Online Learning:

This unit of Information Technology includes MUOnLine, which houses several full-time staff and faculty and student employees. Each person aids in facilitating the technical support for hardware, software, and instructional staff to aid faculty with E-course development and design. MUOnLine also works closely with the systems integration staff and the web portal administrators. In 2008, a new faculty unit comprised of professional librarians, called the Digital Learning Team, was added. The Digital Learning Team are conducting a campus-wide embedded information literacy program. Recent developments are based on national research that has radically changed how many libraries in the country approach library instruction with students and faculty. The university administration has provided support for new technologies and software to ensure that students and faculty enjoy a quality experience creating and delivering online courses. The embedded librarians are actively participating in the core curricular changes and First Year Seminar development. Additionally, the libraries have cultivated a wide array of online resources and services to provide access to millions of books, articles, research reports, images, sound clips, and more as students seek 24/7 online support for E-course projects and assignments. Marshall consistently contributes to local, regional, and national conferences related to online learning that allows our faculty and staff to share successes, forge new relationships, and enhance skills.

Libraries:

“Academic libraries today are complex institutions with multiple roles and a host of related operations and services developed over the years. Yet their fundamental purpose has remained the same: to provide access to trustworthy, authoritative knowledge. Within the context of higher education especially, when users wanted dependable information, they turned to academic libraries.”

(Campbell, 2006).

The Marshall University Libraries support the teaching, research and public service commitments of the University. To fulfill this responsibility, the Libraries acquire, organize, maintain and preserve materials in all appropriate formats. They also provide access and delivery of information, resources and services. Using the library as a gateway, students have access to the tools to search multiple resources and obtain materials from a variety of sources. A dynamic interlibrary loan and document delivery program provides materials from other libraries in electronic or print form, often in a matter of days. Courier services also enhance turnaround time and overcome geographical limitations.
The Distributed Education division of Information Technology was renamed “Online Learning” on July 1, 2009, at Marshall University and is comprised of the following functional units:

- MUOnLine
- MUOnLine Design Center
- FDCOMI
- Digital Learning Team
- MTOC
- Information Technology Assessment

Types of Online Courses:

The use of online resources in a class fall into these categories:

- **E-course**: 100% asynchronous and are charged an E-course fee rather than tuition. E-Course fees are the revenue source for MUOnLine.

- **T-course**: between 80% and 99% asynchronous. Synchronous time can be traditional seat time, conference calling, desktop conferencing, and any other form of mandatory meeting. T-Courses generate no revenue support for MUOnLine. E-course revenue supports the use of online resources in T-courses and course supplements. There is no departmental charge back for these types of blended or hybrid courses.

- **Course Supplements**: The use of online tools in a course that replaces less than 80% of the seat time. E-course revenue supports the use of online resources in T-courses and course supplements. There is no departmental charge back for these types of blended or hybrid courses.

- **VCLASS**: hybrid or technology-assisted courses that are delivered using a live classroom tool, such as Wimba, as the primary delivery mode are now part of the MU course offerings. A faculty member has the freedom to decide the origination location of his/her VCLASS. In some cases, the course is delivered 100% online and in others, faculty utilize TECI classrooms to deliver or record live class sessions. In both instances, students can view, attend, or retrieve the multimedia course materials online from any location that has internet such as office, home, library, lab, coffee shop, etc.

Quick Facts:

The Marshall University electronic course delivery software and program are referred to as **MUOnLine** to aid in consistency and branding.

**Blackboard Vista** is the software that powers the e-course system and its peripheral programs.

**MUOnLine**:
- Houses over 300 E-courses
- Provides students approximately 200 sections to choose from per term
- Serves over 16,000 students annually
- Grows steadily at an average annual rate of 10%

Online Learning Departments:

**MUOnLine Design Center**:
The center provides training and support for Marshall University's faculty and staff. This unit works with Marshall University faculty and staff to provide the hardware, software, networking, and technological assistance and support needed. They assist faculty and staff using the 59 video, audio, and integrated instructional media applications. These services are necessary to support, further, and accomplish the goals set forth in the Marshall University Mission Statement and Vision. Online course development is facilitated by the Design Center. A faculty committee, coordinated by a member of the faculty, provides guidance, support, and training. Additionally, this committee conducts regular E-course reviews to ensure that the development faculty meet best practices, technical requirements, and standards for delivery -- standards such as the Ohio Learning Network’s *CourseCheck!* program based on Chickering and Gamson’s *Seven Principles of Good Practice* (1987). Content reviews are conducted by the department and must be provided prior to MUOnLine approval.
Faculty Development Committee for Multimedia Instruction (FDCOMI):
Faculty interested in developing an online course or in using an online course section as a supplement to a bricks and mortar class, can contact the Faculty Coordinator for Online Instruction to obtain the checklist and paperwork to initiate the development and review process. Complete information about teaching online and using technology in general for instruction is provided along with a user group seminar series to allow faculty to present and share their online courses materials, lesson plans, and projects. FDCOMI was formed in 2002 to oversee academic issues for all forms of online courses. Its primary ongoing responsibility is to evaluate newly developed online courses according to a set of standard requirements formulated by the committee. Membership on the Faculty Development Committee for Online and Multimedia Instruction (FDCOMI) is open to all full-time faculty who have an interest in online education. Currently chaired and coordinated by a faculty member who receives a stipend and course release to direct the faculty development program. Faculty are paid a development stipend of $4,000 for each new three-credit-hour course upon FDCOMI and department approval. There are other levels of compensation when faculty choose to use e-packs and textbook supplements that provide more than 60% of the e-course content and/or update an existing course. The FDCOMI committee also recognizes faculty in a fall “Online Faculty Member of the Game” promotion that honors an online professor at each home football game. Honorees are selected by their peers and voted upon electronically. The faculty member is also given an attractive trophy and certificate.

Digital Learning Team (DLT):
Comprised of professional librarians, this new faculty group creates and coordinates a university-wide embedded librarian program, MUOnLine modules, and research instruction services for faculty and students in the classroom. The team provides a venue for faculty to embed a librarian who will attend most of the regularly scheduled classes and team teach research and information evaluation skills throughout the semester. The DLT can also be called upon to provide classroom-based instruction that is tailored to the professor’s needs. They are also part of the library's Research and Information Services department and aid in providing instruction and public services in all of the university library locations and online.

Marshall Technology Outreach Center (MTOC):
The center allows Marshall University to enhance the lives of the community through integrating the University externally and dissolving barriers to traditional technology education. Programs include Online College Courses in the High Schools (OCCHS) and ongoing K-12 technology partnerships including teacher-training initiatives.

Information Technology Assessment:
Another component of MUOnLine is the integration of information literacy, computer literacy, and over-all critical thinking competency within the information technology realm. By using the Educational Testing Service iSkills™ assessment program, this unit can provide national benchmarks to aid faculty in addressing information literacy needs and improving the teaching and learning process.

The following libraries are part of the Marshall University Library System. Each library operates as part of the university system and provides unique service to the clientele and program(s) with which it is associated. Together, the University Libraries’ holdings support graduate level research needs, with more than 450,000 volumes of which close to 20,000 are electronic books, and access to more than 24,000 periodical titles of which 20,000 are completely online. Students may use monographs, periodicals, documents, CD-ROMS, videocassettes, sound recordings, electronic journals, online reference materials, and microforms. We also provide access links to the public to statewide databases. Access to electronic resources and Ask A Librarian chat reference services are available via the University Libraries’ web page. The libraries play an essential role in the educational and research activities of the individual university programs. Using the library as a gateway, faculty and students have access to the tools to search multiple resources and obtain materials from a variety of sources.
John Deaver Drinko Library: houses close to 200,000 volumes, current journal subscriptions, a 24-hour computer lab, Information Commons, multimedia presentation facilities, an assistive technology center for the visually impaired, faculty and student instructional technology rooms, and a fully wired auditorium. Circulation, Reference, and Media are located in the Drinko Library, with extensive collections and teams of qualified personnel. Opened in 1998, this state-of-the-art facility also houses the Information Technology Administration and several other IT units such as: University Computing Services, Networking, Enterprise Systems, and University Telecommunications.

Online library services: librarians and staff provide real-time reference services through the webpage, email, and Wimba Pronto chat services. In addition to chat reference, we subscribe to close to 100 full-text and multi-subject databases, over 20,000 online journals, and close to 20,000 e-books. The libraries provide online access to Information Delivery Services (IDS). IDS is a web service that allows Marshall students, faculty, and staff to get articles/book chapters delivered electronically. We subscribe to a consortium that allows us to borrow books from over 60 libraries in the WV, PA, NY, and NJ region. With a quick turn-around time, students and faculty have close to 30 million items at their fingertips!

James E. Morrow Library: the oldest library on campus and is situated between Smith Hall and the Science Building. It houses Special Collections, Government Documents, and shelving for approximately 275,000 volumes. Special Collections features the University Archives, West Virginia Collection of state and regional materials, and the unique Hoffman and Blake collections. Government Documents, a federal depository collection, contains close to 1.2 million items and provides materials in electronic, microform, and paper formats.

Health Science Library: specializing in medical resources for the schools of medicine and nursing, maintains a current collection of medical monographs, periodicals and electronic resources. Staff provide a variety of document delivery services and searches on medical-related databases. The library is located in the Robert C. Byrd Center for Rural Health next to the Cabell-Huntington Hospital, on Hal Greer Boulevard.

Music Library: supporting the instruction and research needs of the Music Department, includes more than 16,500 sound recordings (tape, LP, and CD formats), 400 videos and DVDs, 14,000 scores, music education and jazz materials, and a sizeable reference collection. Several electronic resources, including Grove Music Online, are also available. The library is located in 115 Smith Music Hall.

Hoback Chemistry Library: consists of chemistry journals and monographs, and is accessible to students and faculty in the Chemistry department in the Science Building. Maintained by a chemistry faculty member, access is by arrangement only and handled by department personnel (696-2430).

Graduate College Library: located in South Charleston in the Robert C. Byrd Academic and Technology Center. The library contains 7,400 books and 220 current journal subscriptions, with online access to more than 20,000 periodical titles. There are 12 public computer terminals where users can access the integrated Marshall library catalog, bibliographic and full-text-journal databases, and the wide range of other resources available over the Internet. Because of the Marshall University Graduate College’s commitment to support students in distant locations, some non-traditional services are offered. These services include mailing books and journal articles if they are not available electronically. These services are available to currently enrolled Marshall University Graduate College students. For details, contact the MUGC library or go to the MUGC library’s home page (www.marshall.edu/library/mugc). Items held in the libraries on the Huntington campus can be retrieved through a daily courier service and by the electronic transmission of journal articles between the sites. The library staff are currently working on an information commons plan to improve the access to multimedia resources and collaboration space for graduate students on their campus.