

Action Project: Integration of technology in the Academic and Administrative environment.

Goal: Provide instructional support to the faculty and administrative staff to fully integrate the technology available into the academic and administrative environment. This will enable us to deliver a quality experience to students both inside and outside of the classroom.

This action plan encompasses three areas: Academic Affairs, Administration, and Training. Each of these will be addressed for each question asked below:

1. In the past year, what have you accomplished on this Action Project? What is its current status?

Academic Affairs: In 2003-2004 a SCT Banner Web interface was created which enabled faculty to submit grades via banner web as well as provide for a web-based distribution of grades to students. Student course evaluations of each instructor each quarter are now implemented via the Banner Web. Banner Web-based programs were also developed which enabled the faculty, department heads, and Dean to access the cumulative course evaluations of each faculty member and make comments on line. A major accomplishment this past year, has involved a faculty, staff, and student team evaluated a number of classroom management systems and recommended ANGEL as the product of choice for the RHIT campus. Since that selection, four different workshops have been conducted on three occasions. Over 60 faculty (40%) attended at least one of the workshop sessions and when all faculty were surveyed, 63 indicated that they planned on using ANGEL in their courses. In addition, new students were given an overview of ANGEL during their orientation session.

Administration: Based on survey feedback from all administrators, 'refresher' workshops were held on using the Web for Employee module which had been implemented in the prior year. Suggestions made by the user community to enhance the web budget data look-up functions were implemented. As planned for this year, the on-line payroll time entry functionality for student employees was introduced one department at a time beginning in March 2004. Student web time entry is scheduled to be completed by September 2005. Utilizing the web product, students are able to enter hours worked and submit them electronically for supervisory approval. We were also able to provide exempt staff and their supervisors the ability to enter exemptions to their scheduled hours (e.g. vacation and sick time) via the web beginning in October 2003 and were fully operational with this process in March 2004. Implementing electronic collection has eliminated the need to turn in paper timesheets, which in turn has eliminating the need for the Payroll Office to key and verify the hours entered into the Banner system. Enabling this functionality is estimated to save approximately 80 hours per month. General computing orientation and training for new employees has been developed by Instructional, Administrative & Information Technology (IAIT). All new employees are now scheduled to complete this training within their first month of employment.

Training: The Digital Resource Center (DRC) staff hosted two technology sessions to showcase faculty projects and DRC services. The first technology session included demonstrations and highlighted how the following technology could be of benefit in the classroom: video capturing and editing; interactive web pages; audio/video instructions; and, photo and graphic editing. The second session highlighted demonstrations and discussions on the following topics: how

technology-enhanced pedagogy influences the teaching and learning process; how faculty used exported video frames to convey the 'drag forces' concept in their mechanical engineering class; how video production was used to enhance a Presidential Election Rhetoric course; and, a Macromedia Flash based instructional video which was to be used in ECE207, Elements of Electrical Engineering II, which demonstrates various electrical engineering concepts and equipment. In addition, the DRC Training Center offered 41 training sessions on various products in the Microsoft Office Suite, Email and Calendaring software. There were 211 registered or 63 unduplicated headcount that attended the workshops. This number represents 27% of support staff attended one or more training sessions.

2. How did you involve people in your institution in your work on the Action Project?

Academic Affairs: Web for Faculty was initiated after considerable review by a team of faculty, staff and students. Similarly, a work team of faculty, staff and students reviewed Course Management System (CMS) products. Three products were brought to campus and the entire community invited to participate and supply feedback to the recommendation team. Academic department heads reviewed the recommendation at length in two meetings. In parallel to this we brought the chosen CMS for review to the Enterprise Computing Committee made up of representatives of the Institute Vice Presidents and staff members representing the campus Banner team.

Administration: For nearly all of our administrative computing system projects, personnel involved in implementing a particular solution or new feature are an outgrowth of what we have termed our Banner Advocate Group. This group is comprised of an accomplished functional user representing each Banner module. In addition, the group has a representative from Instructional, Administrative and Information Technology and Institutional Research Planning and Assessment. The elected leader and technical representative from this group meet with the Enterprise Computing Team which is comprised of the senior leadership of the Institute. When a new solution or review of a current solution is required, the Enterprise Computing Team commissions a subgroup. The Banner Advocate Group also performs the necessary outreach functions to ensure administrative computing system users remain informed campus wide.

3. What are your planned next steps on this Action Project?

Academic Affairs: The ANGEL CMS is being implemented this fall. Training sessions for faculty will continue through early fall with user groups being developed. Student assistants have been hired to serve as a resource for faculty inquiries. The ANGEL team will gain experience with the support needs of the new course management software over the upcoming academic year. The implementation team will continue to explore next steps to ensure ongoing support of this product.

Administration: The implementation of the "Web for Employee" product is nearly complete. The final step in this implementation will be to make the web time entry functionality available to our non-exempt salaried employees and their supervisors over the course of the next three months. Future enhancements may be made to this functionality, as new solutions are released or as deemed necessary to improve the usability of this application. The implementation of the "Web for Faculty" application is considered complete. Future enhancements may be made to

this functionality as new solutions are released or as deemed necessary to improve the usability of this application.

Training: The Training Center will continue to offer sessions on the Microsoft Office Suite. Faculty will be consulted to determine additional training needs to enhance the utilization of the DRC.

4. Has your work on this Project resulted in an “effective practice” of which you are proud and that we could share with the broader higher education community? If so, describe the practice.

Of all the processes implemented, the course evaluation process with feedback to faculty, department heads and the Dean through an integrated system is probably the most creative “effective practice” that can be identified. It is a very efficient system that has been evaluated for effectiveness and allows all parties involved access to their data and an opportunity to provide feedback in a timely fashion.

5. What challenges or problems, if any, are you still facing with regard to this Action Project?

Faculty: The Institute has made a commitment of resources; however faculty and student acceptance of the new CMS will depend upon the availability of adequate support and the leadership of early adopters. Continued acceptance of on-line course evaluations will depend on our ability to maintain the early high response rates from students.

Administration: Providing adequate on-going support, maintenance and development of our existing systems, keeping staff adequately trained, and keeping up with changing technology and operational functions will require attention and focus on a continuous basis. It is felt that the resources to meet this challenge are currently available through excellent support staff in IAIT and very capable campus leaders in the users support group.

Training: Engaging faculty and staff in the identification of training needs for integration of technology. It will also be important to bring together the training that is done through the use of the integrated management system and the implementation of technology into the academic and administrative environments.