ONLINE EDUCATION: TEACHING IN A TIME OF CHANGE

• Paper / Proposal Title:

• Author(s) Name:
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*Quinn Dalton and Alanna Cates are the proposed presenters.

• University or Company Affiliation:
University of North Carolina at Greensboro

• Abstract (300 words):
The University of North Carolina at Greensboro is currently in the process of redesigning the uncg.edu website. In the fall of 2020, Dr. Anthony Chow proposed usability testing with the help of students in the new M.Ed. in Teacher Education, Instructional Technology Concentration, as well as interested MLIS students. The project would in turn offer participating students real-world experience in conducting best-practice quantitative and qualitative usability testing at a critical phase in the uncg.edu redesign process. Students were offered the opportunity to participate in the usability testing either by conducting tests or volunteering as a test respondent.

Given where the uncg.edu redesign project was in its timeline by the start of the Fall 2020 semester, a short window of time was available to recruit volunteers to participate in the four user stakeholder groups identified – faculty, staff, and current and prospective students – as well as to recruit and train Instructional Technology students to conduct the tests and to record the results for reporting purposes.
Even given the time constraints, which in turn limited how many users could be tested, this project was an extremely valuable opportunity for Instructional Technology students to participate in a major usability testing project. The resulting paper, submitted for this conference, was met with enthusiasm from the UNCG team leading the redesign, and Instructional Technology students have been invited to conduct additional usability testing and reporting as the uncg.edu redesign continues.

• Author(s) Biography (200 words each):

Dr. Anthony Chow has over 20 years of experience in academia, private industry, and government and specializes in web design and usability, leadership and management, instructional technology, and analytics and informatics. He holds a Ph.D. in Instructional Systems and an M.S. in Educational Psychology from Florida State University, with a B.S. in Developmental Psychology from San Francisco State University. He is an associate professor at the University of North Carolina at Greensboro in the Department of Library and Information Science and serves as lead faculty for the M.Ed. in Teacher Education, Instructional Technology Concentration, a new professional degree which accepted its first cohort of students in the fall of 2020.

Alanna Cates (presenter) is a candidate in the M.Ed. in Teacher Education, Instructional Technology Concentration program at UNCG and is pursuing her degree while working as a special education teacher for the K-12 NC Virtual Academy. She holds a Bachelor of Arts in Women and Gender Studies from the University of South Carolina.

Quinn Dalton (presenter) is a graduate of the UNC Greensboro MFA Writing Program and is a candidate in the M.Ed. in Teacher Education, Instructional Technology Concentration program at UNCG. She is a business writer with 20+ years of marketing and public relations experience. She is also an educator and trainer, teaching writing on the college level and communications skills in various corporate settings.

Cameron Raissi earned a Bachelor of Science in Computer Science at UNC Greensboro in 2019 and is a candidate in the M.Ed. in Teacher Education, Instructional Technology Concentration program at UNCG.