

**Division:** Information Resources  
**Unit:** Information Resources Training Services  
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## **Executive Summary**

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. The training team, comprised of Debra Denton, Susan Hersh, and Denise Ruggieri, possess a combined training/educational experience of over 30 years. 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, self-directed learning opportunities and extensive online resources.

The unit's major contributions to the strategic objectives for Rowan University (2005 – 2010) include completion of the implementation of the Banner integrated university support system by December 2007 and providing 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.

Throughout the 2006-2007 year, IR Training Services offered 222 live training sessions addressing 40 topics to a total of over 730 attendees. We also manage the Information Resources Online Training Center available at <http://www.rowan.edu/irtraining/>, the one-stop-stop for technology training at Rowan. This web-based system provides the campus community with access to online class registration, training resources, and details regarding all training initiatives. Since introduction of the IR Online Training Center the number of web visits increased nearly three-fold, recording 14,000 visits throughout the 2006-2007 year.

Overall, classroom evaluations indicate 89% of respondents would recommend the attended session to a colleague and over 75% found the session to be highly valuable. When asked if the facilitator delivered the topic in a clear and concise manner, 88% responded with the highest mark. 93% of respondents noted the facilitator appeared highly knowledgeable of the topic and 90% indicated the facilitator was highly skilled in creating an environment conducive to learning.

Key achievements for the 2006-2007 year include launching the IR Online Training Center, contributing to the campus-wide transition from Banner 6 to Banner 7 software, launching the guest instructor series, introducing self-directed learning initiative *Direct Your Learning: Self-paced Professional Technology Development*, and implementing CustomGuide's Online Training for faculty, staff, and administrators to gain an understanding of Microsoft products at a time and place convenient to the participant.

## Major Initiatives

- Established communication channels in which the campus community anticipates upcoming professional technology development opportunities. Coordinate campus mailings to highlight “one-time only” events and organize brief presentations regarding professional development opportunities with a variety of campus entities. As well, we take care to send frequent communication directly to all campus administrators, deans, and chairs discussing upcoming events to make them aware of training offerings that will contribute to the technology development of their staff and faculty members.
- Fostered learning partnerships across the campus including co-sponsored programming with the Faculty Center for Excellence in Teaching and Learning, the College of Professional and Continuing Education (CPCE), and Human Resources’ *New Employee Orientation* program.
- Championed the MS Office 2007 pilot group which consists of over 30 individuals campus-wide participating in an eight-week program. These PC users upgrade their software and communicate challenges and solutions within the pilot group community. The feedback shared will help to shape the training programming for the fall 2007 implementation.
- Launched guest instructor series, calling on technology experts across campus to provide the Rowan community with fresh, timely technology training that can be used both professionally and personally. Successfully completed 6 sessions throughout the year addressing topics such as *Computing from Home*, *Online Course Implementation Demystified*, and *Wake up your students! Add spice to your classroom by engaging students using today’s technology trends*.
- Launched *Direct Your Learning: Self-paced Professional Technology Development*. This self-directed learning initiative allows individuals to address specific technology needs at his/her own pace in an environment conducive to learning. The campus community is invited to take time out of their busy schedule to invest in technology development, improve office productivity, and increase marketable skills on campus.

## Major Accomplishments

- Launched Information Resources Online Training Center, the one-stop-shop for technical training, automating class registration process and implementing content management system to organize over 230 training resources. Since August 2006 implementation, over 14,000 website visits were recorded.

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- Offered 222 live training sessions addressing 40 topics to a total of over 730 attendees.
- Key contributor in campus-wide transition from Banner 6 to Banner 7. Completed a comprehensive review of the Banner 7 system noting key differences in functionality and interface. Updated over 370 knowledgebase articles, over 200 pages of existing Banner 6 step-by-step training documentation, relevant just-in-time videos, and class content. In addition to supporting the transition from Banner 6 to Banner 7, the training team offered 148 live sessions pertaining to 17 Banner topics throughout the 2006-2007 year.
- Doubled selection of training resources pertaining to Microsoft Office from 70 to over 140 and introduced new hands-on MS Office live training sessions including *MS Excel Charts* and *MS Outlook: Get control of your email*.
- Implemented collaborative service with the Campbell Library in which the Recommended Reading selections are made available to the campus community for check-out at the circulation desk.
- Introduced CustomGuide's Online Training for faculty, staff, and administrators to gain an understanding of Microsoft products at a time and place convenient to the participant. CustomGuide's user-friendly website guides individuals through over 100 hours of lessons in most Microsoft products including Access, Excel, Outlook, PowerPoint, Project, and Word.
- Initiated newsletter *Tech Training Café* issued each academic semester discussing upcoming training offerings, recent feedback from the campus community regarding new training initiatives, and key items of impact to the University community such as a software upgrade or introduction of new technology.
- Hosted the first annual IR Training Services open house. Over 100 participants joined our mini-expo designed to communicate the full range of free training services available to Rowan faculty, staff, and administrators, meet the members of the training team, and be among the first to hear and provide feedback about new software and training initiatives. We look forward to hosting the second annual event this fall.

**OBJECTIVE:** Design and execute campus-wide marketing initiative.

Since the inception of IR Training Services, the focus has been to establish a productive operating unit within Information Resources. Previous activities included establishing operating procedures, adopting standards for consistency, designing a comprehensive class registration and content management system, assessing campus training needs and developing a cohesive training team. Now that these critical elements had been established, our focus this year was to promote our services to the campus community. Overall, our efforts have yielded an increase in web visits, up nearly three-fold from last year.

Our first charge was to identify our goals for promoting IR Training and outline a comprehensive plan for success. We identified three essential tasks including (a) effectively communicate available services, (b) seek opportunities to establish ongoing outlets for communication and (c) work to establish collaborative relationships with the campus community.

*Effectively communicate available services*

In conjunction with the launch of the Information Resources Online Training Center, we initiated an aggressive promotional campaign September 2006 discussing our services. This included design of a web page, brochure, and promotional item. Using an eclectic communication approach, we sent campus-wide email; mailed letters and a quantity of brochures to all administrators, deans, and chairs to discuss at their next department meeting; and organized brief presentations with a variety of campus entities such as the Academic Affairs Council, Secretary's Council, and Dean's Council.

*Seek opportunities to establish ongoing outlets for communication*

In addition to communicating our services, we worked diligently to establish ongoing means of communication with the campus. In September 2006 we launched the first volume of newsletter *Tech Training Café*, subsequently issuing a new volume each academic semester. This valued communication tool discusses upcoming training offerings, presents recent feedback from the campus community regarding new training initiatives, discusses key items that will impact the University community such as a software upgrade or introduction of new technology, and highlights new recommended reading selections. The newsletter has received kudos from the campus community including comments on its well-written, informative nature and pleasing design.

In October 2006, we hosted the first annual IR Training Services open house. Over 100 participants joined our mini-expo designed to communicate the full range of free training services available to Rowan faculty, staff, and administrators, meet the members of the training team, and be among the first to hear and provide feedback about new software and training initiatives. We look forward to hosting the second annual event this fall.

In addition, we worked diligently to establish communication channels in which the campus community anticipates information via email on a monthly basis regarding

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upcoming professional technology development opportunities. We also coordinate campus mailings to highlight “one-time only” opportunities and events. As well, we take care to send communication directly to all campus administrators, deans, and chairs on a monthly basis discussing upcoming events to make them aware of training offerings that will contribute to the technology development of their staff and faculty members.

*Work to establish collaborative relationships with the campus community*

We have been very attentive to fostering win-win partnerships with the University and are pleased to discuss our participation in numerous campus events such as New Student Orientation, New Faculty Orientation, New Employee Orientation, Welcome Week, Career and Academic Planning Center’s Advisement Coordinator’s Breakfast, and the Student Recreation Center’s Health and Wellness Fair. In addition, in January 2007, we announced a collaborative service with the Campbell Library in which the Recommended Reading selections are made available to the campus community for check-out at the circulation desk.

In addition to our participation in the New Faculty Orientation program, we worked with Dr. Frances Johnston of the Faculty Center for Excellence in Teaching and Learning to co-sponsor guest instructor programs “Understanding Technology of the iGeneration” and “Wake up your students! Add spice to your classroom by engaging students using today’s technology trends.” We look forward to continuing our collaboration with the fall 2007 programming.

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**OBJECTIVE:** Launch online registration and content management system fall 2006

After 18 months of development in partnership with University Web Services, the IR Online Training Center made its debut August 2006. Known as the one-stop-stop for technology training at Rowan, the web-based system provides the campus community with access to technology training resources both on and off-campus. Since introduction of the IR Online Training Center we increased the number of web visits nearly three times, recording over 14,000 visits throughout the 2006-2007 year.

Faculty, staff and administrators are invited to self-register for training classes via the online system, which provides immediate confirmation and sends reminder messages several days before the scheduled session. In addition, the system allows individuals to update their contact information, check his or her personal training schedule, and review attendance history.

The entire campus community, including students, is also encouraged to utilize the over 230 training resources housed in the content management system including handouts, videos, web links, recommended reading selections and computer-based training pertaining to over 30 topics. This accounts for an increase of 60 training resources or 35% from last year.

In addition to class registration and training resources, IR Training Services organized numerous stand-alone web pages detailing training initiatives such as Feedback Forum and Recommended Reading within the IR Online Training Center to ease navigation. In following best practices in web management and Rowan branding, pages were re-designed using a standard template and are maintained by the training team using Macromedia Contribute software.

We continue to receive positive feedback regarding the IR Online Training Center. Over 92% of classroom evaluation respondents indicated that they use the system for class registration and 69% noted use of the training resources. Overall, focus group participants who reviewed the site before launch indicated key factors including ease of navigation, clean design, and simple class registration.

**OBJECTIVE:** Contribute in the completion of the implementation of the Banner SCT integrated university support system by December 2007.

Information Resources Training Services was a key contributor in supporting the campus community's transition from Banner 6 to Banner 7 software in November 2006. The training team completed a comprehensive review of the Banner 7 system noting key differences in functionality and interface. We then updated over 370 knowledgebase articles, over 200 pages of existing Banner 6 step-by-step training documentation, relevant just-in-time videos, and class content. IR Training Services also reviewed functionality with reporting tool Discoverer Desktop, making necessary updates to the training documentation and class content.

To help individuals gain an understanding of the common differences, computer-based training (CBT) was made available to the campus community and numerous *Banner 7 Preview* sessions discussing use of the CBT were held throughout the fall.

In addition to supporting the transition from Banner 6 to Banner 7, the training team offered 148 live sessions pertaining to 17 Banner topics throughout the 2006-2007 year. Classes offered were as follows:

- Banner 7 Preview CBT
- Banner General Clinic
- Introduction to Internet Native Banner
- Banner Internet Native Tips and Tricks
- Banner Finance Budget Maintenance
- Banner Finance Receiving
- Banner Finance Requisitions
- Banner Finance Self Service
- Banner Finance Year End
- Banner HR Department Time Entry
- Department Time Entry in Banner 7
- Banner Student Work Study
- Faculty and Advisor Self Service
- Faculty and Advisor Self Service Grading Clinic
- Student Self Service
- Discoverer Desktop Basics
- Discoverer Desktop Calculations and Functions

IR Training Services also maintains over 370 frequent questions in an online knowledgebase and serves as top-level Banner support, working closely with the support desk to ensure timely and accurate client support.

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**OBJECTIVE:** Design training programming which targets relevant functions of Microsoft Office software.

Although the primary training focus continued to be Banner through early 2007, IR Training Services provided new training opportunities relevant to key Microsoft Office 2003 challenges including MS Outlook email organization, MS Excel charting, MS PowerPoint and MS Project. We doubled the selection of training resources pertaining to MS Office from 70 to over 140 available in the IR Online Training Center including web links, just-in-time videos, handouts, and recommended reading selections.

In addition, a redesigned training workbook template was introduced for use in training class. 14 live training sessions were available throughout the year. Classes offered were as follows:

- Microsoft PowerPoint
- MS Excel Charts
- MS Outlook: Get control of your email
- MS Outlook Calendar – Campbell Library

MS Office will become a primary training focus next year understanding that the campus community will upgrade from MS Office 2003 to MS Office 2007 this fall. In June 2007, IR Training Services championed the MS Office 2007 pilot group which consists of over 30 individuals campus-wide participating in an eight-week program. These PC users upgrade their software and communicate challenges and solutions within the pilot group community. The feedback shared will help to shape the training programming throughout the fall.

**OBJECTIVE:** Implement creative solutions to expand training programming while working within limited budget constraints.

IR Training Services has made significant progress in providing innovative training programming to meet the unique needs of the campus community including the launch of a guest instructor program, establishing strategic learning partnerships, pursuit of blended-learning programming, purchase of a cost-effective off-the-shelf solution, and continued effective use of staff resources and technology.

### ***Launch Guest Instructor Program***

The guest instructor series, launched fall 2006, calls on technology experts across campus to provide the Rowan community with fresh, timely technology training that can be used both professionally and personally. The program has proven to be very successful, measured by high attendance and positive participant evaluations. When polled, 75% of participants of a guest instructor session rated the experience to be highly valuable and 87% would recommend the session to a colleague. IR Training Services continues to build partnerships with technology experts on campus to further the offerings of the guest instructor program.

Guest instructor sessions were as follows:

- Computer Wellness 101: How to keep your computer out of the doctor's office
- Computing from Home
- Online Course Implementation Demystified
- Understanding Technology of the iGeneration
- Wake up your students! Add spice to your classroom by engaging students using today's technology trends

### ***Establish Learning Partnerships Campus-wide***

In addition to launching the guest instructor program, IR Training services worked diligently to establish learning partnerships across the campus. For example, in January 2007, we collaborated with the Campbell Library to make Recommended Reading selections available to Rowan faculty, staff, administrators, and students. And the training team fostered relationships with the Faculty Center for Excellence in Teaching and Learning and the College of Professional and Continuing Education (CPCE) in conjunction with co-sponsored guest instructor programming. We also established a relationship with the Human Resources department through our participation in monthly new employee orientation sessions.

### ***Provide Innovative Self-Directed Learning Opportunities***

In an effort to support the diverse technology needs of the campus and further our blended-learning strategy, IR Training Services launched *Direct Your Learning: Self-paced Professional Technology Development* summer 2007. This self-directed learning initiative allows individuals to address specific technology needs at his/her own pace in an environment conducive to learning. The campus community is invited to take time

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out of their busy schedule to invest in technology development, improve office productivity, and increase marketable skills on campus. This flexible learning environment allows faculty, staff, and administrators to learn a new software program or attain specific skills by exploring over 100 hours of web-based training relevant to MS Office, numerous custom-designed handouts and videos, web resources, personal resources used by the training team, and recommended reading books. A session moderator is available to assist individuals in locating relevant materials for self-paced study.

In conjunction with the self-directed learning initiative and in support of the campus-wide transition from MS Office 2003 to MS Office 2007, IR Training Services introduced CustomGuide's Online Training in May 2007. This learning management system was made available to all faculty, staff, and administrators to gain an understanding of Microsoft products at a time and place of convenience. CustomGuide's user-friendly website guides individuals through over 100 hours of lessons in most Microsoft products including Access, Excel, Outlook, PowerPoint, Project, and Word. Unlike many of the numerous online training programs the training team reviewed, CustomGuide's was selected due to its ease of use and topic-based interactive lessons. In addition, each individual is provided an account which tracks lesson completion and assessment scores. A certificate of completion is available after successful completion of each chapter.

[SIDEBAR] 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 three 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.