INDIANA UNIVERSITY

26a – New Training Delivery Modalities and Expanded Free Workshops

Action Item Template Response

General Action Item Information

Lead Division/Office: Learning Technologies
Action Item Number: 26a
Action Item Short Name: New Training Delivery Modalities and Expanded Free Workshops
Dependencies with other EP Action Items: 26b (New Professional Staff Position at IUPUI)
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." Accordingly, through this project initiative, IT Training will provide an increasingly wide range of internally and externally created training content in new and varied modalities, and will look to remove barriers that are preventing users from taking full advantage of these improved training opportunities.

The new modalities offered will include: a comment-enabled training blog, blended learning courses that combine online and classroom delivered content; in-person coaching sessions in which IT Training professional staff help participants work through technology problems in a hands-on classroom setting; online brown bag demos on cutting-edge topics and topics not covered in the standard training curriculum; and making basic Adobe and Microsoft Office STEPS workshop materials available to the IU community for download at no cost to use in self-study mode. IT Training will also overhaul its web site to make these offerings easily accessible through an updated, integrated, topic-driven web interface. This will make it easier for users to find the training they need, and take it in the modality they prefer, at the time and the place that suits them.

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

To realize these goals, IT Training will do the following:

1. Redesign its web site to be entirely topic driven. In the new web site, a user will select a topic or topics and see the associated STEPS workshop and online and blended learning training options in a single integrated, sortable, and filterable list. Some training will be scheduled, some will be available online on-demand, but all of these options will be presented to users through this new integrated web site.
2. Create a topic-driven, comment-enabled blog of training related articles and videos, and invite technology training and support providers from the statewide IU community to contribute content.
3. Offer blended learning workshops, which combine self-study online content (developed by a 3rd party and/or by IT Training staff) with classroom-based and online, instructor-led content.

4. Offer "online brown bag demos," in which IT Training staff and staff from partner organizations and companies make presentations on breaking topics (such as new applications or OS versions) or on specific application features not covered in regular training offerings. Some presentations will include a live, classroom-based presentation component, and all presentations will be recorded so they can be viewed and reviewed on demand at a later point.
5. Offer "coaching session workshops," in which STEPS workshop attendees can come to an open-format classroom session and, while being mentored by IT Training professional staff, work through any problems or challenges with the material and/or how to use it in their work.
6. Hire an additional professional staff person at IUPUI (see Project 26b - New Professional Staff Position at IUPUI) to enable current IUPUI staff to more quickly develop training in these new modalities.

The following two recommendations that were part of the original proposal have been deferred:

1. Gain additional funding needed to be able to offer Adobe and Microsoft Office basics STEPS workshops and materials (with their associated prerequisite workshops) for free to IU faculty and staff statewide.
2. Contingent on regional campus interest, teach STEPS workshops to remote attendees on regional campuses via Polycom and/or Adobe Connect.

To ensure that the new training developed by IT Training meets user needs, IT Training will survey the user community on training needs, preferred modalities, and preferred length of training modules/sessions. Towards this end, IT Training, working with the Communications Office and David Goodrum (Director of AFS), has developed a short survey that addresses these issues. UPDATE: A series of short surveys will be used for relevant EP action items, all administered under a common EP label. See the attachment containing the IT Training survey questions.

I.
II.   III. IDENTIFY STAKEHOLDERS.

Faculty, staff, and students of Indiana University statewide.