ASSOCIATION OF AFRICAN UNIVERSITIES PROPOSAL

We know that right now time is of the essence, and AAU member institutions need to get their courses online as quickly as possible. For any University to be successful online, they need:

- A user-friendly, engaging, MobileFirst Learning Management System (LMS) in which to develop and teach courses
- Course "shells", or templates, within which to house content and facilitate communication for individual courses
- The ability to hold synchronous/live sessions with students
- Options for instructors to record lectures, voice-over-PowerPoints, and other videos to easily add to a course
- Training for instructors and those who support instructors on how to navigate the above-mentioned tools and technology
- Support for faculty and staff should they run into any issues, technical or otherwise, while developing or teaching their course

As a result, we recommend a solution that addresses each of these needs quickly and efficiently, without sacrificing quality. While more detail is provided in the pages to follow, at a high level this includes:

- **Implementation of one Engage** site across multiple AAU member institutions
- Rapid development of **course templates and a design guide** to provide instructors with a place in which to house their content, and ideas for how to best maximize their online course
- **Premier consultation and training for AAU ICT staff** to build their capacity to support member institutions, instructors, and students as they navigate the world of online teaching and learning
- Mixed methods **training and consultation for instructors** to support them as they develop and teach their course online for the first time
- Additional offerings including but not limited to provisioning **Zoom Pro licenses and related training**

Below you will find in-depth details on the recommended solution outlined above, with specific pricing noted where possible. In some instances, additional discussions will be required in order to identify your specific needs and the scope of services. This proposal is meant to give baseline pricing, with the understanding that we still collectively need to finalize the scope of the work.

Engage LMS Implementation, Training, and Support

Engage Learning Management System Implementation

In the interest of time, we wanted to get back to you quickly with potential solutions for your continuity plan, with the understanding that we had to make many assumptions to do so. We still have open questions that will impact scope and ultimately pricing.

We are recommending that we start with one Engage site that is shared by multiple AAU member institutions. All instructors and students regardless of institution will log onto one site, with general AAU branding. Once they sign in, they will only have access to their specific courses in which they are enrolled and will not be able to see any content from other courses, programs, or institutions. Only AAU and Wiley system administrators and technical support staff will have access to all courses at all institutions. University LMS and technical administrators can be enrolled in university courses as an instructor with instructor level rights.

Course Development Support and Training

With a combination of self-paced modules, customized webinars, and static training materials, Wiley Education Services can get faculty at AAU institutions up-to-speed quickly so that they are ready to develop and teach successfully in Engage.

Course Development Support

- **Creation and duplication of custom course templates (up to 5)**
  - Wiley can create up to five custom course templates in Engage to establish a consistent experience for students at AAU institutions, in collaboration with key stakeholders at AAU
  - Templates will include placeholders for core elements of a quality course, so instructors can quickly get their course(s) online. These elements include, but are not limited to:
    - Course Syllabus
    - Announcements
    - Content (organized my weeks, topics, or modules)
    - Discussion Forums
    - Assessments

- **Creation of a Design Guide**
  - The Design Guide provides sample discussion questions and assessment activities to inspire and assist instructors as they are transitioning their course online.

Training

- **Engage 101 self-paced modules**
  - This self-paced module is designed for faculty with no previous experience teaching in Engage. Faculty will learn how to navigate through Engage, configure recommended user profile settings, communicate with students, grade student submissions, and track student participation using reports.

- **Custom webinar on technical aspects of leveraging Engage tools in online course development**
  - Delivered up to 12 times in 4 weeks with no more than 75 attendees per session, these webinars will supplement the Engage 101 self-paced modules and go more in-depth on leveraging Engage with the templates and Design Guide created specifically for AAU institutions.

- **Virtual office hours with Wiley Instructional Designers**

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- o Delivered up to 12 times in 4 weeks with no more than 50 attendees per session, these virtual sessions will provide an opportunity for faculty to raise questions and discuss course design-related issues with Wiley instructional designers.
  - o IDs can offer guidance and best practices on designing synchronous sessions, providing encouragement, answering questions about prepared materials and resources, refining ideas, and more.
- **Dedicated technology support office hours for AAU ICT Team Members**
  - o Wiley instructional support specialists will provide up to two-hours of virtual office hours per week for up to 25 total AAU ICT staff and identified University leadership for tailored consultation and support for AAU ICT team members.

Guiding Documents and Resources

Wiley will provide several resources to support faculty during course development and delivery, such as:

- A DIY Video Guide
- Accessibility guidelines
- Guidance on conducting and recording synchronous sessions (e.g. via Zoom)
- Sample instructions for discussion forums and assignment
- FAQs on Engage tools and features

Pricing

University Tiers	Size (Students)	Price
Large	>50,000	$2,000 per month
Upper Medium	20,001 – 50,000	$1,500 per month
Lower Medium	10,001 – 20,000	$1,000 per month
Small	<10,001	$500 per month

Additional Offerings

We recognize that there may be additional needs in order to scale solutions for synchronous sessions and video support, as well as to support programs in their course design efforts. Below is more information on some additional offerings that we think may be useful. We think that a coordinated approach to a synchronous and video solution (i.e. Zoom) will be important to consider as AAU institutions move online.

Zoom Pro Licensing and Implementation

- At the Zoom Educational rate of $25 per year per license, Wiley can facilitate the provisioning of Zoom Pro licenses for AAU institution staff and instructors.
- By leveraging Zoom Pro as the primary tool to facilitate synchronous sessions and record video, instructors will be able to quickly and easily record lectures, voice-over PowerPoints, and other videos, and post a link within their course for students to access at any time in the term.
- If Zoom Pro account are leveraged as part of this package, Wiley will incorporate training and handouts on Zoom implementation in the training mentioned above, at no additional cost.

Course Reviews

- **Design Review**:
  o After the course is fully built, an ID can conduct a final review of the course and provide recommendations to elevate the learning experience
- **Accessibility review**
  o Our team can conduct an accessibility review before the course goes live, making recommendations before the course begins
- **Technical review**
  o Our team can conduct a technical inspection and report the results back to the instructors so they can make any edits before the course begins

Pricing

Work	Price	Notes
Zoom Pro licenses	$25 per user (per year)	• Cost is annual per user • Students will likely not need Zoom Pro accounts, only instructors
Course Reviews	TBD	• Price to be determined based on need and scale

Proposed Timeline

We know that time is of the essence, and AAU institutions need to get their courses online as quickly as possible. As a result, we recommend the following timeline:

April 15-30

- Identify needed Engage instances (i.e. which institutions will have their own instance and who will share)
- Provision Engage instances and give access to AAU ICT staff and key campus leaders at AAU institutions
- Identify list of AAU and University ICT staff for custom training
- Conduct ICT custom training
- Develop training schedule for instructors
- Decide if Zoom Pro accounts will be leveraged across AAU institutions using Engage

May 1-31

- Create course template(s) and design guide
- Enroll instructors in templates and design guide
- Provision Zoom Pro accounts to instructors
- Develop custom self-paced course
- Conduct course reviews (if leveraging)

June 1 and beyond

- Continue to provide premier support to AAU ICTs