

InTRO Report – November 2014

Throughout November, InTRO both strengthened existing on-campus partnerships and continued to cultivate new connections with additional service providers. The InTRO team also began preliminary research on comparators and assembling first impressions of UO's educational technology resources, sharing early findings with key constituencies in order to help shape more formal research processes.

ACTIVITIES

- Presented Strategic Initiative Proposal (Instructional Design Team) to CTC.
- E-mailed reminder of services to new UO faculty (157 instructional staff) in advance of winter quarter.
- Participated in the NorthWest Academic Computing Consortium (NWACC)'s annual Instructional Technology Roundtable (Portland, OR). This meeting included 47 attendees representing 27 colleges and universities in Oregon, Washington, Idaho, Montana, North Dakota, Alaska, and Hawaii. Significant themes included faculty outreach and development, curriculum design, LMS use, active learning spaces, and learning analytics. Conference Summary available.
- Stakeholder Coordination: AE Program staff; AE and UO Libraries Communications and Marketing staff; AE Distance Education staff; Subject Librarians; Yamada Language Center; Portland White Stag (Library, AE, A&AA).
- 3 new referrals to InTRO in November: To date, 15 referral projects opened (including 2 outreach presentations), 8 completed, 1 incomplete, and 6 in progress.

IN DEVELOPMENT

- InTRO's Request Tracker (RT) queue has been developed; existing referral data is being entered into the system. Queue will be ready for use to address winter quarter referrals.
- Phase 2 of the InTRO website is being created. It will include a web-based service request form linked to the InTRO RT queue, and a searchable database linked to a Finding Services function.
- The InTRO team is working with AE and Library Communications and Marketing staff to develop the InTRO brand and coordinate messaging to UO community.
- Lindsey Freer joined the design team for the EdTech Deck, a development tool presented at the NWACC Roundtable, which is being expanded to foster instructional technology use and awareness among faculty.

OBSERVATIONS

- A gap between services available for instructional staff and those for students is becoming apparent. Several referral requests for technology information and training for graduate students (both GTF and non-GTF) suggest uneven access and outreach to this segment of the UO community.
- Often, language used by faculty making service requests does not always reflect true technology needs. Customer service falters when time is not available to translate faculty requests.

NEXT STEPS

- Research comparator institutions (29 selected from UO comparator lists) for educational technology services, processes, and organizational structures. Initial investigation begun.
- Deploy a new or pre-existing all-faculty survey instrument of educational technology attitudes, issues, and need at UO. Currently coordinating in conjunction with other planned surveys being launched through the Libraries and IS.

Kassia Dellabough, Senior Program Manager
Lindsey Freer, Program Manager
Gregory Milton, Program Manager