

Division: Information Resources
Unit: Information Resources Training Services
2005 – 2006 Annual Unit Report

Mission

Information Resources Training Services 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

The newest member of the Information Resources family, Information Resources Training Services was formed in summer 2004 to meet the technology training needs of Rowan University. IR Training Services is comprised of 3 individuals (2 FTE), Debra Denton, Susan Hersh, and Denise Ruggieri, with a combined training/educational experience of over 20 years.

IR Training Services offers a variety of training opportunities pertaining to SCT Banner, Microsoft Office (Access, Excel, Outlook, Word), Faculty Self Service, Student Work Study, and more. We strive to meet the diverse learning styles of the campus community ranging from traditional classroom setting, open help sessions pertaining to a specific topic, and extensive online resources.

Throughout the 2005-2006 year, IR Training Services offered 117 live training sessions totaling 830 attendees. Over 270 training hours addressing 30 topics were available, averaging 22 hours of live training per month. In addition, IR Training Services maintained 170 training resources available at <http://www.rowan.edu/ir/training/> including written materials, 5-minute videos, computer based training, recommended books, and website links. Throughout the 2005-2006 year, over 5000 website visits were recorded.

Contribution to Strategic Objectives for Rowan University

IR Training Services contributed to the following Strategic Objectives for Rowan University (2005 – 2010).

- To complete the implementation of the Banner integrated university support system by December 2007.

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- To provide increased opportunities for professional and career development for professional staff.
- To provide adequate opportunities for technical and professional development in order to assure that staff are able to maintain currency and can continue to function effectively in their fields.

Key Achievements

- Offered 117 live training sessions totaling 830 attendees. Over 270 training hours addressing 30 topics were available, averaging 22 hours of live training per month.
- Maintained 170 training resources available at <http://www.rowan.edu/ir/training/> including written materials, 5-minute videos, computer based training, recommended reading, and website links. Throughout the 2005-2006 year, over 5000 website visits were recorded.
- Key contributor to the implementation of Banner Human Resources and Banner Student in addition to providing ongoing support for Banner Finance.
- Sustained over 300 frequent questions in an online knowledgebase and served as top-level Banner support, closely working with the support desk to ensure a smooth transition to a long-term support model.
- Implemented summative and formative evaluation techniques, establishing mechanisms for ongoing feedback ensuring the needs of the campus community are met in addition to maintaining our standards of excellence.
- Served critical role in successful grading policy change mandating faculty members submit final grades online. By providing timely live training sessions and extensive online resources, faculty members were afforded the necessary learning opportunities and support throughout the transition.
- Launched recommended reading program in which IR Training Services reviews the plethora of technical training books and awards a “stamp of approval” to those materials that meet our standards of excellence.
- Conducted in-depth review of existing training materials and adopted standards for training documentation ensuring consistency for all future custom-designed materials.

SCT Banner Implementation

IR Training Services was a key contributor to the implementation of Banner Human Resources and Banner Student in addition to providing ongoing support for Banner Finance. Similar to last year's focus; over two thirds of live training programming and nearly half of all training materials were dedicated to Banner subject matter. We offered 90 live sessions pertaining to 16 Banner topics, totaling nearly 200 hours of training. In addition to offering scheduled sessions, we accommodated classes by special request for the office of the Registrar, Bursar, Admissions and Graduate School. Classes offered are as follows:

Banner General

Banner General Clinic (formerly known as Banner Finance Clinic)
Banner Internet Native Tips and Tricks
Introduction to Banner

Banner Finance

Banner Finance Receiving
Banner Finance Requisitions
Banner Finance Self Service
Banner Finance Year End

Banner Human Resources

Banner Department Time Entry Demo
Banner Department Time Entry Clinic
Banner Student Work Study Informational Session
Banner Student Work Study Clinic

Banner Student

Banner Student Admissions
Banner Student End-User Training (Registrar and Graduate School)
Faculty and Advisor Self Service Demo

Report Writing

Discoverer Desktop
Discoverer Desktop Calculations and Functions

Of the 70 Banner training resources available online at <http://www.rowan.edu/ir/training/pdf/Banner/>, nearly 2500 visits were recorded throughout the year. IR Training Services significantly re-designed the Banner materials web page in December 2005 to provide ease of navigation as additional topics continue to be added. In response to the success of the 5-minute video "How to log into Banner" piloted July 2005, IR Training Services produced 24 just-in-time Banner online training videos throughout the year.

In addition to providing ongoing Banner training offerings, we responded to over 600 end-user questions pertaining to Banner throughout the implementation of Banner HR and Banner Student (December 2005 through May 2006). IR Training Services also maintained over 300 frequent questions in an online knowledgebase and served as top-level Banner support, closely working with the support desk to ensure a smooth transition to a long-term support model.

Administrative Software

In addition to contributing to the implementation of Banner, IR Training Services provided key training opportunities related to the PLUS system. Specific topics include processing Student Work Study assignments (HRS) and grade submission (SIS). We offered 14 live sessions totaling 52 hours of training. Classes offered are as follows:

Student Work Study (HRS)

Student Work Study Clinic

Faculty Self Service (SIS)

Faculty Self Service Demo

Faculty Self Service Clinic

IR Training Services served a critical role in a successful grading policy change implemented fall 2005 mandating faculty members submit final grades online. We worked closely with the Provost office to design and deliver a customized training program. By providing timely live training sessions and extensive online resources, faculty members were afforded the necessary learning opportunities and support throughout the transition. Comparing fall 2005 and spring 2006 semesters, there was a significant decrease in reliance on training resources. This is a strong indication that faculty members have mastered online grading.

Productivity Software

The primary training focus for the last 2 years has been the implementation of Banner software. IR Training Services successfully maintained key Microsoft Office productivity training throughout the year, conducting 13 live sessions totaling 22 hours of training. In addition, we significantly expanded online resources and recommended reading selections in order to provide continued learning opportunities on campus.

Classes offered are as follows:

Microsoft Access

Access I
Access II
Access III
Access IV

Microsoft Excel

Advanced Excel for Library

Microsoft Word

Advanced Word for Library
Creating a Mail Merge in Word 2003

Microsoft Outlook

Outlook Calendar
Outlook Demo

Diversification of Learning Opportunities

Rowan University typically equates training to a live classroom setting. Given the current training resources (staff and operating budget), delivering traditional classroom training for all technology topics is not an attainable goal. Over the last two years IR Training Services has steadily progressed in diversifying its training resources following best practices in blended learning throughout the industry. Blended learning combines self-directed learning (web-based training, printed materials, recommended reading) with traditional instructor-led live sessions. Providing a variety of delivery methods maximizes learning potential by allowing individuals to learn at their own pace. This approach not only offers multiplicity to the customer, but increases the cost-effectiveness of training programming.

The introduction of a web page dedicated to training resources available at <http://www.rowan.edu/ir/training/> has served the University community well over the last year. This page consists of 170 training resources including written materials, 5-minute videos, computer based training, recommended books, and website links. Since inception December 2004, 5500 visits have been recorded, over 5000 of which were recorded throughout the 2005-2006 year.

In addition to further expanding self-study training resources, IR Training Services continues to introduce new concepts in live training to best meet the needs of adult learners on campus. For instance, due to the popularity of the Banner Finance Clinic (open help time with one-on-one instructor assistance), Banner General Clinic was introduced encompassing all Banner topics. The participant may address any Banner question during one appointment. When registering, the specific topic(s) are identified to ensure the appropriate instructor is available.

IR Training Services strives to offer a variety of training dates and times to meet our customer's schedule. This year when introducing the topic Faculty and Advisor Self-Service, we piloted a program for department demonstrations by request. If the scheduled dates did not meet the department's needs, the training staff was available to provide a demonstration at the department's request. The department assumed the responsibility of coordinating room/equipment reservation and participant attendance, and the training staff customized the content to the specific audience. Of the 227 individuals who attended Faculty and Advisor Self-Service training, nearly one quarter (54) participated in a session by department request.

Online Registration and Content Management System

An average of 7 hours per week of staff resources is dedicated to registering, tracking, and reminding customers of upcoming training sessions. Throughout the last year we have been working closely with University Web Services on the development of an online registration system that will automate many of these tasks. Individuals will have the ability to register for a class with the click of a mouse, receive an immediate confirmation message, view their upcoming and completed training sessions, cancel registration at any time, and receive an automatic reminder prior to each session. The online registration system will automatically close classes that reach seat capacity and reopen if a cancellation is made.

It was our hope to implement this system spring 2006, but due to unforeseen delays, the target date has been rescheduled to fall 2006. Once the transition to the self-registration system is complete we will redirect the available staff resources to support training programming.

In addition to registration, the current training resources available online at <http://www.rowan.edu/ir/training/> will be transitioned to a content management system. This system will categorize all training materials by topic and method of delivery allowing customers to select the appropriate training materials to meet their needs. Over the last year over 5000 visits were recorded at the current training web site. This page consists of 170 training resources including written materials, 5-minute videos, computer based training, recommended reading and website links.

Establish Ongoing Assessment of Training Programming

IR Training Services was highly successful in establishing ongoing assessment to shape future training programming. Using both summative and formative evaluation techniques, ongoing feedback loops have been implemented to ensure we are meeting the needs of the campus community in addition to maintaining our standards of excellence. Specific assessment techniques implemented over the last year are as follows:

Class Evaluations

Participants are asked to complete an online evaluation via SurveyMonkey.com after completion of each live training session. Questions range from assessment of instructor, content, training materials, overall improvement, future planning, and general feedback. With a response rate of 20%, we are well above the industry standard of 10%-15%.

Feedback Forum

Feedback Forum provides faculty, staff, and administrators the exclusive opportunity to preview new training programs, materials, and online experiences and provide constructive feedback. IR Training Services encourages membership in Feedback Forum for individuals who want to be actively involved in shaping the technical training delivered at the University. Two focus groups have been completed to date; 50 individuals are active members. The first focus group solicited feedback for newly-introduced 5-minute training videos. Based on direct feedback, IR Training Services enhanced video production to better meet the needs of the campus community. The second focus group assessed the value of online training considered for purchase. Due to the results, it was determined the campus is receptive to online training, but the specific program was not the best solution for Rowan. We are currently researching alternatives. Focus group opportunities are available every few months. For more details, please visit <http://www.rowan.edu/ir/training/FeedbackForum/>

Knowledgebase Usage Report

Quarterly reports were designed to determine ongoing training and support needs. By identifying the number of solutions (frequent questions) by category, counting the times solutions are viewed, and tracking frequent key word searches, future campus training needs may be determined. The report also notes the currency of the data helping to identify potentially expired information.

Dialog with Support Desk

The Support Desk is often the first to be alerted to a campus training need as they field the majority of technology questions on campus. By establishing an open dialog with the Support Desk, IR Training Services is better able to work proactively to address the technology training needs on campus.