

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, 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 2008-2009 year, IR Training Services offered 140 live training sessions addressing 38 topics to a total of over 470 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 350 online resources including customized handouts, informative videos, recommended reading selections and web links. The monthly average of web visits to the IR Online Training Center increased from over 1,000 to 1,350 per month. Since introduction of the IR Online Training Center in fall 2006, the total number of web visits has exceeded 48,000.

Overall, classroom evaluations indicate 95% of respondents would recommend the attended session to a colleague. When asked if the facilitator delivered the topic in a clear and concise manner, 88% responded with the highest mark. 92% 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.

Rowan University
Information Resources
2008 – 2009 Annual Unit Report

Excerpts from classroom evaluations include:

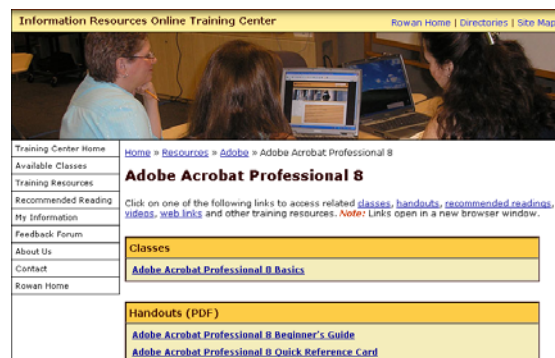
“Debbi is an excellent teacher. She takes the time to make sure your grasping what she's explaining. I found the experience very favorable. I'm looking forward to my next class with her.”

“Ms. Hersh was very knowledgeable and very enthusiastic - great teacher!!!”

“This session was extremely helpful and we can't wait to put into practice what we learned!”

Key achievements for the 2008-2009 year include redesigning online training resources for ease of use, expanding MS Office 2007 programming and other relevant technology development topics, broadening video production capabilities, and expanding channels of communication with the campus community.

Major Initiative: Redesign accessibility of online training resources



In response to campus feedback, the online training resources was redesigned in December 2008 to allow ease of navigation managing hundreds of resources including classes, handouts, recommended readings, videos and web links. Faculty, staff, administrators and students may access the Information Resources Online Training Center available at <http://www.rowan.edu/irtraining/>, the one-stop-shop for technology training at Rowan.

Major Initiative: Expand training offerings for relevant technology development

The training team worked diligently throughout the year to develop a series of new courses dedicated to MS Office 2007 in support of the continuing technology development of the campus community after last year's transition from MS Office 2003 to MS Office 2007. Examples of new courses developed include *Getting Started with Outlook Calendar Basics*, *Getting Started in Excel Basics (PC)*, and *Access Queries and Reports (PC)*.

Rowan University
Information Resources
2008 – 2009 Annual Unit Report

Two additional courses addressing the growing campus need for working with Portable Document Format (PDF) files were also developed including *Adobe Acrobat 8 Professional Basics* and *Adobe Acrobat Professional 8: Creating Interactive PDF Forms*.

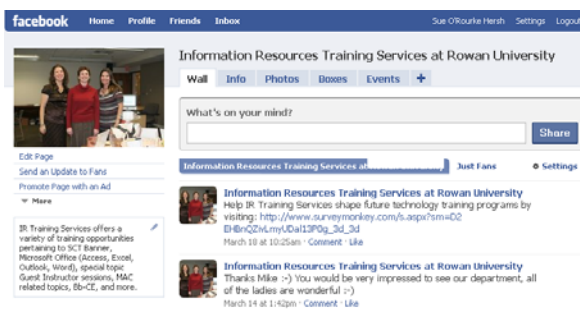
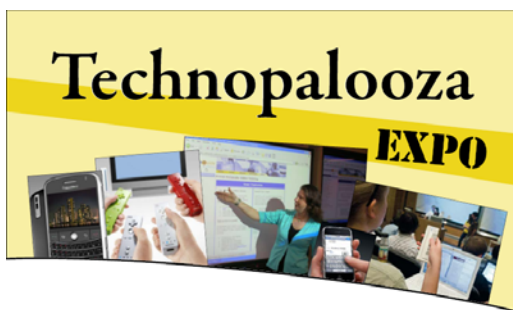
Finally, the Guest Instructor programming continued to draw campus-wide accolade as timely technology topics were presented. Examples of sessions include *Creating Online Learning Communities* presented by Walter Quint, *How to Be a Better Googler* presented by Marc Fleischner, *Classroom Response Systems: Increase student participation with the iClicker* presented by Dr. John Chen, and *Green Computing* presented by Dr. Tang and Dr. Jansson. To access the Guest Instructor video archives, please visit <http://www.rowan.edu/toolbox/training/resources/GuestInstructor>

Major Initiative: Broaden video production capabilities

The training team researched video production software and invested in Adobe Captivate software and hardware to produce quality online videos for the campus community. The team participated in classroom training in addition to self-study to develop in-house expertise. The first series of videos educating new employees regarding the network login, saving a file to an openarea folder, use of the personal (H:) drive, and more were released this summer.

Use of additional multimedia programs including GarageBand, Macromedia Flash, QuickTime, and iTunes were also utilized to maximize production quality and distribution in recorded sessions such as the guest instructor programming.

Major Initiative: Expand channels of communication with the campus community



Significant progress was made throughout this year to stay connected with the campus community. *Technopalooza Expo: An open house featuring hands-on exploration of the latest technology gadgets and gadgets* attracted the highest attendance yet of our annual open house. Participants had the opportunity to discover capabilities of a SmartBoard, try out a Wii, learn about Smartphones, and work with an iClicker in a fully interactive environment.

Rowan University
Information Resources
2008 – 2009 Annual Unit Report

In addition to communication via general campus announcements, campus mail, and personalized email, new channels were opened including launch of a Facebook page (Search: [Information Resources Training Services](#)), Blog: [Tech Training Tidbits](#), and [eNewsletter](#) introduced throughout the year.

At a Glance

	FY05	FY06	FY07	FY08	FY09	Total
FTE	1.75	2.5	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 	<ul style="list-style-type: none"> • Redesign online training resources • Expand MS Office 2007 offerings • Transition to new video production capabilities • Expand communication channels 	n/a
Courses	18	30	40	39	38	165
Sessions	300	117	222	108	140	887
Attendees	1,600	830	730	650	470	4,280
Online Resources	n/a	170	230	325	350	n/a
Total Web Visits	n/a	5,000	14,000	13,000	16,000	48,000