

Division: Information Resources
Unit: Information Resources Training Services
2004 – 2005 Annual Unit Report

Mission

The Information Resources Training Services unit is responsible for providing timely opportunities for professional and support staff to stay current on Information Resources software and technology necessary to function effectively in their office.

Overview

Information Resources Training Services consists of 3 individuals, two part-time and one full-time staff. Throughout the past year, we offered nearly 300 training sessions totaling over 1600 attendees. On average, we conducted 40 hours of training per month pertaining to software productivity and administrative system functionality such as SCT Banner.

Key Achievements

- Completed comprehensive training for over 300 Banner Finance users in conjunction with Banner Finance go-live
- Provided training to over 220 individuals converted to Microsoft Outlook throughout the campus-wide migration
- Increased efficiency of training program through the use of technology by implementing new training database including advanced reporting and effective communication tools
- Expanded course offerings and resources to meet a greater diversity of learning styles
- Continued commitment to stay current with new technologies and software

Banner Finance Implementation

Information Resources Training Services was a key contributor to the implementation of the SCT Banner Finance system. This was our main training focus; 80 percent of our training programming was dedicated to Banner subject matter. We offered 230 training sessions from May 2004 through June 2005 pertaining to a dozen Banner topics. Each of the 300 Banner Finance users had the opportunity to attend over 15 hours of training.

All Banner training materials were also made available online and over 1000 visits were recorded from July 2004 through June 2005. According to Banner Finance attendee evaluations in September 2004, 94 percent of those surveyed indicated they frequently or always used the training materials when using the system.

In addition to ongoing Banner training offerings, we responded to 1300 end-user questions and support needs pertaining to Banner Finance. From June 2004 through June 2005 we averaged 25 questions per week. We have documented over 200 frequent questions and training materials in a knowledgebase and are working with the support desk to ensure a smooth transition to a long-term support model.

Microsoft Outlook Conversion

Information Resources Training Services designed a targeted training program pertaining to individuals who were migrated from GroupWise to Microsoft Outlook. Over 220 individuals attended an Outlook session. In addition, training materials and resources were made available online and over 225 visits were recorded from March 2005 through June 2005.

As GroupWise users get accustomed to the new software, advanced topics are being offered to grow their expertise including frequently asked questions and using calendars. We will continue to offer Outlook training through the completion of the migration summer 2005.

In addition, former GroupWise users were upgraded to Microsoft Office 2003 from Microsoft Office 2000 in conjunction with the Outlook conversion. Training was then offered and resources provided to introduce them to Microsoft Office 2003.

Increased Efficiency of Training Unit

Beginning January 2005, Information Resources Training Services implemented a comprehensive database to capture all training classes, registration, and attendance. The training database greatly increased our efficiency in performing administrative tasks. Use of the database reduced the amount of time to coordinate registration, send timely class reminders, view registration and summary information, and perform ad-hoc reporting and analysis of the training program.

We look to leverage this database next year by feeding the data into an online registration system. This will allow participants to view attendance transcripts and afford training staff the opportunity to provide timely follow-up pertaining to course evaluation and targeted learning opportunities.

Information Resources Training Services has been working closely with the Web development office to implement a training web page fall 2005. The web page will consist of online schedule and registration of all training classes and training resources organized by topic and learning style.

We will continue to make the best use of technology to maximize our resources next year.

Meeting the Needs of Diverse Learning Community

Throughout the last year we have offered a variety of class styles to accommodate a more diverse learning community. Although many professional and support staff prefer one-on-one instruction, it is not possible to conduct personalized sessions to over 1300 individuals given our limited resources. To address this need, we created additional levels of flexible instruction beyond demonstration and traditional classroom methods including clinics, labs, and e-learning opportunities.

Clinics were offered as scheduled time for individuals to work on their own in a quiet training room under the guidance of an instructor. Individuals are encouraged to bring their work and ask specific questions. We held 46 clinics pertaining to Banner Finance with very successful results.

Labs were structured as topic-based sessions, such as how to create a query in Microsoft Access, in which the instructor reviews the specific steps and the participant then applies the steps to his or her own work during the session. This year we piloted 8 classes as labs with positive feedback.

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For those individuals who prefer self-study, we have significantly expanded our online resources to include many of the training materials used in class and additional information addressing advanced topics. We will continue to make materials available in response to campus needs. We also purchased recording software which allows the capability of delivering short videos online. Our pilot video was successful and will be available to the campus community shortly.

To continue to maximize our resources, we look to expand our e-learning program next year by gaining more expertise in designing and implementing web-based training.

Staying Current with Technology and Software

The Information Resources Training Services staff has been vigilant in staying current with new technologies and software. From May 2004 to June 2005 we have attended an estimated 450 hours of consultant-led training pertaining to SCT Banner. We also subscribe to an online training program relating to Microsoft Office products. We frequently research individual questions and are committed to growing our expertise to meet the needs of the campus community.