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How E-Learning Services Are Provided and Organized

Almost all e-learning services are provided centrally from two units, Teaching Innovations for Learning and Teaching, and the Center for the Scholarly Advancement of Learning and Teaching. A central model helps ensure consistent quality for online courses.

How E-Learning Is Incorporated into the Business Model

There are two arms to Fresno State's educational offerings: the traditional, state-supported curriculum, and continuing and global education. These models differ in terms of student engagement, enrollment patterns, and recruiting. Only a small percentage of total courses are currently offered online. However, there is a movement toward having more online courses to address bottlenecks in the curriculum, lack of physical space, and increasing interest among both students and faculty. The continuing and global education arm increases access to students in the rural communities around Fresno State. There is also an increased recognition that more students in certain programs (such as nursing) would be well served by an online curriculum.

How We Support Faculty Transitioning into E-Learning

The e-Scholars Program is a semester-long, cohort-based faculty development opportunity driven by faculty members and an instructional design team in conjunction with two technical staff members. Professional development funding is provided for faculty who participate and complete course development. Instructional design support is provided to faculty who want to teach online, and deans also offer incentives for faculty to teach online. Faculty at Fresno State have a variety of perspectives toward online learning, and they often gradually transition to fully online courses through first teaching hybrid courses. Initially, online courses were marketed to faculty and met with resistance; more recently, however, a more open dialogue and flexible approach has increased faculty and deans' openness to e-learning initiatives.

How the Educational Impact of E-Learning Is Assessed

We use the review elements of Quality Matters in the design of online courses. Quality is a priority at Fresno State and is the reason we approach the subject of MOOCs with caution, given that their quality has not yet been ascertained or standardized. At this point, there is no standard analytics process for learning outcomes assessment. However, several learning outcomes assessment models are available to faculty.

The Future of E-Learning at Fresno State

Fresno State is planning to develop a totally online, self-paced version of the e-Scholars Program based on training modules. We anticipate that this initiative will be less time-intensive for e-learning staff than the current version, given that there is currently greater demand for the e-Scholars Program than there are slots. Individual consultation will always be available to faculty. In addition, Fresno State would like to attract a more diverse population of students through increased online offerings. Those students will take advantage of new California State University system funding for online initiatives.

Wish List for E-Learning

- Two additional course designers
- Multimedia lab space for faculty
- Another e-learning tech staff member