
Action Project

Institution: San Juan College
Submitted: 2006-09-14 **Contact:** Ron Jernigan
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Timeline:

Planned project kickoff date: 07-01-2006

Target completion date: 07-01-2008

Actual completion date: --

A. Give this Action Project a short title in 10 words or fewer:

Just In Time – Solution Oriented Technology Training

B. Describe this Action Project's goal in 100 words or fewer:

Responding to the specific technology usage needs of students, faculty and staff, the Training Center will plan, design, deliver and evaluate training that meets both immediate and long-term needs. Information will be gathered using Help Desk reports, interviews, technology self-assessments, and focus groups. Additionally, the Training Center will proactively respond to San Juan College's use of emerging and learning technologies.

C. Identify the single AQIP Category which the Action Project will most affect or impact:

Primary Category: Valuing People

D. Describe briefly your institution's reasons for taking on this Action Project now -- why the project and its goals are high among your current priorities:

At the present time, a consolidation of services and initiatives reflecting the online expansion makes it possible to implement a strategic and streamlined technology training program under the management of Online Services. Combined with the Training Center are Course Management, Online Learning Support Management, and Web Services.

E. List the organizational areas - -institutional departments, programs, divisions, or units -- most affected by or involved in this Action Project:

- School of Extended Learning • Office of Technology Services • Online Services • Professional Development
- Student Services

F. Name and describe briefly the key organizational process(es) that you expect this Action Project to change or improve:

Most importantly, the project will dramatically transform the way that students, faculty and staff receive technology training. Rather than be general knowledge based, the Training Center will focus upon providing training that is designed to a) target needed skills; and b) train staff in solution based uses of institutionally deployed technologies.

G. Explain the rationale for the length of time planned for this Action Project (from kickoff to target completion):

The timeframe reflects consideration for changes in application technology usage (desktop applications), data gathered and analyzed from individual incidents reported to the Help Desk (user problems), and the training support needed for implementation of ERP systems (WebCT, Datatel, DAISY).

H. Describe how you plan to monitor how successfully your efforts on this Action Project are progressing:

Satisfaction surveys are an essential method for monitoring the success of a Training Center action project. Performance measurements include responses from trainees. For instructional related training, data will answer the following questions: 1. Did the training save time? 2. Did the training help make them better instructors? 3. Did the training help with student learning?

I. Describe the overall "outcome" measures or indicators that will tell you whether this Action Project has been a success or failure in achieving its goals:

As a need for technology training is recognized, measurements will be developed at that time. A planning template has been developed for training. Within this template, there is a section that asks, "Describe the overall 'outcome' measures or indicators to indicate if training has been a success or failure in achieving its objective."

J. Other information (e.g., publicity, sponsor or champion, etc.):

Tim Warren, VP of Technology Services and Dr. Sandra Tracy, Dean, School of Extended Learning are the sponsors of the project. Lynn Lane, Technology Trainer, Online Services lanel@sanjuancollege.edu, 505.566.3304 is also project leader and contact person.

K. Project Leader and contact person:

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