

Facilitator

Focus

No. 5





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Setting The Standard

Hi team,

There have been many changes to program delivery in the past few months. I'd like to use this space to reiterate some of the key points from our recent calls and announcements.

Why all of the changes?

- Recall our aim is to offer the most premium online learning experience, which means continuously improving how we facilitate and engage students. In today's competitive market, staying innovative ensures our courses remain valuable and effective.
 - In October, we discussed several upcoming changes to our program delivery and the motivation behind them. The end of January marks the completed rollout of many of these changes. If you need a refresher, please review the [October announcement](#) and Facilitator Forum recording as well as [additional reminder announcements](#) related to the course project changes. We also have a summary of the changes at the end of this newsletter.
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Maximizing Student Engagement with videos: A recent poll showed that 89% of eCornell students find videos from their facilitator more engaging than text alone. Consider where you may easily add some recorded videos to your courses. Some ways to incorporate (reusable) pre-recorded videos in your courses include:

- Video introduction in the Student Lounge.
 - Short videos posted to discussion boards, connecting the discussion topics to additional questions, personal anecdotes, or current events.
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More tools and resources are in development: We will continue to develop resources and tools to improve both the facilitator and student experience. We are actively developing in several areas:

- Additional resources for live sessions, including more detailed agendas, additional questions, slide deck templates, demonstrations, etc.
 - Training and best practices on communication and project feedback
 - Tools to support grading and administrative tasks to make them as efficient as possible
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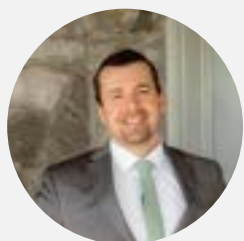
For Excellence In The New Year

As an eCornell facilitator, you are an ambassador for Cornell. It is essential to maintain a neutral, apolitical stance in your facilitation. This ensures we create a safe and inclusive space where all students feel welcome and respected, regardless of their personal beliefs or political affiliations.

Student Code of Conduct, including use of AI Policy, can be found [here](#). Note our stance on students using AI below. Please reference the policy exactly as it is written. *Do not create your own policy.* Let your manager know if you have any questions related to this:

- **Permissible Use:** AI tools, such as language models or data analysis programs, may be used for specific course-related tasks as long as they comply with the course guidelines. If your course or assignment specifies limitations on AI use, you are expected to adhere to them strictly.
 - **Academic Integrity:** When using AI tools, you must ensure that all work remains original and reflects your own understanding and analysis. AI should not be used to complete assignments or assessments in a way that undermines the learning objectives or your academic integrity.
 - **Proper Attribution:** If you use AI tools to support research, writing, or analysis, provide proper attribution where applicable and transparently disclose your use of AI in your submissions as required by the course.
 - **Prohibited Uses:** Do not use AI to generate work that is then passed off as your own original creation, as this constitutes academic dishonesty. Additionally, using AI to create false, misleading, or harmful information is prohibited and may result in disciplinary action.
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Thank you for your continued dedication to providing our students with an exceptional online learning experience. If you have any questions about these updates, please reach out.



Dylan McNally

Director, Program Delivery

Keep Learning



Friendly Reminder

As an eCornell Course Facilitator, you are eligible to enroll into many of the catalog courses we offer, at no cost to you.

We encourage you to continue to take full advantage of this valuable benefit, and to continue along the journey of lifelong learning. Please limit your learning to one certification at a time.

Featured Course:

Storytelling Across Media

How can you convey one message but to different stakeholders? The challenge is that what appeals to a lawyer, for example, might not be relevant to a nurse. The key to this often-perplexing roadblock is strategic storytelling through transmedia. This practice uses strategic storytelling to convey your message to stakeholders across various forms of media, both print and digital.

In this course, you will gain a clear definition and examples of both strategic storytelling and transmedia knowledge. You will walk through various professional campaigns to explore the process and identify each piece of strategic storytelling. Throughout the course, you will put into practice the techniques and principles of both of these modalities in order to help you better reach your stakeholders, whomever they may be. By the end of this course, you will have a solid foundation to move forward with transmediating your knowledge to reach new stakeholders and make an impact.



“ I like to think outside of the box, and this program from eCornell helped me conceptualize how I want to approach data problems going forward. I was able to actually apply new course concepts to my work, rather than simply repeat steps with different values. ”

Mark T.
eCornell Student

Round of Applause

Recognizing Our
Invaluable eCornell
Course Facilitators



Joe Bongiovi



Joe consistently shows genuine enthusiasm and dedication to student success. Students often describe him as extremely personable and easy to talk to, praising his responsiveness and willingness to go the extra mile by summarizing discussions for anyone who misses a live session. His detailed feedback and real-life examples help learners apply new concepts with confidence. Recognized as a top facilitator not only by his students but also by peers across our Leadership, HR Strategy, and Talent Management courses, Joe mentors other facilitators, sharing his expertise and passion for teaching with the entire team.

George Fox



George is recognized as a top-rated facilitator in both our Technology and Engineering Leadership certificates, where students consistently praise his blend of technical expertise and personal development insights. His encouraging attitude and ability to provide informative feedback—enriched with psychological and philosophical perspectives—create an exceptional learning environment. In addition to his regular facilitation duties, George is quick to step in and support fellow facilitators during emergencies. His willingness to take on facilitation assignments for courses already in progress shows his commitment to colleagues, our programs, and the entire eCornell community. George has been with eCornell for five years and brings over 30 years of experience in computing and information technology, specializing in leadership, change management, and strategic planning.

Amy Miller Knudson



Since joining eCornell in March 2024, Amy Miller Knudson has quickly established herself as an outstanding facilitator in Business Analytics, Digital Business Operations, and AI courses. Students consistently praise her empathetic, efficient approach, noting her responsiveness and ability to provide valuable insights. Her facilitation style uses rich, descriptive examples that make complex concepts accessible and practical. Amy brings over 15 years of business intelligence and data analytics experience across tech, hospitality, and supply chain sectors, with specialized expertise in digital reporting and analytics.

Dr. Andrale Jeanlouis



Dr. Andrale Jeanlouis has distinguished herself in the Women in Leadership Certificate Program, consistently receiving exceptional feedback from students. Students praise her empathetic, proactive, and caring demeanor, highlighting how thoughtful she is with her feedback and the level of detail she provides. She also invests wholeheartedly in Live Sessions, creating a dynamic, supportive environment where learners feel heard and empowered.

A native of Haiti and a former Garrison Executive Officer in the United States Army, Dr. Jeanlouis draws on more than two decades of leadership experience to share real-world insights that resonate with her students. Her unique perspective and genuine commitment to student success make her an invaluable asset to the eCornell community.



Damon Arrington

Since joining eCornell in 2022, Damon Arrington has made a remarkable impact facilitating executive leadership, food and plant science, and business courses. Students praise his subject matter expertise, positivity, timely engagement, and well-structured feedback. During Live Sessions, his dynamic facilitation style creates a supportive, meaningful learning environment that consistently earns high ratings in student surveys. A Landscape Designer and seasoned theater professional, Damon spent 15 years as a producer, director, and stage manager on Broadway and in regional and international venues. Now based in Brooklyn, NY, he merges science and architecture with art and community through his design firm. This unique blend of experiences allows Damon to bring fresh insights and creative approaches to every course he leads, inspiring learners to expand their perspectives and grow.



How about a **round of applause** for all of the course facilitators we have recognized.

We look forward to recognizing **you** in the months to come!

Program Facilitation Management Team



Heidi Duss

Senior Manager, Program Delivery

Human Resources & Leadership



Bambi Douma

Program Facilitation Manager

Hospitality, Real Estate, & Healthcare



Kelly Caldwell

Program Facilitation Manager

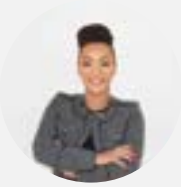
Project Leadership, Project, Management, Entrepreneurship



Tramaine Pinnock

Program Facilitation Manager

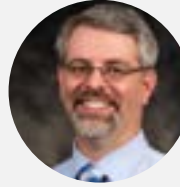
Business Management, Marketing, & Law



Camille Wallace

Program Facilitation Manager

Diversity, Equity, & Inclusion, Medicinal Plants, Nutrition



Justin Keel

Program Facilitation Manager

Technology & Data Science



Cathy Pantano

Program Facilitation Coordinator

Facilitation Resources



Susan Alevas

Program Facilitation Coordinator

Facilitation Training



Keirra Bussey

Program Facilitation Coordinator

Live Programming



Got Questions?

When Course Facilitators need support with:

- Canvas access, password reset, and other technical issues
- Student behavioral issues, including plagiarism or unreasonable requests
- Course Set Up Questions/Concerns

email @
ec_facilitation@cornell.edu



Facilitator Knowledge Base

We're thrilled to introduce your new go-to resource for all things facilitation! Our brand-new Facilitator Knowledge Base is now live and packed with over 70 helpful articles to support your success.

Whether you're looking for grading guidance, tips for handling challenging student situations, or Canvas tech support, we've got you covered! Simply visit <https://ecornell.cornell.edu/facilitator-resources/> to explore the content.

Finding what you need is easy:

- Browse by category
- Use the search bar for quick keyword lookups
- Bookmark frequently used articles

We've designed this with you in mind and hope it becomes an invaluable tool in your facilitation toolkit. Check it out and let us know what you think!

Happy facilitating!

If you have suggestions for additional articles or encounter new challenges you'd like addressed, please don't hesitate to reach out to the Facilitation Support Team at ec_facilitation@cornell.edu.

Facilitator Updates

We've got some fantastic updates to share that will make your facilitation experience even smoother:

Meet "Facil" - Your New Time-Saving Friend!

Say goodbye to manual Live Session setup! Our new "Facil" tool is here to do the heavy lifting for you. Just click the button, pick your dates and times, and you're done! This tool is now required for all facilitators, ensuring consistent and error-free session setup. Check out [FACT101](#) for the full scoop!

Live Session Information Pages Are Here!

Thanks to your amazing input (over 2,000 live session ideas!), we're rolling out default live session agendas and discussion questions for 900+ courses. While these serve as helpful starting points, feel free to customize them to your style.

Fresh Look for Course Home Pages

You may have noticed a sleeker course home page design that puts announcements, grading info, and live session schedules front and center. This update will help students find key information more easily - no action needed from you!

New Course Project Format

We're making projects more accessible by embedding content directly in Canvas (no more downloading Word docs!). At this time, all of the courses scheduled to receive this update have been converted to the embedded format. Visit [this FACT101 page](#) for all the details.

Stay tuned for more updates as we continue improving your facilitation experience!



<https://ecornell.cornell.edu/>