

# TEAM AND COMMUNITY BUILDING ONLINE: USING COLLABORATIVE TECHNOLOGIES TO ENHANCE STUDENT EXPERIENCE

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BCNet

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# INTRODUCTIONS



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# AGENDA

- Introductions
- Literature
- *The Link*
- Research Approach
- *The Link*: Community-Building Activities
- Research Findings: Community-Building Activities
- Research Findings: Virtual Team Tools
- Questions?



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# LITERATURE



# LITERATURE

## Virtual Team Collaboration Tools

- Role of Information and Communications Technology (ICT)
- Age
- Emotions
- Team Cohesiveness
- Motivation

# ROLE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

- Use of ICT is driven by needs of program of study, familiarity, cost, and immediacy (Bullen, M., Morgan, T., & Qayyum, A., 2011)
- “Both educator and student adoption models indicated that a high level of literacy and experience with mobile technology increases the perception of ease of use and usefulness of mobile learning. It also showed a direct influence on future intention to adopt” (MacCallum, K., Jeffrey, L., & Kinshuk, 2014)

# AGE

- No substantial difference between non-Net Gen and Net-Gen students in their use of ICT (Bullen, M., Morgan, T., & Qayyum, A., 2011)
- Age is a moderating factor in perceived ease of use and behavioural intention (Tarhini, A., Hone, K., & Liu, X., 2014)
- "...regardless of age and subject discipline, students' attitudes to learning appear to be influenced by the teaching approaches used by lecturers... technology use by lecturers may be a mediating variable" (Margaryan, A., Littlejohn, A., & Vojt, G., 2011)

# EMOTIONS

- “With a steady infusion of integrated computer use, more positive emotional responses can lead to increased use of computers” (Kay, R. H., & Loverock, S., 2008)
- ICT anxiety was found to have a strong negative impact on the perception of ease of use for both students and instructors. Anxiety also impacted student perception of usefulness (MacCallum, K., Jeffrey, L., & Kinshuk, 2014)

# TEAM COHESIVENESS

- Highest sources of frustration were commitment imbalance, unshared goals and communication problems (Capdeferro, N., & Romero, M., 2012)
- “...a more sociable application allows the team to have a greater sense of togetherness and build team bonds” (Koh, E., & Lim, J., 2012)
- Although students felt collaboration was a positive experience, there were difficulties with missed deadlines, nonparticipation and feelings of being side-lined (Pilkington, C., & Sanders, I., 2014)

# MOTIVATION

- Compatibility with other tools, resource (assistance/help), ability to share, self efficacy and peer influence (Cheung, R., & Vogel, D., 2013)
- Convenience a factor in selection of tools (Jang, Y., 2015)
- Perceived ease of use (MacCallum, K., Jeffrey, L., & Kinshuk, 2014)
- Digital literacy and experience (MacCallum, K., Jeffrey, L., & Kinshuk, 2014)
- Saving time, money and effort (Tarhini, A., Hone, K., & Liu, X., 2013)





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# ***THE LINK***

# ***THE LINK***

## **Context**



- Working professionals
- Age Range 25 - 56
- Masters level
- Purely online version
- Online pathway merges with on-campus pathway
- Used in all SET programs
- Two-year program
- Technology adept learners

# ***THE LINK***

## **Content**



## **Key Activities**

1. Welcome/Q&A
2. Orientation
3. Creating your Online Presence
  1. Video Introduction
  2. Discussions
4. Synchronous sessions (recorded and live)
5. Virtual Team Activity
6. Building your Community
  1. Padlet
7. Cohort Representative



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# RESEARCH APPROACH

# Survey

- Likert scale
- Open-ended questions



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**Survey Results for:**  
LRNTECHLNK\_Y1314P\_RP

Question 4: The following is a series of statements about the Link activities. Please choose the response that best reflects your perception or experience.

The Link helped me build a learning community with other Link participants.

Answer	Count	Percentage
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## Content Analysis: Discussion Forum Summaries

- Instructions:
  - Upload your team's final annotated bibliography **and** a brief 2 paragraph summary (maximum 250 words) of your team's experience with the virtual collaboration tool you used to the [Virtual Team Resources forum](#) **by Thursday, March 31st.**



# DEMOGRAPHICS

- N= 9 (Male = 2 ; Female = 7)
- All Canadian
- 25; 36; (40, 42, 44, 46); (50, 53, 56)



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# ***THE LINK*** LEARNING COMMUNITY-BUILDING ACTIVITIES

# ***THE LINK ACTIVITY 1***

## **“Getting to Know You”**

Part 1: Make an introductory video

Part 2: “Let’s Talk” discussion forum

Part 3: “Who are we as a cohort?” discussion forum





# ACTIVITY 3: VIRTUAL TEAM ANNOTATED BIBLIOGRAPHY

- In your teams please create an annotated bibliography of your team's top five resources on working in virtual teams.
- Resources that were identified were to be process-based resources - ways in which you can increase your own personal and team effectiveness working in virtual teams. They should come from peer reviewed sources.
- Each team assigned a virtual collaboration tool to use to complete this activity:
  - Asana; Basecamp; Bitrix 24; Samepage

# THE LINK ACTIVITY 6

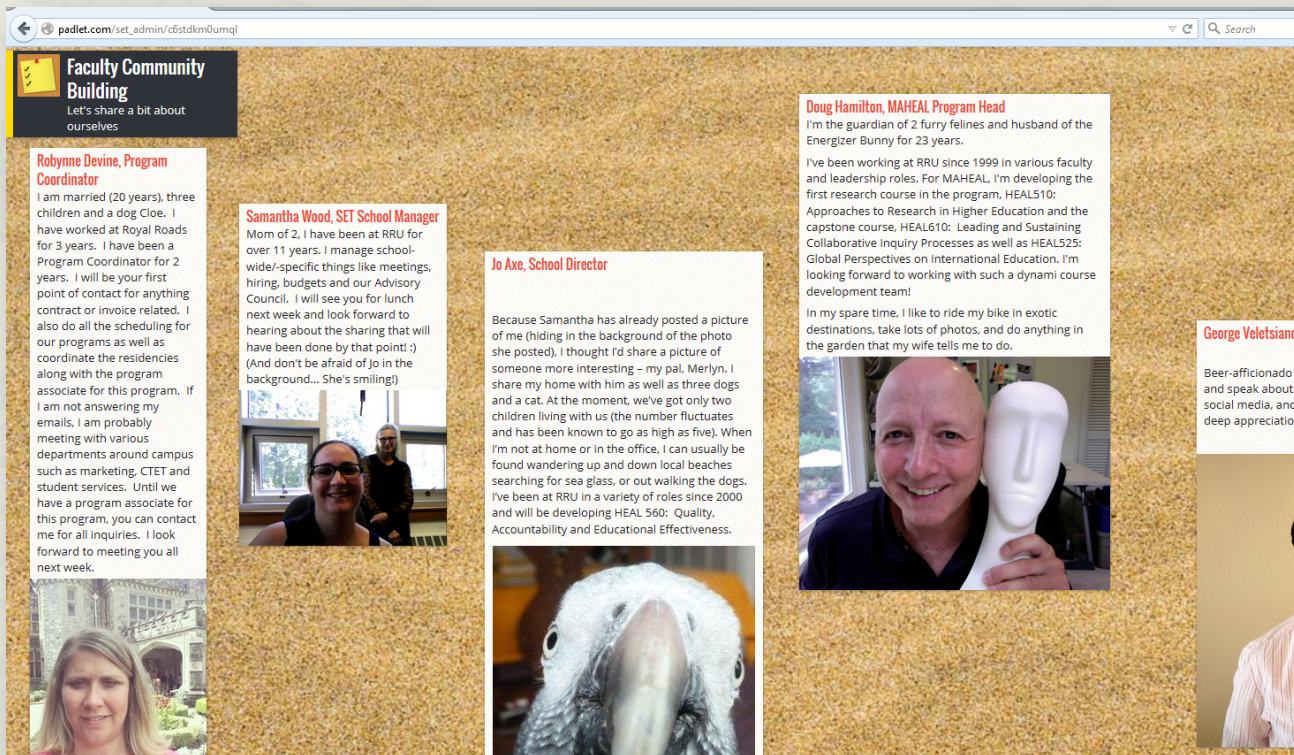
## “Building your Community”

- **Padlet Timeline 1**: Post 1 – 3 sticky notes addressing the following questions:
  - In your sector, what have been the predominant technology changes over the past 20 years?
  - In your sector what have been the predominant learning and education models used over the past 20 years?
- **Padlet Timeline 2**: Once you've posted to Timeline 1, post 1 – 3 sticky notes addressing the following questions:
  - In your sector what do you see as the next “Big” technology in the next two years?
  - In your sector, what do you see as the next move in learning and education models in the next two years?



# THE LINK ACTIVITY 6

## “Building your community”



**Faculty Community Building**  
Let's share a bit about ourselves

**Robynne Devine, Program Coordinator**  
I am married (20 years), three children and a dog Cloe. I have worked at Royal Roads for 3 years. I have been a Program Coordinator for 2 years. I will be your first point of contact for anything contract or invoice related. I also do all the scheduling for our programs as well as coordinate the residences along with the program associate for this program. If I am not answering my emails, I am probably meeting with various departments around campus such as marketing, CTET and student services. Until we have a program associate for this program, you can contact me for all inquiries. I look forward to meeting you all next week.

**Samantha Wood, SET School Manager**  
Mom of 2. I have been at RRU for over 11 years. I manage school-wide-specific things like meetings, hiring, budgets and our Advisory Council. I will see you for lunch next week and look forward to hearing about the sharing that will have been done by that point! :) (And don't be afraid of Jo in the background... She's smiling!)

**Jo Axe, School Director**  
Because Samantha has already posted a picture of me (hiding in the background of the photo she posted), I thought I'd share a picture of someone more interesting – my pal, Merlyn. I share my home with him as well as three dogs and a cat. At the moment, we've got only two children living with us (the number fluctuates and has been known to go as high as five). When I'm not at home or in the office, I can usually be found wandering up and down local beaches searching for sea glass, or out walking the dogs. I've been at RRU in a variety of roles since 2000 and will be developing HEAL 560: Quality, Accountability and Educational Effectiveness.

**Doug Hamilton, MAHEAL Program Head**  
I'm the guardian of 2 furry felines and husband of the Energizer Bunny for 23 years.  
I've been working at RRU since 1999 in various faculty and leadership roles. For MAHEAL, I'm developing the first research course in the program, HEAL510: Approaches to Research in Higher Education and the capstone course, HEAL610: Leading and Sustaining Collaborative Inquiry Processes as well as HEAL525: Global Perspectives on International Education. I'm looking forward to working with such a dynamic course development team!  
In my spare time, I like to ride my bike in exotic destinations, take lots of photos, and do anything in the garden that my wife tells me to do.

**George Voletsianos,**  
Beer-afficionado ve and speak about ed social media, and e deep appreciation o



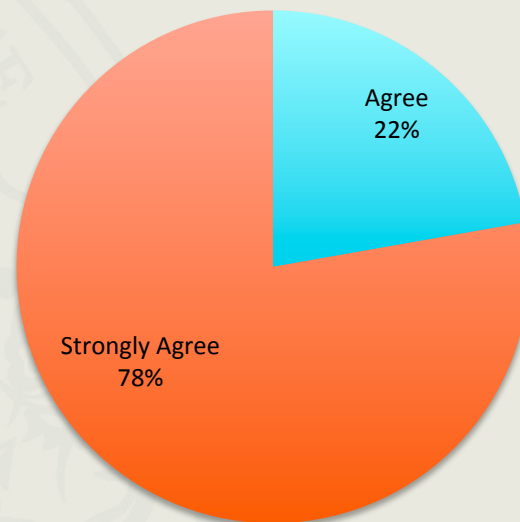


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# RESEARCH FINDINGS – COMMUNITY BUILDING ACTIVITIES

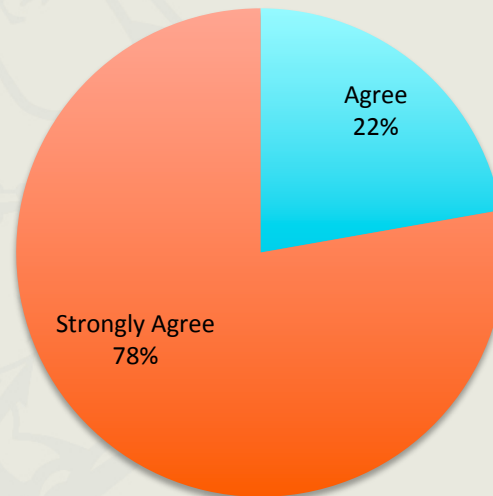
# ACTIVITY 1: "GETTING TO KNOW YOU"

## Activity #1 Contributed to Building a Learning Community



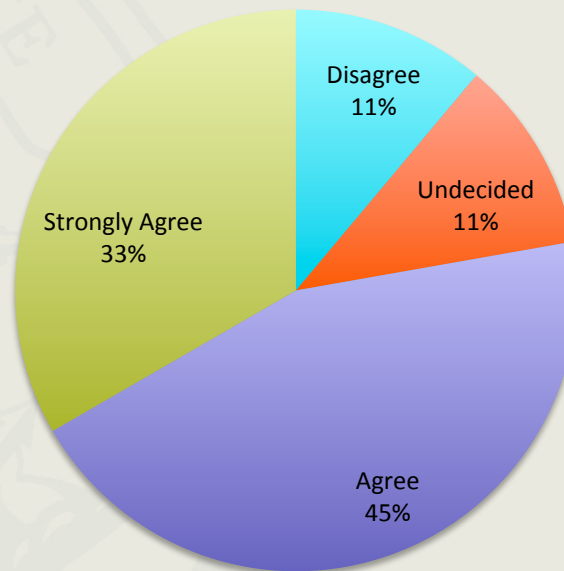
# ACTIVITY 3: VIRTUAL TEAM ANNOTATED BIBLIOGRAPHY

**Activity #3 Virtual Team Annotated Bibliography  
contributed to the building of learning community**



# ACTIVITY 6: BUILDING YOUR COMMUNITY

**Activity # 6 - Padlet Timeline Activity contributed to  
building of learning community**



# QUALITATIVE RESEARCH FINDINGS FROM THE SURVEY

## Themes

1. Connection
2. Practice
3. Communication
4. Tools
5. Layout & Delivery
6. Timing
7. Convenience

# CONNECTION

"The Collaborate sessions (synch) as well as the "Getting to Know You" forum were both fantastic activities that helped to shape the online learning community as a 'community of learners'"

"I feel very positive about moving forward within the online learning community because of The Link"

"The AB activity helped to pull our team together and get to work with a small, collaborative activity. I was grateful for the opportunity to get to know some of my peers in the program"



# PRACTICE

"Forcing us to jump into the deep end and getting us to complete a team assignment ... was an excellent way to get us started!"

"The annotated bibliography as a team was a great way to jump right in and start learning about working collaboratively with my peers (as well as getting to know each other!)"

# COMMUNICATION

“The Collaborate session were by far the most helpful components of the orientation”

“I wish there was a way for us to send text messages right away to each other”

# TOOLS

“The Link helped the development of a collaborative team environment by suggesting tools to use for collaboration. The team assignment of reviewing the tool helped us to take an objective look at the benefits and shortcomings of the tool”

“Having to create the videos and replying to each other helped a lot in getting to know each other”

# LAYOUT AND DELIVERY

"I was a bit confused about where to locate different communication tools, schedules and assignments. Working through the 2 weeks of the Link certainly helped but it did take some time"

"I felt the Link a bit overwhelming to begin with and had difficulty locating some types of information. Maybe a chart, document or exercise in Link navigation would be helpful to some of us who are a little more old school"

# TIMING

"I would have liked to have the Collaborate session schedule sooner to book them into my workday.... I could have accomodated with three weeks notice"

"A bit like drinking from a fire hose"

"It was a tight timeline to get started but once I adapted to the pace I am very excited to get going with the courses!"



# CONVENIENCE

"It would be great if the schedule could be downloaded to Outlook so that it could appear in our calendar without retyping"

"I think it would help to have email and time zone information"

"The activities were just enough work to help shift into a new environment and schedule"



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# RESEARCH FINDINGS – VIRTUAL TEAM TOOLS

# ASANA

## Features

- Chat, messaging, scheduling, check-ins and document sharing
- Organizational tool (business and education)
- Integrates with Dropbox, Hipchat, Sunrise, Google Drive, Box, Okta, Evernote, Wufoo and others
- Mobility: iPhone, iPad and Android
- Built-in and customized reports for completed work

<https://asana.com/>

# ASANA

## Benefits

- Conversations and list functions useful when sharing documents
- Assigned project tasks could be tracked
- Best suited to face-to-face collaboration that requires online task tracking

## Challenges

- Lacks video chat and instant messaging
- No visual confirmation that others are typing
- Default setting sends email alerts
- No visual representation of task progress
- Tasks could only be assigned to one individual

# BASECAMP

## Features

- Chat (campfire), messaging, scheduling, check-ins, document sharing (synchronous features)
- Organizational tool (business)
- Links with Google Docs
- Embed outside content: Twitter, Flickr, Hulu, Instagram, SoundCloud, Vimeo, Vine and YouTube
- Mobility: iPhone, iPad and Android
- Generates user and activity reports

<https://basecamp.com/>



# BASECAMP

## Benefits

- User friendly
- Easy to learn
- Seamless chat, activity lists, document upload and scheduling

## Challenges

- Login tedious if not using the Basecamp app
- Could not see who was online
- Check-in feature was not helpful
- No group video/audio conferencing

# BRITIX 24

## Features

- Social media interface with task management, document sharing, and time tracking
- Organizational tool (business)
- Group and private messaging
- Web-based, Desktop apps for Windows, Linux and Mac
- Mobility: iOS and Android
- Integrates with Google Docs, Google Drive, Dropbox, OneDrive, and Word
- Task management reports, workload planning tool, report builder wizard, utilizes Gantt chart

<https://www.bitrix24.com/>

# BRITIX 24

## Benefits

- Start-up and creation of accounts moderate to easy
- Incorporates many tools

## Challenges

- Creation of account
- Changing personal settings
- Takes time to become familiar with use
- Using for small teams is cumbersome

# SAMEPAGE

## Features

- Uses pages to create collaboration workspaces
- Organizational tool (business and education)
- Web-based
- Integrates with Dropbox, Box, OneDrive, YouTube, GoogleDrive
- Mobility: iOS, Android, Windows and Mac apps

<https://www.samepage.io/collaboration-software>

# SAMEPAGE

## Benefits

- Simple to use
- Uses familiar tools (spreadsheets, Word docs etc.)
- Allows for synchronous engagement
- Engaging
- Task oriented
- Organizes all resources, time lines, project work, and communication on one "page"

## Challenges

- Project pages could become cluttered



# THEMES FROM VIRTUAL TOOLS SUMMARY

- No one tool fits all – yet. Learner expectation of an integrated suite of tools with synchronous and chat capability
  - “We made use of the task tracking and file sharing features, whereas synchronous communications were managed separately”
- Virtual collaboration tool selection needs to consider task required and group size
- Ease of use and ramp up time must be minimal
- Basecamp & Samepage were identified as being helpful in this context

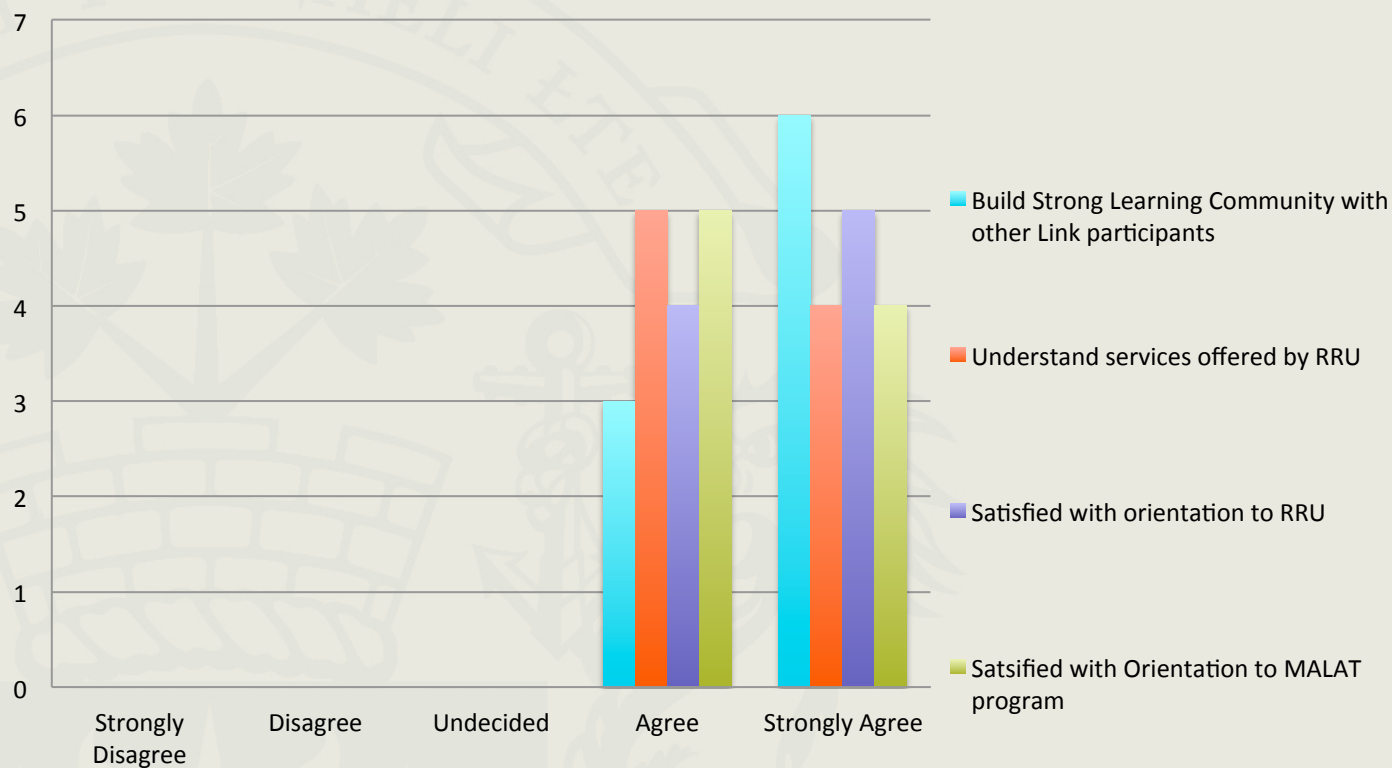


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**AND FINALLY...**

# BUILDING A LEARNING COMMUNITY

The Link



**“I feel very positive about moving forward within the online learning community because of The Link”**



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**THANK YOU**

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**QUESTIONS OR  
COMMENTS?**