2019

ANNUAL REPORT

.bu Digital Learning & Innovation

CREATING
BU's FUTURE
TODAY

The higher education landscape is changing.

Declining birth rates, which imply fewer college-age students, drive many institutions to increase their focus on online graduate and professional programs. And even residential students now come to campus with new expectations of active and experiential learning, coupled with increased needs for flexibility in time and space that allow them, say, to take classes remotely while they do an internship or take a semester abroad.

What this means is that new modes of teaching and learning are no longer "nice to have" but rather a "must have." Faculty and school leaders need to change longstanding ways and gain expertise in teaching with technology.

Change is never easy; our role and aspiration at the Office of Digital Learning & Innovation (DL&I) has always been to help BU faculty and leadership make these changes successfully and as painlessly as possible. We offer a range of services to assist faculty who want to transform their teaching, including one-on-one consultations, trainings, workshops, faculty communities, and events. During the past year, our services were further enhanced through the creation of our Instructional Production Services group, a team of instructional designers and media producers who support a variety of digital content production and delivery endeavors across BU, from helping launch select pilot projects in emerging technologies to incorporating multimedia assets in residential courses.

In addition to serving faculty's evolving teaching needs, DL&I's role has been to proactively foster the purposeful use of new educational technologies and teaching approaches across the BU campus as well as to serve as an incubator of novel ideas that hold promise in transforming the student experience. For example, this past year we spent a lot of effort inspiring, educating, and supporting faculty with respect to introducing multimedia expression

into the BU curriculum using Adobe Creative Cloud. Our efforts have earned BU the distinction of being designated as an Adobe Creative Campus.

Our partnership with edX continues to be a catalyst for innovation in new formats and modes of education. Questrom's MicroMasters Program in Digital Leadership, developed with the support of DL&I, was named a 2018 finalist for an edX Prize for Exceptional Contributions in Online Teaching and Learning. The announcement of the Questrom Online MBA leads to yet another chapter in DL&I's evolution as we are now helping Boston University build capacity to offer affordable online degrees at scale.

I am proud to be working with an exceptional staff who are passionate about education and committed to helping Boston University meet the ever-changing future of higher education with success. At DL&I, we help build BU's future, today!

Sincerely,

Chris Dellarocas

*Associate Provost for Digital Learning & Innovation
and Richard C. Shipley Professor of Management,
Questrom School of Business*

Digital Learning & Innovation: Five Years Of Growth

2016: The Office of Digital Learning & Innovation was established. Hosted First Annual Teaching with Technology Festival.

2017: Managed the production and successful launch of BU's first two MicroMasters Programs.

2018: Supported the rollout of Adobe Creative Cloud licenses to all undergraduate students, select graduate students, and faculty.

2019: Digital Initiatives unit created to assist with the production of residential and distance digital learning initiatives.

2020: Building Questrom's online MBA.

INNOVATION, TRANSFORMATION, OPERATION

Digital Learning & Innovation (DL&I) and its affiliated units—the Center for Teaching & Learning (CTL), Educational Technology (EdTech), and newly established Digital Initiatives—help Boston University leadership, faculty and graduate students implement innovative ideas in digital education and offer consultation and training in the areas of teaching, technology and online education. We execute our mission by focusing our efforts in three interconnected dimensions.

Innovation

Incubating bold ideas that hold promise in transforming the BU student experience.

Transformation

Fostering the purposeful use of new teaching approaches and educational technologies across BU.

Operation

Supporting BU faculty's evolving teaching needs.

FY19 Highlights

CATALYZING INNOVATION

Digital Education Incubator Contributions Celebrated

The Digital Education Incubator supported four new pilot projects and continued to support seven additional projects currently in development. In partnership with DL&I's Educational Technology team, the Incubator supported 14 courses offered on the online learning platform edX.org, including two MicroMasters Programs from the Questrom School of Business, and provided ongoing support for two new courses—one focused on postdoctoral training and another from the School of Theology. Questrom's MicroMasters Program in Digital Leadership, developed with the support of DL&I, was named an edX Prize 2018 finalist for Exceptional Contributions in Online Teaching and Learning.

Digital Learning & Innovation Enters the AR/VR/xR Space

In collaboration with EdTech Times, DL&I co-hosted the October 2018 xR in EDU conference at BU's George Sherman Union. The event welcomed hundreds of educators, researchers, and industry leaders, and explored augmented and virtual realities' impact on learning across the full spectrum of education.

FOSTERING TRANSFORMATION

Boston University Named New England's First Adobe Creative Campus

In collaboration with Information Services & Technology and Digital Learning & Innovation (DL&I), nearly 14,000 students have received University-sponsored Adobe Creative Cloud licenses since the inception of the program in January 2018. The licenses support the BU Hub's general education curriculum under the required unit, Digital/Multimedia Expression, and include access to over 20 individual Adobe applications for multimedia production.

To support University-wide adoption, the Center for Teaching & Learning and Educational Technology offer workshops to help faculty design and adapt courses for inclusion in the BU Hub general education curriculum. DL&I's Digital Multimedia Common website was developed by the Educational Technology and Instructional Production Services teams and features a wide range of Adobe Creative Cloud tutorials.

To promote student engagement and adoption, DL&I and Adobe sponsored two Creative Jams with nearly 40 BU Terriers in attendance.

SUPPORTING FACULTY'S CHANGING NEEDS

Expanding Production Capabilities

In November 2018, Instructional Production Services officially formed as a team within DL&I. The formation of this team was an outgrowth of BU's development of courses for learners on edX.org over the past five years. Responding to the on-campus demands to support more course-specific and project-based digital learning, the Instructional Production Services team has helped develop over 12 digital projects and four online courses in FY19.

Spring 2019 Adobe Creative Jam

Find out more: digital.bu.edu

100,000

Learners Enrolled in BUx
Courses Worldwide

14

Continued edX Offerings

11

New Pilot and Ongoing
Development Programs

23

Courses Completed Over
the Past 5 Years

DIGITAL EDUCATION INCUBATOR

Digital Education Incubator partner Collaborate.Health used mobile technologies to improve worldwide reproductive health outcomes. Photo: USAID Land

FY19 Highlights

The **Digital Education Incubator** funds and co-manages pilot projects that have the potential to positively change the way one or more of BU's Schools and Colleges delivers value to students, both inside and outside the classroom. We aspire to incubate projects that have lasting impact on how we do things at BU and position our University at the forefront of educational innovation.

PILOT PROJECTS

COM Beyond
The Incubator supported the development of Boston University's College of Communication's lifelong learning portal, COM Beyond, a hub for developing critical communications career skills for audiences ranging from high school journalism teachers to international journalists to BU alumni.

Solving Public Health Challenges
The website collaborate.health.bu.edu was developed and designed to promote practice-based teaching and facilitate partnerships between School of Public Health classrooms and worldwide organizations.

Reimagining the Future of Work through Practice-Based Teaching Environments
Practera, a project-based experiential learning platform, was piloted at School of Public Health, with promising expansion to other schools and departments within BU.

Expanding Digital Learning Opportunities
With the support of the Incubator, the Questrom School of Business Executive Leadership Center repurposed the content from two MicroMasters Programs for BU alumni, corporate learners, and other groups and individuals interested in self-paced, on-demand, curated professional development in seven digital business topics highly relevant in today's economy. Learners are able to pursue digital credentials, including Digital Business Certification.

BU Learning Blocks
Boston University is creating transformational teaching opportunities through the development of the Incubator-supported BULB (BU Learning Blocks) project. The newly created WordPress

Boston University's College of Communication website COMBeyond.bu.edu

plugin, supported by the Educational Technology team, allows faculty to create interactive learning modules as open educational resources.

Growth
In an effort to meet project demand, the Incubator hired an additional Project Manager.

NEW PILOT PROJECTS

+ Prepare with CARE (Chemistry Advising and Review E-learning)
+ Training Opportunities to Augment Learning (TOTAL)
+ Tutoring Writing in the Disciplines (TWID)
+ School of Theology Lifelong Learning

ONGOING PROJECTS

+ COM Beyond
+ BULB (BU Learning Blocks)
+ Collaborate.Health
+ Dental Quest
+ BMC Coaching Tool
+ A Unified Prevention Program for Depression and Anxiety (UPPDA)
+ Questrom Digital

Find out more: digital.bu.edu

86

Faculty & Staff from
56 Units Worked with CTL
to Develop Hub Courses &
Co-curriculars

16

Faculty Participated in the
Adobe Catalyst Program

14

Schools & Colleges
Participated in the Graduate
Student Teaching Day

104

Graduate Students
Attending Teaching
Workshops

CENTER FOR TEACHING & LEARNING

FY19 Highlights

The **Center for Teaching & Learning** (CTL) collaborates with faculty and graduate students and offers individualized consultations, workshops, and seminars to promote critical reflection and experimentation in teaching and support core initiatives across the University.

Annual Educational Innovation Conference Celebrates, Inspires, Informs

The CTL's Annual Educational Innovation Conference was held May 3, 2019, at BU's Metcalf Trustee Center and welcomed nearly 150 faculty, staff, graduate students, and post-docs across many disciplines. The event showcased excellence in teaching and learning, and explored collaborative and inclusive visions of the future.

The Hub Hits Its Stride

Last year, as the first class of undergraduates participating in the BU Hub's new general education program settled in on campus, the CTL was hard at work offering workshops and consultations to 86 faculty and staff from

Annual Educational Innovation Conference, May 2019

56 units as they created and revised courses and co-curricular experiences.

Adobe Catalyst Program Puts Teaching First

The CTL supported a cohort of 16 faculty as they learned strategies for teaching 21st-century communication skills as part of the Adobe Catalyst Program, an online community of practice supporting thoughtful pedagogical uses of Adobe Creative Cloud in support of the Hub's Digital/Multimedia Expression capacity.

The Center for Teaching & Learning supports excellence in teaching at BU across all programs, locations and modalities. It reports jointly to the Associate Provost for Digital Learning & Innovation and the Associate Provost for Undergraduate Affairs. To learn more about the CTL, visit bu.edu/ctl.

ADDITIONAL CONTRIBUTIONS & ACCOMPLISHMENTS

+ Supported BU's newest teachers through Graduate Student Teaching Days, Graduate Student Teaching Workshops, Scholarship of Teaching and Learning (SoTL) Scholars Program, and a new Graduate Teaching Consultants program.

+ Brought faculty together in the Blended Learning Challenge, Scholarship of Teaching and Learning Faculty Learning Community, and Reacting to the Past Reading Group.

+ Invited nationally recognized scholars to discuss contemporary research on topics in educational psychology, cognitive science, applied linguistics, and more in the Learning Sciences Speaker Series.

442

Faculty, Graduate Students and/or Staff Attended Trainings, Events or Communities of Practice

249

Faculty & Staff Consultations

886

Technology Support Sessions

1500+

Community Touchpoints

EDUCATIONAL TECHNOLOGY

FY19 Highlights

The **Educational Technology** (EdTech) team, comprised of technologists and platform administrators, works closely with faculty and academic staff to leverage available and emerging learning-centered technologies to transform their teaching. The team also provides expert-level support and technical training and partners with vendors to address the technological needs of the BU community.

Third Annual Teaching with Technology Festival, September 2018

Teaching with Technology Festival Explores BU's Multimedia Expression Ecosystem

The 3rd annual Teaching with Technology Festival was held in September 2018 at BU's George Sherman Union. The conference featured keynote speakers Joyce Walsh, Associate Professor of
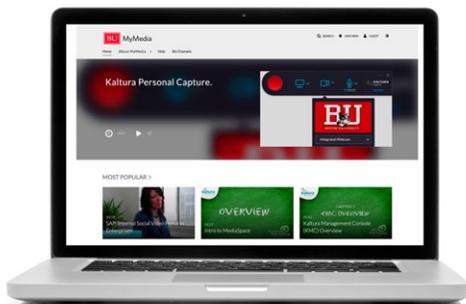
MyMedia (Kaltura) allows the BU community to store, share, and stream video content.

the Practice, Digital Design, College of Communication, and James Grady, Assistant Professor of Art, Graphic Design, College of Fine Arts. Under the theme "Explore BU's Multimedia Expression Ecosystem," the event focused on the BU Hub and Adobe Creative Cloud and featured faculty presentations, expert stations, and hands-on workshops.

Kaltura Northeast Regional Users Group

On May 1, 2019, the EdTech team hosted the 2nd annual Kaltura Northeast Regional Users Group event. Over 25 higher education institutions from across the northeast attended, along with BU faculty and staff. The spring '19 event, held at BU's George Sherman Union, featured AR/VR/xR vendors, and presenters showcased how virtual and augmented reality applications could be brought into the classroom to enhance the learning experience for students.

ADDITIONAL CONTRIBUTIONS & ACCOMPLISHMENTS

+ Facilitated the adoption and full-campus deployment of Zoom.

+ Spearheaded the expansion of the Gradescope pilot project.

+ Assisted in transitioning Wheelock College applications to the BU technology catalog and made Google Classroom available to Wheelock faculty and students.

+ Brought BULB (BU Learning Blocks) plugin for interactive Open Educational Resources in WordPress to pilot stage.

+ Led workshops, trainings, and conversations around teaching with technology across the BU EdTech catalog.

+ Facilitated the rollout of platform updates and new features, including Digication, Blackboard, and more.

INSTRUCTIONAL PRODUCTION SERVICES

FY19 Highlights

The **Instructional Production Services** (IPS) team provides pre- and post-production video recording services for BU faculty and staff interested in developing digital or blended learning courses. The team creates training videos, course introductions, high-quality animations, and more. The IPS team also offers project intake, instructional and multimedia design expertise, as well as content support to ensure that course learning objectives are met.

150+ Videos Created FY19

The newly formed Instructional Production Services team hit the ground running in FY19. Utilizing the media production studio located at 141 Bay State Road, the team provided course-building support and successfully created over 150 course videos, including the Center for English Language & Orientation Programs' "Bridge 2 BU," "UN Peacekeepers" with Global Programs, Questrom's "Data Analysis for Managerial Decision-Making," the School of Theology's "Religion and Conflict Transformation" video series, and more.

Digital Multimedia Commons

In August of 2018, DL&I launched the Digital Multimedia Commons to help the BU community with the exploration of Digital/Multimedia Expression and Multimedia Literacy. Inspired by our partnership with Adobe and status as a Creative Campus, this digital space assembled information, tutorials, and links to help navigate the various tools and multi-media resources that exist at BU.

In partnership with EdTech, the IPS team supported the development of the Digital Multimedia Commons website in creating 35 how-to videos with tips and tricks to help students understand how to get started in creating multimedia assignments.

Growth: Over the course of FY19, Instructional Production Services grew from 2 to 4 staff members.

PRODUCTION SNAPSHOT

+ College of Arts & Sciences Second-Semester Chinese—42 Videos
+ College of Arts & Sciences Second-Semester Spanish—19 Videos
+ Global Programs "UN Peacekeepers"—12 Videos
+ Center for English Language and Orientation Programs (CELOP) "Bridge 2 BU"—12 Videos
+ Questrom's "Data Analysis for Managerial Decision-Making"—12 Videos
+ Digital Multimedia Commons—35 Videos
+ College of Communications COM Beyond—15 Videos

Top: IPS team at the Teaching with Technology Festival 2019, George Sherman Union. Center: Example of video production services and the use of high-quality animation. Bottom: Instructional Production Services on-location services.

FACULTY VOICES

Luluah Mustafa

Senior Lecturer, Coordinator of Arabic Program, College of Arts & Sciences and presenter at the 2019 Annual Educational Innovation Conference (AEIC)

"It was exciting to meet colleagues from a wide range of fields, make connections, and take home tools and strategies to understand and implement effective professional learning in classrooms."

Erol Peköz

Professor, Operations & Technology Management, Questrom School of Business

"The creative animation and production added so much life to the videos and made the whole thing look super. I would highly recommend the [video production] experience."—On creating Questrom's first part-time online MBA course.

Molly Monet-Viera

Senior Lecturer College of Arts & Sciences

"The DL&I staff introduced me to Zoom and since then, it has turned out to be such a versatile teaching tool. Its breakout room function enables me to do pair and group work just like in my face-to-face classes. In my opinion, Zoom has expanded the walls of my classroom to the point in which learning can happen anywhere and anytime."

Mark Greenman

Research Fellow College of Arts & Sciences Physics Department

"Without the DL&I initial financial support and strong technical support Project Accelerate would simply be an idea that never saw the light of day. Project Accelerate owes a great deal to the creative license the DL&I internal grant provided during the critical initial phases of Project Accelerate."

Suzanne Bagnera

Clinical Assistant Professor & Chair, Undergraduate Programs, School of Hospitality Administration

"The DL&I team is efficient and responsive and helped me, as well as my faculty, integrate technology into the classroom experience. I've also found the use of Echo 360 and MyMedia to be integral part of the classroom for media storage with our international project!"