Academic Adoption of Learning Technologies: an at-the-elbow support service model

Brendan Cuff, Ghylène Palmer & Amanda Myers
Project Background

• ECU’s Technology Enhanced Learning (TEL) blueprint aimed to increase academics’ use/adoptions of technologies by investing in
  – Infrastructure
  – Pedagogical support services
  – Technical support services...

• Tech Support services > skill/confidence > tech adoption
Improving the tech support services model

**eLearning Assist hotline**
- 0% in-person contact
- 100% phone/email contact
- Provide assistance only
- Available all day x5 days
- Often must “refer people to training” 😞

**LTSO’s**
- In-person
- Email/phone
- On-demand
- Just-in-time
- Conspicuous
- Easy-to-catch

**Training workshops**
- 100% in-person contact
- 0% Phone/email contact
- Provide training only
- On set dates/by group arrangement
- Often must ration the “post-workshop care” 😞

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Blackboard

#TLCANZ18
A new hope: Learning Technology Support Officers (LTSOs)
‘At the elbow’ support for academics

- Empowerment, not dependency!

- Help academics who are
  - New and needing foundation skills
  - Experienced but having issues
  - Time-poor/conflicting priorities

- Workload was ad-hoc > project-based

- Emphasis on in-person support
  - Physically “at-the-elbow”
  - Physical presence in your School

- Fix problem, then push ball forwards!
Who trains the trainer?

- Intensive Bootcamp for initial training
  - Covered everything needed to hit the ground running
  - Creation of Blackboard resource site (still in use)

- Chaperoning and team-ups

- Text and video chat to counter physical distance between LTSO’s (MS Teams)
Launch and promotion

- University Executive
- Associate Deans
- Unit Coordinators
- LTSO outreach activities
- Online presence
- Campus roadshow
- Marketing Materials
- General networking
Evaluation methods

Blackboard Analytics

Online surveys (Qualtrics)

LTSo consult notes

Feedback from focus groups

External Reviewer

Stories of change
Stories of Change/testimonial video

Q1: Thinking about the LTSO service, how has it been beneficial to you?

Q2: Are you using new digital technologies as a result of the LTSO service?

Q3: Do you have any other comments that you would like to share about the LTSO service?
Outcomes and results

- Increased adoption of learning technologies university wide
- Instigating valuable change in academic teaching
- Appropriate technologies tailored to the needs of each School
- Professional partnerships
- Enhanced learning experience in online learning

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Epilogue

- Demonstrated experience working with academics
- Good knowledge of existing learning technologies
- A genuine interest in upcoming learning technologies
- Confidence in problem solving using technology
Questions? Thank you for your time!