

## InTRO Report – August 2014

### DRAFT LANGUAGE

**What is InTRO:** The InTRO Program is a resource designed to facilitate faculty's implementation of educational technology through direct access to service providers across the UO campus. We encourage innovation and excellence in teaching practice by minimizing obstacles, facilitating connections, and helping identify the appropriate service provider to meet individual faculty needs in a timely fashion. We are connected to a large collaborative system of service providers responsible for the success of all UO teachers and learners.

**Mission:** We assist faculty to create thriving environments for effective, pioneering digital teaching and learning by streamlining access to resources.

*Or:* We help faculty create thriving environments for effective, pioneering digital teaching and learning by (through?) streamlining access to resources.

**Our goal** is to support excellence in online and residential education at the University of Oregon.

### FIRST MONTH ACCOMPLISHMENTS

- Initial coordination with AE
- Initial coordination with library
- Office set up (147A Knight Library)
- Phone set up (6-9126)
- Secured email account (intro@uoregon.edu)
- InTRO blog established (blogs.uoregon.edu/intro)
- InTRO Twitter feed established (twitter.com/uointro (@uointro))
- 2 referrals

### IN DEVELOPMENT

- Inventory of services, providers and communications processes
- Research of comparator institutions
- Request Tracker design, tracking and ticketing service for InTRO
- Live chat set up
- Initial website design and content/messaging development

### QUARTERLY BENCHMARKS

- By September
  - Announcement of InTRO to campus
  - Presentation of InTRO – new faculty orientation
  - Phase 1 website active
  - Prioritize schedule and begin meetings with all service providers
- By December
  - Regular consultation with IT managers
  - Regular consultation with service providers
  - Initial intake process developed
  - InTRO team and services review (internal)
  - Presentation to Ed Tech committee
- By March
  - Phase 2 website active
  - Maintain social media presence, grow blog audience
- By June
  - Intake and referral process polished
  - Year-One Report

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