Annual Goals for Educational Technology Services (ETS)

2011-2012

Goal 1: Smart Classrooms

Description: Continue refurbishing existing smart classrooms, which require updating periodically to accommodate new technology and to replace worn or dated hardware. The university should follow a five-year replacement schedule for electronic classrooms, beginning with the oldest rooms on campus, and ultimately replacing equipment in 25 classrooms per year. Schedule at this time calls for replacing 25 projectors per year (at a cost of about $50,000) and maintaining a stock of replacement lamps (at a cost of about $10,000).

Budget: 60.00

University Goals Supported: 1,2,4

Strategic Goals Supported:

Responsibility: Coordinator of Media Services

Participation: Digital Media Specialist

Results: ETS replaced 10 projectors this year in classrooms across campus, and installed three Smart Boards in classrooms at Kilby School. More than three dozen lamps were also replaced in projectors, and routine maintenance on classroom equipment was conducted between semesters. Camtasia (lecture capture software) was installed on classroom computers per faculty requests.

Actions/Improvements: ETS depends on feedback from users and confers with faculty, staff, and administration to keep classrooms current. A regular maintenance schedule is kept in the Media Services Office for replacing dating software. Classroom maintenance is an ongoing project of Media Services/ETS.

Future Actions/Improvements: Because of budget constraints, ETS was not able to replace all the projectors on campus that were due to be replaced because of age. (The goal is 25 per year.) ETS is monitoring the situation carefully (and performing repairs as necessary) to make sure the classroom

are in working order, and plans to get back on schedule as soon as the budget permits.

Goal 2: Technology Training

Description: Train faculty and staff on the use of ANGEL (learning management system), Blackboard Collaborate (synchronous learning software, formerly Elluminate), Camtasia (lecture capture) software, and other technologies as appropriate. Training will be offered in workshops, user groups, and one-on-one. Provide smart classroom technology training (including SMART boards and panels) for faculty--basic training provided by ETS staff in the fall, with advanced SMART board training led by an outside education professional beginning in the spring. The advanced training will focus on pedagogical, rather than technical, issues. Provide additional training through webcasts from Magna Publications, Academic Impressions, the Sloan Consortium, etc. Provide support for students with technology issues. Assist faculty and staff in the design, production, and implementation of video programs to enhance and support course materials.

Budget: 5.00

University Goals Supported: 1,2,4,5

Strategic Goals Supported:

Responsibility: Coordinator of Academic Technology

Participation: Coordinator of Media Services; Digital Media Specialist; Coordinator of Distance Learning Outreach

Results: Training is an important part of the mission of Educational Technology Services. Training is offered for the course management system, lecture capture, testing software, web meeting, and Smart classrooms, among others. Training is conducted in groups or in one-on-one sessions. See attached file for a list of workshops and webinars offered by ETS. One of the largest projects this year was the conversion from Tegrity to Camtasia (lecture software). ETS assisted faculty in converting existing Tegrity videos to Camtasia, and trained faculty (in workshops and singly) on the use of Camtasia.

Actions/Improvements: The faculty play an important role in determining what workshops will be offered. Many prefer one-on-one training, and ETS is glad to accommodate their wishes.

Future Actions/Improvements:	Other than basic training provided by ETS staff, no additional training in Smart Board use was offered this year. ETS personnel talked to an education professional from outside the university, but because of scheduling conflicts and budget concerns, the idea of an additional workshop on Smart Board technology was tabled.

Goal 3:	Support existing technology/Evaluate new technology
Description:	Support existing technologies and evaluate new technologies for both classroom and online instruction. Investigate new methods of online course evaluation, specifically for distance learning classes but for possible use campus wide. Purchase new technology for Media Service checkout (to satisfy faculty requests for Flash video recorders, Tablet PCs, ultra-light laptops, etc.)
Budget:	159.00
University Goals Supported:	1,2,4,5
Strategic Goals Supported:	
Responsibility:	Coordinator of Academic Technology
Participation:	Media Services, Digital Media, Distance Learning personnel
Results:	ETS keeps abreast of trends in technology through extensive media research and assesses the needs of faculty, staff, and students through direct feedback and usage statistics. The Distance Learning Advisory Committee also provides guidance and support in technology research. Membership in the Tennessee Valley eLearning Consortium has enabled ETS to develop relationships with other colleges and universities in Alabama, and ETS personnel (Coordinator of Distance Learning, Coordinator of Academic Technology, Digital Media Specialist) attended the annual TVEC meeting, held this year at the Calhoun campus in Huntsville. The Coordinator of Distance Learning attended the Sloan-C Conference on Online Learning, and ETS personnel (ETS Director, Distance Learning Personnel, and Coordinator of Academic Technology) visited Columbia Southern to study the program at that school.
Actions/Improvements:	After studying various lecture capture programs (including Echo360, Camtasia/Camtasia Relay, Mediasite), ETS purchased licensing for Camtasia to replace Tegrity. (Several key faculty members were also included in the decision to shift to Camtasia.) The transition has been smooth and faculty feedback is positive about the new product.

Future Actions/Improvements:	The purchase of new technology for Media Service checkout has been tabled in consideration of improvements made to the existing software (Voyager/Media Scheduler). ETS researched various online course evaluation methods (for distance learning courses and possible use campus wide), but OIRPA advised that the response rate for online evaluations is too low and that online evaluations won't be conducted for non-online classes at this time. The current method (an evaluation on the university's own website) will be continued for online classes for now. ETS (along with the Distance Learning Advisory Committee) continues to research various learning management systems. The consensus has been to stay with ANGEL for the time being, because of overall user satisfaction.

Goal 4:	Support Distance Learning/Outreach
Description:	Continue to support faculty and students in distance learning with administrative, technical, and instructional assistance. Implement a hybrid course (combination online/face-to-face) which will be used to train faculty who are distance learning instructors. beginning with a pilot of 20 faculty members. Proctor exams for distance learning students. Provide orientation for DL students, and training for students and faculty/staff. Continuation of an outreach program focusing on P-12, professional development, graduate programs, and community services. Expand pilot "Leo Learning" student video contest. Last year the program was at Muscle Shoals Middle School/High School; this year will include (in addition to Muscle Shoals) Florence and Cullman middle and high schools.
Budget:	1.00
University Goals Supported:	1,2,4,5
Strategic Goals Supported:	
Responsibility:	Coordinator of Distance Learning Outreach; Coordinator of Distance Learning
Participation:	Coordinator of Academic Technology
Results:	Twenty-five faculty members were invited to participate in the pilot program for the hybrid course to train faculty who are distance learning instructors. Thirteen faculty accepted the invitation, but one had to drop out of the program after the first week, so a total of 12 faculty completed the training course. (See attached for schedule of meeting times.) In addition to online independent work and

scheduled meetings with the group, faculty also had individual appointments with ETS personnel to discuss questions concerning the online material. The pilot demonstrated once again that faculty prefer one-on-one (individual) instruction to group training, even when offered online.

Actions/Improvements:	Because of the increasing number of faculty and students using the testing facilities in distance learning for on-campus proctored test, the DL Office had to discontinue handling off-campus proctoring. Faculty now use Remote Proctor Now to administer proctored exams to online students who live outside the university's service area (i.e., those students who cannot come to campus to take their proctored exams). Interested faculty received training in using Remote Proctor Now, and the DL Office continue to offer support for all online testing.
Future Actions/Improvements:	The Leo Learning student video contest was discontinued because of limited participation. The project will be re-evaluated for future offerings. ETS has recommended that an Instructional Designer be hired to provide design continuity for online classes (thus improving the quality of instruction) and to provide the one-on-one support that faculty need.

Goal 5:	Continue Administrative Support, LRC
Description:	Begin assessment of LRC collection, with a formal report to recommend replacement of worn, lost, dated material; removal (weeding) of materials no longer needed; addition of new collections or collection areas, including electronic resources as appropriate. Solicit print and non-print requests from faculty in the College of Education to enhance the Learning Resources Center. All faculty throughout the university will be encouraged to order non-print resources for instructional support of the curriculum. Faculty will also be encouraged to review resources and make recommendations for replacement of dated materials. Replace VHS tapes, phonograph records, etc., with DVDs or other electronic format, in the media collection.
Budget:	10.00
University Goals Supported:	1,2,4,5
Strategic Goals Supported:	
Responsibility:	Director of Educational Technology Services

Participation: Library Technical Assistant

Results: Evaluation and analysis of the current LRC collection is an ongoing mission of ETS. American Libraries, Library Journal, and School Library Journal are a few of the professional journals used to keep abreast of trends in libraries and to get guidance in adding to the collection. Media research and the input of College of Education faculty (as well as faculty from across campus) allow the resources to be kept up-to-date. This year ETS undertook an extensive inventory of the LRC collection, which is ongoing and should be complete no later than mid-fall semester. Materials continue to be weeded from the collection as the inventory progresses. The phonograph record collection is being converted to CD, and the conversion from VHS tapes to DVDs continues.

Actions/Improvements: Books and other media (DVDs, CDs) were purchased to add to the permanent collection. (See attached list.) The implementation of a suggestion box in the LRC has resulted in very helpful feedback from library users (especially students). One suggestion led to making the LRC more user-friendly for laptop users by designating specific areas for laptop use, and installing additional power outlets for their use. This has been a very popular improvement to the library.

**Future
Actions/Improvements:**