Graduate Certificate in Tertiary Learning and Teaching (Level 7)

**Facilitating Online 2011**

<table>
<thead>
<tr>
<th>SMS Code</th>
<th>LT702001</th>
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<tr>
<td><strong>Level</strong></td>
<td>5</td>
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<tr>
<td><strong>Total Learning Hours</strong></td>
<td>100</td>
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<td><strong>Work Experience Hours</strong></td>
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**Introduction**

In this course you are offered a mix of online learning methods. Attendance at the virtual course meetings is optional; however, the course meetings, weekly activities and assessment rely on interaction with your peers. This will occur via participants' blogs, web conferencing, email group, and one-to-one Skype meetings. There will be a mix of activities and self-directed work. Overall you can expect to spend on average 5-6 hours to week studying in this subject over one semester.

**Online material** is located on WikiEducator, an open access wiki platform (Course wiki). The Course Blog will be used for weekly announcements and summarising the week's activities and to link you to individuals’ blogs. The Course Email Group will provide another route for group communication and discussion.

**Links:**
- Course wiki: http://wikieducator.org/Facilitating_Online
- Course Blog: http://facilitatingonlinecommunities.blogspot.com
- Course email group: https://groups.google.com/group/facilitating-online-communities
- Adobe Connect virtual meeting room: https://adobeconnect.op.ac.nz/fo2011

**Facilitator:**
Sarah Stewart (H100)  Ph 0800 762 786
Email: sarah.stewart@op.ac.nz (available flexibly and by appointment)

**Aim**

To enhance understanding of how to facilitate in the online environments, using a range of synchronous and asynchronous online communication tools.
Learning Outcomes

At the successful completion of this course, students will be able to:
1. discuss the features of online communities and networks
2. explore the principles and practices of online facilitation
3. apply a variety of communication tools to facilitating online plan, facilitate and evaluate an online event.

Course expectations

Equipment
You will need access to a headset that includes a microphone for use during the live web conferences.

Course content
Course content is delivered via readings, videos, and recordings. We also have weekly online meetings/seminars via Adobe Connect and other web-conferencing tools which not only provide course content but allow you to network, become familiar with online communication and offer you the opportunity to practice your online facilitation skills. As the course progresses, you will be advised of external online events. Again, attendance is not compulsory but provide alternative opportunities to witness and experience online facilitation.

Participation
Whilst it may appear that there is a large amount of content and events happening, it is up to you to decide what to engage with or attend to meet your learning needs. Nevertheless, if you do not connect with other participants on your blog, other participants' blogs or at live events, you will miss out on the learning that comes from working with others in an online community.

Topics and Timetable for 2011

<table>
<thead>
<tr>
<th>Dates</th>
<th>Live online events (NZ time)</th>
<th>Topics</th>
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<tbody>
<tr>
<td>18th July</td>
<td>Adobe Connect Wednesday 20th July 20.00 hours NZ or Thursday 21st July 09.00 hours NZ</td>
<td>Orientation to the course</td>
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<td>Introduction to Facilitation Online</td>
<td>Introduction to the course</td>
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<tr>
<td>25th July</td>
<td>Adobe Connect Tuesday 26th July 20.00 hours NZ, or Thursday 28th July 12.00 hours NZ</td>
<td>Think what you want to explore during FO2011</td>
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<tr>
<td>Setting the scene</td>
<td>What we want to achieve in this course</td>
<td>Blog – Make a plan for what you want to learn and explore</td>
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<td>1st August</td>
<td>Adobe Connect Tuesday 2nd August 10.00 hours</td>
<td>Factors that impact on online facilitation – what is an online network and community</td>
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<td>The 'who',</td>
<td>How to facilitate a virtual team:</td>
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<tr>
<td>Event Date</td>
<td>Event Description</td>
<td>Speaker</td>
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<td>8th August</td>
<td>What is online facilitation?</td>
<td>Adobe Connect</td>
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<td>Coach Carole: Tips and tricks of online facilitation</td>
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<td>15th August</td>
<td>Case studies</td>
<td>TBA</td>
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<td>22nd August</td>
<td>The idea</td>
<td>Venue: TBA</td>
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<td>Thursday 25th 19.00 hours NZ Nicola Boud: Online facilitation and issues of sustainability</td>
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<td>29th August</td>
<td>Bringing a team, community, network or group together</td>
<td>Venue: Wiziq</td>
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<td>Gloria Lemay: My experiences of online facilitation for activism in the non-profit sector Day/time TBA</td>
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<td>5th September</td>
<td>Working collaboratively, planning and recording decisions</td>
<td>Venue: Adobe Connect</td>
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<td>Wayne Mackintosh: Using wiki for online facilitation</td>
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<td>12th September</td>
<td>Marketing, recruiting helpers and participants</td>
<td>Join a Twitter event</td>
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<td>Adobe Connect</td>
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<td>Preparing for the course mini conference Thursday 15th September at 12.00 hours and again at 20.00 NZ</td>
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<tr>
<td>19th September</td>
<td>Managing the event or activity</td>
<td>Second Life event - TBA</td>
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<td>Adobe Connect</td>
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26th September-9th October
10th October Evaluating and reflecting on an event
Evaluation of your online facilitation
Date, time and venue TBA

10th October Methods for reflecting on and evaluating your online event and facilitation
Blog - Ideas about how you will evaluate your online facilitation

Assignment 2 - October 21st 17.00 hours New Zealand

17th October Preparing for the course mini conference
Adobe Connect
Last minute questions about mini conference
Monday 17th October at 12.00 hours NZ
and again at 20.00 hours NZ

Prepare your event for the mini conference
Blog – Post your plan for your event

17th October Evaluating and reflecting on an event
Evaluation of your online facilitation
Date, time and venue TBA

Blog - Ideas about how you will evaluate your online facilitation

Assignment 2 – October 21st 17.00 hours New Zealand

25th October – 4th November (2 weeks) Mini-conference
Mini-conference

Facilitate your event and attend the events of other course participants

Assignment 2 - October 21st 17.00 hours New Zealand

7th November Sum up of course and evaluation of mini event
Adobe Connect
Mini conference debrief and course evaluation
Wednesday 9th November 20.00 hours NZ
or Thursday 10th November 12.00 hours NZ.

Blog – Summarise your learning during the course
Assignment 3 - November 11th 17.00 hours New Zealand

Assignments
There are three summative assignments. Alongside are weekly formative blogging activities that build toward the summative assignments. Whilst these activities are not compulsory, we do recommend that you complete them as they will help you prepare for the summative assignments and give you the opportunity to receive formative feedback to support your thinking and preparation.

Assignment 1: Online communities and networks
Learning Outcomes: 1 and 2
Marks: 'Pass' or 'Not passed'
Due Date: August 19th 17.00 hours New Zealand

Write a blog post that explores:
- the features of online communities and networks;
- the elements of skilful online facilitation.

Include in your post/s why it is important for an online facilitator to be aware how online communities and networks function.

Marking criteria
There are no word limits. However, to pass this assignment you need to:
- follow the course schedule, read the assigned material and participate in any events;
- include original thoughts, reflections and references - don't just summarize readings or events;
• make connections between the weekly topics;
• make connections between your previous blog posts;
• make connections with posts that other participants have written.

Assignment 2: Planning an online event
Learning Outcomes: 3
Marks: 'Pass' or 'Not passed'
Due Date: October 21st 17.00 hours New Zealand

Write a blog post that explores:
• how online communication tools can be used to facilitate online;
• the process of facilitating an online event.

Marking criteria
There are no word limits. However, to pass this assignment you need to:
• follow the course schedule, read the assigned material and participate in any events;
• include original thoughts, reflections and references - don't just summarize readings or events;
• make connections between the weekly topics;
• make connections between your previous blog posts;
• make connections with posts that other participants have written.

Assignment 3: Evaluate your facilitation of an online event
Marks: 'Pass' or 'Not passed'
Due Date: November 11th 17.00 hours New Zealand

This assignment requires you to report in your blog on your facilitation of an online event in the course mini conference.
• What went well, and what did not go so well
• How the event was organised and promoted
  • adequate information
  • support (technical and access)
  • relevant for the audience
• Whether the event was managed and conducted smoothly - particularly noting how you handled any disruptions.
• What efforts you made to ensure that all participants knew where they were supposed to be and when, and arrange technical support for people?
• How you set the stage, made introductions, explained the aims, and whether you managed to remain neutral and facilitatory.
• How you did a round up, drew closure and indicated where recordings and other follow up materials would be made available.
• Feedback from audience
• How you would do things in the future
• General comments and additions.
Marking criteria
There is no word limits on this post. However, to pass this assignment you need to address each of the elements outlined above.

Marks
Marks are not allocated to each assignment, only a 'pass' or 'not passed'. You must successfully complete all assignments to be awarded a pass in the course. One re-submission per assignment is possible if a pass is not obtained the first time. (Note: feedback given on draft copies of assignments does not affect the re-submission regulations.)

Extensions
Please note that you must request an extension before the due dates.