

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, Denise Ruggieri, and Susan Hersh, 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, 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 2009-2010 year, IR Training Services offered 158 live training sessions addressing 37 topics to a total of over 500 attendees. We also managed 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 400 online resources including customized handouts, informative videos, recommended reading selections and web links. Since introduction of the IR Online Training Center in fall 2006, the total number of web visits has exceeded 60,000.

Overall, classroom evaluations indicate 94% of respondents would recommend the attended session to a colleague. When asked if the facilitator delivered the topic in a clear and concise manner, 90% responded with the highest mark. 95% of respondents

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noted the facilitator appeared highly knowledgeable of the topic and 93% indicated the facilitator was highly skilled in creating an environment conducive to learning.

Excerpts from classroom evaluations include:

Debra was an excellent instructor. She patiently took time with me to help me learn how to access and use the finance features in Banner.

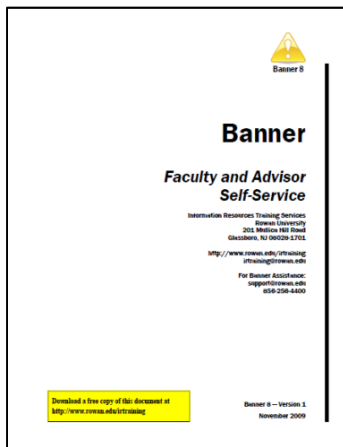
Denise not only taught us to use the program, but she gave helpful hints to make our use less cumbersome. Good job Denise.

Sue was a great trainer! She covered all aspects of the program on a level that as a first time user I could understand. She always asked if we had questions, took the time to answer them and offered to help us in the future.

I am now confident that I am armed with the tools needed to do my job well. Great training staff...very helpful.

Key achievements for the 2009-2010 year include supporting the transition from Banner 7 to Banner 8, refining guest instructor and special event programming, expanding Adobe programming and other relevant technology development topics, and preparation for the implementation of a degree audit tool.

Major Initiative: Support transition from Banner 7 to Banner 8



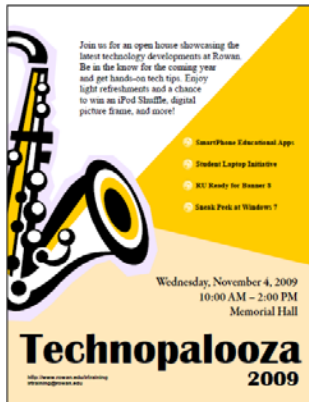
IR Training Services completed a comprehensive review of the Banner 8 system noting key differences in functionality and interface. This includes updating over 200 pages of existing Banner 7 step-by-step training documentation, relevant just-in-time videos, and class content. *RU Ready for Banner 8* was presented at Technopalooza 2009 as well as frequent campus-wide communication. In conjunction with supporting the transition from Banner 7 to Banner 8, the training team offered over 50 Banner Open Hour sessions, providing personalized one-on-one assistance to individuals throughout the 2009-2010 year.

Major Initiative: Expand Adobe programming and other relevant technology development topics

The training team worked diligently throughout the year to develop a series of new courses dedicated to more advanced topics in support of the continuing technology development of the campus community. Examples of new courses developed include *Adobe InDesign CS4 Basics*, *Adobe Captivate 4*, and *Time Saving Tips in Microsoft Office 2007*.

In addition to offering new programming, the training team continued to offer highly attended sessions such as *Adobe Acrobat 8 Professional Basics*, *Adobe Acrobat Professional 8: Creating Interactive PDF Forms*, *MS Access Queries and Reports*, *Getting Started with MS Access Basics*, and *MS Outlook: Get Control of your Email*.

Major Initiative: Refine guest instructor and special event programming



At Technopalooza 2009, in addition to exploring technology trend expo topics such as SmartPhone educational applications and a sneak peek at Windows 7, IR Training Services offered a new series of mini workshops addressing:

- Improve Your Rowan Google Search Results
- Rowanize Your PowerPoint Presentation
- Organize Your Outlook Calendar with Color
- Bookmark Your Favorites with My Banner

The Guest Instructor programming continued to draw campus-wide attention this year as exciting programming changes were introduced. The first ever student panel *A Student's Perspective* presented fall 2009 allowed students to express opinions regarding the use of technology in the classroom directly to faculty, staff, and administrators. Students fielded questions regarding the use of email, Facebook, Blackboard, Powerpoint, and more to a full house. Additional guest instructor topics include: *Flip Video Cameras in the Classroom* presented by Dr. Bill Wolff and *Super Web Applications and Tools* presented by Marc Fleischner. To access the Guest Instructor video archives, please visit <http://www.rowan.edu/toolbox/training/resources/GuestInstructor>

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Major Initiative: Prepare for the implementation of new degree audit tool

Throughout the 2009-2010 year, the training team has participated in planning for the implementation of a new degree audit tool, *DegreeWorks*, available via Banner Self Service. Contributions include designing step-by-step training materials, facilitating pilot groups with the College of Business and College of Engineering, and designing the appropriate training plan in support of the program launch anticipated fall 2010.

At a Glance

	FY05	FY06	FY07	FY08	FY09	FY10	Total
Major Initiatives	Banner Finance transition	Banner Student transition	Banner 7 transition	MS Office 2007 transition	Redesign online training resources	Banner 8 transition	
	MS Outlook Transition	Banner HR transition	Launch IR Online Training Center	Assess campus needs, future planning	Expand MS Office 2007 offerings	Refine Guest Instructor series and special events	
	Establish training unit	Diversify training resources	Launch Guest Instructor series	Expand Guest Instructor series	New video production capabilities	Expand Adobe offerings	
		Launch recommended reading program	Establish communication channels		Expand communication channels	Degree Audit Tool Implementation Planning	
Courses	18	30	40	39	38	37	202
Sessions	300	117	222	108	140	158	1045
Attendees	1,600	830	730	650	470	500	4,780
Online Resources	n/a	170	230	325	350	400	1475
Total Web Visits	n/a	5,000	14,000	13,000	16,000	13,300	61,300