Enhancing the Student Experience Through Technology Training

A Case Study

Sarah-Jane Saravani
Learning Hub Manager
Wintec

sarah-jane.saravani@wintec.ac.nz

Shar-e-Fest, 11, 12 July 2011, Wintec, Hamilton
Identified Weakness – Internal

“Student feedback … indicate that Wintec services are meeting the needs with the exception of Moodle and Mytec access and support”

Master of Nursing, Programme Self-Assessment, 2010
Identified Weakness - External

“Despite the clear intention that technology play an important part in the Wintec student experience … there is a lack of visible systems supporting and promoting the active use of these tools throughout courses.”

“More focus should be placed on ensuring students understand clearly how the technology infrastructure provided by Wintec including the Moodle..., can be used to improve their learning.”

ibid.
Student technologies competency project

Goal –

To increase students’ confidence and success in the use of course-related technologies and the attainment of digital information skills through the provision of a systematic training programme
10 stages

receive feedback from teaching staff as to which technologies they required students to demonstrate competency in
create instructional packages
identify specialist trainers to train Library/ITS Helpdesk instructors
develop the programme of instruction
communicate with teaching departments and establish a schedule of instruction
deliver the programme to newly-enrolled students
evaluate the programme against an internationally-recognised, quality assessment framework.

Shar-e-Fest, 11, 12 July 2011, Wintec, Hamilton
Facing the students

Joint IT Student Helpdesk/Library programme
2 delivery methods

1. PowerPoint demonstration – 30 minutes
2. Live session – 60 minutes

PowerPoint included in LibGuide
Things you need to know

- Your **Student ID card** is your Library card, photocopy card, and gets you into The Hub after hours.

- Your **username** and **password** lets you login to the computers on campus, and gives you access to Wintec resources off campus.

- **MyTec** is your portal or gateway to the online student experience at Wintec. Check out the tabs for links to things that will make your time at Wintec easier.

- **My SkyDrive** is found through the Office link on LiveMail, it’s where you’ll find:
  - online versions of Microsoft Word, Excel, PowerPoint and OneNote - great if you don’t have these at home.
  - 25GB of storage - yours even if you leave Wintec!

- MyTec lets you preview your Wintec email and calendar, go to LiveMail to manage them. Login to LiveMail using your email address - **username@student.wintec.ac.nz** and...
Web parts - mail, calendar
Were there problems?

Yes

But ..... Informal feedback from tutors indicated 1\textsuperscript{st} year students were more advanced in their levels of competence with Moodle and MyTec than some of their 2\textsuperscript{nd} and 3\textsuperscript{rd} year students.
e-Learning Maturity Model (eMM) capability assessment framework as a tool to collect evidence-based information
Student Technology Competence Training – Assessment (Student)

For the purposes of this training, *technology* is defined as software and programmes that support currently-taught courses at Wintec.

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<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
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<tbody>
<tr>
<td>1.</td>
<td>Technology training should be offered to all new students</td>
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<td>2.</td>
<td>My level of technology competence increased following the training</td>
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<td>3.</td>
<td>The training assisted my course activities</td>
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<td>4.</td>
<td>Technology training should be incorporated within the curriculum</td>
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<td>5.</td>
<td>Technology training has contributed to the support I receive from Wintec</td>
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1. Did you receive information on the technologies you would be using at Wintec prior to your commencement?

2. How did you learn about the technology training programme?
4. Were you provided with adequate opportunity to work through the technologies being demonstrated?

5. Did the training provide you with sufficient explanation of the technologies?

6. Did the trainer explain things clearly?

7. Did your level of understanding around technology at Wintec change as a consequence of the training? How?

8. Has the technology training received assisted your study at Wintec? In what way?

9. Would you recommend other first-year students undertake technology training?
**Student Technology Competence Training – Assessment (Staff)**

For the purposes of this training, *technology* is defined as software and programmes that support currently-taught courses at Wintec. Review the following statements and indicate the level of agreement with each of them.

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1. How do your students receive information on the technologies they will be using at Wintec prior to programme commencement?

2. What are your expectations of students’ ability to engage with technology?
4. What were your expectations of the student technology competency programme?

5. Were the training sessions delivered in a manner that suited your requirements? Please comment.

6. Were you able to build upon this training with your students as part of the course introduction? In what manner?

7. Did your students demonstrate increased levels of understanding or competence regarding technology use? Please provide some details.

8. Has the technology training programme had any other impact upon student competence in engaging with learning?

9. Were you able to provide feedback to the instructors and was this acknowledged?
# Initial quick analysis

## 5 tutor responses

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