

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 this year to the strategic objectives for Rowan University (2005 – 2010) include “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.” IR Training Services has succeeded in providing valued technology development to the campus community which meets or exceeds expectation with limited resources via creative, collaborative solutions.

Throughout the 2007-2008 year, IR Training Services offered 108 live training sessions addressing 39 topics to a total of over 650 attendees. We also manage the Information Resources Online Training Center available at <http://www.rowan.edu/irtraining/>, the one-stop-shop 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. The training team maintained over 325 online resources including customized handouts, informative videos, recommended reading selections and web links. The number of web visits to the IR Online Training Center averages over 1,000 per month. Since introduction of the IR Online Training Center in fall 2006, the total number of web visits has exceeded 32,000.

Overall, classroom evaluations indicate 92% of respondents would recommend the attended session to a colleague. When asked if the facilitator delivered the topic in a clear and concise manner, 89% responded with the highest mark. 93% of respondents noted the facilitator appeared highly knowledgeable of the topic and 87% indicated the facilitator was highly skilled in creating an environment conducive to learning.

Key achievements for the 2007-2008 year include supporting the campus-wide software transition from Microsoft Office 2003 to Microsoft Office 2007, significantly expanding guest instructor programming and collaborative learning opportunities, and establishing ongoing assessment of campus needs to ensure continued timely and relevant technology development in coming years.

Major Initiative: Support the campus-wide software transition from Microsoft Office 2003 to Microsoft Office 2007

- Established first-time software pilot group to determine key training challenges to be addressed throughout the transition. 23 pilot group participants successfully transitioned their primary work computer and gained familiarity with the new software over an 8-week period. Participants noted the primary training challenge for faculty, staff and administrators will be the adjustment to significant changes to the interface. This interaction with the campus community proved highly valuable and has been established as a best practice for all future major software upgrades.
- Designed training programming to support the transition from MS Office 2003 and MS Office 2007. A total of 44 live sessions were offered with 327 attendees recorded. Courses included *MS Office 2007 Demo*, *MS Office 2007 Hands-On Tour*, *CustomGuide Online Training Demo*, *Mail Merge in MS Word*, *MS Excel Charts*, *MS PowerPoint*, *MS Outlook: Get control of your email*, *SmartArt Graphics: Communicate your message visually*. In addition, over 60 resources were available at the IR Online Training Center including handouts, recommended reading books, web links, and classes.
- Effectively communicated software transition timeline and corresponding training resources to support the campus-wide transition. Coordinated department demonstrations by request and issued MS Office 2007 resource guide highlighting key resources. The ongoing communication and availability of training resources is attributed to the outstanding success of the transition. To date, 72% of the campus has transitioned their primary workstation.
- Ensured effective use of CustomGuide Online Training, providing access to over 100 hours of online video lessons in most Microsoft products including Access, Excel, Outlook, PowerPoint, Project, and Word. Over 150 individuals made use of this resource throughout the year.

Major Initiative: Expand guest instructor programming and collaborative learning opportunities

- Coordinated 10 guest instructor sessions totaling 178 attendees. The focus of the series is to highlight technology experts throughout campus with timely technology topics that can be applied both professionally and personally. Select topics include “iGeneration Update” with Mike Dorris, “Lost in Online Translation” with Mike Ciocco, “Beyond Brown and Gold: Rowan University Graphic Standards” with University Publications, “A Guided Tour: What’s new with the Rowan University Website” with University Web Services. Numerous sessions were also recorded and made available at the IR Online Training Center.

Rowan University
Information Resources
2007 – 2008 Annual Unit Report

- Strengthened training programming collaborations with the Faculty Center for Excellence in Teaching and Learning, the College of Professional and Continuing Education, and Instructional Technology. Examples of collaborative sessions include “TEC Classroom Showcase” with a panel of Rowan University faculty members and “Overcoming Barriers to Effective Online Teaching” with Susan Ko.
- Established venue for former Teaching with Technology grant recipients to present their findings including “Innovations in Teaching Using Technology: Exploration of the tablet PC” with Tom Fusco and “Classroom Response Systems: Increase student participation with the iClicker” with John Chen.
- Maintained collaboration with the Campbell Library in which recommended reading selections are identified by the training team on a bi-annual basis.
- Fostered partnerships with the University by participating in campus events such as New Student Orientation, New Employee Orientation, and New Faculty Orientation.

Major Initiative: Establish ongoing assessment of campus needs for future planning

- Increased response rate for classroom evaluations from 20% to 40% through increased incentives and communication. Note: the national average for acceptable survey response using passive means ranges from 15-18%.
- Introduced annual assessment of technology development needs for faculty, staff and administrators to establish benchmarks, trends and scope of training programming.
- Maintained feedback forum program, facilitating focus groups to provide the campus community with opportunity to preview new training programs, materials, and online experiences and provide constructive feedback.

Rowan University
Information Resources
2007 – 2008 Annual Unit Report

At a Glance

| | FY05 | FY06 | FY07 | FY08 | Total |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| FTE | 1.75 | 2.5 | 2.5 | 2.5 | n/a |
| Major Initiatives | <ul style="list-style-type: none"> • Banner Finance transition • MS Outlook transition • Establish new training unit | <ul style="list-style-type: none"> • Banner HR transition • Banner Student transition • Launch recommended reading program • Diversify training resources | <ul style="list-style-type: none"> • Banner 7 transition • Launch IR Online Training Center • Launch guest instructor series • Establish communication channels | <ul style="list-style-type: none"> • MS Office 2007 transition • Expand guest instructor series and collaborative programming • Assess campus needs, future planning | n/a |
| Courses | 18 | 30 | 40 | 39 | 127 |
| Sessions | 300 | 117 | 222 | 108 | 747 |
| Attendees | 1,600 | 830 | 730 | 650 | 3,810 |
| Online Resources | n/a | 170 | 230 | 325 | 725 |
| Web Visits | n/a | 5,000 | 14,000 | 13,000 | 32,000 |