

User Services - Instructional Support Services
HLC Self-Study Report
April 2007

Mission

The main focus of Instructional Support Services is faculty technology support. One Instructional Support Specialist assigned for each of Webster's five Schools/Colleges acts as the principal technology advocate for the assigned School/College in working with all of IT services to ensure that the technology needs of that school are being met effectively. The Specialist provides support services to faculty and staff, including consulting, training and troubleshooting for the School's software and hardware. He learns the individual instructional needs of the School/College faculty relating to software and hardware in labs and multimedia classrooms so that this information may be shared with other IT areas for improved support of faculty teaching initiatives and to coordinate School technology projects. And, the Specialist works proactively with faculty to define future needs for instructional computing and supports and facilitates the integration of emerging technologies into the School.

Background Information

Instructional Support Services has grown tremendously in the last ten years. Operating first as part of the Microcomputer Resource Center, Specialists were hired to work part-time supporting faculty in Webster's five Schools/Colleges. Their first duties leaned more toward technical assistance. As the Specialists' responsibilities expanded to include support for the academic staff, as well as the faculty, and as their work with faculty became more focused on advising and assisting faculty in their uses of technology in their teaching and learning endeavors, we chose to convert them to full-time employees (June 2004). And, we relegated most technical duties back to the technicians. In addition, in fall of 2006, the Specialists began helping staff the Faculty Development Center located in the Library. The FDC was established in 2004 as a special support area for Faculty Fellows who were part of a Title III grant project. The FDC has now been expanded to support all faculty with pedagogical and technology issues and the Specialists have been an integral part of providing that support.

Accomplishments

Faculty Support

- Listing of Recent ISS Projects
 - o HLC 3.d_List_of_Recent_ISS_Projects
- Created Instructional Support Services informational brochure
 - o HLC 3.d_ISS_Support_Services_Brochure
- Presented Faculty Training and Workshops
 - o Connections Course Tools Workshops
 - HLC 3.d_Introduction_to_Course_Tools_Guide
 - HLC 3.d_Advanced_Course_Tools_Training_Guide
 - o Software workshops
 - HLC 3.b_Final_Cut_Pro_Workshop
 - HLC 3.d_Scanning_Workshop_Presentation
 - HLC 3.d_Adobe_InDesign_Overview
- Offered Technology Presentations
 - o HLC 3.b_Introduction_to_Blogs
 - o HLC 3.d_Intro_to_RSS

- Participated in Faculty Summer Institute
 - o HLC 3.b_Teaching_with_Digital_Audio
- Helped Faculty with Specialized Training
 - o HLC 3.d_Linking_to_eReserves_from_Connections
 - o HLC 3.d_Allowing_Popup_Windows_in_Mac_Browsers
 - o HLC 3.d_iTunes_Handout
 - o HLC 3.d_Burning_a_CD_on_Macintosh
 - o HLC 3.d_Converting_a_Mac_Word_File_to_PDF
- Assisted Title III Fellows with Projects
 - o HLC 3.b_Communications_Faculty_Fellowship_Assistance
 - o HLC 3.d_Fellowship_Planning_for_Project_with_ISS_Comments
 - o HLC 3.b_ISS_Faculty_Consultations
- Provided Assistance for Other Faculty Projects
 - o HLC 3.b_Project_Assistance_for_Biology_Faculty
 - o Teaching Peace Project
 - HLC 3.b_Project_Description
 - HLC 3.b_Project_Website_Welcome
 - HLC 3.b_Podcast_Sample
 - HLC 3.b_Travel_Journal_Blog
- Researched Technology Solutions for Faculty
 - o HLC 3.b_Portfolio_Authoring_tools
- Setup and Support Marratech Video Conferencing Solution
 - o HLC 3.b_Marratech_Overview_and_Instructions

Computer Replacement Process Assistance

- Sample School/College Hardware Inventory Spreadsheet
 - o HLC 3.b_SoE_Hardware_Inventory

Work Order Support

- Provide troubleshooting assistance for faculty and School/College staff through the work order system.

Faculty Development Center Support

- Collaborated with the FDC on the following projects:
 - o FDC Support document
 - HLC 3.d_FDC_Support_Brochure
 - o International Faculty Lounge
 - HLC 3.b_Internat_Faculty_Lounge_Info
 - o FDC Online/Faculty Forum & Information Center
 - HLC 3.b_What_is_the_FDC_Online
 - o FDC Open House
 - HLC 3.b_FDC_Open_House
 - o Academic Support Workflows document
 - HLC 3.d_Academic_Support_Workflows_3-06-07

Support for University Assessment

- HLC 3.b_ISS_Teleform_Support
- HLC 3.d_Teleform_Procedures_Notes

Challenges

As we move forward, we can identify some challenges which we will address in the coming months. One is support for adjunct faculty, both on the Main Campus and at Webster's sites in the United States and around the world. This academic year, we have made strides in reaching some of the faculty at Webster's sites by attending the Regional Faculty meetings and presenting Connections Course Tools workshops. We have also sent Specialists to some of the sites to instruct faculty in the use of Connections and the Connections Course Tools for web-enhancing their classes. We have made efforts on campus to reach out to adjunct faculty, but need to do more.

Another challenge is to obtain useful feedback from faculty as to their technology needs and issues. We are in the planning process of creating a survey for this purpose. We would like to survey the faculty every couple of years to make sure that we are meeting their needs and to adjust what we do accordingly.