

**Online and International: Faculty
Collaboration and Student Connections
The College of Westchester, NY, and
Empire State College, Panama**

**Janet Thompson, MPA
Associate Chair and Assistant Professor,
Business Department**



**THE COLLEGE
OF WESTCHESTER**

Quality Matters 5th Annual Conference On Quality Assurance In Online Learning
Nashville, TN
October 1 - 4, 2013

Learning Outcomes

- Participants will understand the application of QM standards in an online international, collaborative learning context.
- Participants will learn the elements of initiating an online international collaborative teaching partnership.
- Participants will understand essential considerations for developing learning activities, outcomes and objectives in an online international collaboration context.

Topic Outline

- **The Background – Online, International Collaboration**
- **Identifying Learning Outcomes**
- **The Plan – A Meeting of the Minds**
- **The Student Experience**
- **The QM Factor - Aligning with the Standards**
- **Working with Key Institution Stakeholders**
- **Lessons Learned**

The Background – Online, International Collaboration

Why?

“Only a small percentage of students participate in study abroad programs and many groups are underrepresented. There is little diversity in race, gender and ethnicity nor access for non-traditional, lower socioeconomic groups, those with disabilities and first generation college students” (Fischer, 2012).

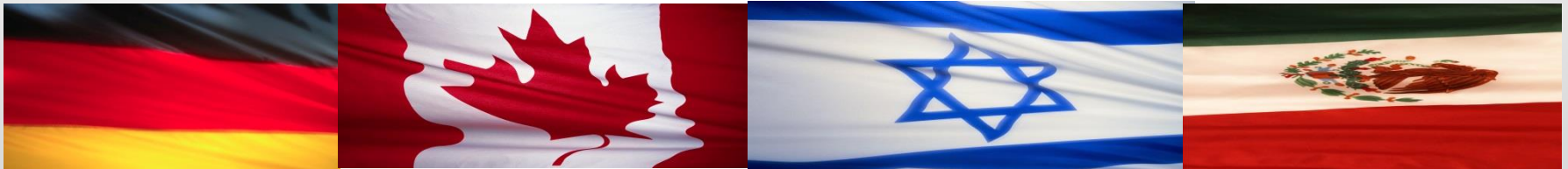


The Background – Online, International Collaboration

SUNY Collaborative Online International Learning (COIL)

“To extend the enriching benefits of international education to a broader spectrum of SUNY students, faculty and staff than presently are able to study abroad.

To encourage and support the development of courses incorporating international collaborations which have a significant online component. (SUNY COIL Center, 2013)



The Background – Online, International Collaboration

The College of Westchester

Institution:

- White Plains, New York
- Founded in 1915
- Bachelor, Associate, Certificate Programs
- Day and Adult Divisions
- On Campus, Hybrid, Online, and FLEX

Students:

- Average Student FTE = 1,024 (9/2009 to 9/2013)
- Urban, Suburban
- Commuter
- Diverse
-



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The Background – Online, International Collaborations

SUNY Empire State College: Center for International Programs

Program Location - **Panama City, Panama**

SUNY IIT Grant

Development, application and assessment of innovative use of instructional technology to improve student engagement and learning across disciplines. (Empire State College, 2013)



Identifying Learning Outcomes



Student Learning Outcomes:

- **Oral Communication**
- **Written Communication**
- **Critical Thinking**

The Plan – A Meeting of the Minds:

Scheduling:

Semesters/Meeting Dates

Courses/Learning Outcomes:

The College of Westchester: Technical Business
Communication

Empire State College - Marketing for the New Era

The Tools:

LMS's, Blogs, Video Conferencing, Google Mail, Google
Docs, Cell Phones

Pedagogy/Andragogy:

Case Studies, Facilitated Discussions, Student Partner/Group
Assignments



The Plan: A Meeting of the Minds

Course Collaboration Model:

- Duration 4+ weeks
- Initial Asynchronous Icebreaker
- 4+ Video Conference Sessions
- Asynchronous Discussions in between Video Conference Sessions
- Partner/Team Written Assignment

The College of Westchester and Empire State College

Just another Empire State College Commons Sites site

 Search



[Home](#)

[Icebreaker Discussion \(2/16-3/1\)](#)

[Interview Assignment \(3/2-3/8\)](#)

[Virtual Session Discussion Follow up](#)

[Written Assignment \(3/9-3/15\)](#)

The Student Experience

An ESC Panama Student Posted:

“Hey guys! ...I am studying Marketing and will hopefully graduate in December. Regarding my career aspirations, I would love to work and apply what I have learned throughout the Marketing courses I have taken... I would like to point out that the Marketing techniques used in US are my inspiration. I would like to bring a bit of that to Panama.

I have many favorites, but I chose the quote “Every cloud has a silver lining.” It is really meaningful to me because that’s the way I see life...”



The Student Experience

A CW Student Responded:

..., that happens to be one of my favorite quotes as well. I recently watched a movie called “Silver Lining” – and I haven’t stopped thinking about that quote since. Only to come on here and be reminded once again. It must be a sign or something :)

It’s a pleasure getting to collaborate with you, and I wish you the best of luck in all your aspirations.



The Student Experience



Let's Roll to the Video Tape...



June 14, 2013

Panama to CW at Lightning Speed

BY KAREN SMITH

Today, the world is our classroom as demonstrated through a collaborative effort with The College of Westchester BBA students and SUNY Empire State students. Through this initiative, state side students are connecting with business students in Panama. In the current term we are partnering CW's BUSINESS 410- Critical Issues in Business with Empire State College's "Market Research" course in Panama offered at the Quality Leadership University <http://www.qlu.ac.pa/index.php?page=home-es>. The CW instructor is Janet Thompson, the Panama instructor is Dr. Patrice Torcivia. This is the second term and second course in our relationship.

Through a real time connection students are sharing their thoughts, ideas and faculty are sharing their expertise. In this brief clip students are discussing the current hot topic of low cost goods that result from overseas manufacturing and the push and pull of bringing goods to market at a lower price/higher profit and moral dilemma it poses if factory conditions are not up to par. Opposing views are debated and shared.



Having the opportunity to share with students in Panama allows for a broader perspective, more rich experience and learning opportunity beyond the class materials. CW and SUNY Empire State hope to continue and expand this very well received collaboration. Also worth sharing is the drive and determination of students in Panama to connect and learn. On the date of the scheduled session it was discovered that the government was going to shut down electrical power to the schools as a result of a power shortage. Not to be deterred the students and their instructor found a way to move forward by moving to a hotel where power was available. Now THAT is a mobile classroom!

Future collaborations are being planned that will link CW classes with students in England and Lebanon giving CW's students direct experience with classes and students in Latin America, European and Middle Eastern cultures.

For more information about The College of Westchester: <http://www.cw.edu>

For more information about the collaboration: <http://commons.esc.edu/cowcollaboration?/>

The QM Factor - Aligning with the Standards

The screenshot displays a course management system interface. On the left is a vertical navigation bar with icons and labels for 'Activity stream', 'Messages', 'Calendar', 'Navigation', and 'Settings'. The main content area is titled 'GEN421 Technical Business Communications' and is divided into two sections: 'Course Information' and 'Course Communication'. The 'Course Information' section includes links for 'Syllabus', 'Syllabus Quiz', and 'Discussion/Participation Rubric'. The 'Course Communication' section includes links for 'News forum', 'Student Cafe/Q&A forum', 'Course Community: Student Lounge', 'Netiquette', and 'The College of Westchester and Empire State College, Panama International Collaboration Blog - Introduction Forum'. A back arrow is visible at the bottom left of the interface.

Activity stream

Messages

Calendar

Navigation

Settings

GEN421 Technical Business Communications

Course Information

 Syllabus

 Syllabus Quiz

 Discussion/Participation Rubric

Course Communication

 News forum

 Student Cafe/Q&A forum

 Course Community: Student Lounge

 Netiquette

 The College of Westchester and Empire State College, Panama International Collaboration Blog - Introduction Forum

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The QM Factor - Aligning with the Standards

Virtual Session Discussion Follow up

Written Assignment (3/9-3/15)

Interview Assignment (3/2-3/8)

Part 1 – Information Exchange Interview Assignment

(3/2 to 3/8)

Purpose: The purpose of these assignments is for students to share in-depth learning experiences focused on current issues affecting their international student partners' business, organization, or working population(s).

Students will apply interpersonal communication and writing skills in a collaborative context.

The QM Factor - Aligning with the Standards

Written Assignment (3/9-3/15)

Part 2 – Information Report Writing Assignment

(3/9 to 3/15)

Purpose: The purpose of these assignments is for students to share in-depth learning experiences focused on current issues affecting their international student partners' business, organization, or working population(s).

Students will apply interpersonal communication and writing skills in a collaborative context.

Part – 2 – Information Report Writing Assignment Description

Each student will develop an information report describing the international issue they learned about from the interview. The report should include the following sections:

The QM Factor - Aligning with the Standards



[Home](#) [Icebreaker Discussion \(2/16-3/1\)](#) [Interview Assignment \(3/2-3/8\)](#)

[Virtual Session Discussion Follow up](#) [Written Assignment \(3/9-3/15\)](#)

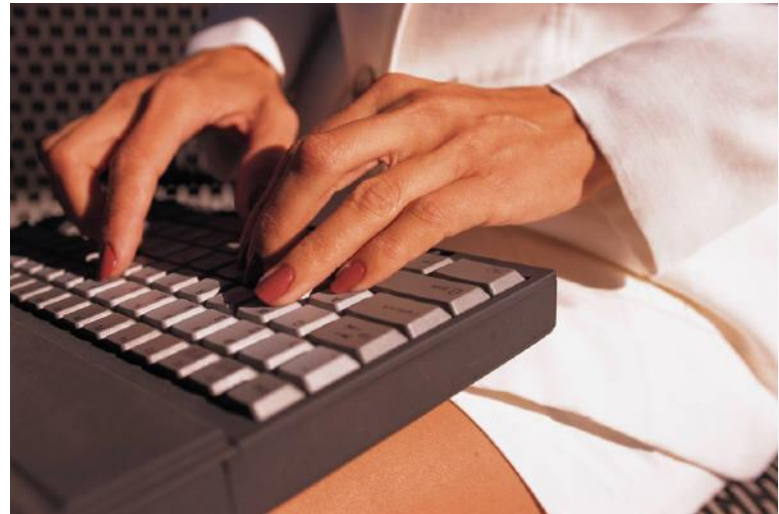
The QM Factor - Aligning with the Standards

- **The Learning Management Systems**
- **The Blog**
- **Video Conference:**
 - **Zoom**
 - **Conference Forums**
- **Google Email/Docs**

The QM Factor - Aligning with the Standards

Learner Support and Accessibility:

- **Areas that require further development.**



Working with Key Institution Stakeholders

✓ **Academic Administration**

✓ **Executive Administration**

✓ **Information Technology Administrators**

✓ **Support Staff**



Lessons Learned

Icebreakers

Before first virtual session

builds enthusiasm

initial identification

Close communication between instructors is crucial

Advance Equipment Testing and Plan B

Advance discussions/explanations to students

Advance notice of virtual meeting schedule.

Provide students with pre-meeting preparation materials/activities.

Collaboration should have some weight in the student grades.



CONTACT INFORMATION



THE COLLEGE
OF WESTCHESTER

Janet Thompson, MPA
Associate Chair and
Assistant Professor, Business
Department

jthompson@cw.edu

Thank you!

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