

# PRIVATE RESEARCH UNIVERSITY INSTRUCTIONAL TECHNOLOGY

A private research university sought a more unified approach to supporting instructors using technology in their courses. An internal investigation revealed an impressive array of innovative teaching strategies, but also an awkwardly varied approach to collecting data, assessing results, and supplying instructional technology support – from instructional design to content development to technical support to course evaluation.

In collaboration with a university group representing the University’s Information Technology Services, University Libraries, Office of Academic Assessment, and the Center for the Advancement of Teaching, brightspot developed, piloted, and assessed a new service model that would provide a more cohesive source of instructional technology support. This involved creating a comprehensive service portfolio, migrating to a shared ticketing system, standardizing an approach for collecting data, composing new communications materials, and designing a staff training program with tools and strategies for collaborative problem-solving.

In a post-project evaluation, brightspot found that 88% of faculty said they were satisfied with the new support services, and 78% said they were satisfied with the instructional technology tools and platforms. Eight out of ten staff members also said they were satisfied with the training sessions.

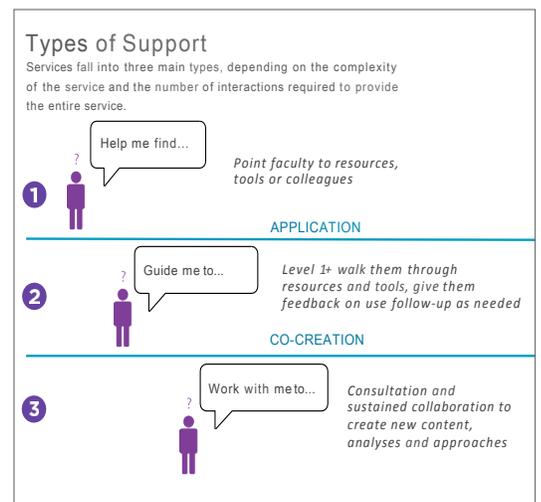


## JOURNEY MAPPING

Who's Capturing What Data & How:

PRIORITY METRICS	AMS	Campus Media	CAT	Digital Studio	Data Services	GTS	ITS
who is making the request?		📄	📄	📄	📄	📄	📄
what school are they from?	📄		📄	📄		📄	📄
what is requested? (6 Categories)		📄	📄	📄		📄	📄
what is requested? (specific service)	📄	📄	📄	📄	📄	📄	📄
when was the request made?	📄	📄	📄	📄	📄	📄	📄
how was the request made? (method/URL)		📄	📄		📄		📄
how long until resolution?		📄		📄		📄	📄
how many referrals were needed?				📄			📄
notes	- Aren't tracking specific faculty? - Only tracking "when" by month?	- Transferring to ServiceLink - Who requests services and how is only tracked for Tech. requests	- May be tracking workshops & attendees - Tracking consults, but data is private	- Digital Studio is all to consults entered in SL after delivery - Other services recorded by learning and desktop authentication	- Moving to desktop authentication	- Only reflects GTS consults which are entered in SL after the service interactions	
key:	📄 some data collected in ServiceLink 📄 all data collected in ServiceLink	📄 some data collected manually or in other system 📄 all data collected manually or in other system					

## METRICS CAPTURE MAP



## TYPES OF SUPPORT