In academic year (AY) 2020 our center was reimagined and our mission broadened to meet the expanding needs of the university and its faculty. Strategic reorganization continued in AY21 resulting in an innovative wraparound support model to address new challenges and opportunities—just in time for the sudden shift to remote teaching and learning. Built upon a foundation of distinction, the Center for Excellence in Teaching, Learning and Online Education (CETLOE) is the home of:

The Teaching Effectiveness team, comprised of eight faculty serving over 400 full- and part-time instructors to meet the diverse and unique teaching needs of our institution.

The Learning Innovations team, which grew by 103 percent to enhance support for high-quality innovative digital teaching and learning on campus and online.

The Georgia State Online team, created to provide central administrative and marketing support for existing and new online program options.

All with the mission to advance the scholarship and practice of exemplary instruction at Georgia State University across all delivery modalities.

We thank the many faculty, staff, colleges and campus units who partnered with us throughout the year. CETLOE is proud to be part of a community that is dedicated to innovatively adapting to the continuously evolving needs of faculty, students, and society to stay relevant in 2021 and beyond.
It’s true that faculty development benefits the instructors and the institution, but the biggest winner is our students and that’s what higher education is all about. Our faculty believe this too, made clear by their high participation in professional development through CETLOE.

Delivering quality online courses is a priority at Georgia State. The Mastering Online Teaching program, developed and taught by CETLOE staff, provides vital professional development in online course design to help faculty meet a high standard. Over the past eighteen months, CETLOE scaled up the program in response to the sudden pivot to all online.

The atmosphere in our meetings was always very supportive and collegial. It felt good to be part of a community of colleagues who were sincerely interested in doing all we could to ensure student success.

Denise Davidson, History

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Sharing and researching insights and knowledge gained through disruption and beyond plays a vital role in innovative approaches to teaching and learning. CETLOE staff developed the Moving Forward blog, learning communities and facilitated discussions to support faculty forward momentum through the pandemic and other national crises.

### Building Community

- **42** Moving Forward Blog Posts
- **134** Participants - Faculty Virtual Conversation
- **7** Faculty Teaching And Learning Communities

### Scholarship of Teaching and Learning (SoTL)

CETLOE led the formation of the SoTL Consortium comprised of 6 USG institutions focused on studying the impacts of the rapid switch to remote teaching. We also provided SoTL faculty development workshops and support services for individual faculty engaged in teaching and learning research.

### Writing Across the Curriculum (WAC)

Through CETLOE, Georgia State University offers one of the largest Writing Across the Curriculum programs in the nation. As a high-impact practice, writing-intensive courses provide opportunities for students to use critical thinking to convey disciplinary-based knowledge through written communication.

- **274** Total WAC Trained Faculty
- **13** New WAC Faculty Trained
- **110** Graduate WAC Consultants

Supporting over 4,250 students

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I thought that participating in your Faculty-TaLC was very beneficial to me as a faculty member teaching online because I could hear from colleagues in other disciplines about their experiences and strategies.

> Tracy Ediger, Biology-Atlanta

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Instructional Support

I just want to say thank you to all the faculty and all the CETLOE people that have been working tirelessly on all of these courses. They’re just amazing. We couldn’t have done it without this great effort from both the faculty and CETLOE. It’s really, really exciting to see all of this great work.

Georgia State University Instructor

At Georgia State University, student success is infused into everything we do. With this in mind, CETLOE enhanced the university’s learning analytics capabilities, developed engaging multimedia, and supported equitable teaching and learning through pedagogy and programming. Here are a few highlights.

**LEARNING DESIGN AND ENHANCEMENT**

- **Instructional Technology and Multimedia**
  - Five How to Learn Online Videos: 3,690 views – available online and incorporated into the student retention chat bot.
  - Student Engagement Dashboard: Early alert system triggers advisor outreach before students begin to struggle academically.
  - Digital Learning Skills Workshop: 493 individuals participated in this student workshop designed to enhance digital literacy.

**Diversity, Equity and Inclusion (DEI)**

Facilitating difficult conversations and ramping up faculty development efforts with equitable learning courses was an imperative. CETLOE also enhanced student programming to support workforce diversity in technology and leadership.

- **Universal Instructional Design**
  - Introduced “TILT”ing assignments, a diversity readiness rubric and DEI syllabus statement examples.

- **Accessibility Initiatives**
  - Trained faculty to create accessible content, hired accessibility expert, closed captioned all videos and added accessibility tools.

- **DEI Student Technology Pipeline**
  - Fostered students through Digital Learners to Leaders (DLL), Panther Hackers and the Development Innovation Leadership team.
Online Education

CETLOE has demonstrated tremendous breadth of expertise and a flexible approach to customize the course development to suit the needs of each [Online B.B.A.] faculty member. Faculty have thoroughly enjoyed the disciplined and supportive process and are amazed by the transformed look-and-feel of their online courses which are now more engaging for their students.

Ritu Lohtia, Marketing

Georgia is home of one of the largest populations of fully online students in the nation, yet over 70 percent of them enroll in out-of-state, primarily for-profit, institutions. We can do better. CETLOE applies a holistic approach to supporting development of online program options at Georgia State. The Georgia State Online, Learning Innovations, and Teaching Effectiveness teams together provide central administrative and marketing support, online course and program design, instructional multimedia, course review, iCollege training, and pedagogy training. The result is an innovative wraparound support model for quality online program options and sustainable growth.

**ONLINE PROGRAM OPTIONS**

- New Online Students Enrolled (Fall 2021): 921
- Online Program Options (Fall 2021): 86
- Online Program Options (AY 2021): 61

**ONLINE COURSES**

- Online Courses Developed With 180+ Faculty Members: 70+
- Online Courses Fall 2021: 881
- Online Courses Fall 2019: 327

Every Georgia State University instructor and student experienced teaching with technology in AY 2021. Experiences like these catalyze lasting innovation in teaching and learning. Georgia State courses moved to a remote format at record speed for the safety of our entire community. Here we highlight the in-depth one-on-one intensive work with 180+ faculty developing online courses for high quality online program options as well as the 169 percent increase in online course offerings when comparing pre-pandemic fall 2019 to fall 2021 return to campus data.
What’s Next

- Institutionalize regular and substantive interaction in all current and new online courses.
- Enhance inclusive teaching and learning activities and resources across all modalities.
- Enhance and expand digital learning tools and resources to support teaching and learning across all modalities.