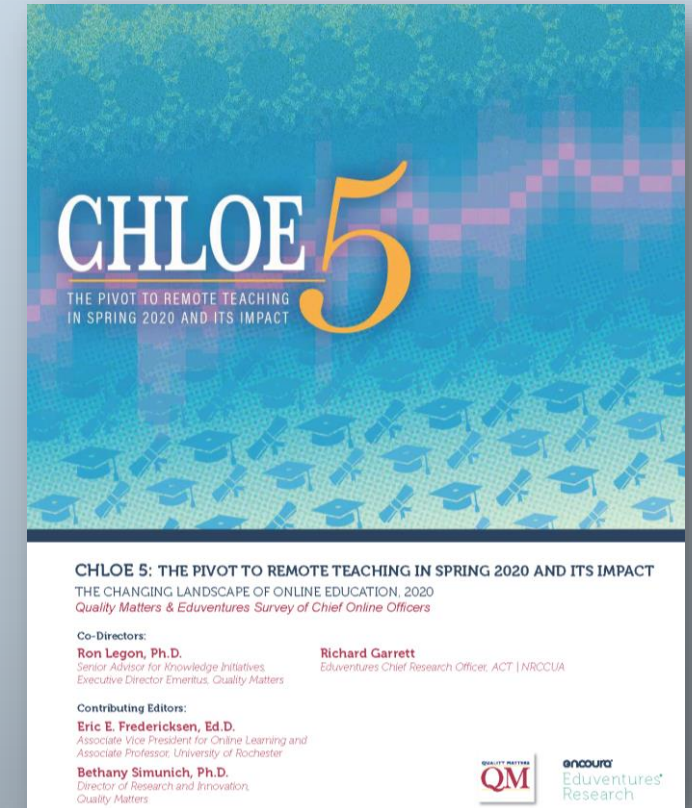


REMOTE REALITIES: CHLOE 5 SURVEY RESULTS AND LATEST THINKING FROM ONLINE LEADERS

Richard Garrett, Eduventures Chief Research Officer, ACT|NRCCUA

Bethany Simunich, PhD, Director of Research and Innovation, Quality Matters



THE CHANGING LANDSCAPE
CHLOE
of ONLINE EDUCATION

THANK YOU



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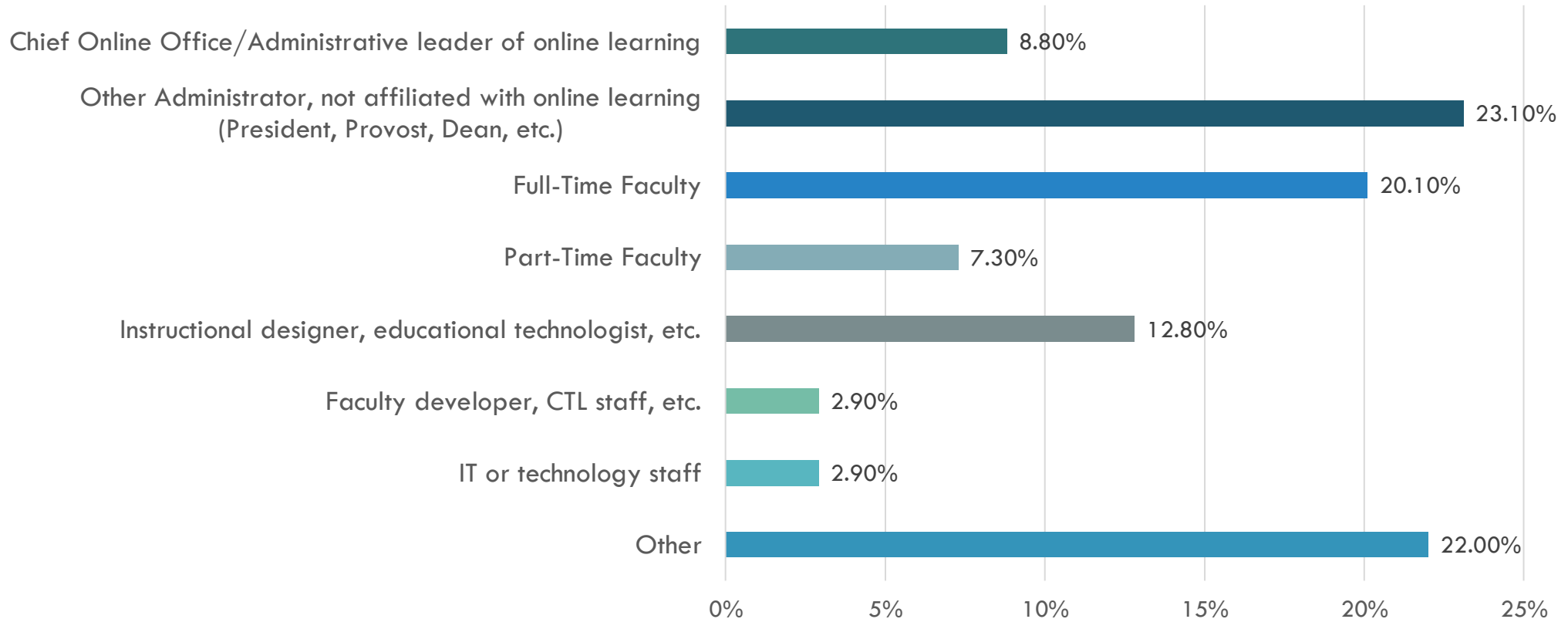
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POLL: WHAT IS YOUR PRIMARY ROLE AT YOUR INSTITUTION?

- Chief Online Office/Administrative leader of online learning
- Other Administrator, not affiliated with online learning (President, Provost, Dean, etc.)
- Full-Time Faculty
- Part-Time Faculty
- Instructional designer, educational technologist, etc.
- Faculty developer, CTL staff, etc.
- IT or technology staff
- Other

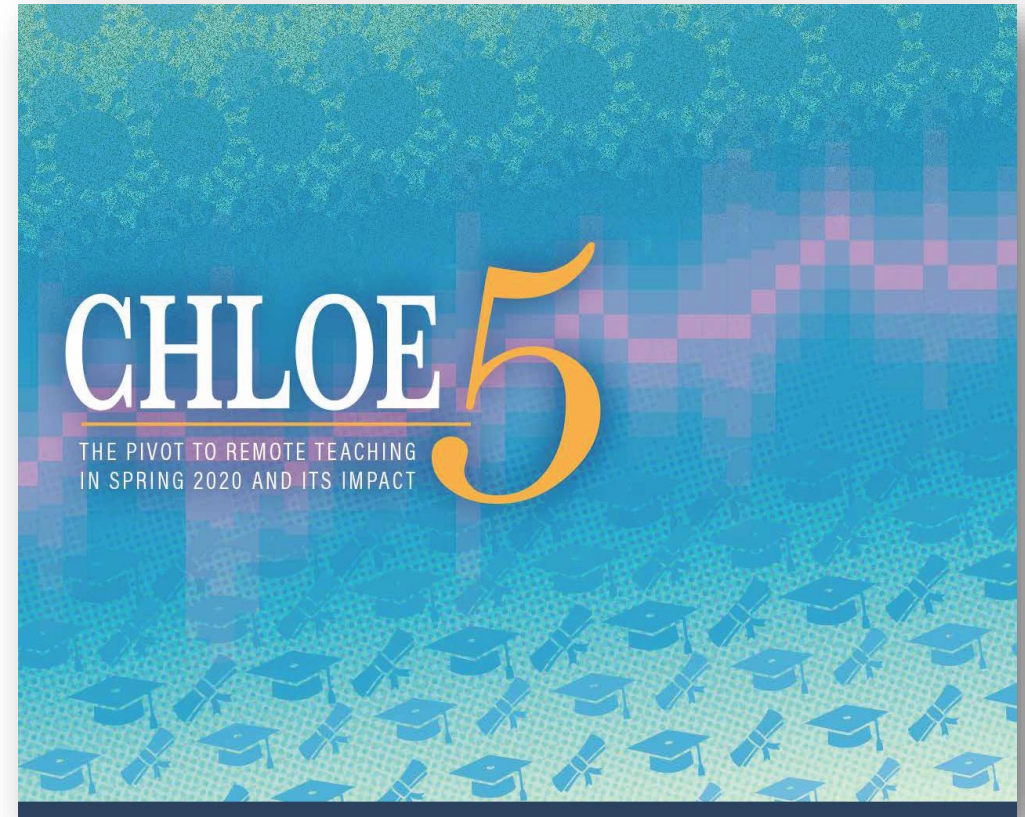
LIVE WEBINAR POLL RESULTS

What is your primary role at your institution?



CHLOE CONTEXT AND FOCUS

- Perspective of the chief online officer (COO)- 5th CHLOE survey
- Distributed in May 2020
- Questions related to preparedness for and success of remote pivot
- Included questions on plans for Fall
- 308 institutions represented



CHLOE 5: SAMPLE OF CHIEF ONLINE OFFICERS FROM 308 INSTITUTIONS

Table 1. Comparison of the Fourth and Fifth CHLOE Samples

Year	Public 2Y	Public 4Y	Private 4Y	For-Profit	TOTAL
CHLOE 4	99	135	123	8	366*
%	27%	37%	34%	2%	100%
CHLOE 5	65	109	124	9	308*
%	21%	35%	40%	3%	100%

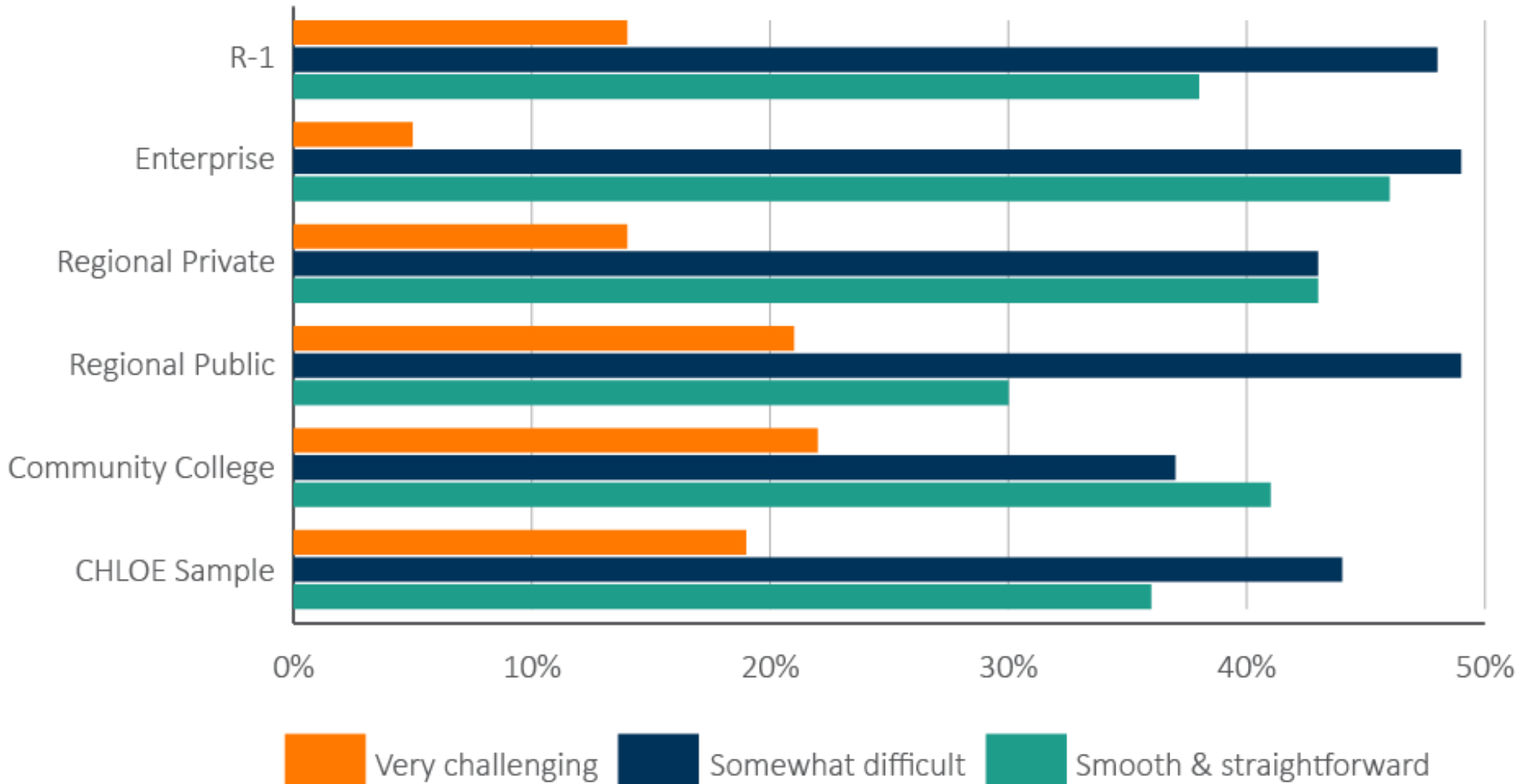
**Both surveys also received one response from a private 2-year school, included in the totals.*



SPRING 2020: WHAT HAPPENED & WHAT WORKED



COO PERSPECTIVE: HOW CHALLENGING WAS THE PIVOT TO ERI?



MAJOR CHALLENGES: LACK OF PREPAREDNESS, RESOURCES, AND COORDINATION

The Challenges	% reporting	308 Responses
Low level of preparedness of campus-based faculty	75%	230
Underprepared students	62%	190
Lack of sufficient instructional design support	43%	131
Lack of resources to quickly train campus-based faculty	35%	109
Online infrastructure limitations	31%	95
Lack of centralized coordination of the effort	29%	90
None of the above	11%	34

MAJOR CHALLENGES:

LACK OF FAMILIARITY & READINESS BY FACULTY & STUDENTS

Trimmed Average Percentage of Faculty Without Online Teaching Experience	Sample	Community College	Regional Public	Regional Private	Enterprise	R-1
Full Time Faculty	50%	35%	44%	51%	51%	66%
Part-Time Faculty	48%	43%	39%	47%	46%	57%
Tenured Faculty	54%	37%	47%	56%	55%	78%
Non-Tenured Faculty	48%	38%	39%	49%	44%	62%

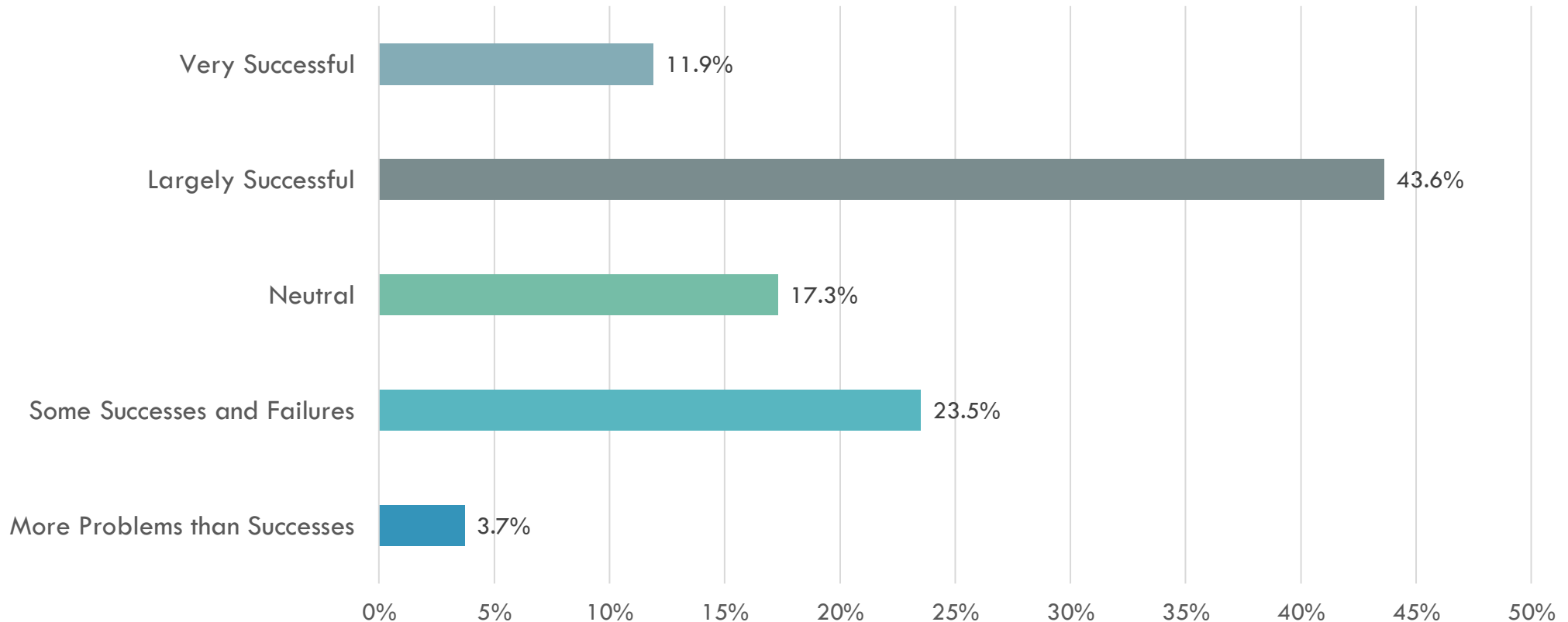
Percentage of Students with No Online Course Experience Pre-Pandemic	Sample	Community College	Regional Public	Regional Private	Enterprise	R-1
Undergraduate	51%	46%	45%	45%	39%	44%
Graduate	27%	DNA	28%	28%	34%	49%

POLL: HOW SUCCESSFUL WAS THE EMERGENCY REMOTE PIVOT AT YOUR INSTITUTION?

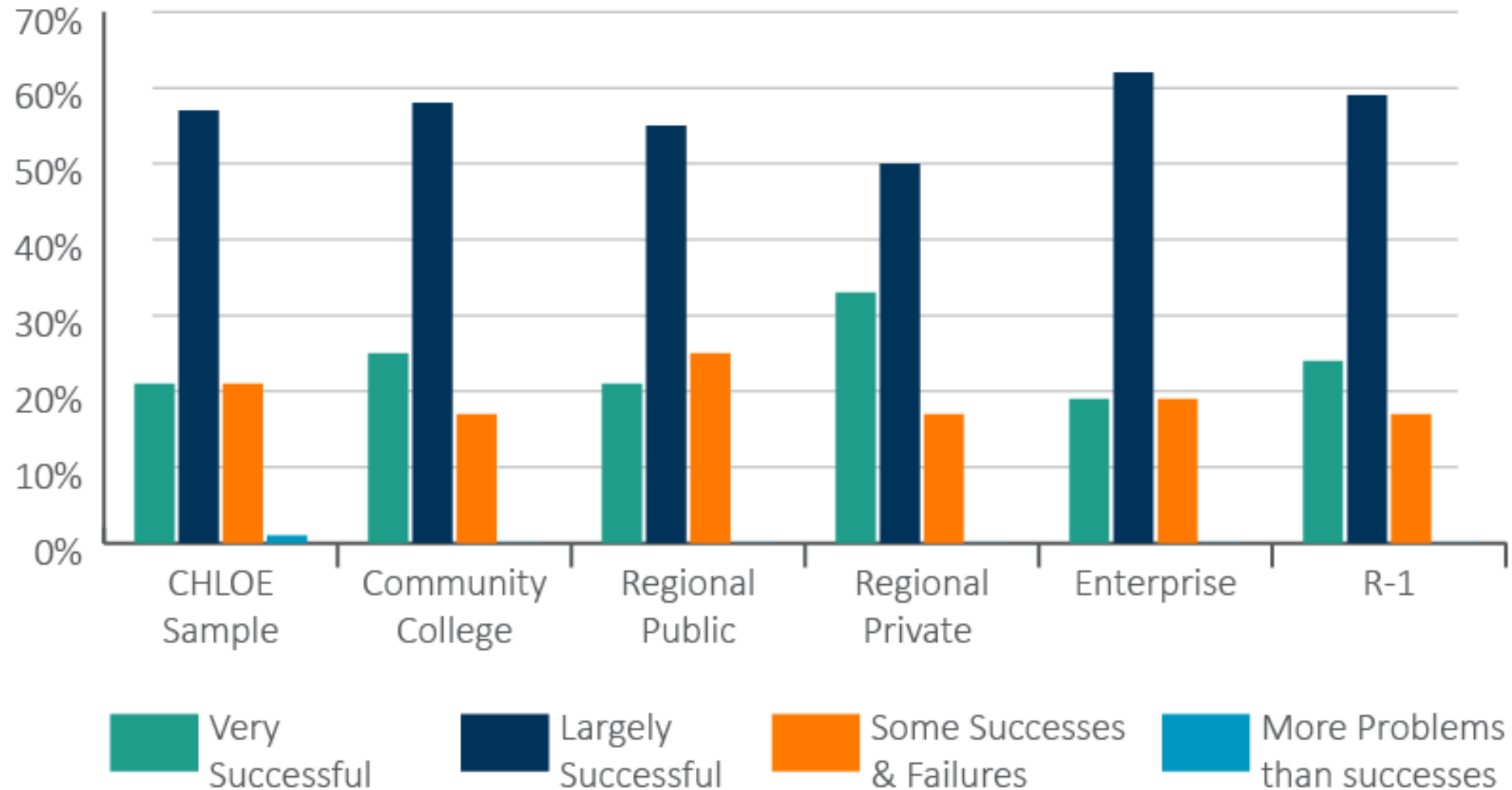
- Very Successful
- Largely Successful
- Neutral
- Some Successes and Failures
- More Problems than Successes

LIVE WEBINAR POLL RESULTS

How successful was the emergency remote pivot at your institution?



COO PERSPECTIVE: HOW SUCCESSFUL WAS THE ERI PIVOT?





FALL 2020: PLANS TO IMPROVE REMOTE INSTRUCTION

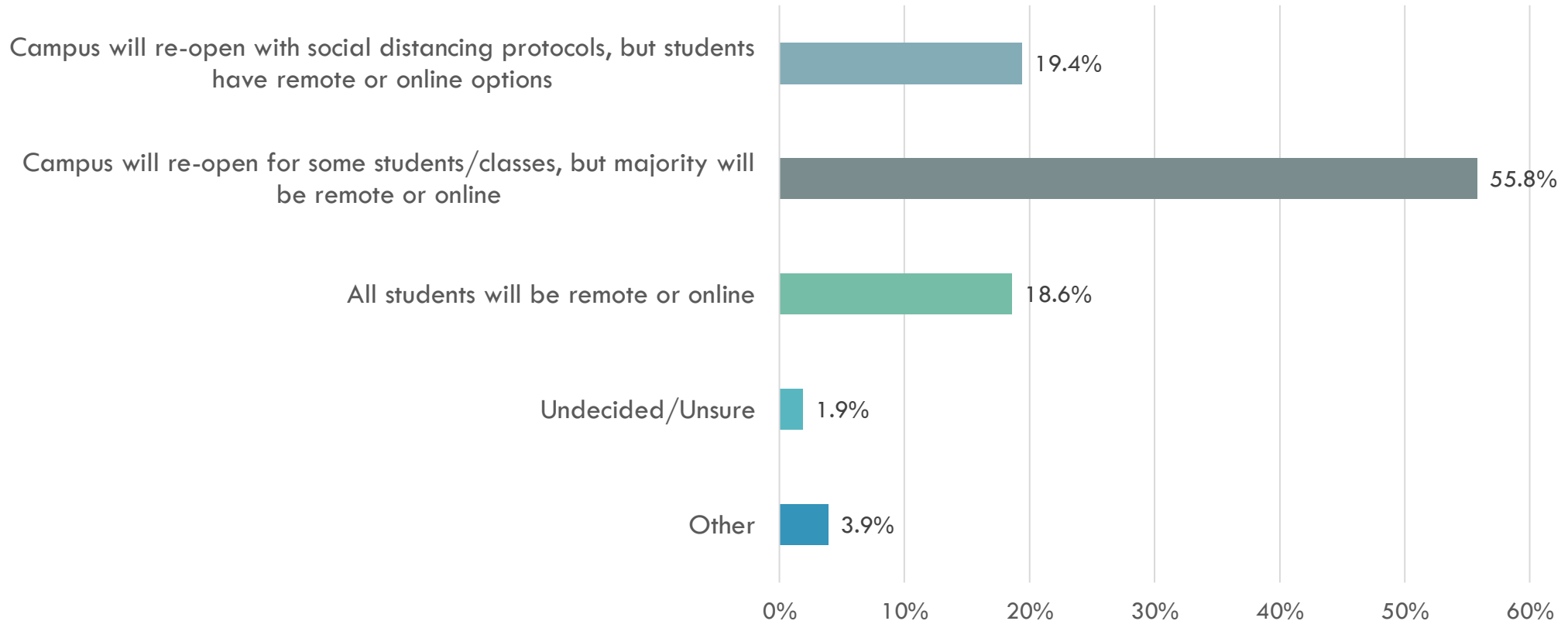


POLL: WHAT IS YOUR INSTITUTION'S RE-OPENING PLAN FOR FALL?

- Campus will re-open for all students, but with social distancing protocols
- Campus will re-open with social distancing protocols, but students have remote or online options
- Campus will re-open for some students/classes, but majority will be remote or online
- All students will be remote or online
- Undecided/Unsure
- Other

LIVE WEBINAR POLL RESULTS

What is your institution's re-opening plan for Fall?



FALL 2020 PLANS: THINGS HAVE CHANGED SINCE MAY

(Multiple Responses Permitted)

Course/Program Delivery Strategy	Sample	Community College	Regional Public	Regional Private	Enterprise	R-1
Provide online, hybrid, and campus-based options	42%	36%	50%	43%	43%	62%
No decisions yet made	39%	38%	38%	32%	43%	34%
Return to campus-based instruction with social distancing safeguards	38%	36%	31%	47%	38%	45%
Continue temporary remote instruction	12%	11%	13%	11%	14%	14%
Delayed opening	6%	1%	13%	7%	5%	10%

Source: CHLOE 5 (May 2020) and C2i data from Davidson College as of 8/12/2020). Distinct C2i and CHLOE categories have been aligned as closely as possible.

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FALL 2020 PLANS: THINGS HAVE CHANGED SINCE MAY

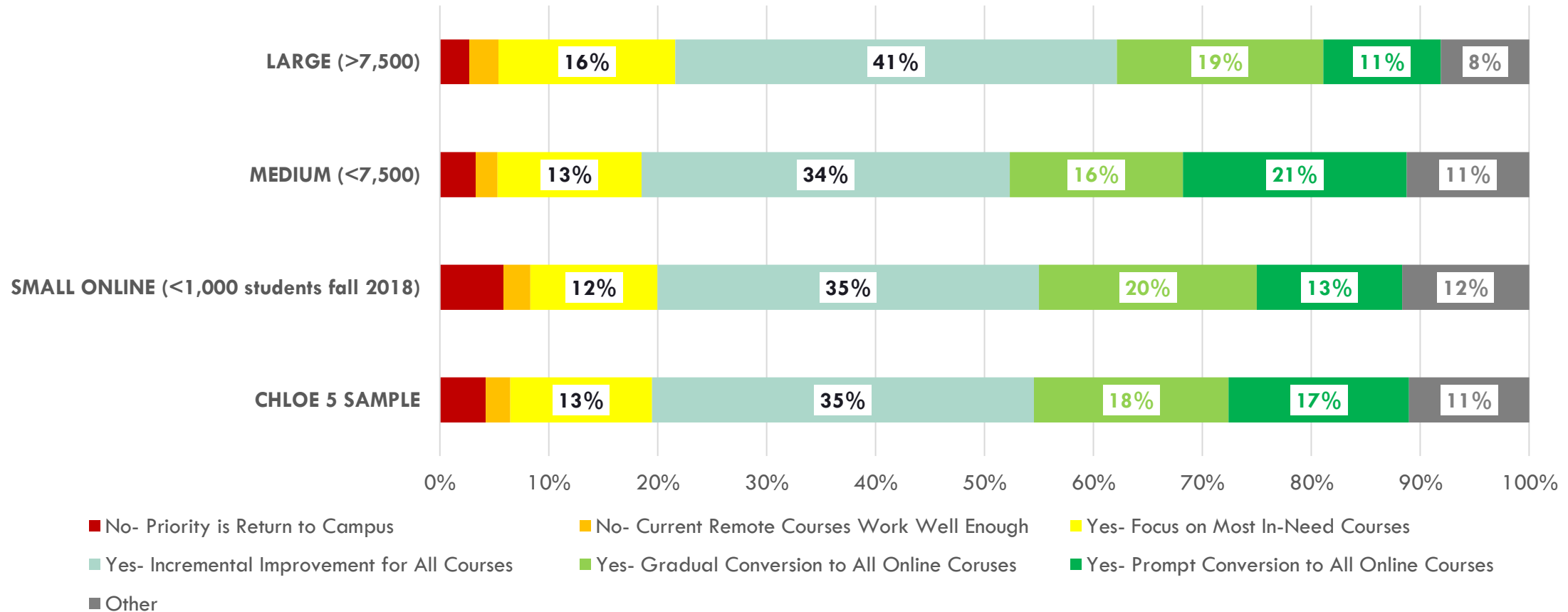
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Return to campus-based instruction with social distancing safeguards	3%	38%	36%	31%	47%	45%
Continue temporary remote instruction	28%	12%	11%	13%	11%	14%
Delayed opening	5%	6%	1%	13%	7%	10%

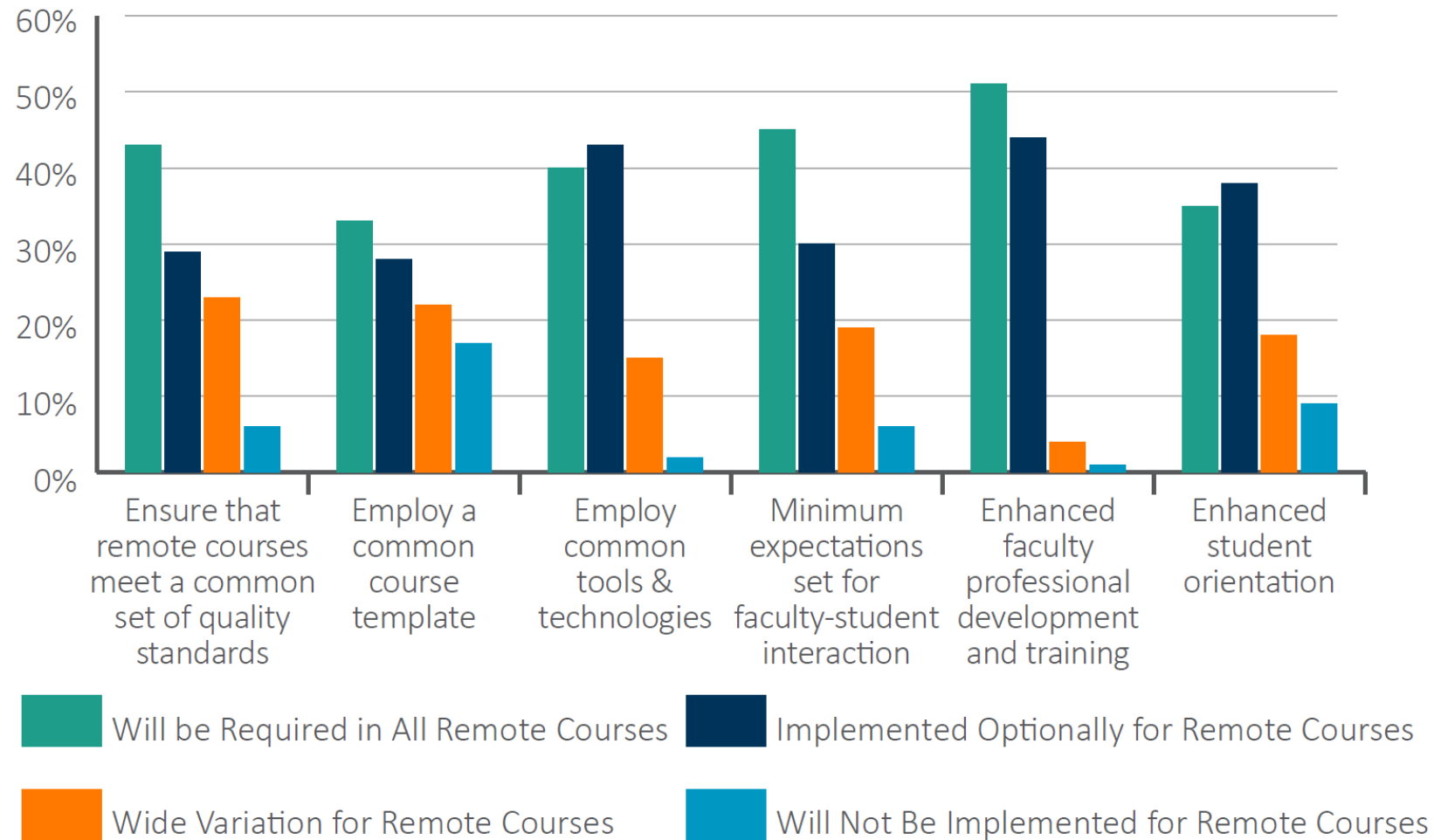
Source: CHLOE 5 (May 2020) and C2i data from Davidson College as of 8/12/2020). Distinct C2i and CHLOE categories have been aligned as closely as possible.

FALL 2020 PLANS: IMPROVE REMOTE VS. CONVERT TO ONLINE

As you look ahead to the summer and fall terms, are you working to improve the logistics and quality of remote instruction arrangements? (May 2020)



FALL 2020 PLANS: QUALITY IMPROVEMENTS FOR REMOTE COURSES



FALL 2020 PLANS: INSTRUCTIONAL DESIGNERS CAN ONLY DO SO MUCH

Average Number of Instructional Design Staff

December 2019 vs. June 2020

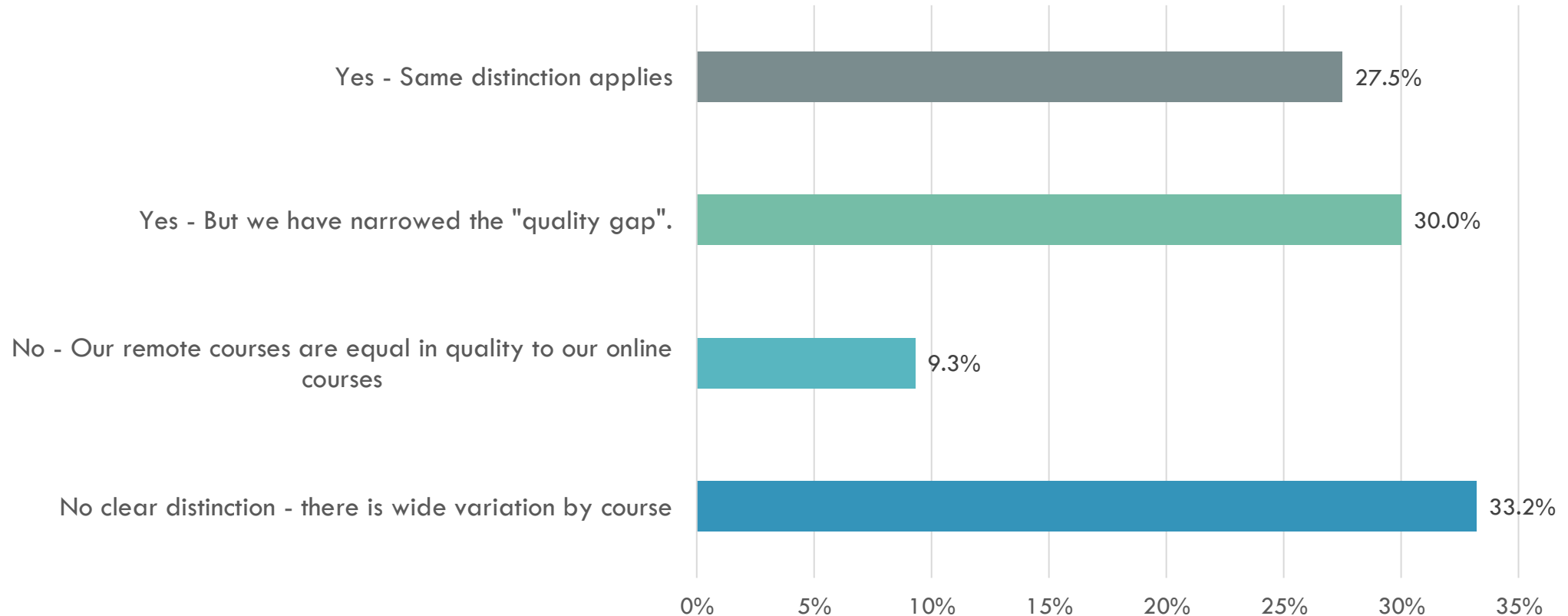
Instructional Designers on Staff – Pre- and Post the Pivot to Remote Instruction	Sample	Community College	Regional Public	Regional Private	Enterprise	R-1
Full-time Instructional Designers – Dec. 2019	3	1	3	5	9	11
Full-time Instructional Designers – June 2020	3	1	4	5	10	12
Part-time Instructional Designers – Dec. 2019	0	0	0	1	1	1
Part-time Instructional Designers – June 2020	1	0	1	1	1	2

POLL: IN THE SPRING, MANY ONLINE LEADERS DREW A DISTINCTION BETWEEN “LOWER QUALITY” REMOTE INSTRUCTION AND “HIGHER QUALITY” ONLINE LEARNING. AT YOUR INSTITUTION, BASED ON FALL PLANS, DOES THE SAME DISTINCTION APPLY?

- Yes – Same distinction applies.
- Yes – But we have narrowed the “quality gap”.
- No – Our remote courses are equal in quality to our online courses.
- No clear distinction – there is wide variation by course.

LIVE WEBINAR POLL RESULTS

In the Spring, many online leaders drew a distinction between “lower quality” remote instruction and “higher quality” online learning. At your institution, based on Fall plans, does the same distinction apply?





PANELIST Q&A



PANELISTS



*Dr. Jill Buban
VP, Digital Strategy and Online Education
Fairfield University*



*Dr. Arletha McSwain
HR Senior Training
Specialist - Educational Technology,
Title IX Coordinator, and
Professor of Education,
Bethune-Cookman University*



*Dr. Sasha Thackaberry
VP, Online and Continuing Education
Louisiana State University*

Resources



Download the CHLOE 5 Report

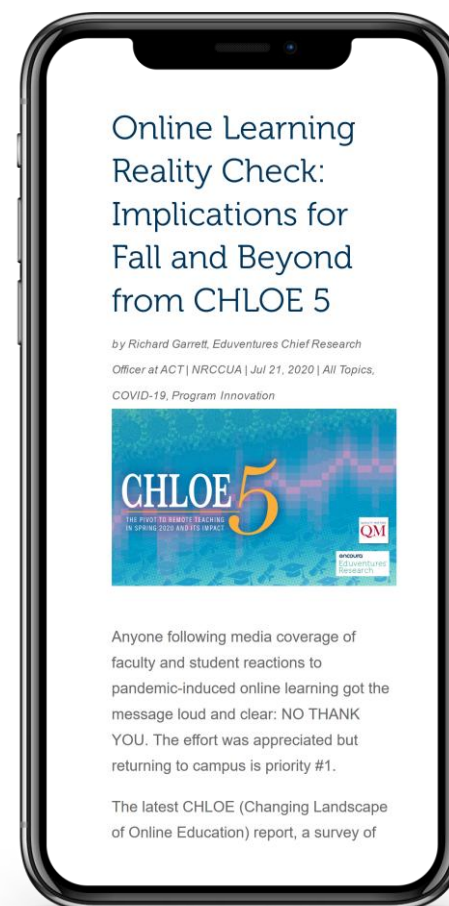
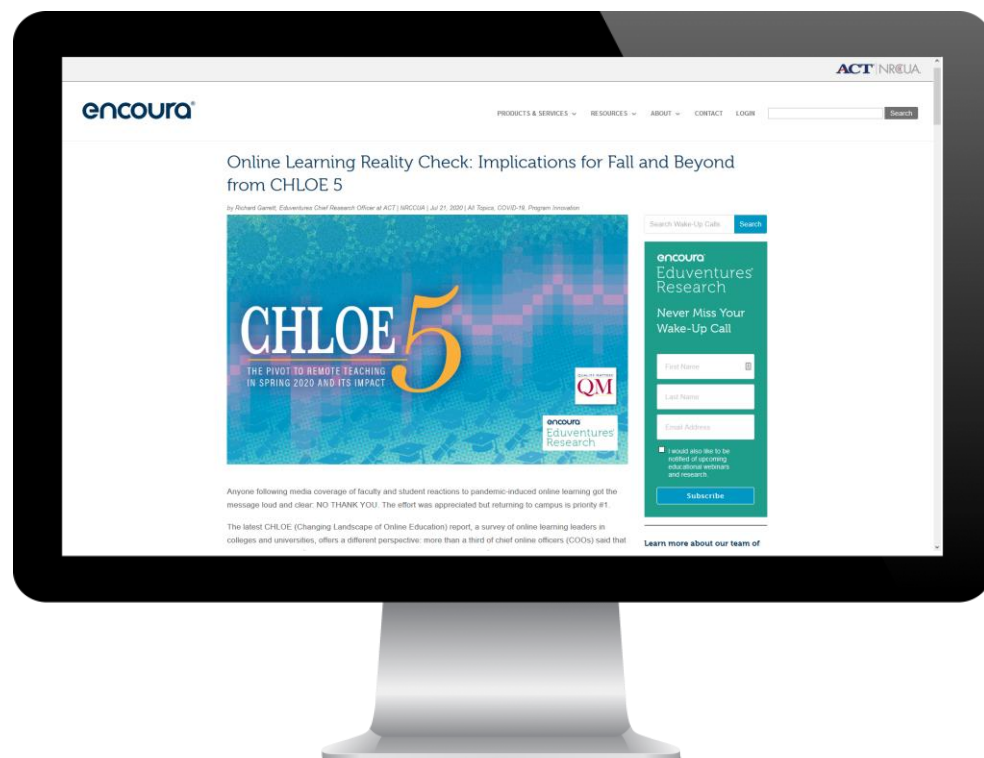
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Research

encoura.org/project/chloe-5-the-pivot-to-remote-teaching-in-spring-2020-and-its-impact/



CHLOE 5 Wake-Up Call

encoura.org/online-learning-reality-check-implications-for-fall-and-beyond-from-chloe-5/



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encoura.org/project/planning-in-the-dark-reimagining-the-undergraduate-experience-for-fall-2020/

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Planning in the Dark:

*Presidential Perspectives on
Reimagining the Undergraduate
Experience for Fall 2020*

