

Unit Plan: Accomplishments and Goals

Unit: Instructional Technology Center

Division or Area to Which You Report: Applied Technology and Business

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Section 1: Accomplishments from Last Year's Unit Plan (What You Have Done):

No.	Goal/Objective from last year's Unit Plan	Activities Undertaken to Achieve the Goal/Objective	Results	Priority Objective / Strategic Plan Goal	Accomplished? Yes / No / In Process	Did you receive additional funds to support this goal/objective? Yes/No
	While Staff Dev. is separate from the ITC, training is a core element of both, so we hope it will be an integral part of both the teaching & learning/staff development centers.	Staff will visit exceptional local technology training, teaching and learning centers and submit proposed ideas to within the ITC program definition to the Learning Connection/Bldg. 100 committee.	ITC has submitted the Program Definition document and other proposed ideas to the Learning Connection/ Bldg 100 committee. Through a series of meetings in Spring 2007, it is likely that technology needs for faculty and staff will not be met through placement in a student-focused building.	Objective 10b: Establish a staff development center based on research into best practices.	In Process	No
	We hope that instructors teaching with Blackboard, whether web-enabled or fully online, will continue to utilize the expertise of the Instructional Designer, who continuously researches best practices for teaching online and incorporates those practices into training.	The Instructional Designer will continue to research best practices for teaching online and incorporate those practices into training. In order to utilize additional multimedia tools effectively into online teaching, we propose additional staff (below).	Increased training opportunities and methods led to a growth in Blackboard use. With the addition of online versions of three existing workshops, including Introduction to Blackboard, training is more accessible to faculty (including adjuncts). The Distance Education Committee advocated the use of external workshops, such as @One, and provided financial incentives. Therefore, some training needs were completed outside of the college.	Goal 12, Activity 12c.2: Promote and recognize effective teaching and learning strategies; showcase effective teaching and learning strategies.	In Process	No/ Distance Education funds were used for faculty incentives.
	The ITC hopes to continue to meet the technology training needs of the faculty, staff, and administrators. The ITC periodically sends out an online survey as one method of determining the most-requested workshops. Staff who support Blackboard will continue to work with ITS and Blackboard to	In order to attempt to stay on top of "state-of-the-art" technologies, the ITC will continue to utilize its newly established software budget. The Instructional Designer will continue to apply best practices while training, and the Instructional Assistant, although less than part-time, will continue to assist faculty and staff in transitioning from the latest software upgraded on campus.	Existing Funds were used to purchase software. However, we are still in the process of obtaining additional titles, specifically focusing on multimedia and accessibility in DE courses.	Objective 23f , Activity 23f.6: Provide on-going training for staff in use of job-appropriate technologies; ensure technology capabilities are state-of-the-art.	In Process	No

<p>upgrade the server in a timely manner. However, to truly meet the training needs, additional staff support and a complete physical relocation (proximity to a training area) are needed.</p>						
<p>There are several objectives/activities listed in the strategic plan, all of which were extensively addressed by the Distance Education Unit Plan as submitted by Jan Novak, so only those very specific to the ITC are noted here. Support necessary to accomplish those objectives will continue to be provided by the ITC support staff. We suspect that if there is an evaluation of DE services, it will be determined that in order to continue providing support at existing or improved levels, additional staff is needed.</p>	<p>In terms of supporting distance education, staffing requests submitted below will include additional technical support for Blackboard, as well as a 12-month staff member dedicated to student support. It is also proposed that the current 18-hour per week instructional assistant be converted to a full-time position. This revised position would include support for multimedia technologies, such as podcasting and other software to enhance distance education courses.</p>	<p>Blackboard Student Support has been increased to provide extended support during the first three weeks of the term and final's week. This has worked well to manage the general traffic patterns of the semester. In addition, weekend online support was added for the entire term.</p> <p>We've also added some on-campus orientations to Online Learning throughout the Spring 08 term. Presented by an faculty and ITC pair, these orientations provided a foundation for Blackboard and Online Learning.</p> <p>Additionally, discussions are in progress for a 12-month staff person dedicated to Student Support for Blackboard to begin Fall 08.</p> <p>The Instructional Assistant position (currently in the Hub) is still 18 hours per week. We would still like to have a full-time staff member dedicated to multimedia.</p>	<p>Objective 4g (Activities 1-3) Improve the quality and scope of distance education offerings.</p> <p>Specific to ITC: Activity 4g.2 Evaluate DE formats and services.</p>	<p>In Progress</p>	<p>DE funds were used</p>	
<p>Same as above, with the added emphasis that the number of online courses has jumped from 49 for the Fall 2006 semester to 78 for Spring 2007 (and the total number of course sections utilizing Blackboard is expected to reach 350 for Spring 2007). The exponential growth necessitates the need for additional staffing support, as recommended below.</p>	<p>Same as above.</p>	<p>See above</p>	<p>Objective 8h (Activities 1-5) Increase online enrollment.</p> <p>Specific to ITC:</p> <ul style="list-style-type: none"> o Activity 8h.2 Develop new DE support services. o Activity 8h.5 Provide mentoring and faculty development to support new online courses. 			

Section 2: Goals/Objectives (What You Hope to Accomplish):

No.	Goal/Objective	What you hope to accomplish	Proposed Activities Completed to Achieve Goal/Objective	Priority Objective / Strategic Plan Goal	Time Frame (semester, year, five years, etc.)	Are you including a request for additional resources in this unit plan? Yes/No If yes, what type? **
1.	Improve retention, success rates in online courses by expanding Blackboard Support for Students	<ul style="list-style-type: none"> Provide optimal services to students through an increase of support, so as to improve retention. Shift from 50% dedicated staff to a full-time staff dedicated to Blackboard Student Support. Full-time staff would have flex hours to cover needed peak times and weekends. Full-time staff could provide on-campus workshops and orientations to train students in Blackboard and Online Learning. 	<ul style="list-style-type: none"> Work with DE and appropriate administration to determine needs for this type of staffing. Work with DE to assess the greatest need in student support. Develop a standard Intro to Blackboard orientation/ workshop for students (possibly also online) Develop and implement mini-modules that can be inserted into courses to directly assist students. 	Objective 8h (Activities 1-5) Increase online enrollment. Specific to ITC: o Activity 8h.2 Develop new DE support services.	1 year	Yes – see staffing requests
2.	Develop a comprehensive website for online students (Also listed on DE Unit Plan)	<ul style="list-style-type: none"> Provide clearer information to potential online students to enable them to make wise enrollment decisions. Orient students to online learning to enhance retention and success. Effectively market our online curriculum. 	<ul style="list-style-type: none"> Evaluate community college “best practices” for online course information, web marketing. Design and build content for new website for students Merge currently existing “Blackboard” and “Distance Education” web folders/ sites. Develop further online resources for student use. 	Objective 8h (Activities 1-5) Increase online enrollment. Specific to ITC: o Activity 8h.2 Develop new DE support services.	2 years	Yes – see staffing requests
3.	Provide quality training for potential and current online instructors (Also listed on DE Unit Plan)	<ul style="list-style-type: none"> Provide training to potential online instructors (in-house and external). Focus on hybrid opportunities, particularly in areas with few online courses. Provide more advanced training to 	<ul style="list-style-type: none"> Continue to offer access to both @ One and Sloan courses Continue to offer and develop in-house online workshops for new and experienced DE instructors. Develop workshop opportunities for hybrid online 	Objective 4g (Activities 1-3) Improve the quality and scope of distance education	2 years	Yes – DE incentives , training supplies, funds for external workshops, funds for multimedia software (included

		experienced online instructors, to include multimedia.	<p>course development – both online and on-campus workshops.</p> <ul style="list-style-type: none"> • Provide software and training in key multimedia tools (voice-over Powerpoint, podcasting). 	offerings.		in DE Unit Plan).
4.	Improve faculty/ staff training facilities	<ul style="list-style-type: none"> • Develop a shared training lab for use by technology support areas on-campus (ITS, ITC, Media Services) • Support quality online courses through offering additional opportunities for multimedia integration and updated software. • Provide a place for faculty/ staff to demo new software for consideration. 	<ul style="list-style-type: none"> • Work with ITS, Media Services, DE, and the Technology Committee to establish a need for such facility on-campus. • Determine the necessary methods needed to procure space, equipment, funds, etc for implementation. 	<p>Objective 8h (Activities 1-5) Increase online enrollment</p> <p>Objective 10b: Establish a staff development center based on research into best practices.</p> <p>Objective 23f , Activity 23f.6: Provide on-going training for staff in use of job-appropriate technologies; ensure technology capabilities are state-of-the-art.</p>	<p>Mentioned planning: 1 year;</p> <p>Implementation: 4 years</p>	Undetermined at this stage of development

** List types such as "equipment," "supplies," "staffing," "contractual services," etc...Objective 23f , Activity 23f.6: