

Technical Training

Our team researches tools and trends in online education, always with an eye toward those that will improve the student experience. We have worked with third-party vendors to develop pilot programs for a variety of tools that

- improve student-faculty engagement
- provide data about how-when-where students interact with our courses
- improve upon existing tutoring services at no cost to our students
- foster a variety of learning styles and abilities
- provide options to faculty to create their own multimedia
- provide space for faculty to host their own course-related videos
- provide program-specific ePortfolios which students can personalize to share with prospective employers

Our team works with the pilot team of faculty for each product to determine whether the tool or service meets the intended need, collects data from student and faculty users, and makes recommendations regarding technology adoptions as appropriate.

As each tool is introduced and its use is expanded, our team authors the appropriate Quick Start Guides and Best Practice Recommendations. Faculty and Deans are provided a variety of training opportunities to learn how to incorporate the new tool, including self-paced training, small group webinars based upon curricular area or usage level, and flipped training with check-ins scheduled as needed. Our team also prepares the HelpDesk to be well-versed in each tool as it rolls out, and ensures that proper support documentation for software, browser updates and required plug-ins is in place in ground school computer labs and on resource pages in each online course.