Agenda

• Announcements & Updates

• Overview: Teaching & Technology Initiatives

• Piloting an Enhanced Service Model for Instructional Technology (ESMIT)
  -Elizabeth McAlpin, GTS

• ESMIT & Learning Outcomes Assessment
Updates & Announcements

• Middle States Accreditation Review (Russ Hamberger)

• FY2013 OAA Unit Feedback Reports & Meetings (Melody Cherny)

• Assessment Council Symposium: NEW DATE (Spring 2014; please complete doodle poll by 11.1)
Teaching & Technology
Piloting an Enhanced Service Model for Instructional Technology (ESMIT)

Elizabeth McAlpin
Assistant Director of Learning & Curricular Development
Global Technology Services (GTS)
Why Pilot an Enhanced Service Model for Instructional Technology?
Before: Many Paths to Teaching and Learning Resources

Where do I go for...?

Faculty Resource Network
Center for Advancement of Teaching
Advanced Media Studio
NYU TV
Global Technology Services
Campus Media
Digital Studio
NYU Classes
NYU Library
Research Computing
Course Packs
Data Services
Course Reserves Services
Video Conferencing
Before: Independent Groups

Where do I go for…?
Governance and Advisory Groups

University Committee Guidance and Sponsorship
  • Faculty Committee on the Future of Technology-Enhanced Education at NYU, Co-Chairs, Rick Matasar and Matthew Santirocco
  • Teaching Technology Committee, Chair Matthew Santirocco

Executive Sponsors
  • Tom Delaney, Marilyn McMillan, Carol Mandel, Matthew Santirocco

Operating Committee and Advisory Leadership
  • David Ackerman, Roddy Austin, Kitty Bridges, Bobby Brill, Lucinda Covert-Vail, Elizabeth McAlpin, Peggy McCready, Michael Stoller, and Peter Schilling
  • Academic Technology Cabinet
  • ITS and GTS Executive Team

Affinity Group Participants
  • .edu ITS - Liam Fry, Peggy McCready, Richard Malenitza, Gary Shawver, and Lynn Rohrs
  • GTS - Ben Maddox (facilitator), Elizabeth McAlpin, Natalie Hidalgo, Lillian Moran
  • Libraries - Jennifer Vinopal, David Millman, and Samantha Guss, Roddy Austin
  • Office of the Provost / Office of Academic Assessment - Diana Karafin
  • Office of Faculty Resources/Center for Advancement of Teaching - Debra Szybinski, Anne Ward
“Building on the successes and the lessons learned this past year, and anticipating increased demand, the University will pilot this coming fall an enhanced service model, which we expect will increase our capacity to provide faculty support.”

- Matthew Santirocco,
  Senior Vice Provost for Undergraduate Affairs
  Spring 2013, to the Deans
Affinity Group Timeline

- **Roundtable Discussions**
  - Sept '12 - Jan '13
  - Roundtable Report
    - Jan '13

- **Affinity Group & Pilot Prep**
  - Feb '13 - Aug '13
  - June Report
    - Jun '13
  - Staff Training & Pilot Launch
    - 8/28 - 9/12

- **ESMIT Pilot**
  - 8/28/13 - 8/15/14
  - Initial Evaluation
    - Oct '13

- **Continued Improvement & Roll-out**
  - Second Evaluation
    - March '14
Service Model Partners

CAT
The Center for Advancement of Teaching (CAT) supports and nurtures effective teaching and learning at New York University.

GTS
At Global Technology Services (GTS) we work with our partners to develop common technology across our GNU sites; pioneer new ways of using technology to teach and learn; cultivate academic and corporate partners; and manage each project as it comes to life.

ITS
Information Technology Services (ITS) provides technology-based services and support for NYU students, faculty and staff throughout the Global Network University.

Library
NYU Libraries, comprising 10 libraries, 6.3 million volumes, provide students and faculty with access to the world’s scholarship and serve as a center for the University community’s intellectual life.

OAA
The Office of Academic Assessment (OAA) serves to grow and support the ongoing efforts of academic departments and units assessing student learning.
Ah, I can see more clearly now.
Affinity Group Core Competencies

- Collaborate across instructional support teams to help faculty find the services they need to enhance their course, course segment or curricula with technology.

- Increase Visibility of New and Existing Services to the Community

- Capture Metrics at different stages of faculty engagement to identify emerging needs for tools, skills and additional training or collaboration.

- Leverage the collective strengths and skills across teams to create sets of tutorials
What services does the pilot bring together?
Service Categories

- Classroom & Learning Spaces
  » Read more

- File Storage & Sharing
  » Read more

- Instructional Design & Assessment
  » Read more

- Instructional Technology Tools & Services
  » Read more

- Research & Data Support
  » Read more

- Video & Media Creation/Presentation
  » Read more
Service Categories

1 Classroom & Learning Spaces:
   Example services:
   - Classroom Recording
   - Classroom Support
   - Classroom Desktop Support

2 File Storage & Sharing:
   Example services:
   - File Sharing
   - Files 2.0
   - Network / Storage
   - Webspace
   - Service 5

3 Instructional Design & Assessment:
   Example services:
   - Assessment Support
   - Instructional Feedback
   - Workshops & Programs
   - Course Redesign

4 Instructional Technology Tools & Services:
   Example services:
   - Academic Tech. Centers
   - Blackboard
   - Image Management
   - NYU Classes & CoLabs
   - Virtual Space

5 Research, Data & Software Support:
   Example services:
   - High Performance Computing
   - NYU Survey Service
   - Research Computing
   - Spatial Data Repository

6 Video & Media Creation / Presentation:
   Example services:
   - Audio & Video Capture, Production and Publication
   - Live audio and video capture
   - Photo, Slide and Text Scanning
Ways for faculty to get in touch

**Phone**

“Call us with your questions and speak to a real person about your technology needs. If we can’t help, we’ll direct you to someone who can.”

**Online**

“Browse our online database full of tutorials, FAQs and contact information. We’re here to connect you to the resources you need.”

**Consultation**

“Need time to discuss new approaches to your curriculum design? We’re offering in-depth consultations that walk you through the process, step-by-step.”
What are types of support?
Types of Support

Services fall into three main types, depending on the complexity of the service and the number of interactions required to provide the entire service.

1. **Help me find ….
   Point faculty to resources, tools or colleagues**

2. **Guide me to…
   Type 1 + walk them through resources and tools, give them feedback on use follow-up as needed**

3. **Work with me to..
   Consultation and sustained collaboration to create new content, analyses and approaches**
# Types of Support

<table>
<thead>
<tr>
<th>Types of support</th>
<th># of interactions</th>
<th>Process</th>
<th>Sample Services</th>
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| Intake           | 1                 | • A coordinated entry process across ITS, Library, GTS and CAT, involving initial service requests via telephone, website or in-person | • Logging request, assess urgency  
• Gather faculty info: How did you find out about us? Is this your first time using this service?  
• Issuing ticket  
• Make referral after initial interview |
| “Help me find…” | Low 1—3           | • Point to an online resource  
• Answer a quick question  
• Walk me through the steps | Existing technological services for T & L:  
• Google Apps  
• NYU Classes  
• NYU Stream  
• Surveys  
• wikis |
| “Guide me to…”  | Medium 4—7        | • Referral from phone or another group  
• Walk-in  
• Individual consultation about goals, time availability, tools, etc  
• Develop and execute “service plan” | Service examples:  
• Making effective use of visuals  
• Introducing statistics, GIS and other data analysis and presentation tools  
• Digitizing materials  
• Self Help Creating content (e.g.: video) |
| “Work with me to…” | High in-depth (7+) | • In cases requires referral from a Dean or proposal to Dean  
• In-depth project planning  
• In cases requires multiple people to support | Service examples:  
• Co-Creation of material for use in online or blended course (e.g.: pre-post produced video)  
• Curricular design or redesign with use of data, technology and/or multimedia  
• Pedagogical enhancements  
• Create effective assessments for course/program |
How will we track services and referrals?
ServiceLink

The ServiceLink initiative is developing an ongoing University-wide service which will create a common user experience for seeking help, knowledge and making requests.
How will we measure ourselves?
Implications for Assessment Landscape

**Awareness**
- Existing Assessment Services (OAA, CAT, ORASA)
- New Teaching/Technology Services

**Usage**
- Existing Assessment Services (OAA, CAT, ORASA)
- New Teaching/Technology Services

**Micro-Macro Linkages**
- Student/Course/Program/School/GNU
Using ESMIT Resources to Strengthen Outcomes Assessment

**Course**
- Improve outcomes by enhancing learning opportunities with technology (e.g., course redesign; incorporate technology to better engage students; update course assignments to include technology driven requirements)
- Gauge impact of technology enhancements on student performance and student perceptions, making appropriate adjustments.
- Use technology to maximize efficiency in course administration, including assessing students and sharing feedback on assignments.

**Program**
- Seek assessment overhaul support from collaborative assessment/technology service teams
- Use technology to better incorporate affiliated global sites into assessment plan and cycles of improvement
- Leverage NYU platforms to support assessment plans, data collection, evaluation, etc.
- Streamline course-embedded data capture (e.g., capstone papers)
- Improve sampling strategies to assess student work
- Facilitate faculty communication and assessment planning pathways with technology
- Incorporate into assessment design impact of new teaching and technology enhancements on student learning.

**School**
- Assessment compliance and progress tracking
- Assessment data storage, analysis, and file sharing
What Next?

• Explore new Instructional Technology Site

• Search ServiceLink Site for Services, Tutorials, and to Connect with Service Providers

• Share ESMIT with Faculty

• Submit a Request or Ask a Question:
Questions?

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