White Paper

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The Center for Instructional Excellence (CIE) provides support for instructional technology. The CIE has three full-time staff and seven part-time staff (see chart page 7).

The CIE works under the direction of the Director, Information Technology Services. CIE staff work in cooperation with the MIS department and the other College staff to manage and support instructional technology for all campuses.

What we do well:

- Ability to work as a team within the CIE and with other College departments to accomplish common goals.
- Single point of contact phone and email for instructional technology assistance.
- Provide advance notification of Blackboard downtime.
- Offer in-person assistance on other campuses as requested.
- Immediate response for requests for assistance between 7:00am and 9:00pm (M-R), 8:00am and 2:00pm (F), weekend and later coverage available during beginning and end of term.
- Provide instructional technology training and support. Training offered during in-service periods at beginning and end of terms, support offered daily.
- Provide special project support for all areas of the College.
- Support high-visibility special events with technology and logistical support.
- Create support and help documentation for recurring technology issues.
- Serve as instructional technology resource for all faculty, staff, and students. Open door policy for immediate assistance.
- Maintain security and reliability of Blackboard by performing weekly backups, applying hot-fixes, etc. Work with MIS and other departments to maintain proper integration and access between SIS and Blackboard.

Accomplishments:

- 2016-2017
  - Installed 40 new classroom projection/audio-visual systems in new Health Building.
  - Upgraded projection system in Sparks LRC.
  - Installed Projection system in Sparks A1.

- 2015-2016
• Installed new Crestron and control systems in Bencze Theatre.
• Upgraded Voretex and stage control systems for Bencze Theatre.
• Upgraded projectors in Bencze Theatre.
• Upgraded projectors in Wheeless Auditorium.
• Upgraded 8 classrooms with new technology.
  o Sparks Campus
    ▪ Sparks Cosmetology – projector, screen, sound
    ▪ Sparks Welding – Flat screen monitor
  o Wallace Campus
    ▪ HVACR Classroom – projector
    ▪ Auto Repair – projector and screen
    ▪ (3) Criminal Justice classrooms - projector and screen
  o Adult Education off-site classroom
    ▪ Installed Smartboard system and projection system
  o Easterling Correctional Facility
    ▪ New projection systems for Electrical and Graphics Design.
• Coordinated installation of new sound systems for softball and baseball fields.
• Supported multiple on-campus events.
  o Theater productions
  o Music productions
  o Inductions
  o Pinning Ceremonies
  o Graduations
• Supported multiple off-campus events
  o Graduations
  o Foundation events
  o Presentations

• 2014-2015:
  • Installed technology upgrades for 23 classrooms across all locations including correctional facilities. Two “classroom of the future” upgrades were installed. One in CEWD 101 and one in Gary Health 105.
  • Participated in 2015 Bellwether Award process. Chris Joiner participated in presentation as finalist at 2015 Community College Futures Assembly.
  • Participated in College’s Plus 50 grant initiative. Served on committee and presented as public sessions.
• 2014-2015: Supported multiple off-campus special events including moving Welding Simulators, projection systems, and sound systems to events. Required logistical coordination before, during and after events. List of events are in SPOL.

• Transitioned College back to KeyTrain from WIN (Spring 2015)

• Participated in College being awarded a $38,459 Wiregrass Foundation Grant for Video transcription. Completed transcription of all instructor-created instructional videos ahead of schedule. Provided staff and faculty support for use of transcripts.

• 2013-2014:

• Transitioned College from KeyTrain System to WIN System. (Spring – Summer 2014).

• Worked with Public Relations and Foundations on multiple events. Open-house events, campus-guest events, photos, committees, technical support. (On-going 2013-2014).

• Participated in Title III grant application process resulting in College being awarded the new Title III grant. (2013).

• Supported Grants Director on numerous grant application processes. (On-going 2013-2014).

• Created detailed Contingency Plans for each CIE full-time staff position (June-July 2013).

• Completed a comprehensive redesign of the College’s Website (2013).

• Supported the ICAN Initiative by facilitating the creation of instructor-made videos for all online and hybrid courses (2012-2013).

• Moved the technology help desk and the CIE facilities into the new Center for Academic Success (August, 2012).

• Involved in designing, planning, and equipping the new Center for Academic Success. (2011-2012)

• Merged technology and facilities duties associated with Bencze Theatre into the CIE without an increase in staffing. (2011)

• Led effort to make eLearning Training a required prerequisite for students taking online courses. (2011)

• Created eLearning Training in Blackboard to support student transition to Blackboard. (2011)

• Created CIE Support Center in Blackboard. Developed help and support tools to aid faculty transition to Blackboard. (2010)
• CIE staff led effort to move to the newest version of the Blackboard Learning Management System. (2010-2011)

• Created Web-based computer lab reservation system to allow faculty and staff to reserve college computer labs for instructional purposes. Previous system required faculty and staff to E-mail the Computer Lab Network Administrator and have request approved manually often resulting in a delay during peak reservation times. New system allows instant reservations with reduced input from CIE staff.

• CIE staff provided oversight and training for faculty move from entering final course grades into WebCT to the Aliiant database. This has significantly reduced the workload of Instructional Affairs and Admissions personnel who oversee grade entering process.

• Reorganized department to better utilize available personnel. Resulted in the deletion of one full-time employee who was replaced by one part-time employee. Dramatically reduced overall salary and benefit cost to the College.

Prior Accomplishments (before May 31, 2009).

• Led the College in developing and implementing student identity verification measures. Continue to offer support and training for process.

• Implemented paid printing for all student computer labs reducing printing costs college-wide.

• Create first set of CIE Policies and Procedures.

• CIE staff’s participated in effort to issue identification badges to all college personnel and in the process created a database with employee pictures.

• SharePoint Project support including technical assistance and training and support.

• Increased hours of operation to ensure availability of instructional technology support during evening and off-peak hours.

• Substantive Change for Electronically-Offered Degree Programs. CIE staff worked with a team of faculty and staff members to draft the College’s Distance Education Prospectus requesting approval to offer greater than 50% of program offerings through distance (online) means. Approval was granted Spring 2010.

• Streamlined computer lab reservation process so that all labs are reserved through the Center for Instructional Excellence.

• Integrated Media Assistant Technician and Computer Lab Supervisor into CIE operations. This resulted in instructional technology equipment and computer labs becoming a part of the CIE.
• Created Standards for Wallace Online document to provide clear direction for online, hybrid, and enhanced course offerings.

• Initiated online course evaluations for compliance with Standards for Wallace Online.

• Evaluated available learning management systems to choose best replacement for current system. This process was completed and Angel Learning was the best system. Implementation put on hold due to state-wide effort to choose new system.

• Released Standards for Wallace Online and initiated extensive effort to bring all courses up to standard.

• Created CIE Support Center within WebCT to offer anywhere and anytime access to information and support documents associated with meeting the Standards for Wallace Online.

• Moved the Instructional Technology Institute to an online format.

• Used Title III funds to purchase equipment for 42 multimedia classrooms.

• Used Title III funds to provide travel for technology related conferences.

• Increased to total number of online and hybrid courses being developed. As of Fall term 2009 there were 118 online and hybrid course sections offered. This fully meets the year five goal for the Title III grant, completed one-year early.

• Moved Web server, in conjunction with the MIS department, from Linux-based platform to Windows-based platform.
Issues and Concerns:

- Inconsistency in instructor preparation for using technology. All current training is completed on a voluntary basis.

- Lack of a centralized technology help desk. CIE serves as a functional help desk in addition to many other duties. As of 2016, this has been addressed with merger of CIE and MIS to create ITS.

- Lack of a centralized technology department with a strong technology leader. Technology is split between many departments including CIE, MIS, and specialized units such as the Simulation Center and other program specific technology units. As of 2016, this has been addressed with merger of CIE and MIS to create ITS.