

Tech Training Café

A Newsletter from Information Resources Training Services

Spring 2007

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Welcome

Dear Rowan Community,

We are delighted by your response to *Tech Training Café*, a newsletter from Information Resources Training Services and trust that our second issue will meet the same warm Rowan welcome.

In addition to expanding a number of popular programs, such as the guest instructor sessions (page 5) and recommended reading (page 6), we are pleased to offer several new classes and training resources. This includes revisiting Microsoft Office topics with a new twist and designing Learning Lab, an environment conducive to independent study.

Your feedback is very important to us. I encourage you to check out the new Community Buzz column (page 2) to read what the campus is saying about our programs and how you can get involved.

A big thank you goes out to the participants who made the open house in October 2006 a smashing success (page 4). Look for us at the Student Recreation Center's **Health and Wellness Fair** on Monday, April 2. We encourage you to strengthen your mind through lifelong learning. Stop by for your free Sudoku puzzle and hear about the new technology training opportunities on campus.

Best wishes for a happy and healthy new year.

Sincerely,

Susan O. Hersh

New on Our Plate

Guest Instructor: Understanding Technology of the iGeneration - Co-sponsored by the Faculty Center for Excellence in Teaching, you'll learn the latest "in" technology and terminology.

Guest Instructor: Computing from Home - See how to access your work files from home, learn how to use the VPN client and more.

Learning Lab - Work at your own pace in an environment conducive to learning.

Microsoft Excel Charts - A picture says a 1,000 words. Make your point with an Excel Chart.

Microsoft Outlook - Get control of your e-mail. Clean out your Inbox, work with folders and create rules to keep your Inbox organized.

Entourage (Mac only) - This demo will show you how to view, organize, and delete your mail, and create a signature. Mac-users only.



Community Buzz



We think the best way to meet your technical training needs is to listen to you! IR Training Services works diligently to engage the campus community in candid discussion.

Give us your two cents!

We invite you to participate in the next focus group discussing "Learning Lab," a new session designed for independent study.

Wednesday, February 7, 2007
Memorial Hall, Training Room A
2:00 pm–3:30 pm

Visit <http://www.rowan.edu/irtraining/FeedbackForum> for details.

Feedback Forum Update

Spring 2007 was the topic of the most recent focus group completed November 2006. Participants expressed their opinion about new classes under consideration and helped to shape the training offerings now available to the campus.

Overall, focus group participants are interested in learning more complex topics

including intermediate and advanced levels of Microsoft Access, Excel, PowerPoint, and Publisher; Adobe Creative Suite; and Macromedia products.

We also received a favorable response to several new concepts under discussion including expanding guest instructor offerings, pursuing reciprocal training programming with neighboring institutions, providing practice exercises to reinforce learning, and launching the "Learning Lab" to establish an environment conducive to independent study.

This feedback not only helped cement the spring 2007 offerings, but has opened dialog for future training curriculum.

To become a member of Feedback Forum, please e-mail irtraining@rowan.edu

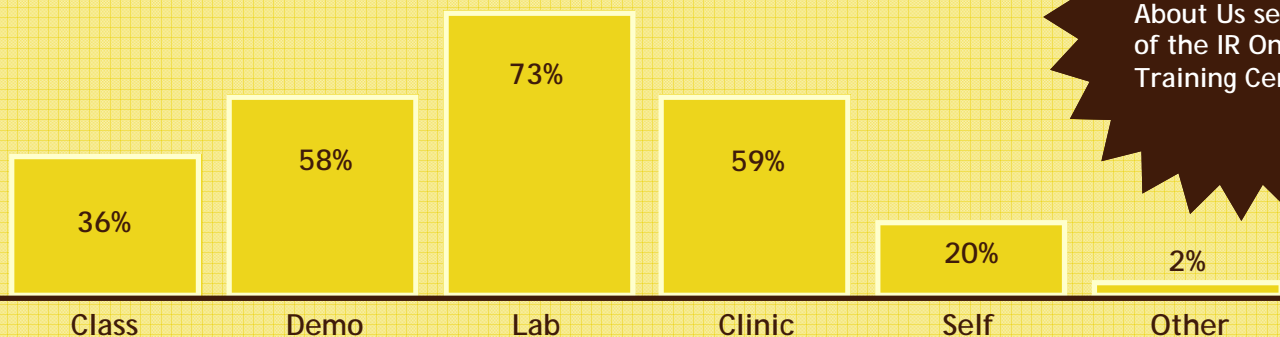
Classroom Highlights

Following are your thoughts from classroom evaluations completed July – December 2006. Stay tuned for the annual evaluation summary summer 2007.

- 87% would recommend the session to a colleague.
- 96% were able to easily register for the training.
- 91% noted instructor was very knowledgeable of the topic and 87% indicated instructor delivered content in a highly concise manner.
- 91% note an environment conducive to learning.

We rely on your class evaluation to ensure our training programs meet your needs.

Campus Reports Learning Preferences



Check out the complete 2006 summary in the About Us section of the IR Online Training Center

Serving Up Diverse Training Opportunities

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 employees including administrators, faculty, and staff. IR Training Services is comprised of 3 individuals, Debra Denton, Susan Hersh, and Denise Ruggieri, with a combined training/educational experience of over 25 years. Georgette Sahn of Instructional Technology, works closely with the training team to help faculty integrate technology into the classroom.

What can we do for you?

IR Training Services offers a variety of *free* training opportunities including:

- SCT Banner (Internet Native and Self Service)
- Microsoft Office (Excel, Outlook, PowerPoint, and more)

- Discoverer Desktop
- Special topics presented by Guest Instructors

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.

How can you take advantage of our services?

- Attend a traditional classroom session
- Work one-on-one with an instructor in clinics
- View the new IR Online Training Center <http://www.rowan.edu/irtraining> for training resources including handouts, videos, recommended readings, website links and more.

“Information Resources Training Services did a really good job of answering my questions and being prepared during training. The training staff really represent the University well and make sure they know their stuff before training. That’s a big help.”

Diane Previti

Office of the Registrar

Denise M. Ruggieri, Georgette Sahn, Debra Denton and Susan Hersh.



“I’ve taken technology training classes geared toward faculty to ensure I was using the system properly and to prepare myself for future use. The training staff was very forgiving, accommodating, and especially understanding. They provided many additional items that weren’t commonly known or available in print. It was worth taking the time to experience the full computing power of these programs.”

Joe Popielarski

*Associate Professor/Adjunct
Department of Education*

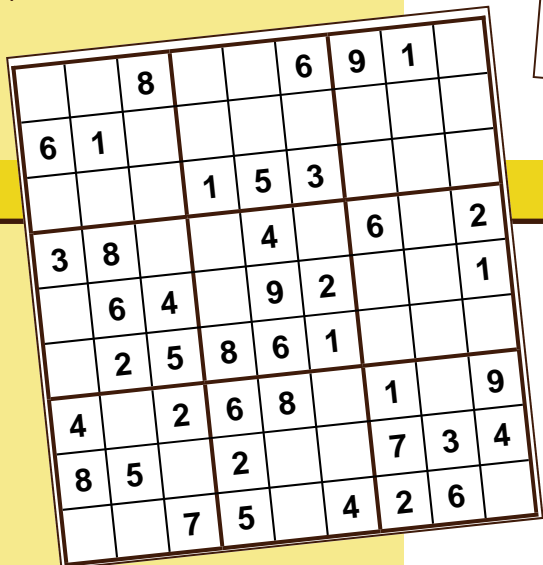
First Open House, a Full House

Thanks for making the first Information Resources Training Services Open House a success!

Over 100 people attended our “mini expo” back in October 2006. Meant to spread the word about our free services, the Information Resources Training Services staff was on hand to educate the campus community about free training opportunities for faculty, staff, and administration. Participants got a sneak peak of our future plans and were given the chance to provide feedback.

A special thank you to those campus members, organizations and area businesses that donated their products and services for raffle prizes as follows:

- Don’s Bagels
- Esgro’s Italian Market
- Patrice Patterson with Mary Kay Cosmetics
- Rowan Student Recreation Center
- Rowan University Bookstore
- Sahmsations Crafts
- Victoria Adams Full Service Salon



Dishing it Out On Location

Look for us at the following event:

Student Recreation Center’s Health and Wellness Fair
Monday, April 2, 2007
11:00 am–2:00 pm

We encourage you to strengthen your mind through lifelong learning. *Get your free Sudoku puzzle!*

Expanded Menu: New Guest Instructor Sessions

Information Resources Training Service's new Guest Instructor program is a great success. Launched in fall 2006, our staff calls on technology experts across campus to provide the Rowan Community with fresh timely technology training that can be used on the job and at home.

"Computer Wellness 101: How to keep your computer out of the doctor's office" with guest instructor Marc Fleischner was so popular, an additional session was added during the semester to meet the demand.

We're listening to you!

Class evaluations revealed that 82% of respondents were interested in one of our new offerings. For spring 2007, we're pleased to offer:

Computing from Home, with guest instructor Marc Fleischner, Coordinator of Installation and Repair. Special highlights include accessing the H: and O: drives from home, using the VPN client, securing your home wireless, and more.

Understanding Technology of the iGeneration, with guest instructor Mike Dorris, Campus Computer Lab Manager. He'll discuss how to relate to our students by educating you on the latest "in" technology and terminology. This session is co-sponsored by the *Faculty Center for Excellence in Teaching*.

Look for new courses every semester!

To register, visit the IR Online Training Center at: <http://www.rowan.edu/irtraining>
Space is limited! Register now.

Training Supports Migration to Banner 7

Information Resources Training Services aided the campus in its transition from Banner 6 to Banner 7 by reviewing all documentation and updating over 200 pages of step-by-step instructions, providing details of specific differences on each page. In addition, 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. The training team also reviewed and updated over 300 entries pertaining to Banner in the online knowledgebase to ensure it reflects current functionality.

<http://www.rowan.edu/irtraining>

All Banner sessions scheduled this spring will be conducted in Banner 7.

Need help with Banner? The following resources are available to assist you:

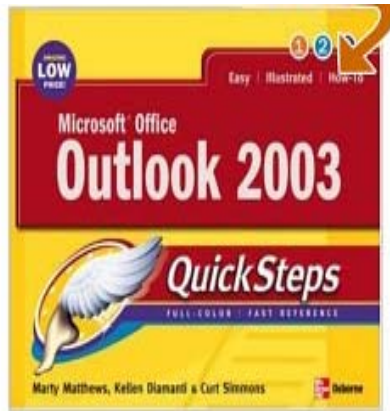
- Downloaded updated training resources available at <http://www.rowan.edu/irtraining>
- For frequently asked questions, visit the online knowledgebase at <http://www.rowan.edu/toolbox/>
- To troubleshoot a problem, contact the support desk at support@rowan.edu or extension 4400.



Tech Training Café looks great! The layout is attractive, the colors work well, and adding photographs gave a personal connection. Congratulations on another effective communication coming from your department. You are great at communicating!

Claudia Cuddy
Professor of Publication Layout and Design

Reading Corner



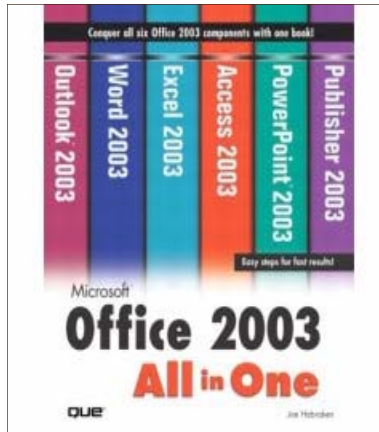
MS Outlook 2003 QuickSteps
 Matthews, Diamanti, Simmons
 ISBN: 0072232277

This book is great for the visual learner. Filled with colorful graphics, it contains screen shots with brief callouts that show exactly what you'll encounter on the computer screen. The table of contents is color coded to coordinate with each chapter, making it easy to navigate to the task at hand, and includes four useful references: shortcuts, helpful reminders, bonus information, and errors and pitfalls to avoid. You'll learn how to handle email, work with your contact manager, utilize your calendar, schedule appointments, and more. The authors have been involved in the world of technology in a variety of ways including writing books, user manuals, and articles, and creating computer-based training and videos.

Available for check-out at the Campbell Library.



<http://www.rowan.edu/irtraining>



MS Office 2003 All-in-One
 Joe Habraken
 ISBN: 0789729369

MS Office 2003 all-in-one covers Word, Excel, PowerPoint, Access, Outlook, and Publisher, making it a valuable resource. Written in a clear, concise format, it covers the basics and some intermediate features. Short, easy tutorials, tips, cautions, and terms help you to learn each of the MS products. Whether for personal or professional use, you'll learn how to create professional documents, spreadsheets, databases, presentations, and publications.

Available for check-out at the Campbell Library.



Visual Learner

Explicit pictures and brief step-by-step instructions



Hands-On Learner

Establish relevance and use real-life examples



Detailed Learner

Thorough, well-written instructions that are organized

Recommended Reading

Now Available at the Campbell Library!

The Campbell Library is committed to making many of our recommended reading selections available to the campus community. Materials are cataloged under Reserve, located at the Circulation Desk on the first floor.

For a complete list of resources, visit <http://www.rowan.edu/irtraining/Reading>

To suggest a recommended reading, please e-mail irtraining@rowan.edu

