OLL TPD INTERVIEW PROTOCOL—2007-2008

ONLINE APPLICATION DEVELOPER

This protocol is for use with TPD environment, program, and content developers. Ideally, you will have sixty minutes for this interview.

Introduction

The following is a suggested introduction. When you begin the interview, make these points, but use your own words for a more personal introduction.

> You may know that we are working on a project sponsored by the U.S. Department of Education to look at characteristics associated with prevalent types of online learning and identify promising practices that are associated with improved participant outcomes. One of our priorities in this project is to learn more from you about *the features and capabilities of your online TPD offering, as well as how the application is implemented.*
>
> Before we start, I need to have you review and sign this consent form. [AFTER THE RESPONDENT REVIEWS CONSENT FORM] Do you have any questions before we get started?

Interviewee's Role in the Organization

1. Please describe the position(s) you have held in the design and development of this program starting with your current position. How long have you held these positions (in relation to the existence of the program itself)?

2. Please describe the major responsibilities of your current position.

Program Design
Features of curriculum (subject matter / grade level, synch / asynch, pedagogical approach, strategies for maximizing student access, technologies used, hardware / bandwidth)

3. How and when did this program start?

4. What are the primary goals of this online TPD program (curriculum goals, etc...)?

5. Please describe the major principles or best practices on which this online TPD program is based?

6. Please describe the major design features of this online TPD program (e.g., specialized content, pedagogy, technologies used, etc…). What features of the

program do you consider unique or exemplary as compared with other programs having a similar educational intention? Why?

7. Please briefly describe the instructional delivery model from the perspective of instructors and participants. E.g., length of intervention, totally online or blended; amount and modes of online interaction between facilitators, participants, and others; individual or group work; assignment or discussion focused

8. What is the maximum number of participants per section in this online program? What is the recommended instructor: student ratio? What is the minimum number of students required for running the TPD successfully?

9. What are major differences between this online program and similar face-to-face courses?

10. Can you briefly describe any new features or refinements that are under development and the motivation for them?

Outcomes: Expectations, Measures, and Data

11. How many teachers have participated in the program (cumulatively and in the past year)? What is the rate of completion? Do you have data you can share with us?

12. What are the expected learning outcomes (knowledge, skills, new practices, and / or new curriculum) of taking this online TPD program? What kind of changes in teaching performance do you expect to see with this online TPD program?

13. Please briefly describe how participants are assessed on learning outcomes and transfer of learning to classroom instruction. Who developed the assessments?

14. Do you have learning outcome data you can share with us?

Course/Program Development Process

15. Please describe the process of developing a typical course, unit or module. On what basis is the content or topic of new courses selected and how long is curriculum development process?

16. Is the program localized or customized to meet specific client requirements? If yes, how?

17. Do you have a QA process or metric for assessing the quality of your curriculum? Pedagogy? Assessments? Please describe.

Business/Staffing/Funding

18. What is the target market for the program?

19. What are the up front costs of implementation (tech installation and maintenance, training and support, etc.)?

20. What are the ongoing costs (stipends, release time, substitutes, instructor training, program coordination, matriculation fees)?

21. Can you cite some major users/clients? Which clients have been most successful implementing the program? Which would you consider typical or average? How do they differ (in terms of learners, instructors, delivery, assessment, etc.)? Can you provide us with access to courses in progress?

22. How many others in your organization work in this program and what are their roles? Are there other organizations that are subcontractors or partners in the development and operation of the program? Please describe their roles.

23. How is development of courses or content, tools / technologies, and training materials funded? Is the implementation usually paid for by the customer (district, school or individual), a grant, or by a third party? If paid by a LEA, from what budget(s)?

24. [If program is outside-funded] Are there plans for becoming self-sustaining when the outside funding ends?

25. What are the program's growth goals? What are the challenges or barriers to sustainability and scalability?

26. How do you measure the success of the program?

Instructors

27. How many instructors, facilitators, moderators, and other staff conduct a typical course? Are they full-time staff, consultants, or practicing teachers? Please describe.

28. Please describe how instructors are recruited / selected. Are instructors paid or otherwise compensated? Are there specific knowledge, skills, and competencies that candidate instructors must have in order to be selected?

29. Please describe the content, length, and structure of the training that instructors receive.

30. Do you have criteria and measures to assess the quality of instruction? Please describe.

31. How much time should an instructor spend preparing for this online TPD program? How much time does an instructor spend weekly on TPD program delivery, interaction with participants, grading, and course management?

Enrollment Process and Policies

32. Who is eligible for this online TPD program? Why were these criteria defined? Please describe any eligibility requirements associated with participation (e.g., grade level taught, years of experience, location, technical skills and access).

33. How do participants enroll in the online TPD program? Do participants decide to enroll themselves or are they selected or nominated? Do participants enroll as individuals, in teams, or either?

34. Do participants receive credit of any type? Are there other incentives for signing up and completing the program?

Supports and Barriers

35. What support services were designed specially for this TPD program (e.g., program orientation, time management, online technology support, on the Web FAQ, virtual study groups, online facilitation, peer mentoring, peer coaching, etc...)?

36. What types of technical support were designed for this TPD program? How were these services to be provided? If you had to redesign these services, what would you change?

37. Are there support services for online facilitators and for program administrators?

38. Are there ongoing supports for participants who have completed the program?

39. What are the most significant barriers for teacher participation in this program? What could be done to overcome them?

40. Is access to technology and / or technology fluency by participating teachers considered a facilitator or a barrier in the implementation of this online TPD program? Why?

41. Are there time requirements (e.g., X number of hours per week) or interaction requirements (e.g., online / onsite synchronous activities) for effective participation in the online TPD program?

42. What challenges or barriers do online instructors or facilitators face? Please comment on situational, technological, pedagogical or other types of barriers for facilitating online learning by participating teachers.

Closing

43. Is there anything else you would like to add about your applications design and / or implementation?

Before you leave, be sure to ask for information to identify one typical site and one exemplary site where the offering has been implemented. Also be sure to ask for any available data on participant outcomes / achievement.