

# Enhancing the Student Experience Through Technology Training

## A Case Study

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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. ”*

Marshall, S. (2010). Report on the e-Learning Maturity Model Capability Assessment of Waikato Institute of Technology.

*“ 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.

# 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



Library » LibGuides » Technology at Wintec

## Technology at Wintec

Tags: [document storage](#), [email](#), [how to guide](#), [livemail](#), [moodle](#), [my skydrive](#), [mytec](#), [technology on campus](#), [tour](#), [wintec](#)

Things you need to know about the technology you'll use while at Wintec.

Last update: Mar 3rd, 2011    URL: <http://libguides.wintec.ac.nz/technologyatwintec>    🖨️ [Print Guide](#)    📡 [RSS Updates](#)    ➕ SHARE    📧

- Overview
- Student ID Card
- MyTec
- Email on campus
- Creating, saving and storing documents
- Moodle
- Libra

**Overview**    💬 [Comments \(0\)](#)    🖨️ [Print Page](#)    🔍 Search:

### 📄 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 worth of storage - yours even after 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

The image shows a screenshot of a web portal interface with several sections. Red arrows point to specific elements:

- LiveMail**: A red arrow points to the 'LiveMail' header in the top left.
- LiveFile**: A red arrow points to the 'LiveFile' header in the middle left.
- LiveCalendar**: A red arrow points to the 'LiveCalendar' header in the bottom left.
- My Modules**: A red arrow points to the 'My Modules' header in the right sidebar.

The 'LiveFile' section contains a grid of links:

My Network Files	My Mail	My SkyDrive
My Contacts	My Calendar	My @Edu Home

The right sidebar contains several sections:

- Announcements**:
  - [New food outlets coming to the Gallagher Hub](#)
  - [ITS Scheduled Outage this Friday 24th June from 10am to 10pm](#)
  - [Student Association Special General Meeting 30th](#)
  - [Student Life Office Now OPEN!!!!](#)
  - [Student Handbook Winning Number!!!!!!!!!!!!!!](#)
- My Modules**:
  - [Active Learning Online](#)
  - [Moodle Training](#)
  - [Library Technology Course](#)
  - [Library Tour](#)
  - [MoodleMates](#)
- My Fees**
- LiveLinks**:
  - [Wintec Public Website](#)
  - [Import My Timetable](#)
  - [Mytec Discussion Forum](#)
  - [Library](#)
  - [Change My Theme](#)
  - [Book a Hub PC Now](#)
  - [Max FM 107.1](#)
- My Links**:
  - General**
    - [Google](#)
    - [Add Link](#)

# Were there problems?

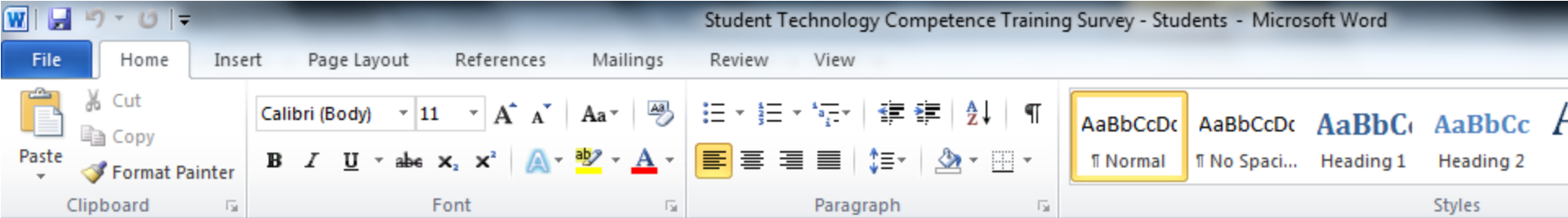
Yes

But .....

Informal feedback from tutors indicated 1<sup>st</sup> year students were more advanced in their levels of competence with Moodle and MyTec than some of their 2<sup>nd</sup> and 3<sup>rd</sup> year students

# Assessment

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1. Technology training should be offered to all new students					
2. My level of technology competence increased following the training					
3. The training assisted my course activities					
4. Technology training should be incorporated within the curriculum					
5. Technology training has contributed to the support I receive from Wintec					

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?

File Home Insert Page Layout References Mailings Review View

Clipboard: Paste, Cut, Copy, Format Painter

Font: Calibri (Body), 11, Bold, Italic, Underline, Text Color, Background Color, Font Color

Paragraph: Bullets, Numbered, Decrease Indent, Increase Indent, Paragraph Spacing, Line and Paragraph Spacing, Text Wrapping

Styles: Normal, No Spacing, Heading 1, Heading 2

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?

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Styles: Normal, No Spacing, Heading 1, Heading 2

### 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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1. Technology training should be offered to new students					
2. My students demonstrate greater technology competence following the training					
3. The training supports my course activities					
4. Technology training should be incorporated within the curriculum					
5. Technology training contributes to student satisfaction					

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?

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Paste Cut Copy Format Painter Clipboard

Calibri (Body) 11 A A Aa Font

Paragraph

AaBbCcDc AaBbCcDc AaBbCc AaBbCc Styles

Normal No Spaci... Heading 1 Heading 2

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 s
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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1. Technology training should be offered to new students				1	4
2. My students demonstrate greater technology competence following the training			1	2	2
3. The training supports my course activities				1	4
4. Technology training should be incorporated within the curriculum		1?	1	2	1
5. Technology training contributes to student satisfaction				2	3