Innovation of the Year 2011 – Application
Glendale Community College Technology Resources Online Orientation

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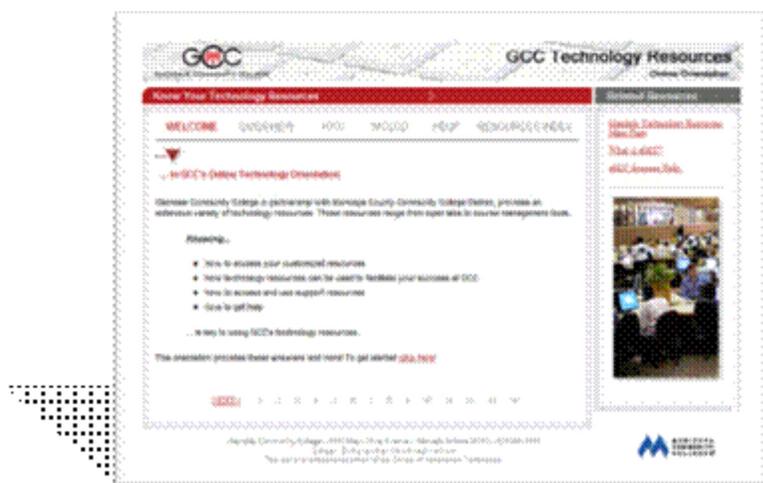
Executive Summary

Glendale Community College, in partnership with Maricopa County Community College District; provides an extensive variety of technology resources. These resources range from open labs to course management tools. Many of these resources are available 24/7. Now, GCC's community can easily learn what resources are available, how these resources can be used to support their success at GCC and how to access them by viewing the Technology Resources Online Orientation. Links to support resources and **Take 5** learning opportunities accompany each topic and feature user insights and short tutorials. These features allow the user to customize the orientation to meet their specific knowledge level and pace, to maximize their success.

Want to learn more? **Take 5** and drop by at http://www.gccaz.edu/hd/tech !

Collaboration and Quality

A team of stakeholders was formed by Sherry Johnson (Project Coordinator), to ensure the orientation meets the campus's diverse needs. These individuals provided diverse expertise and service perspectives.

Team members:

Sherry Johnson, Helpdesk Manager	Debbie Gilsdorf, Client Support Analyst ,College Application Services, Client Support Specialist
Dorene Kessler, Director, Technology and Support Services	Theresa Hilding, Director, College Application Services
Paul Romo, Career Counseling Services	Tressa Jumps, Director of Marketing & Public Relations
Trini Sandoval, Career Counseling Services	Connie Greenwell, Student Life
John Gibson, Business and Information Technology	Dennis Topel , Center for Training, Learning and Engagement

In addition to the team of stakeholders, many students and faculty members tested and reviewed the orientation. Their feedback was used to ensure the Technology Resources Online Orientation meets the needs of our campus.

Timeliness

GCC strives to provide technology resources to meet our users' rapidly evolving and shifting technology needs. GCC's technology helpdesk staff recognized the importance of a support resource that would also meet their clients' changing needs. This resource needed to be accessible 24/7; relevant to both our on-campus and off-campus technology users, and easily

updated. The solution was The GCC Technology Online Orientation, introduced this semester (January 2011).

Effectiveness and Efficiency

There are many ways the Technology Online Resources Orientation is effective and efficient:

- · Flexible design provides for rapid turnaround when new technologies become available or the needs of our campus community change.
- · Clear navigation enables the users to move easily among topics to view the complete orientation or only access topics which match their technology needs.
- · It provides a customizable learning experience.
- · Instructors can use the orientation in the classroom to introduce their students to course related technologies.
- · A variety of delivery formats were used to accommodate different learning styles.
- · Cost effectiveness:
  - o Orientation was created in house.
  - o 24/7 online availability; saves both the campus and our campus technology users time and money.
  - o Can be edited using common web editing tools, such as Dreamweaver.

Replication

This project can be easily replicated. The orientation template is portable and easily modified using basic web editing tools.

All resources were readily available on campus:

- · Videographer
- · Volunteer participants (Take 5 videos)
- · Photographer
- · Web development staff

Creativity

- · To ensure the orientation was user-friendly, navigation patterns were studied by selected team members and findings reviewed by the project team. Results were then incorporated into the orientation.
- · User testing was conducted and results used to refine the orientation.
- · GCC technology information presented by users for users through Take 5 video clips.
- · One of the first campus-based online technology orientations available in the Maricopa County Community College District.
- · Multi-leveled to match the user's knowledge base.
- · Learning and explorations opportunities are provided throughout the orientation.
- · The Technology Online Orientation not only serves as an orientation, but also a base for exploration and a resource for future reference.

Recently, Allegheny Community College expressed interest in replicating our orientation by requesting the name of our consultant. We were proud to share that our orientation was created using talents available within our campus community and, if desired, we could also supply a base template to assist in the development of their site.