TITLE - Performance Support Systems (PSS)

EDID6509- Designing Performance Solutions

The University of the West Indies

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<u>**EDID6509 – Stint 4: Case Study**</u>

St. Mark's College is situated in the parish of St. Elizabeth and was established in 1861 with the support of the Moravian Church in Jamaica. Over the years, St. Mark has been one of the foremost tertiary institutions offering quality teacher education programmes to many Jamaicans between the ages of 16 and 60 years, offering courses such as associate degrees in Business Management and Bachelor's Degrees in Early Childhood, Primary and Secondary Education.

Since 2015, St Mark has been insisting on the use of their Moodle Platform to deliver 50% of each course though the classes were fully face to face. However, since the beginning of the COVID-19 pandemic, the teaching staff has been faced with the decision of fully utilising the blended modality Moodle to facilitate the teaching and assessment of students online which would allow for teachers to their course content efficiently, without affecting the duration of any programme delivery. The Moodle Platform would provide teachers with the opportunity to engage students in asynchronous and synchronous activities such as discussion forums, submitting assignments, scheduled testing, private chats and live class sessions.

There have been many training sessions with teachers to assist in the use of the Moodle Platform to deliver courses online, but it has proven difficult, as there were barriers to utilising the platform. Teachers thought that creating an online space for their courses/programmes proved to be an additional responsibility on top of what they already possess and therefore suggested that a much easier online platform such as Google Classroom should be utilised to facilitate the courses. However, due to the limited use of the Moodle Platform, teachers continue to demand additional training which is not improving the

teachers capabilities in creating course space, uploading content, assessing the students or providing feedback.

Due to the challenges being faced by the teachers in the areas outlined above, St. Mark has decided that instead of continuously providing training to the teachers in the use of the Moodle Platform, they should have the technical team integrate help or guidance into the platform that is easily accessible to the teachers for use when using Moodle. There are several areas that have been proven to be very problematic to the teachers, however the focus will be only on six (6) areas. These six (6) areas include:

- Adding audio (Jerome)
- Embedding/Inserting a Youtube video (Malissa)
- Creating a discussion forum (Rhea)
- Adding a Quiz (Keebah)
- Integrating a BigBlueButton (BBB) for synchronous sessions (Group)
- Creating a Course Assignment (Terrecere)

Steps for Checklist

Step 1: Log in to Moodle

Step 2: Click on the course: PSS Blaster Course

Step 3: Turn editing On

Step 4: Click Add an activity or resource

Step 5: Click on the Big Blue Button

Step 6: Name your virtual classroom

Step 7: Click activity room settings and add welcome message

Step 8: Create a schedule for the session

Step 9: Click to enable both 'Join open' and 'Join closed'.

Step 10: Click 'Save and return to course'

Step 11: Turn editing Off

Summary of Case Study

There have been numerous training sessions with teachers at St Mark's College on using the Moodle Platform to conduct courses online. However, it has proven problematic as teachers believed that building an online area for their courses/programs was an additional duty on top of their responsibilities, thus they proposed using a much simpler online platform like Google Classroom to facilitate the classes. Due to the limited use of the Moodle Platform, teachers continue to request extra training, which does not improve teachers' capacity to create course spaces, upload content, assess students, or provide feedback.

Base on the challenges being faced by the teachers in the areas outlined above, St. Mark has decided that instead of continuously providing training to the teachers in the use of the Moodle Platform, they should have the technical team integrate help or guidance into the platform that is easily accessible to the teachers for use when using Moodle.

By adding certain activities and resources, teachers would be able to engage students in asynchronous and synchronous activities such as discussion boards, assignment submission, scheduled testing, private chats, and live class sessions using the Moodle Platform. As such Smooth Solutions has identified six (6) tasks for help to alleviate the challenges being faced by the teachers.

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The group will be modelling the task '*Integrating a BigBlueButton (BBB) for synchronous sessions*' while the remaining tasks will be shared among the group members.

Model of the Task

- (DRAFTED) Model of task: https://2loz8b.axshare.com/
- (Updated) Model of task: https://13m35z.axshare.com/