Interim Charge 4:

Study the prevalence of online courses and degrees in higher education. Examine how institutions providing online courses and programs are accredited, particularly courses and programs originating from states other than Texas. Evaluate how students whose courses and degrees are primarily online perform in terms of persistence and degree completion versus students who take courses in traditional classroom settings. Study labor market outcomes for students with primarily online courses and degrees versus more traditional programs.

1. What are the existing barriers to online learning for students and faculty? What have institutions done to alleviate and eliminate these barriers?
4. What are the challenges related to technology, quality, accessibility or other considerations? The Committee is seeking the perspectives of college/university administration, faculty and students.
We've learned from our institutional partners that there were a number of challenges caused by the pandemic that affect teaching and learning in an online environment. To name a few, which relate to McGraw Hill's place in the education ecosystem:

- Faculty, who were using Open Educational Resources (OER) or print content only, found themselves in need of high quality, assignable, online student engagement and assessment resources closely aligned to course concepts. They also needed these learning resources to be accompanied by rich data and analytics tools to provide insights into individual student performance and a way to ensure academic integrity.
- Institutions needed the ability to provide students easy access to affordable, reliable digital content and platforms with attention to accessibility and student privacy, integrated within their Learning Management Systems.
- Many faculty had never taught online before, so not only did they need training on how to implement these additional learning resources, but also on how they should be applied properly in a hybrid or online environment to achieve best possible student outcomes. Many smaller institutions did not have the necessary resources to support all faculty with their online course design and delivery training needs.
- Many students suffered from limited connectivity or a lack of an internet connection at home. To address this issue, McGraw Hill makes many of its online resources with mobile ready capabilities and even offline access.
- McGraw Hill partnered with many institutions to implement course material access and affordability programs such as Inclusive Access (also known as "First Day, Immediate or All Access Programs"), which provide all students enrolled in the course online access to their required learning resources on day 1 of class, directly within the institution's Learning Management System. Students also have the option to opt out if they want to procure their course materials in an alternative manner. These course material access and affordability programs deliver a savings to students of up to 70% off.
- McGraw Hill made available to faculty, reliable, high quality content and personalized learning technology and assessment platforms such as Connect and ALEKS to aid faculty in delivering an engaging online learning experience. McGraw Hill's strict attention to accessibility and privacy standards, while providing a means for deep insights into student's mastery of course concepts and opportunities for intervention early in the student's learning path, is critical to student success. In addition, these courseware platforms also contain online proctoring services to promote academic integrity. For students, these McGraw Hill programs provide a clear understanding of where they need to spend time studying via customized study plans and opportunities for remediation based on their level of engagement with the content. These personalized study plans are supported by a

library of learning resources for students to engage with the content in numerous ways, addressing varying learning styles.

- McGraw Hill increased the size of its product training and support teams to better assist faculty with the implementation and use of technology in their courses. McGraw Hill also recently partnered with the Online Learning Consortium (OLC), a higher education community dedicated to advancing quality digital teaching and learning experiences, to help transition in-person courses to hybrid or online delivery. McGraw Hill is committed to bringing expertise to institutions looking to ensure their online learning programs are designed, facilitated, and evaluated according to best practices. This partnership includes a co-branded Quality in Online Learning Certification Program, completed by McGraw Hill Faculty Consultants and staff, to help support, mentor, and provide virtual coaching to faculty. Coaching on effective practices of quality online learning includes course design, facilitation, and assessment. In addition, McGraw Hill will make available free, discipline-specific, on-demand toolkits to guide faculty through the process of designing and facilitating online courses and assessing student learning.

3. With institutions having shifted instruction to online-only in the Spring of 2020 because of the pandemic, what lessons have been learned?

We have heard from our customers across the State of Texas and throughout the country that McGraw Hill served as a valuable partner in the education ecosystem to help train and support faculty as well as deliver affordable, high quality content and courseware to students in an online environment. In addition, we learned that we must continue our mission to make materials more accessible to all student populations and find more innovative ways to better support teaching and learning. Some examples of tools McGraw Hill has recently added to its resource library in response to the pandemic, which are free to students, include virtual tutoring, online proctoring and access to mental health services. McGraw Hill has also recently made available student success resources such as content-specific, flashcard study aids, as well as video and digital content offering guidance and strategies to succeed academically, financially, and professionally.

8. What sort of privacy exists for students utilizing some of the more popular online curriculum packages?

McGraw Hill has a rigorous privacy policy to protect customer data which can be found here.
https://www.mheducation.com/privacy.html

Sincerely,

Jennifer Becker
Vice President Strategic Partnerships
McGraw Hill
120 S Riverside Plaza
Chicago, IL 60606
314-296-9229