Scalable and Sustainable Training and Development Solutions for Busy Faculty

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Instruction & Training

• IT Training Brief History
  – Initially, helpdesk created for students
  – Faculty & staff issues handled by each department
  – Progressed into 2 groups - training and helpdesk
  – Currently, IT coalition of support groups

• Recent Additions
  – Online training through Element K
  – IT website
  – IT training publication, “All About IT”

• New Employee Orientation Program
• Cross-collaboration Now the Norm

How do I use these new technologies?
Help & Instruction

Have questions? We've got the answers. In the following pages you'll find information on how to contact the various departments with questions you may have on everything from where you can borrow Microsoft software to how to use that software. Along with contact info, you'll also find forms to request an account or a book from the library, as well as links to instruction sessions offered in research techniques, word processing, image and Web page creation.

Cross-functional Support Team

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Selection and Implementation of Blackboard

- Previous pilot study of Course Info 4
- Research and planning
- Search committee of key stakeholders (faculty, staff, & administration)
- Rollout of portal became University priority

How did we get here?

 Implementation Challenges

- Early adopter of Bb 5, Level 3
- Bb quickly became mission-critical
- Collaboration of departments across IT Division and campus
- Integration of various software & hardware (SCT Banner)
- Maintenance
- Training

Combining disparate resources
Branding of Portal as myWPI

"When it’s good, it is myWPI. When it’s bad, it’s BlackBoard."

"Virtual" extension of campus community

Campus Planner Ads

Helpful Reference and Marketing Tool

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Scalable and Sustainable Training and Development Solutions for Busy Faculty
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myWPI Help and Resources Website

Online Technical Support

Information Technology Division

myWPI Help and Support
Spring 2004 Upgrade to myWPI
As of January 2004, myWPI has been upgraded to Blackboard version 6.0. With this change comes the addition of new features, but many things are still the same — see details. Training for faculty is available throughout the year - visit the IT Instruction Calendar for details.

Online Technical Support

Where are we now?

Current Status of Blackboard

- January 2004 upgrade to Bb 6.0
- Yearly increase in # of courses
- Increase in project group and organization requests
- Student influence on faculty usage
- Maintaining quality support
- Increased technical training offerings
- Increased instructional support
Future Bb Plans

- Integrate Web-conferencing with Bb
- Clarify policies
- Review of support system
- Continuous improvement of instruction offerings
- Extend system to potential students and alumni
- Continue to upgrade and extend Bb (6.1...)

Faculty Support Website

- Section of Academic Technology Center Web site
- Specifically focuses on the pedagogical uses of technology
- ≅ 15 minutes to read each article
- Includes short presentations and streaming video tutorials.
Faculty Support Website

Mission: To support and empower our Faculty in the use of technology to enhance their teaching

Educational Technology Services

People who support me

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Educational Technology Services

Instructional Designer & Manager

Online Delivery Coordinator

Graphics Production Coordinator

ETS

Distance Learning Coordinator

Video Support Technician

Courseware Support Technician

Faculty Support Model

- Infrastructure
- Technology Awareness
- Instruction & Training
- Pedagogical Strategies
- Technology Implementation

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Infrastructure

Information Technology Resources

- Infrastructure
- Policy
- Content
- Services

Infrastructure
- Network – phone, data, CATV
- Mission critical server support
- Classroom, lab and conferencing technology
- Desktops, laptops, peripherals, software
- Audio-visual resources
- Research and HP computing

Content
- Print and electronic information resources

Policy
- Disaster recovery, security, copyright

Services
- Training, instruction, consultations, help desk, reference, IT New Faculty Orientation, Campus-wide New Employee Orientation

What technology and information resources are available at WPI?

Infrastructure

Information Technology Resources

- ~14,000 data ports (50% active) and 800 CATV ports
- 10/100 Mbps to the desktop
- 11 Mbps wireless; 45Mbps commodity Internet; OC-3 Internet2
- myWPI (FY03) 466 courses, 210 faculty, 97 organizations
- 32 e-classrooms/labs and 8 e-conference rooms
- TV Studio
- Access Grid & Power Wall
- Library IT Lab in Worcester plus 10 more e-classrooms in W/MW/MA
- 350 public lab PCs, 1000 desktops, 150 laptops
- Projectors, digital cameras and video recorders, student response systems, videoconferencing units, PDAs for academic pilot, 200+ cell phones, etc...
- Linux cluster

Content
- ~14,500 e-journals, 9000 e-books, 150 e-databases, 275K print collection
- 6500 ILL, 180 ETDs, 3300 print TDs

Policy
- Disaster recovery plan, hot-backup, Teach Act
What teaching technologies are available in general?

- Minimal time commitment
- Department-focused
- Offerings typically selected by faculty, approved by department head
- Offered during convenient times (i.e. dept. meetings)
- Increased awareness of available technology
- Springboard to further interest and development

A La Carte Workshops

- A series of 15-minute workshops chosen from a "menu" of offerings
- Provides a "sample" of information about a specific topic within the realm of academic technology

What teaching technologies are available in general?

- Launched Fall 2002 w/ Teaching Technology Fellows
- Presented to Humanities and Arts, Management
- Currently scheduling w/ Computer Science, Social Science & Policy Studies, Physics, and Fire Protection Engineering
- Individual Consultations also provided

Technology Awareness

A La Carte Workshops

- Tips for Shooting Good Video
- Effective Use of Animation
- Planning your myWPI Course
- Graphic File Formats
- Scanning an Image
- PowerPoint and Accessibility
- Videotaping a Demonstration / Experiment
- Effective Delivery of Lectures Via Streamed Audio
- Microsoft Producer
- Microsoft PowerPoint
- Basic Design Guidelines for PowerPoint
- Eye Candy (Graphic Design)
- Effective Use of Animation
- Planning your myWPI Course
- myWPI Main Courses (Blackboard)
- Graphic File Formats
- Scanning an Image
- PowerPoint and Accessibility
- Videotaping a Demonstration / Experiment
- Effective Delivery of Lectures Via Streamed Audio
- Microsoft Producer
- Microsoft PowerPoint
- Basic Design Guidelines for PowerPoint
- Eye Candy (Graphic Design)
Instruction and Training

Information Technology Instruction

• Demonstrations
• Small group sessions
• One-on-one instruction
  • Information sessions
  • Hands-on workshops
  • Online training

• Multimedia workshops
• Instructional technology demonstrations (e.g. CPS, digital audio, Camtasia)
• Software applications instruction in office, desktop, graphics and administrative systems training
• Information literacy and library resources

How do I use these new technologies?

Instruction and Training

Information Technology Instruction

• 2003-2004 Academic Year
  • 367 sessions
  • 162 topic areas
  • 4082 participants
• Fall 2003 Offering
  • 50 topic areas scheduled plus on-demand online sessions
  • Bb6 upgrade preview & training
  • Web conferencing launch planned for Fall 2004

How do I use these new technologies?
Pedagogical Strategies

F2F and Online Faculty Support

- Technical and pedagogical support programs and services
- Faculty encouragement and relationship building
- Asynchronous online support and information

- Instructional technology consultations
- Course website assistance via myWPI
- IT Lunch 'n Learns
- CEDTA Food-for-Thoughts
- Graphics/production services, training and workshops
- Special projects

How does this apply to my course?

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Pedagogical Strategies

F2F and Online Faculty Support

- FY03
  - Project assistance for 131 unique faculty from 17 academic departments (plus staff, students, clubs, TAs and organizations)
  - One-on-one support and consultation for 39 ADLN courses (31 unique faculty)

- FY04
  - Project assistance for 171 unique faculty from 17 academic departments (plus staff, students, clubs, TAs and organizations)
  - One-on-one support and consultation for 40 ADLN courses (33 unique faculty) and 12 Corporate Education distance courses (10 unique faculty)

How does this apply to my course?
Technology Implementation

Teaching Technology Fellowship

How can these tools transform my teaching?

- Competitive 2-year program launched in Fall, 2001
- Intense support to a core group of faculty at various technological skill levels
- Promotes the "seeding" of educational technology
- Recipients redesign a course, assess pedagogical implications of teaching technologies, and consult with peer innovators

Goals of the Program:
- Provide a forum that fosters teaching innovations
- Effectively apply the capacities of technology to teaching and learning
- Recognize, reward, and celebrate excellence in technology-based teaching innovations
- Increase communication & collaboration (users & providers of technology)

Departments Represented:

Biology & Biotechnology
Biomedical Engineering
Chemical Engineering
Chemistry and Biochemistry
Civil & Environmental Engineering (3)
Electrical & Computer Engineering
Fire Protection Engineering (2)
Humanities & Fine Arts (3)
Management (2)
Mathematical Sciences (2)
Mechanical Engineering (2)
Social Science & Policy Studies

Experience at WPI:
- Over 20 years (4)
- 10 – 20 years (9)
- 5 -10 years (4)
- less than 5 years (2)

How can these tools transform my teaching?
"My world certainly changed when I became a Fellow."

"The TTF provided a structured format for learning about the use of technology in teaching, a topic I had desired to become familiar with, but which I had not taken the time to study on my own."

"As a result of the TTF, we have now moved closer to disseminating the innovations ... to a wider audience."

"... helped an ignorant old engineer learn ...

"Overall, the TTF has been very valuable for me."

"As a result of the TTF, ... we plan on submitting a proposal to the NSF Course, Curriculum, and Laboratory Improvement (CCLI) program."

"Efforts under the TTF directly led to a contract ... and NIST (2) & NSF grants"

"There were people I could call on, talk to in a very relaxed way, explore things -- it would have been a big struggle otherwise."

Professor Peder C. Pedersen, Electrical & Computer Engineering

"There are people there and resources there who are not only willing but eager to help. That's the way you get faculty to embrace technology. If you make it difficult they'll walk away if you make it easy I think the average faculty member will be eager to embrace it."

Associate Professor James P. Hanlan, Humanities and Arts

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Benefits of Combined Solutions

• Flexible scheduling
• Targeted support
• Empowered faculty
• Multi-modal offerings
• Reduced time commitment
• Increased awareness of support
• Online resources available 24/7
• Faculty collaboration opportunities

Contact Information

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Scalable Training and Development Solutions for Busy Faculty

Faculty Needs

- Infrastructure
- Technology Awareness
- Instruction & Training
- Pedagogical Strategies
- Technology Implementation

What teaching technologies are out there?

A La Carte Workshops
www.wpi.edu/+ATC/Training/alacarte.html

A series of 15-minute workshops chosen from a "menu" of offerings.

Provides a "sample" of information about a specific topic within the realm of academic technology.

Pedagogical Strategies

How does this apply to my course?

F2F and Online Faculty Support
www.wpi.edu/+ATC/Faculty

The Educational Technology Services group of the Academic Technology Center provides instructional and course design services and support for the successful integration of technology into the curriculum.

Technology Implementation

How can these tools transform my teaching?

Teaching Technology Fellowship
www.wpi.edu/+ATC/Training/fellowship.html

Fellows receive intense support to redesign a course, assess pedagogical implications of teaching technologies, and consult with peer innovators.

Each Fellow selects one course to effectively integrate teaching technologies.

Instruction & Training

How do I use these new technologies?

IT Division Instruction & Training
www.wpi.edu/+IT/Help/instruction.html

Instruction sessions are offered in a variety of formats: hands-on workshops, one-on-one, demonstrations and small group sessions. Sessions cover diverse topics focusing on multimedia/design, software programs and information literacy.

Faculty Benefits

- Empowered faculty
- Multi-modal offerings
- Reduced time commitment
- Flexible scheduling
- Targeted support

WPI Information Technology Division, www.wpi.edu/+IT