

Instructional Technologies

Overview

The ETS Instructional Technologies (IT) department is comprised of four functional areas: Instructional Development and Production Services, Learning Resources, the Office of Online Learning and the Call Center. All areas of Instructional Technologies strive to provide faculty, staff and students with access, training and support for the most current and useful technology the industry has to offer.

The IT functional areas supervise and support the following:

Instructional Development and Production Services provides leadership and assistance with the design, development, training and support of technology for classroom and administrative needs. Technical expertise and consultation in a variety of areas are provided for instructional design, software application training, digital imaging, graphic services, media resources, video production, video streaming and web development. The departments of Printing Services and Word Processing provide support to the college community in the areas of copying, printing and word processing. There are centrally located copy centers at both the Brighton and Damon City campuses. The Print Shop provides an array of services such as: 3-hole drilling of handouts or books; complete design, imaging and printing of brochures, posters and flyers; and binding and finishing services. Word Processing services include transcription, mass mail merges, test banks, general typing and web page support.

Learning Resources provides coordination and support for the Electronic Learning Centers (ELCs) and the Faculty Innovation Centers (FICs) at the Brighton and Damon City campuses. This area also is responsible for the design, development and support of technology in the learning environments (classrooms) and event spaces. Learning Resources offers training in the use of classroom technology for faculty and supports computer applications and email for students in the ELCs.

The Office of Online Learning provides leadership in the growth and development of MCC's distance learning program. The office coordinates academic, student, technology and administrative distance learning services and works with the college community to ensure online learning quality, productivity and accessibility. This office includes the instructional design team which provides extensive faculty training and support for the development of online, hybrid, blended and web-enhanced courses and content.

The ETS Call Center is the contact point for technical assistance for all Monroe Community College employees. The Call Center provides service assistance through one phone number—xHELP (x4357)—or one email address (helpdesk@monroecc.edu). This assistance includes access to ETS service departments for end user help requests and questions related to all manner of technology support, problems and training. The Call Center is familiar with all ETS services, can direct requests to the appropriate service provider and will track requests for quality assurance. The Call Center also handles "password reset" questions and procedures, as well as registering faculty and staff for ETS technical training classes. For more information about the ETS Call Center, or to review a list of Call Center Frequently Asked Questions (FAQs) and answers, please visit: <http://www.monroecc.edu/depts/ets/helpline.htm>.

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Facts

- Student visits to the Brighton Electronic Learning Center totaled 242,477; of these, 94,592 were FTE generating.
- Student visits to the Damon City Campus Electronic Learning Center totaled 55,964; of these, 32,670 were FTE generating.
- During the academic year, 210 faculty received some form of Angel Course Management training.
- During Technology Week held in January 2009, 26 Techno Nugget sessions were offered with 83 individuals attending (137 enrollments). During the June 2009 Technology Week, 59 sessions were offered with 278 enrollments.
- Work orders completed by IT included: Graphic Services, 987; Multimedia Production, 192; Word Processing, 2,338.
- Visits by faculty members to the Faculty Innovation Centers (FICs) totaled 1,860.
- During the academic year, 348 students attended the Building Online Student Success (B.O.S.S.) orientations.
- Printing Services completed 11,582 work orders, delivered 8,339 jobs, processed 252 business card requests, received 130 orders through the new Printing Services online ordering system and produced over 2,700 diplomas and certificates for MCC graduates.

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Projects

- **Angel CMS Adoption**

IT staff trained 210 faculty in the use of the Angel Course Management System (CMS) and significantly increased the use of this tool for online, hybrid and web-enhanced courses. In Spring 2009, over 420 classes utilized Angel; in summer 2009, 158 sections used the Angel CMS. Angel training sessions were held for DCC faculty and for several departments. Courses including COS 101 and 133 began to use Angel to organize content across all sections. IT assisted the Library in the development of a Learning Object Repository (LOR) to share information with all Angel courses. IT continued to explore the possibility of transitioning all E-Reserves to Angel and Angel's integration with Banner was enhanced to provide greater real-time transfer of data. Angel is quickly becoming an integral tool that is enhancing the learning environment at MCC.

- **Multimedia Productions**

IT produced significant video productions and supported numerous events throughout the past year. These included a 30 minute Infomercial, a 3 R's video for DCC Student Services, an ASL-102 video glossary, and two TCC innovative teaching strategy videos. Videotaped/videostreamed events included many internal MCC activities including the introduction of President Kress and external events including the MCC session presented by the former White House Chef, Walter S. Scheib.

- **Replacement of Cannon Copiers in Main Copy Center**

In January 2009, Printing Services added two new Xerox 4112 copiers. These machines met (and in some cases exceeded) stated specifications. New copier features include online punching and increased speed. It is anticipated that the new copiers will be in service at MCC for the next five years.

- **Campus-wide Technology Upgrades**

IT/Learning Resources upgraded and enhanced a significant number of facilities this year including the PAC Center Human Performance Lab, the HPE Wellness Lab, the Brighton President's Office and Board Room, the DCC President's Office and DCC Executive Dean's conference room, the ATC conference room, HPE classrooms and Diversity Series digital signage. Each project included design, development, installation and support. In addition, 28 new LCD projectors were installed throughout the Brighton campus. IT is actively participating in the design for Building 9 and Renaissance Square.

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Projects

- **Center for Active Learning**

IT/Learning Resources partnered with the Planning Office and DCC Academic Services to create the Center for Active Learning. The new facility, housed in room 5270 at DCC, provides faculty and students with a very interactive learning environment that incorporates multiple technologies and flexible seating. Numerous open houses and training opportunities were offered throughout the year. IT is working closely with instructors to explore the additional teaching and learning opportunities that this facility offers.

- **Campus Center Technology Upgrades**

IT/Learning Resources coordinated significant upgrades and technology enhancements to the Campus Center this year. Fourteen flat panels in the Campus Center, and the main LCD projector in Monroe B, were replaced with newer, brighter and more efficient models. A sound system was added to the Campus Center atrium that significantly improves speaker audio. In addition, a technology pricing model was established for external users of MCC's facilities to generate ongoing funding to support future Campus Center technology replacements and upgrades.

- **Chair's Guide to Online Learning**

The MCC Instructional Design Team developed a comprehensive guide to provide department chairs with some fundamental information about policies and procedures related to the development and delivery of online courses. The guide includes information on policies for Angel training, laptop distribution and course access, as well as a timeline for online course development and a course quality checklist.

- **B.O.S.S. Online Tutorial**

The Building Online Student Success (B.O.S.S.) Team developed a fully online orientation for online students called "Getting Started with MCC Online." This tutorial contains a wealth of information about online learning, including how to enroll and register for courses, how to log into courses, technology requirements, MCC resources and SLN (SUNY Learning Network) Helpdesk support. There also is a link to an SLN "Demo Course" that allows students to see what an online course looks like and how to navigate through the Angel Course Management System.

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Accomplishments

1 Promoting Excellence in Teaching and Learning

IT1-1 Prepare a status report on MCC's distance learning response to the Middle States Association (MSA), SUNY and MCC Strategic Plan requirements

60% IT is coordinating its response to MSA, SUNY and the MCC Strategic Plan with the MCC Assessment office. On a macro level, online courses are part of the overall student outcomes assessment. A Discipline Assessment Liaison (DAL), will lead the effort, and then form a committee of interested faculty who can assist in carrying out the assessment of online learning. The formal assessment will occur in the Fall of 2009. The pilot project that involves faculty testing of the Angel goals and objectives tracking tools also will continue in the Fall of 2009. This Angel feature offers a direct connection between course objectives and each specific learning activity. MCC continued to work on this goal in coordination with other SUNY campuses through the Directors of Online and Distance Learning Education.

IT2-1 Establish a Teaching and Learning Advisory Panel consisting of faculty to ensure a collaborative process in the design, development and implementation of instructional technology

100% The Teaching and Learning Advisory Panel membership and charge were established. The panel will begin its work in Fall 2009.

IT3-1 Implement retention strategies as identified in the Summer 2008 ETS research projects to enhance retention of online students

100% The recommendations from the 2008 ETS research projects were incorporated into "best practices" and were included in the online faculty training program, the B.O.S.S. orientation program and the online learning web pages.

IT4-1 Implement projects to explore the top technologies/services identified in the Spring 2008 Faculty/Staff Technology Survey

100% The top technologies/services identified in the Spring 2008 MCC technology survey were instructional design services, classroom technology and Banner Self Service. IT focused its 2008-09 efforts on the top two items. The instructional design team trained 210 faculty in the use of the Angel CMS for web-enhanced, hybrid and online course development and supported over 1,800 faculty visits to the Faculty Innovation Centers (FICs). Smart classrooms received major enhancements and upgrades and IT played a significant role in the design and implementation of DCC's new Center for Active Learning. Upgrades to general classrooms included 30 new data projectors and several SMART Boards, symposiums and airliners.

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Accomplishments

IT5-1 Through a collaboration of IT and Library Services, develop a digital Library Learning Object Repository in the Angel Course Management System

100% The MCC Libraries Learning Object Repository (LOR) was developed to assist faculty with the integration of library resources and information tools into their Angel online, face-to-face and hybrid courses. The LOR contains links to online library learning objects and informational tools which faculty can use to import, copy or link directly into their Angel course modules. IT and the Libraries also explored the migration of E-Reserves to Angel; a pilot is scheduled for Fall 2009.

4 Building Upon Human Capital

IT6-4 Expand the role of the Angel--including training and instructional support--to provide a comprehensive collection of tools and resources for teaching and learning

100% The Angel training program was expanded to reach out to new Angel faculty members. Over 210 faculty received some form of Angel training in 2008-09. The scheduled Angel training workshops filled with enrollments as soon as they were posted. Angel course templates now are automatically created when a faculty member completes their Angel training. Video training materials for faculty are being developed to enhance the face-to-face Angel training.

5 Enhancing Our Physical Environment

IT7-5 Through a collaboration of IT and MCC libraries, research a College-wide solution to encourage a "greener" approach to paper use

100% ETS identified and purchased an application that enables control of student printing college-wide. The application, PaperCut, will be implemented first as a pilot test in the Brighton Library to replace the legacy printing system. Pending a successful pilot test, a plan is in place to roll-out the PaperCut application college-wide by September, 2010. Strategies were developed to reduce faculty/staff paper usage and these initiatives will be incorporated with MCC's sustainability planning efforts. Actions taken this past year included the reduction in the number of available paper lines by two, the implementation of an online Printing Services request form, the purchasing of all recycled paper and adding a "print from PC" option in the Brighton copy center.

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Accomplishments

7 Enhancing the Learning Environment Through Technology

IT8-7 Fully implement the ETS Call Center's end user Web interface

75% Implementation of this service was placed on hold until the Call Center Manager position can be filled.

IT9-7 Evaluate technology in MCC's learning and meeting environments and develop a life cycle plan to ensure equipment is up to date and functional

100% ETS developed Campus Center and classroom technology plans including detailed inventories and replacement cycles. In cooperation with Campus Events, a system was instituted where a technology fee is applied to events and this revenue will help to maintain Campus Center technology replacements and upgrades. ETS also developed a comprehensive Technology Plan implementation schedule that includes a replacement cycle with costs; this schedule was presented to the MCC vice presidents.

IT10-7 Review the production services offered to the College community to ensure adequate, appropriate and cost effective support for faculty, staff and students

100% IT established a production database that tracks all work orders performed within the department. An annual review cycle was established to analyze trends, identify priorities and reduce costs.

IT11-7 Pilot test the use of wireless/Bluetooth and videoconferencing in selected classrooms

100% The DCC VoIP (Voice over Internet Protocol) installation was completed and this allowed IT to begin the advertisement of additional videoconferencing opportunities. Wireless/Bluetooth options are used in the new Center for Active Learning room at DCC; these options will be monitored and reviewed in 2009-10.

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Staff Listing

Betts-Gamble, Yvonne
Burritt, Bailey
Case, Jeremy
Cummings, Jane
Dawson, Diane
Eggleston, Andrew
Ferris, Kristine
Frazier, Robert
Gibson, Marie
Gilbert, Ann
Gozik, Ellen
Gruhn, William
Hallett, Mary
Juma, Phil
Kendall, Martha
Keys, Terrance
LaPlante, Donna
Locurcio, Maria
Magin, Brian
Martinez, Patricia
Martusciello, Luigi
Nau, Michele
Oettinger, Philip
Olaode, Delovis
Pratt, Vincent
Rezabek, Randall
Skehan, Michele
VanKirk, Peggy
Vickers, Brenda
Waide, Sharron
Weider, Stephen