

**PlanIT Refresh Fifth meeting: Training and Support  
October 17, 2007**

**Discussion Summary (Four Initiatives)**

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***Faculty IT Support Initiative***

provide increased technical support and training to faculty to assist in the delivery of instruction in the classroom and in the conduct of their research, and enhance the Classroom Pool web site to include the ability to add and display departmental classrooms on the site.

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- **Better Address the satisfaction gap** between what faculty get in the classroom and what they need; more than 100 requests every quarter for technology rooms go unfulfilled; do more than fill the need with loanable equipment.
- **Better integrate** the management of departmental and pool classroom resources and make sure that faculty members know about them.
- **Devise incentives to get faculty to attend training** on technology resources and classrooms. Already proven methods have been ATS's two "discovery" days and the Medical Center's offering of unspecified incentives for each hour of training,
- **Explore the possibility of using Carmen** as an instructional tool for self-guided faculty training courses, for example, using software to support research, security standards, office administration, scheduling, and setting up spreadsheets. The Institutional Data Policy Training is the first example of a self-guided course. Carmen is also piloting a wiki service for faculty and staff; it's new step-by-step, searchable, cross-linked help guides are reducing help calls dramatically.

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### ***Information Literacy Initiative***

**Part 1** Build on the information technology skills assessment tool for students used by Undergraduate Studies and expand its use for the assessment of faculty and staff skills as well.

**Part 2** Create a technology literacy development program to bring students, faculty and staff to a basic skill level. Use the data gathered by the assessment tool to streamline a training program to meet the needs of Ohio State students, faculty and staff. This program can be based on the Library's net.TUTOR course, with additional materials to both address the skills identified in the assessment tool and expand its applicability to faculty and staff. Additionally, build awareness of the availability of net.TUTOR within the campus community.

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- **Employ a comprehensive rather than scattershot approach** to bring faculty/staff up to a basic computer literacy skill level.
- **Continue addressing the needs of basic training for employees** such as custodians, and maintenance and grounds workers who might have very little familiarity with computers.
- **Grow the computer short courses** (now including SAS, SPSS, Word, Excel, PowerPoint, and desktop publishing) using the stakeholders group for input about faculty/staff training needs.
- **Coordinate training** and make it available in one place.
- **Explore the possibility of expanding Net.tutor** to include training on software such as Excel and Word.
- **Explore online training through Atomic Learning** on basic office applications like Word, Office suite, and some others.
- **Expand communications** to get more information out to colleges about the availability of these courses, beyond CommuniTy News, onCampus ads, and other current methods; take advantage of timely events to heighten awareness, such as the recent events surrounding security; think about it as a piece of information literacy.
- **Consider and publicize the underused resource** in the old Buckeye Bundle on the current Microsoft contact; we have access to 2003 courses and Office 2007 may use the online training facility as part of our contract. There's a link to it on Site Licensed Software but it's not user friendly.

- **Recognize that:**

- **training needs never go away** partly because the technology is always changing.

- **there's a concern about time** and a reluctance about going somewhere else for training.

- **faculty generally don't learn about** training opportunities until they need them.

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### ***Staff Education and Training Initiative***

Establish an IT staff education, training and career development program.

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- **Develop a specific leadership program for IT**, something that combines Leading Edge and CIC leadership programs to make one that's easy to deliver to a variety of people.
- **Adapt OIT / ATS staff technical training** to offer it to departments that have to train their own technical staff.
- **Engage in good contracts** such as SANS, which leveraged our size to get good prices.
- **Establish a committee to explore ways to** provide various resources to get new DNAs up to speed with OSU's way of doing things and also plug into people at the CIO's Office or OIT who can take quick high-level questions about best practices; consider all the ways training happens, sometimes in 5 or 10 minute intervals.
- **Consider three aspects of the DNA bootcamp idea:** (1) collect feedback on the whole idea, which has a stumbling block on the breadth of issues, but isolate smaller topics; (2) cover general university policies and processes and several kinds of sessions focused on different areas, like security and process areas; (3) ask SANS to do a presentation that's useful in our distributed environment.
- **Conduct a skills inventory** with campus staff and address the gaps through training.
- **Formalize a process** to make better use of expertise on campus for example, using a common site and software such as SharePoint, a wiki, or a blog to provide topic-specific resources that people can contribute to and that can be modified over time.
- **Help staff find a career path** so we don't have a large drain when someone who's been around for a long time leaves the institution; capture and grow the expertise on campus and put in scaffolding so that people can move within the institution, and we know that they're trained; recognize that someone must own this process or it won't happen, and get the dollars that go along with it. Start small and put a framework in place with a volunteer subset of the stakeholders group to show what we want to accomplish; involve central HR to re-look at how they're organized and to make some changes.

- **Encourage faculty and staff to network** and meet with those in other areas with expertise; cross working groups of different colleges and attendance at gathering such as the PlanIT Refresh meetings are two examples; capitalize on the timing of President Gee's six strategic goals to work across silos and organizations.

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### ***User IT Support Initiative***

Extend help desk hours and enhance the help desk web site to enable users to perform needed services without staff assistance.

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- **Continue discovery of the types of service** wanted on campus and how faculty and staff want it delivered, e.g., special phone service, access to database articles, weekday help, or a combination of special things.
- **Pass on the training** that OIT has benefited from to other departments and staff.
- **Set up a mechanism for local IT staff** to get to the central experts they need without calling 8help.
- **Continue exploring ways to extend Remedy** to other departments and involve more people; continue inviting non-CIO DNAs to use Remedy; make seamless the passing of Remedy tickets between local support and 8help.
- **Scale up Remedy and the bandwidth needed so that** initiatives such as SIS and its business sponsors in admissions, financial aid, etc can get centralized support and track issues; get more support for all the networking on campus; improve first call resolution, to get an answer while on the phone and a live person to talk to.
- **Explore Remedy Service Desk** for multiple tenants or licenses, which could be units, colleges, departments; look at how the University of Northern Texas is already doing this; continue involvement with the Medical Center and OSCNet to share onsite advanced Remedy training.
- **Consider the third Remedy option** of open source trouble ticketing packages within our operability, a relatively inexpensive solution for departments that retains the ability to communicate to the central trouble ticketing system.