

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

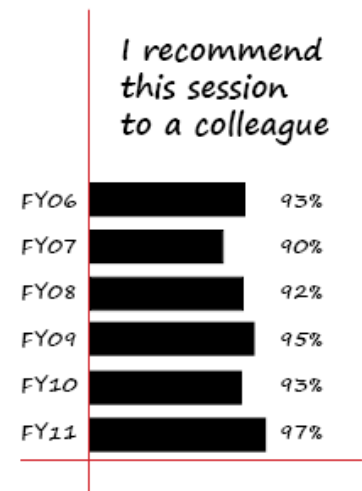
Information Resources Training Services is responsible for providing timely opportunities for faculty, staff and administrators to stay current on Information Resources software and technology necessary to function effectively in their work. The training team; comprised of Debra Denton, Denise Ruggieri, and Susan O'Rourke; possess a combined experience of over 35 years working with adult learners. 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.

Since inception in summer 2004, IR Training Services has provided over 1,200 live training sessions to over 5,300 participants. Throughout the 2010-2011 year, the training unit offered 182 live training sessions addressing 36 topics to a total of 575 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 access to online class registration, training resources, and details regarding all training initiatives. The training team maintains 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 77,000.

This year's classroom evaluations indicate 97% of respondents would recommend the attended session to a colleague. When asked if the facilitator delivered the topic in a clear and concise manner, 91% responded with the highest mark. 95% of respondents noted the facilitator appeared highly knowledgeable of the topic and 91% indicated the facilitator was highly skilled in creating an environment conducive to learning.

Excerpts from classroom evaluations include:

- This was the first time I attended Technopalooza and I was very impressed. I was not aware of some of the things offered here at Rowan. I will definitely utilize many of them.*
- Debbi was prepared, competent, patient and encouraging. The session was most helpful.*
- I have been to a few sessions with Sue as the instructor. She is always highly professional, knowledgeable, and interested in helping us learn. I learned so much during the session and feel very comfortable using the program in the future.*



Rowan University
Information Resources
2010 – 2011 Annual Unit Report

Key achievements for the 2010-2011 year include contributing to the implementation of GRAD, the online degree audit tool accessible to 10,000 students, faculty and advisors; preparing for the introduction of Windows 7; paving avenues for student involvement; expanding the scope of the *Technopalooza* event showcasing the latest technology developments at Rowan University, and preparing for shifts in supporting multiple platforms, mobile technology and digital pedagogy.

Major Initiative: Key contributor to the implementation of GRAD



For over 18 months, the training team worked closely with the Registrar's office to implement a new degree audit tool accessible to 10,000 students, faculty and advisors. This online tool, GRAD, allows the student and advisor to track the student's progress towards graduation, discuss program requirements, calculate GPA, and document advising notes. In following best practices in the training field, we partnered with the Registrar's office,

participated in meetings addressing system design and learned total system functionality. We then facilitated a series of pilot groups to solicit feedback regarding system functionality and training design. Feedback from the Registrar's office and pilot group participants was then incorporated to design a comprehensive training program including (1) live demonstration sessions, (2) hands-on workshops, (3) overview presentations by department request, (4) student panel discussion topic, (5) printed quick reference guides, (6) online videos addressing how to effectively use the tool, and (7) hands-on tutoring sessions. The training videos have also been made YouTube accessible to better reach the student population and made available on the Registrar's website. In addition, a preview was provided to incoming freshman and transfer students at their student orientation on campus.

IR Training Services was a key contributor to the success of this important campus-wide initiative given our stellar communication skills, ability to address change management factors, and approach to deliver well-designed blended learning programming.

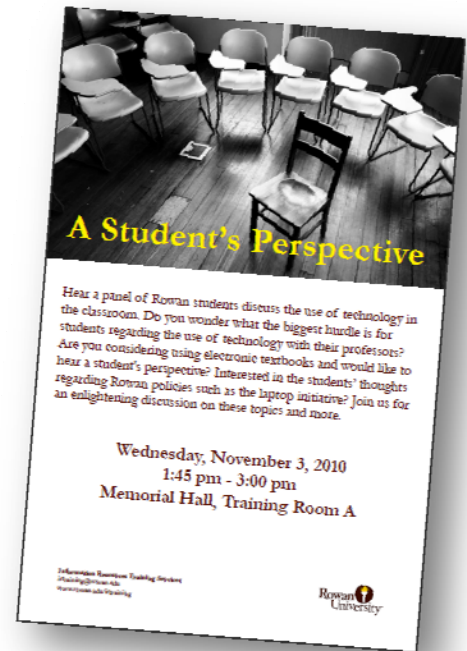


Major Initiative: Prepare for introduction of Windows 7

Preparation for Windows 7 started summer 2010 with an upgrade for the team to gain familiarity with Window's newest operating system. Facilitation of a two-month pilot group then followed. This pilot was particularly challenging as new system administrative changes were also being introduced that impacted campus policies regarding software installation, power settings, and security. The training team facilitated several live sessions and an active wiki page discussing new features, available training resources, extensive participant feedback, and implementation plans. Windows 7 is now being introduced to the campus community as new and replacement machines are provided.

Major Initiative: Pave avenues for student involvement

The training team is comprised of persuasive communicators who gain consensus and support, turning unique ideas into reality. This is one of the unique ways we continue to introduce fresh training programming that attract the interest of the 2,500 staff, faculty and administrators at Rowan University. For instance, we introduced a student panel discussion in December 2009, turning the student into the teacher, with students comprised from the Student Government Association. *A Student's Perspective* was so well received it was standing room only! Being fastidious trainers, we conducted a program assessment, and reached out to collaborate with a faculty member who directs public speaking at the University. We then presented a second student panel discussion in November 2010 which provided a real-life venue for students enrolled in a public speaking course. This also provided the session participants with a panel of students well-versed on their topic of interest. The panel discussion again garnered significant attention and is on its way to becoming a highly-anticipated annual event! Stay tuned for more details.



We also introduced our first student internship spring 2011. The main focus of the internship was to tackle the daunting task of reviewing all class evaluations and results from annual surveys assessing performance of the training unit over the last five years to inform our future planning. We look forward to continue to offer opportunities for Rowan students to gain real-world experience.

Major Initiative: Expand scope of *Technopalooza*, showcasing the latest technology developments at Rowan University

Another example of the team's accomplishment includes presenting *Technopalooza*, an annual open house event showcasing the latest technology developments at Rowan University. The training team collaborates with colleagues throughout the Information Resources division and across campus to create an informative, yet festive environment for faculty, staff, and administrators to experience new technologies. This year's 5th annual event addressed over a dozen topics, and as many presenters. IR Training Services successfully led the event including ongoing communication with all presenters,



promotion to the campus community, and overseeing on-site logistics such as room layout, music and refreshments. And when a faculty member used a new embroidery service showcased by the print center for a class project, we heard that she learned about it at *Technopalooza* and knew our efforts were well received.

Major Initiative: Prepare for significant shifts in supporting multiple platforms, mobile technology and digital pedagogy

Throughout the 2010-2011 year, the training team has participated in planning for the next stage in the laptop initiative, including addressing this topic on the student panel presentation. Members of the team have also been getting acquainted with iPads, Google Docs, and the Rowan Cloud to assess direction regarding the use of mobile/cloud technology in future training programming. The team also participated throughout the year in discussion regarding shifts in digital pedagogy and is collaborating with the Faculty Center for Excellence in Teaching and Learning to support these technology development needs of the future. Finally, the team has been diligently working for the last two years in a multiple platform environment, demonstrating proficiency in both PC and Mac, in order to broaden the scope of our technology development expertise.

Anticipated major initiatives for the 2011-2012 year include (1) implementation of a new training class registration system, (2) presenting new and revised Adobe sessions including Photoshop, InDesign, and Acrobat Professional, (3) preparation for introduction of MS Office 2010 (PC) and 2011 (Mac) software, and (4) continuing to provide stellar collaborative programming such as panel discussions, workshops, and *Technopalooza*.