ONLINE EDUCATION: TEACHING IN A TIME OF CHANGE

• Paper / Proposal Title:

Developing Partnerships During Times of Change

• Author(s) Name:

Michelle E. Bartlett, Carrol Warren

• University or Company Affiliation:

North Carolina State University

• Abstract (300 words):

A project to support community college faculty in their transition to online instruction during Covid19 led to partnerships with local colleges and national organizations to serve the needs of faculty and staff who serve a broad spectrum of students. Centering around the delivery of coaching services to support course design and curriculum transition was the focus of this project and resulted in the combination of instructional design skills and leadership development experience allowing researchers to engage with community college leaders statewide. Online instruction, under normal operating procedures, requires extensive preparation, time, and access to virtual technology for both faculty and students (Chen, 2007). This project gave inside perspectives of how instructors, during this Rapid Online Teaching and Learning (ROTL) transition, addressed student engagement to content, peers, and the instructor; additionally, how faculty helped students overcome barriers and distractions due to increased personal work-life pressures during COVID19.

Support for transitioning seated courses to a virtual platform and solutions to reduce the workload associated with transitioning courses to an online format in a small window of time was provided. User-friendly tools were introduced through one-on-one coaching sessions, webinars, and recorded instructional videos. The project led to state-wide partnerships with North Carolina community colleges, services were provided to 53 of the state’s 58 community colleges. To
advance the mission of the project, The North Carolina Community College System Office reached out for support and became a valued stakeholder as services were delivered. The project gained attention from the National Institute for Staff and Organizational Development (NISOD) who extended an invitation to present on a national level. This presentation provided a connection on a greater level to serve community colleges during COVID19 and resulted in a partnership connecting university students working at community colleges with access to resources offered by the organization.

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

Michelle Bartlett, Ph.D., coordinates the Masters in Training and Development program and graduate certificate programs in Talent Development, Instructional Design, and eLearning at North Carolina State University. Michelle is also the coordinator of competency-based education initiatives for the College of Education. Michelle serves as a faculty scholar at the Belk Center for Community College Leadership and Research. She received her Ph.D. at Clemson University in Higher Education Leadership with a cognate in statistics. She is the editor of Career and Technical Education Research Journal. Michelle has extensive experience designing and facilitating training around improvement in higher education, post-secondary education, business, and government programs. Her multidisciplinary experience has included career workshops in topics such as executive leadership, change management, conflict management, communication skills, empowering middle management, improving training effectiveness, and instructional design. Michelle is a nationally recognized educator and was awarded the Wagner Innovation Award in 2018 by the Distance Learning Administration, an award established to honor innovators in online education.

Carrol Warren, Ed.D., serves students enrolled in graduate distance education degree programs at North Carolina State University. She also serves as a faculty scholar for the Belk Center for Community College Leadership and Research, where she created a senior-level executive mentorship program for doctoral students. Carrol earned her bachelor's degree in psychology from Meredith College, master's degree in education from the University of Texas at Austin, and her PhD in Adult and Community College Education from North Carolina State University. Carrol’s projects focus on student success in executive education, distance learning administration, and vocational assessment. In addition to her work with NC State, Carrol serves as an Expert Witness with the Social Security Administration and consults with organizations providing opportunities for team building, program evaluations, and guidance for federally funded grant programs.