STUDENT EXPERIENCE OF THE COTE PROGRAMME

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INSTITUTE OF DISTANCE EDUCATION – UNIVERSITY OF ESWATINI

KEY COMPETENCIES

- carry out needs' analysis in online course development
- apply principles of online programme designing in developing online courses
- design online courses
- utilise different functions of a Learner Management System (Moodle)
- identify and use different software and authoring tools
- create useful, engaging and interactive digital learning materials
- appreciate the roles, skills and competencies of an online learning facilitator
- manage online discussion as a teaching/learning tool
- plan and facilitate a live online lesson
- create authentic and engaging assessments online
- provide meaningful and instructive feedback in online learning
- develop strategies for different forms and ways of authentic online assessment
- address ethical issues in online assessment.

CERTIFICATE IN ONLINE TEACHING FOR EDUCATORS – IDE, UNIVERSITY OF ESWATINI

MODE OF DELIVERY: Online using the Moodle platform
(facilitated by a 5-person team per module: 2 faci-) litators, 1 e-tutor, 1 technologist, 1 technician), complemented by interactions on WhatsApp

COURSE STRUCTURE: 4 modules, namely IDE101, IDE102, IDE103 and IDE104, taken consecutively.

DURATION: 6 weeks (2h per day), 7 working days per module (there is always a weekend for each module too

COURSE OBJECTIVES

At the end of the course, participants will be able to:

- Design an online lesson and/or course
- Create digital learning materials
- Teach and facilitate online
- Assess online

OBJECTIVES

- **ONLINE TEACHING/LEARNING APPROACHES:** Readings, lecture notes, screencasts, videos, audios, discussion, individual activities, group activities
- **ASSESSMENT:** Assignments in each module. Assessment includes participation in the various online activities proposed.
- **QUALIFICATION:** Certificate in Online Teaching for Educators

STUDENT SATISFACTION AS PART OF QUALITY ASSURANCE SYSTEM

- Pilot programme: survey at the beginning and end of the programme + survey at the end of each module (surveys for students and facilitators)
- Launch of fully-fledged programme: January 2022
- Since then one cohort of 50 participants has finished the programme (another 3 have started, one final one will start on 23 May 2022 – a new call for applications will be sent out end July/beginning of August)
- Response rates:
  - Module 1: 70%
  - Module 2: 58%
  - Module 3: 66%
  - Module 4:

QUESTION 3: COURSE FACILITATORS (MODULES 2 AND 3)

Question 3	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The Instructor clearly defined the course objectives	21	7	0	1	0	0
The Instructor was well-prepared for all sessions	19	10	0	0	0	0
The Instructor adequately responded to my questions	21	8	0	0	0	0
The Instructor explained topics clearly	15	14	0	0	0	0
The Instructor provided useful feedback on assessment tasks/assignments/tests	18	10	1	0	0	0
The Instructor was available for outside classes/sessions queries	21	5	1	0	2	0
The Instructor has total mastery of knowledge of the subject matter	20	8	0	1	0	0
The Instructor engaged well with students	22	7	0	0	0	0
I can take another course with the same Instructor	23	6	0	0	0	0

Question 3	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The Instructor clearly defined the course objectives	26	7	0	0	0	0
The Instructor was well-prepared for all sessions	26	7	0	0	0	0
The Instructor adequately responded to my questions	25	7	0	0	0	1
The Instructor explained topics clearly	23	8	2	0	0	0
The Instructor provided useful feedback on assessment tasks/assignments/tests	26	6	0	0	0	1
The Instructor was available for outside classes/sessions queries	24	8	1	0	0	0
The Instructor has total mastery of knowledge of the subject matter	26	7	0	0	0	0
The Instructor engaged well with students	26	7	0	0	0	0
I can take another course with the same Instructor	25	8	0	0	0	0

QUESTION 1: HOW USEFUL DID YOU FIND THE ACTIVITIES

Mod 1 Mod 2

Mod 3 Mod 4

How useful did you find the activities about:	Very useful	Useful	slightly useful	Not that useful	Not useful at all
Basic concepts and underpinning principles to planning/designing online programmes or courses (Topic 1)	30	4	1	0	0
Learning theories informing online teaching and learning (Topic 2)	25	10	0	0	0
Designing a Blended Learning/ Online course (Topic 3)	22	13	0	0	0
Planning for Content Development (Topic 4)	26	9	0	0	0
Let us get practical (Topic 5)	22	13	0	0	0

How useful did you find the activities about:	Very useful	Useful	slightly useful	Not that useful	Not useful at all
Introduction to online teaching and learning (Topic 1)	29	4	0	0	0
Learning theories informing online teaching and learning (Topic 2)	27	6	0	0	0
Roles and competences of an online learning facilitator (Topic 3)	31	2	0	0	0
Discussion as an online learning tool and managing online discussion (Topic 4)	28	5	0	0	0
Facilitating the live online lesson (Topic 5)	28	4	1	0	0

How useful did you find the activities about:	Very useful	Useful	slightly useful	Not that useful	Not useful at all
Introduction and guidance (Topic 1)	21	8	0	0	0
The process of digital learning materials development (Topic 2)	17	12	0	0	0
Technologies for creating digital learning materials (Topic 3)	20	8	1	0	0
Technologies for social media in education (Topic 4)	23	5	0	1	0
Selecting an authoring tool (Topic 5)	20	6	3	0	0

QUESTION 4: E-TUTORS

Question 4	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The Tutor managed the WhatsApp group chat well	29	5	1	0	0	0
The Tutor encouraged participation in group discussions	25	10	0	0	0	0
The Tutor assisted students with assessment tasks	21	13	1	0	0	0
The Tutor provided feedback on assessment tasks/assignment/tests	15	16	2	1	0	1
The Tutor commented on students' posts (e.g. Jam board, Wiki)	18	12	3	1	0	1
The Tutor held at least one (1) online chat	20	11	1	1	0	2

Question 4	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The Tutor managed the WhatsApp group chat well	22	7	0	0	0	0
The Tutor encouraged participation in group discussions	20	9	0	0	0	0
The Tutor assisted students with assessment tasks	20	9	0	0	0	0
The Tutor provided feedback on assessment tasks/assignment/tests	18	10	0	0	0	1
The Tutor commented on students' posts (e.g. Jam board, Wiki)	17	10	1	0	0	1
The Tutor held at least one	14	9	6	0	0	0

Question 4	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The Tutor managed the WhatsApp group chat well	28	5	0	0	0	0
The Tutor encouraged participation in group discussions	28	5	0	0	0	0
The Tutor assisted students with assessment tasks	27	6	0	0	0	0
The Tutor provided feedback on assessment tasks/assignment/tests	28	5	0	0	0	0
The Tutor commented on students' posts (e.g. Jam board, Wiki)	26	7	0	0	0	0
The Tutor held at least one (1) online chat	23	10	0	0	0	0

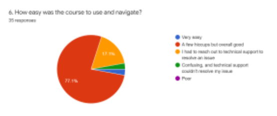
QUESTION 2: COURSE MATERIALS

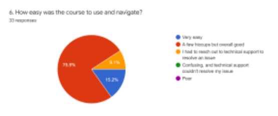
Question 2	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The course materials were useful	23	10	2	0	0	0
The course materials increased my knowledge of online course design and underlying concepts	24	11		0	0	0
The course materials helped me understand the course topics	20	13	2	0	0	0
The course materials complemented each other	22	11	2	0	0	0

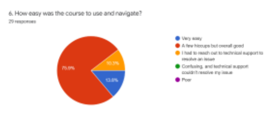
Question 2	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The course materials were useful	26	7	0	0	0	0
The course materials increased my knowledge of online course design and underlying concepts	22	11	0	0	0	0
The course materials helped me understand the course topics	21	12	0	0	0	0
The course materials complemented each other	25	8	0	0	0	0

Question 2	Strongly agree	Agree	Slightly agree	Slightly disagree	Disagree	Strongly disagree
The course materials were useful	16	13	0	0	0	0
The course materials increased my knowledge of online course design and underlying concepts	23	5	1	0	0	0
The course materials helped me understand the course topics	14	14	1	0	0	0
The course materials complemented each other	17	9	3	0	0	0

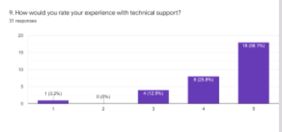
TECHNICAL SUPPORT

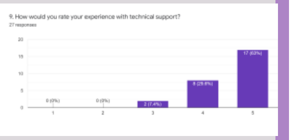

6. How easy was the course to use and navigate?
35 responses

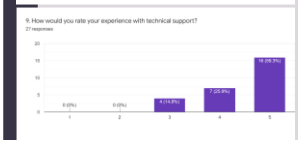

6. How easy was the course to use and navigate?
33 responses


6. How easy was the course to use and navigate?
29 responses

HOW WOULD YOU RATE YOUR EXPERIENCE WITH TECHNICAL SUPPORT?







DID YOU CONNECT WITH OTHER LEARNERS (SHARING IDEAS, RESOURCES)? WHY OR WHY NOT?

- Yes. To seek clarity on some issues and some activities I did not understand and also to explain what I thought I understood that they did not.
- Limited to the WhatsApp group and where we had to connect in the activities.
- Mainly on the discussion forums. Had some great feedback and suggestions from other learners that way.
- Yes, this was a great help in me completing the module. Their ideas were insightful, and their support is commendable.
- Everything happened so fast that I ended up focusing on completion of my assigned tasks

SELECTED COMMENTS FROM THE OPEN QUESTION SECTIONS: DID THE ONLINE COURSE MEET YOUR EXPECTATIONS?

- I feel like more time was needed as the 5 days is a bit overwhelming. It leaves no room to catch up in case you missed any day. Also more practice is needed at the end of each unit to check understanding. This is because majority if us did not understand what was required in unit 5 where we had to apply what we learned in unit 1- 4
- It went beyond my expectations
- Yes, very impressive. Well done IDE
- I learned a lot and quality of the materials is great
- Yes, I needed to learn how to facilitate learning in online lessons and I did learn

DID THE ONLINE COURSE FIT INTO YOUR WEEKLY SCHEDULE EASILY?

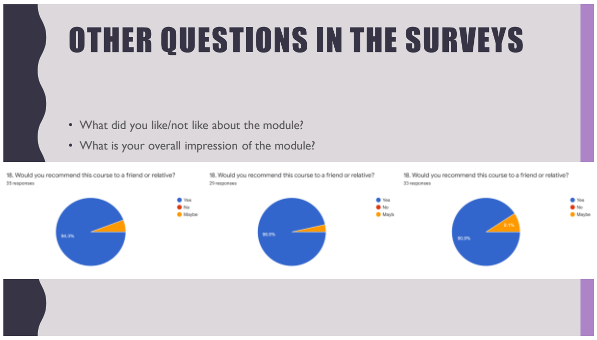
- Not that easily, but i think i managed reasonably well. Two hours a day set aside only gives time to do the bare minimum. Ive spent many more hours reading and assimilating the information given, and some activities take a long time to complete.
- I needed a lot more time than anticipated to be able to comfortably complete all reading and activities.
- No, it did not. As a new teacher I'm still trying to balance everything out.
- No. The two hours we were supposed to set aside for learning isn't ideal, especially when you work long stressful hours.
- It needs a lot of effort in time management. Also, some flexibility to make use of the vacant time slot from my daily routine.

WHAT DID YOU WISH TO LEARN THAT WAS NOT PRESENT IN THE COURSE/MODULE

- I am not well-versed with various social media. Maybe some help there for that could have been useful.
- More on competencies
- I would have liked to see a real live lesson and observe how it was being facilitated
- Interactive whiteboard, simulation, screen casting and how to do a storyboard
- I wished to have learnt on how to put course material on LMS like Moodle. Create a discussion forum and manage it.

WERE THERE ANY MOMENTS WHEN YOU FELT FRUSTRATED ACCESSING THE ONLINE COURSE? WHY?

- Accessing the course has not been much of an issue, except for the times internet was too slow. However, I learnt to download or copy the necessary materials into word documents and saved them for studying later when I had more time, and then having access to internet was not so critical anymore.
- Definitely. H5p was difficult to access and navigate until another student said it's better to do the activity with two devices.
- Yes...network problem
- Yes, due to internet connection
- Twice I could not get onto the Moodle platform. The site was not available. We were informed on one occasion that the site was down, but it was resolved quite fast.
- Yes, seeing people proceeding while you are busy with one and the same thing frustrated me



OTHER QUESTIONS IN THE SURVEYS

- What did you like/not like about the module?
- What is your overall impression of the module?

18. Would you recommend this course to a friend or relative?
35 responses

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29 responses

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33 responses

CONCLUSION

THANK YOU FOR YOUR ATTENTION!
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