**INDIANA UNIVERSITY**

# 26 – Innovation in Training Modalities

## Action Item Template Response

### General Action Item Information

Lead Division/Office: Learning Technologies
Action Item Number: 26
Action Item Short Name: Innovation in Training Modalities and Assessment
Project Short Name: Web Utilities
Dependencies with other EP Action Items:
Implementation leader (name & email):  Chris Payne (paynec@indiana.edu)

### I.  DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

The *Empowering People* Strategic Plan Action Item 26 states: "IU should develop innovative programs that consider user preferences and learning styles to advance the skills of faculty, staff, and students to use IT resources. Programs should be suited to varying skill levels and modalities for delivery including delivery on demand."  To achieve the goals of this Action Item, IT Training proposes initiating three projects:

Project 26a - New Training Delivery Modalities and Expanded Free Workshops.  This focuses on creating multiple new training modalities and removing barriers that currently prevent IU community members from taking full advantage of training resources.  New modalities will ultimately include a training blog, online webinars, coaching sessions, and hybrid workshops that combine instructor-led and self-study components.  A key component of removing barriers is to make all basic STEPS workshops and materials on Adobe and Microsoft Office applications available to IU faculty and staff at no charge. This will help IU realize the full benefits of its site license agreements with Microsoft and Adobe. Faculty and staff will be able to get the training they need in their preferred modality, enabling them to take full advantage of the software.  Also included is the plan to deliver training remotely to all interested regional campuses, heightening their ability to get the technology training they need.  Note that the development pace of new training modalities is contingent on the approval of Project 26b (New Professional Staff Position at IUPUI). This new position will enable current IT Training staff at IUPUI to engage in new modality training development. At the moment they are minimally involved in development as their time is primarily consumed with classroom-based training delivery.

Project 26b - New Professional Staff Position at IUPUI.  This proposal creates one additional professional staff position in IT Training's IUPUI program.  With this position in hand, IT Training will be able to do several things: offer special-request STEPS workshops as part of academic courses at no charge to faculty and departments as at IUB; significantly increase its instructional presence in the IUPUI Campus Center, giving the IU community a choice as to where to attend classroom-based workshops; increase the number of basic Adobe and Microsoft Office workshop sessions offered at IUPUI to meet the anticipated increase in demand generated by proposal 26a above; support and mentor the new trainer/consultant being hired at the Columbus branch campus of IUPUI (as

requested by the campus CIO - see 26d below); and engage IT Training's IUPUI professional staff team in training development, which their limited numbers have formerly hindered. This will help IT Training overall to grow its new training modality offerings more quickly, and this is critical to the complete success of project 26a.

Project 26c - Lynda.com eLearning and Blended Learning Training Delivery. Lynda.com is a leading provider of video-based elearning primarily focused on Adobe applications, multimedia, and web development. Their training content complements the  online training material already offered, in that IT Training's existing Skillsoft and Microsoft elearning offerings provide excellent coverage of Office applications; operating systems, server, and database administration; networking; and programming languages.  This project proposes running a semester-long, IU statewide site license pilot with lynda, and should it prove successful, establishing a longer-term site license agreement with lynda. This will be critical not only in meeting user needs for on-demand training on Adobe applications, multimedia, and web development, but will also be part of IT Training's plans for developing new training modalities. Specifically, IT Training staff are planning to offer blended learning courses that combine lynda course content with classroom-based, instructor-led sessions that utilize hands-on, supplemental exercises and self-guided projects to reinforce learning with instructor guidance.  IT Training will create and offer blended learning training during the pilot to assess interest. The overall strategy of increasing blended learning development will be critical to IT Training's desire to keep pace with rapidly changing technologies by making it possible to develop blended learning courses on advanced topics more rapidly than via a traditional training development model.  And while it would be possible to develop and deliver such courses without a site license, the site license will enable the statewide IU community to participate in lynda.com-based blended learning courses without having to pay added fees.

Project 26d - New Professional Staff Position at IUPUC.  This proposal creates an additional professional staff training consultant position at IUPUC which will be dedicated to delivering training to the entire campus community and providing faculty and instructors with the consulting and support they need to effectively use technology in teaching and learning. IT Training and the campus centers will provide the support and mentoring needed to help the person hired into this position get up and running, and IT Training will provide its training materials at no charge to be used in training delivery and consulting.


## ACCOMPLISHMENTS

*e-learning*. Based on a very successful pilot, IU signed a 3 year contract with lynda.com (from July 1, 2010 - June 30, 2013), providing IU students, faculty and staff statewide with 24/7 access to training segments. In the pilot year, the system logged 13,195 unique users, 468,241 training segments were viewed, and on a survey that was given to users, the average user satisfaction rating was 4.75 out of 5. The service has continued to be very successful with nearly 10,000 unique users viewing nearly 40,000 hours of training in the first full year of the contract (July 1, 2010 - June 30, 2011).

*IT Training Tips blog.* IU's new IT Training Tips blog logged some 90,000 page views in each of the past two years and has received the "Best in Category" award in the SIGUCCS 2010 Electronic Newsletter competition.

*Free downloads of self-study materials.* This service has been rapidly growing. IU began offering free downloads of select IT Training self-study materials from IUware in 2010, and they were part of a set of very highly used IT Training developed self-study materials which included 178,857 Oncourse materials; 147,117 workshop and tutorial pdfs from IUware and IT Training sites; and 197,688 video tutorials. This was a 155% increase over 2009, and indeed was the highest usage to date. In the summer of 2011, IT Training made all of its workshop materials available for free download by the IU community on its web site and averaged close to 1,000 new downloads per week in the first 6 weeks this service was offered.

*Other new training modalities.* In addition to the blog and greatly expanded access to its self-study materials, IT Training has delivered and is delivering successful training in other new modalities, included blended learning workshops, webinars, in person brown bag sessions, and individualized coaching sessions. Some of the webinars have been taught by outside instructors teaching from remote locations as well.

*Web site.* IT Training's public web site was completely rewritten to enable users to find the training they need, regardless of modality, through a single, fully integrated, topic-driven interface.

*Expanded workshop delivery.* IT Training will provide workshops to IU faculty and staff statewide at no charge (pilot in Spring 2012).

*A new professional staff person was hired at IUPUI*: Kim Murday, a former faculty member at IUPUI, was hired into a new professional staff position at IUPUI for the period of June 1, 2011 through June 30, 2012 using IT Training carry forward savings.

*A new training consultant position on the IUPUC campus.* This position was filled in spring of 2011 and funded for 2 years. It furthers support to faculty and students in their use of technology in teaching and learning. IT Training staff were involved in the hiring process, continue to mentor the new person in workshop delivery, augment IUPUC offerings by teaching occasional workshops on campus, and will soon be piloting the remote delivery of workshops at IUPUC.
IT Training has delivered successful training in other new modalities, included blended learning workshops, webinars, in person brown bag sessions, and individualized coaching sessions.

## II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

If the university hosts this kind of content, it is likely that we will need to adapt policies to account for the security and retention of this data.

## III. IDENTIFY STAKEHOLDERS.

Faculty, staff, and students of Indiana University statewide.