



# Shifting Modality

Covid-19 @ Hellenic American University

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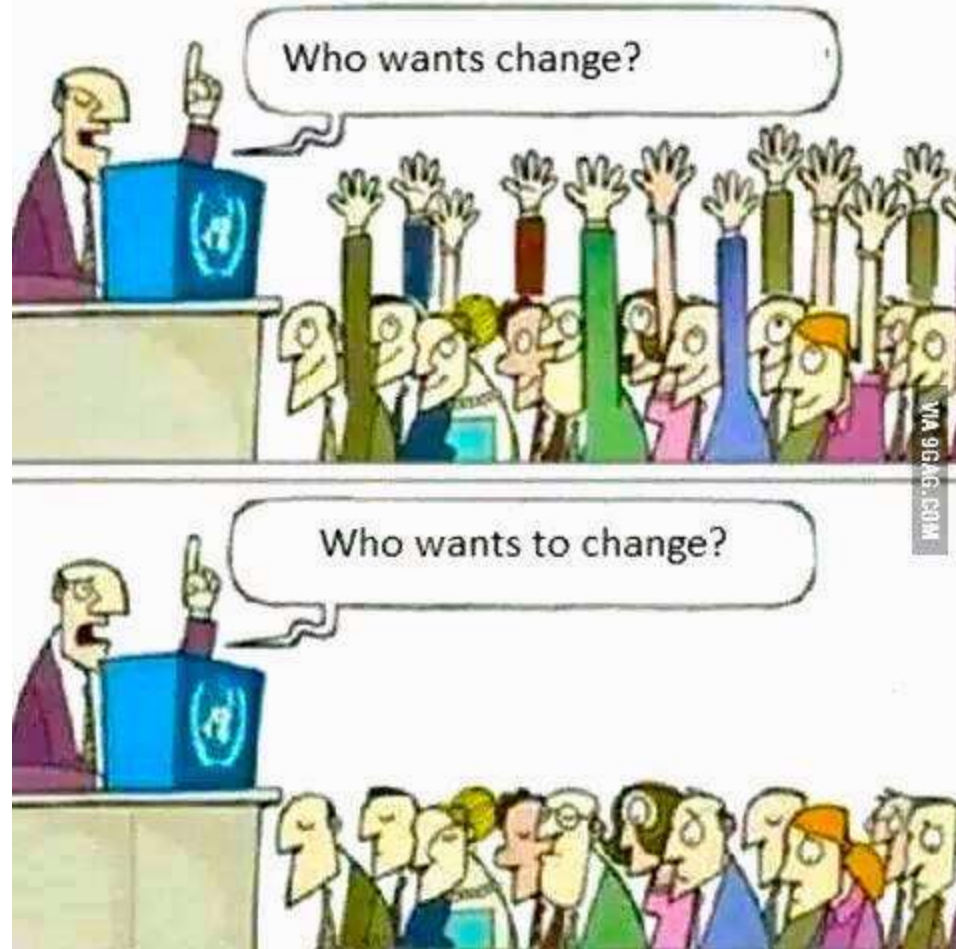
# Who We Are



- A US-based non-for-profit institute of Higher Education founded in 2004
- Accredited by NECHE (New England Commission of Higher Education)
- Undergraduate – Graduate – Doctoral Programs
  - Business
  - Linguistics/TESOL/Communication
  - Psychology
  - Music
  - Engineering
- Operating two Campuses
  - Athens Campus through Hellenic American College
  - Nashua Instructional Site

Now What?

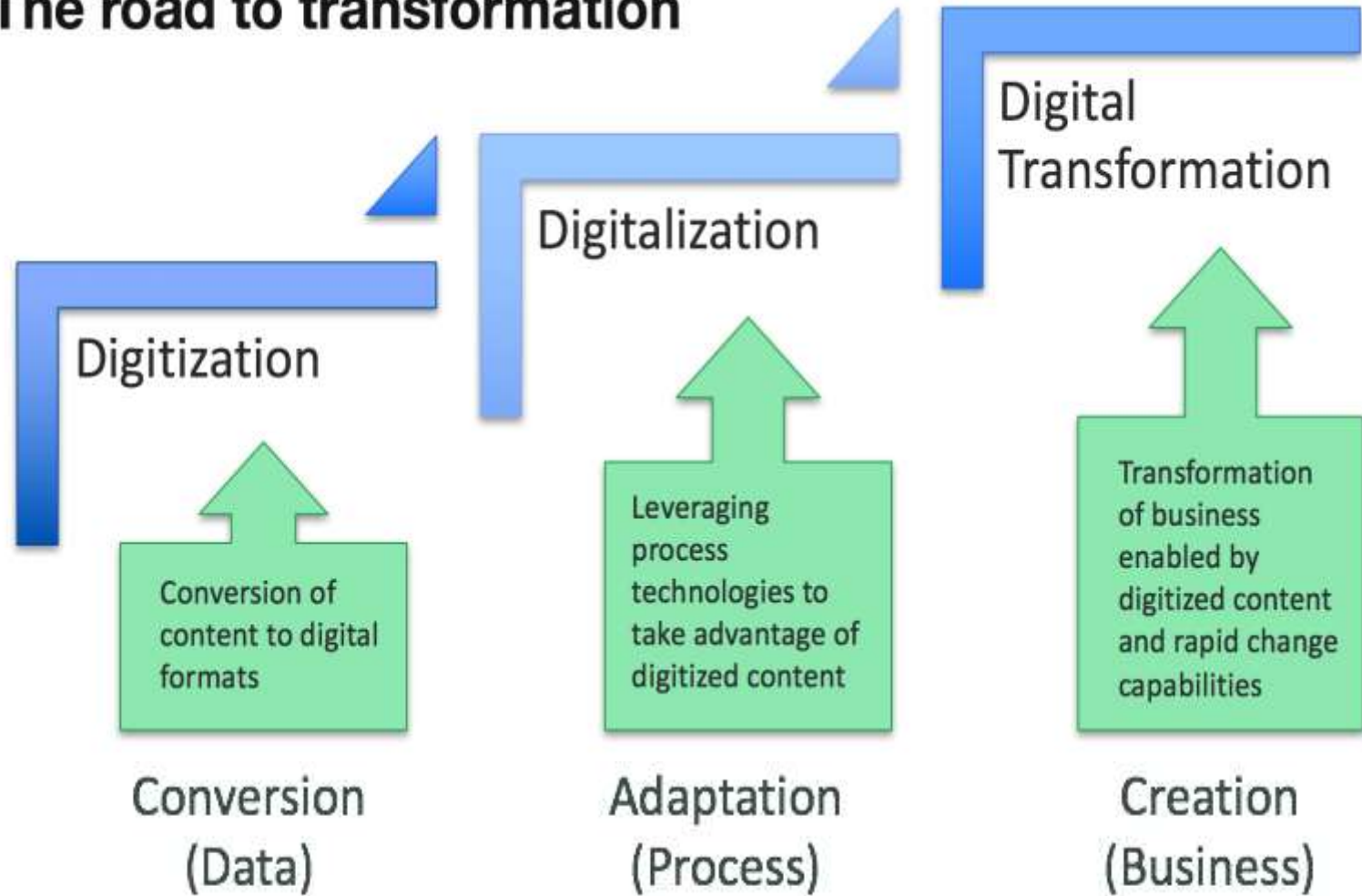
# Change



# Digital Transformation



## The road to transformation



# Digital Transformation



«In the final analysis, therefore, we digitize information, we digitalize processes and roles that make up the operations of a business, and we digitally transform the business and its strategy. Each one is necessary but not sufficient for the next, and most importantly, digitization and digitalization are essentially about technology, but digital transformation is not. Digital transformation is about the customer.»

**Jason Bloomberg**

Technology

# Infrastructure (on-premise)



## IT Infrastructure at first (on-premise):

- 2x Windows Server DC
- 1x Microsoft Exchange Server
- 1x Microsoft CRM application Server
- 1x Microsoft SQL Server
- 1x File Server
- 2x Blackboard Learn Application Servers
- 2x Blackboard Learn Database Server
- Cisco Networking appliances (ASA, Router, Switches)
- Cisco IP Telephony (Cisco Call Manager)



# IT shift to Virtualization and Cloud Services



Choosing an in-house, cloud or hybrid solution is largely dependent on the operations, goals and capabilities of your Organization/ Institution.

## Why shifting to IaaS and SaaS ?

- Reduce capital expenses and operational costs while increasing the effectiveness of IT processes.
- Focus more on development and core business, while reducing infrastructure overhead.
- Increase stability, reliability, and supportability. With IaaS there's no need to maintain and upgrade software, hardware or troubleshoot equipment problems
- Respond quicker to shifting business conditions. For example, an application experience increased traffic and it's becoming difficult to scale resources on the fly to meet the increasing demand.
- Improves business continuity and disaster recovery.
- Mobilize your workforce easily and access app data from anywhere.

# IT shift to Virtualization and Cloud Services



## How we have evolved in recent years :

### Using IaaS:

- In order to provision, implement, manage and enjoy instant computing infrastructure over the Internet we have chosen Microsoft Azure as our cloud computing service provider.
- With Azure we can manage our infrastructure and purchase, install, configure, and manage our software (operating systems, middleware, and applications).
- IaaS quickly scales up and down with demand, letting you pay only for what you use. It helps you avoid the expense and complexity of buying and managing your own physical servers and other datacenter infrastructure.
- Each resource is offered as a separate service component, and you only need to 'rent' one for as long as you need.

### Using SaaS:

- Allows users to connect to and use cloud-based apps over the Internet.
- We have chosen M365 for our email, calendaring, office and collaboration tools.

# Covid-19/ How it affected us and our services



Hellenic American University, during this difficult for all period, has transitioned to an online modality regarding all teaching activities.

Precise IT decisions, planning and actions helped in this successful transition.

During this period University's Faculty, Personnel, Staff, Students:

- Has web access to their email accounts and Office tools (Word, Excel, PowerPoint, etc.)
- Has access to their personal files via OneDrive cloud storage application.
- Has VPN access and permissions to use all the necessary applications.
- Use Teams application to collaborate and help them with teaching (Teams virtual classroom).
- Has access to Blackboard e-learning system.
- Has Online access to Library resources.
- University's call center is fully operational and controllable remotely by using Cisco Finesse application.
- Everyone can make and receive business calls by using Cisco Jabber softphone application.
- Has remote support from our Techsupport service.

# Show me the numbers



## Some interesting facts during this 90-day period

- University's Email activity has increased 39,2%
- Microsoft 365 apps usage has increased 12,3%
- Microsoft Teams users from 59 have increased to 555. This is a 940% increase.
- Microsoft Teams user activity has increased 6553,4%. Users prefer Teams windows application version, followed by web and mobile versions.
- More than 24,500 channel messages and 14000 chat messages have been exchanged between our University's Teams users.
- OneDrive activity has increased 19,2%
- Amount of data stored in OneDrive had an increase of 17.5%. Data storage pick reached almost 2TB.
- SharePoint activity has increased 28,8%
- Forms activity has increased 156,6%
- Blackboard use has increased. Incoming networks connections show an increase of 11.8%

# eLearning

Blackboard Learn SaaS – Blackboard Collaborate – Proctor Track

# Creating Learning Opportunities



- Hellenic American University has been delivering programs and courses through multiple modalities since its inception
  - Accommodating student needs
    - Academic and Professional
  - Addressing accrediting requirements
    - Multiple modalities
  - Experimenting with technology
    - AI (Digital Proctoring)
  - Upgrading its infrastructure
    - eLearning Platform and Virtual Collaboration
  - Addressing fears and misconceptions
    - Exposure to the unknown
  - Establishing optimal conditions of learning
    - User friendly and Interactive
  - Promoting collaborative and individualized learning
    - Embedded in each course
  - Preparing the right blend
    - Synchronous and Asynchronous
  - Re-defining the roles of instructors and students
    - Facilitator, Collaborator, Initiator

# Learning Design



- Key parameters of Design and Delivery
  - Collaborative Learning
    - Learning-to-learn Skills and Competencies
  - Synchronous and Asynchronous Communication
    - The Blackboard eLearning Platform (SaaS)
    - The Blackboard Collaborate Virtual Classroom Platform
    - The Proctor Track Digital Proctoring Platform
  - Learning Philosophy
    - Task-based
    - Competency-based
    - Communities of Practice
  - Assessment Philosophy
    - Live Online Testing with Digital Proctoring
    - Performance Portfolios
    - Collaborative Projects
    - Written and Oral Performance Rubrics
    - Peer-assessment
    - Job-related

# Delivery



- Content is KING
  - Easy to grasp and follow
  - Relevant
  - Multi-modal
  - Personalization and Flexibility
    - Attention to individual needs
    - Focus on multiple learning styles
- Explicit and Available
  - Robust Support
  - Systematic Mentoring
- Involve students in the decision-making
  - Forward thinking
  - Initiative-driven
- Include all possible sources of input
  - Text
  - Audio
  - Video



The learning path @ Hellenic American University

**Learning Outcomes**  
Identify the learning outcomes for each session (synchronous and/or asynchronous)

**Focus on Communication**  
Identify the activities for students to do during synchronous and asynchronous sessions  
Students are prepared to actively participate in personalized, pair, and group-work activities

**Live sessions**  
Prepare for synchronous sessions before students go live  
New concepts are introduced prior to the synchronous session

**Review – Extend – Consolidate**  
Identify the activities for students to do after sessions via eLearning platform

Thank you!

Questions?