhanced courses.

PEDAGOGICAL AND ADMINISTRATIVE RESPONSIBILITIES

COURSE DEVELOPMENT AND SUPPORT

- Technology planning across curriculum: Support instructors in the identification, selection, use, and evaluation of technology (devices and software) within their curriculum.
- Pedagogy (active learning, independent learning, accelerated learning, mastery learning, etc.)
- Instructional design (course development and effective use of technology for teaching)
- Course content design, development, integration (learning object creation, etc.)
- Curriculum development (fully online and hybrid courses and programs)
- Quality Matters Initiative
- Courses of record
- College-wide learning objects and shared resource development
- Web-enhancing face-to-face courses
- Trouble shooting course content or service issues for faculty
- Learning objects creation
  - PowerPoint to Video Podcast
  - Indexed and Interactive PowerPoint
  - Interactive Syllabi
  - Animations
  - Simulations
  - Screen Recording
  - Games for Learning
  - Virtual Drill and Practice

PROFESSIONAL DEVELOPMENT

- Certification of online instructors

TLC_July_2014
• Using technology to improve teaching and learning (LMS training, software applications, etc.)
• Workshop development and delivery (applications, pedagogy, etc.)
• Administrative and training presentations to departments
• TLC Roundtables for faculty
• Adjunct faculty support
• Special teaching topics (ADA-508, copyright, etc.)
• Flipping the Classroom
• Atomic Learning

**IMPROVING STUDENT SUCCESS**

• Investigation of methods to improve completion and retention rates for students in online courses
• Orientation for distance education students
• Online Student Community
• Development of support materials (Self-evaluation of learning styles, Interactive technical glossary, etc.)
• Recently added student centric initiatives (fully online, real-time orientation for students)

**INNOVATION IN LEARNING**

• Investigate and pilot new technologies to improve teaching
• Develop Brookdale Innovation Grants Outcomes
• Leveraging technologies to improve completion rates
• Special projects (ESL, podcasting, etc.)

**ADMINISTRATIVE**

• Accreditation and authorization issues; i.e., credit hours; out of state students
• Marketing of Distance Education program and TLC
• Reporting (enrollments, growth, workshop participation, etc.)
• Support services (WebAdvisor assistance, etc.)
• Open Houses and other Recruitment Events
• Focus on Teaching newsletter
• Online Course and TLC for Faculty websites (design and maintenance)
• Professional organization membership (Distance Education Affinity Group; NJEdge; QM)

**HARDWARE**

Services: Technology evaluation and planning; end-user training; end-user support of advanced technical issues; trouble shooting connectivity issues.

**STUDENTS**

• PC, Laptop, mobile device and Wi-Fi support

**FACULTY**

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• Support for faculty as needed
• Maintain loaner laptops with educational software for faculty use
• Provide training on how to use mobile devices
• Documentation developed for use of mobile devices and apps
• Expertise in integration of classroom hardware including data projectors, document cameras and smart boards available
• Mobile Devices
• Evaluate and recommend Student Response Systems

SOFTWARE/SYSTEMS

Services: Technology evaluation and planning; end-user training; end-user support of advanced technical issues; troubleshooting course content or service issues for faculty.

COLLEAGUE

• User Support in WebAdvisor:
  o Faculty: Grades and Monitoring; Ensure Active Directory Credentialing
  o Students: Registration; Password Management
• System Integration
  o Advise on scripts needed for synchronization for enrollment and other processes between SIS (Colleague) and LMS (Canvas)

CANVAS

• Assignment of instructor to shells
  o Manual
  o Automated
• Course content copying upon request
• User Rights Management
• Colleague/Canvas Integration
  o Manual
  o Automated
• Special Case Course Creation (Manual)
• Debug and Troubleshooting of System and Courses
• Prepare Documentation
• Develop Online Tutorials for Faculty and Students
• Online Student Community
• Online Faculty Community
• Reporting
• Track and communicate system issues
• Term Management
• Respondus
• Turnitin
• LTI
• Integration of Publisher Content

TLC_July_2014
• Managing Beta, Test, and Production Sites

PORTAL
• System Announcements
• Maintain Transitions Page with Marketing
• Maintain TLC and Student Pages
• Ensure appropriate integration of single sign on

SHAREPOINT
• Maintain TLC SharePoint instance
• Collaborate with OIT and Marketing on College-wide transition to SharePoint

WEB SITES
• Create Word Press Accounts for New Users
• Create Faculty Micro-Sites
• Create and Update Documentation
• Develop and Provide Training for Faculty and Staff
• Maintain Web Pages for Faculty Upon Request
• Assist in Web Page Design (Faculty and Administrators)
• Create Calendar Events
  o TLC for Faculty Training
  o LMS Liaison Canvas Training
  o TLC Student Training
• Create Forms in Word Press
  o TLC for Faculty Training
  o LMS Liaison Canvas Training
  o TLC Student Training
• Create PHP Forms on Unix Server

NJVID
• Upload video content for faculty and administrators
• Manage streaming video permissions
• Integrate NJVID API with Canvas
The Teaching and Learning Center supports, in web-enhanced, hybrid, and online courses over:

8,000 students and 350 faculty each long term
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**Growth**

- 268% Growth
- 1,747% Growth