A New Model for the Delivery of Technology Skill Training to Students to Drive Academic Success!

Indiana University at Kokomo
IT Training
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Statewide IT Conference
September 29, 2011
Discussion Topics

- Introduction
- “Back then…” (~2003)
- Today’s challenges (2011)

- Our Mission
- Our Team
- The Chancellor’s challenge!
- What are we doing?
- Is it working?

...Our experience is driving a new model
Organizational Clarification

• At IU Kokomo, training is divided between…

• **IT Training**
  
  Target customers: Students, faculty, and staff  
  Tool focus: Application and usage, problems, and training  
  Note: IU Kokomo IT became part of UITS on 3/3/2011)

• **CTLA staff**
  
  Target customers: Faculty and staff  
  Tool focus: Pedagogy-based selection and tool implementation
“Back then…” (~ 2003)

- IT Technology Courses at IU Kokomo
  Introductory computer technology courses
  IU Kokomo: CSCI-C106 “Introduction to Computers and Their Use”
  CSCI-C100 “Computing Tools”
  Purdue (Kokomo): C&IT-136 “Personal Computing Technology and Applications”

- Technology used in courses… Web apps, Office
- Perceived student skill levels… Average
- When students had problems…
  IT Support
  Continuing Studies classes
Today’s challenges… (2011)

• Technology in every course
  • Research papers, podcasts, multimedia presentations, large format project posters…

• Skill levels of students vary
  • Independent of traditional vs. non-traditional students
  • Tool evolution drives the need for support

• Increasingly mobile environment
Today’s challenges... (2011)

- New online courses allow students to...
  - Balance work, family, and school
  - Work on homework any time 24/7

- Student may be unable to reach faculty for assistance during regular office hours
- Support must be available 24/7
We see many students working in “typewriter mode” as they write research papers and other reports.

… using only a minimal number of features of Microsoft Office.
And so, some students experience this...

... and we can help!
IU Kokomo’s IT Training
Mission Statement

IU Kokomo IT Training is *On The Move*…
to remove technology roadblocks to enable
student, faculty, and staff success!
Empowering People – IT Strategic Plan

• **Edge**
  - Delivering training to students in a variety of methods
  - Innovative development of new training modules
  - Flexibility in response modes

• **Leverage**
  - Leveraging training materials wherever we can
  - Infoshares with IT Training at IUB and regional campuses
  - IU IT Training (STEPS), Microsoft, Adobe, Lynda.com
  - IM an Expert @ IU

• **Trust**
  - Developing partnerships with faculty
  - Assisting faculty with technology issues
  - Networking with students
  - Communicating successes to the organization
IU Kokomo’s IT Training Philosophy

• Unlimited, no-charge tutoring and training on demand
• Provide tutoring and training to students through “the channel of their choice”
  - Instructor-led training
  - One-on-one tutoring
  - Online tutorial documentation
  - Lynda.com
• Empower students to quickly “get the job done”
• Enable students to create a professional-looking product
• Target the easiest to use tool that is appropriate for the job
  - Example (ease of use): Using Microsoft PowerPoint instead of Adobe Photoshop for creating large format posters!
Our Team

• Gregory Ogle
  IT Training Manager
  3 years in IT training role at IU Kokomo
  6 years as adjunct faculty (IUK, PU(Kok), Ivy Tech)
  27 year engineering career in industry (Elect. Engr.)
  MCAS Certified

• Mike Lynch
  IT Training Specialist
  10 years as IT technician (IUK)
  25 years experience with computer technology
  Trainer during military career
  A+ and Network+ Certified, MCP
The Chancellor’s Challenge!

- IU Kokomo IT Leadership Council, December 20, 2010

- Fall 2010 Workshop performance…
  15 students through 18 workshops (0.83)

- Chancellor issued a challenge…
  Achieve 150 students through IT Training STEPS workshops for Spring 2011 semester

- Spring 2011 Workshop performance…
  128 students (21 short) through 15 workshops (8.53)
Challenges drive Action

- **Challenges**: More assignments with technology
  - Student skill Issues
  - New technology and tools

- **Action**: Execution of our Training Mission…
  - How we respond
  - What, how, and when we deliver
  - How we notify the community
  - Results
Response Modes

• **Proactive** mode
  Scheduled workshops (planned by IT Training)
  Classroom training visits (at request of faculty)

• **Reactive** mode is a “Triage” process:
  **Immediate**: Low- to mid-skilled students needing assistance with a project that is due today
  **Appointments**: Students working on a project
  **Tutorials**: Skilled students with “how to” question
Response Modes – Tutorials & Issues

- **Tutorials:**
  - IU Kokomo “task-focused” tutorials (online)
  - Lynda.com
  - Adobe.com

- **Issues:**
  - IT Training is unaware of new or unique tools and applications used in some courses, so unable to provide support when students request assistance.
  - IT Training more skilled in Microsoft Office products than in Adobe products.
# Need drives the Delivery Channel

<table>
<thead>
<tr>
<th><strong>“Just in time” Assistance</strong></th>
<th>• Individualized, One-on-One Tutoring</th>
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</thead>
</table>
| **“Task-based” Procedures (Course projects)** | • “Task-based” procedural documents  
• *Delivered via Tutoring, Instructor-Led Training, and 24/7/365 online documentation* |
| **“Application-based” Training (Basic Skills)** | • Focused “Basic skill” training modules  
• Lynda.com  
• STEPS (ILT or self-paced) |
| **Advanced Skills** | • Lynda.com  
• STEPS (ILT or self-paced) |
One-on-one Tutoring

Skill Level

Student Population

IT Training Tutoring Session
STEPS versus “Task Based” Modules

STEPS Modules
• Broad-based tool training
  Basic tool training
  Advanced feature training
• Modules do not focus well towards specific coursework assignments

… so we are turning to ➔

Task-based Modules
• Generic procedures targeted directly at specific coursework assignments
  Authored by IU Kokomo IT Training
• Aligned to assignments
  Multimedia Presentations
  Research papers
  Posters
  Podcasts and vodcasts
“Task-based” Training Examples

- How to… Configure Microsoft Word for Writing Research Papers
- How to… Use Microsoft Word’s Citation & Bibliography Tool with Research Papers
- How to… Create a Podcast using Audacity
- How to… Create multimedia PowerPoint presentations with embedded graphics, audio and video clips, and timed slides
- How to… Print large-format posters on HP DesignJet 4520 Printer/Plotter
- Campaign: “Get your laptop set up for Fall 2011!”
Training and Tutoring Venues

• **Library Learning Commons** (70 hours/week)
  - IT Support Center
  - Library Study Rooms
  - Library Classrooms
  - Student Success Center (New in Fall 2011)
    - Combining the Synergy of... Writing Center, IT Training, Academic Advising (Study Skills), and ESL (English as a Second Language)

• **In-Classroom Instruction**
  - ... upon faculty request
Lynda.com

- IU’s partnership with Lynda.com
- **No Charge** access to IU students, faculty, and staff
- Available 24/7/365
- Over 650 courses and related exercise files

Link: [http://ittraining.iu.edu/lynda](http://ittraining.iu.edu/lynda)

Channels to Advertise IT Training

- Web
  IU Kokomo IT Training and IU Kokomo Student Success Center Web pages
- In Classrooms
  Invited by faculty to classrooms for an introduction of IT Training’s services
- Student Success Center
- New Student Orientation
  “Cougar 102 – IT” sessions
- Referrals
  IT Support Center and Computer Services Helpdesk
- Button distribution campaigns
- “Word of mouth” via students and faculty
- Digital signage on campus
- IT Trainer(s) interacting with students in the cafeteria (“Get help here, now!”)
- Next: Mobile devices!
Advertisement Channel “Road blocks”

- Student listserv for mass emailing to students
  Not an option for us

- “Bulk” emails to faculty for announcement in class or via Oncourse
  Unable to determine if all faculty inform students, although some do
Our experience…

When we offer STEPS workshops…

Attendance per workshop session is minimal… (0 to 5 students)
So we developed and offer...

“Task-based” and application focused workshops and in-classroom training...

We see increased student attendance!
And when we...

Work with students one-on-one...

We conduct as many as four to six “walk-in” sessions per day!

(Sessions are 15 to 90 minutes duration)
## Tutoring Metrics

<table>
<thead>
<tr>
<th></th>
<th># Days *</th>
<th>Tutoring Events</th>
<th>Workshops Held</th>
<th>Workshop Attendance</th>
<th>Classrooms Visited</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 Spring</td>
<td>85</td>
<td>60</td>
<td>4</td>
<td>7</td>
<td>3</td>
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<tr>
<td>2010 Summer</td>
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<td>22</td>
<td>8</td>
<td>20</td>
<td>3</td>
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<tr>
<td>2010 Fall</td>
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<td>100</td>
<td>18</td>
<td>15</td>
<td>24</td>
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<tr>
<td>2011 Spring</td>
<td>85</td>
<td>105</td>
<td>15</td>
<td>129</td>
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<tr>
<td>2010 Summer</td>
<td>75</td>
<td>46</td>
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<tr>
<td>2011 Fall</td>
<td>22 **</td>
<td>73</td>
<td>2</td>
<td>153</td>
<td>16</td>
</tr>
</tbody>
</table>

* = School days

** = School days to date
Through innovation and opportunity we are taking charge! And…
We are driving STUDENT SUCCESS!!!