

(Pagnucci and Sherwood)

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IT SUPPORT - <http://www.iup.edu/page.aspx?id=1401>

Academic Services - <http://www.iup.edu/itsupportcenter/howto.aspx?id=27473>

Technology Guide for Faculty - <http://www.iup.edu/itsupportcenter/howto.aspx?id=44431>

"Academic Resources" / "Technology for Faculty" starting pages are organized around help tasks. Current pages and their organization assume visitors who know what they want to do, which tool is most useful, and simply need instruction on how to utilize it.

- Adapt the pages or create a faculty overview page (cross-indexing many of the same task-oriented pages) that gives a to why and how "services" such as the p: drive or course section email, etc. are useful.

Some IT mission-type language could be included to help faculty see how IT is trying to assist faculty

This might include some information about the structure of IT support, from the help desk to the college tech rep

This could be organized in terms of specific needs (submission of individual work for grading; sharing of group work for class review; publishing of group work for world access etc.); some "tools" would be referenced in multiple places

Current categories / groupings reflect technology type rather than usages (e.g. project directory and Moodle belong in the same usage category)

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- Provide some guidance in making technology choices when more than one service meets similar needs (project directory, personal webspace, Moodle, blog...)
- This might be an area to also reference expert faculty users on campus, part of the knowledge database of faculty skills ACPAC has talked about collecting
 - Links could be added to show examples of successful faculty projects/web sites

- Many system-specific resources are documented for the 2 or 3 dominant configurations
 - Helpful to provide _____ and use information (not tutorials and step-by-step guides) for other users
 - Examples would include VPN, wireless, and Drive-mapping
 - We recognize that creating step-by-step guides and tutorials is

