Toward a Mature Full-cycle Professional Development and Support Model for Educational Technology in Higher Education

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...Faculty are increasingly expected to serve as learning architects, guides and facilitators, and assessment specialists. They are expected to understand and employ the latest technological tools for learning, teaching, and assessment in interactive classrooms; work with a variety of course models, including face-to-face, blended, flipped, and online learning; and nurture in their students skills such as critical thinking for evolving professional careers.

- Educause Horizon Report 2018
The Northeastern Learning Environment

Northeastern University Information Technology Services

AVP Academic Technology Services and Customer Services

Director of Customer Services
Director of Academic Technology Services

Academic Instructional Technologist (x3)

Asst Director, Integrated Learning Systems

Academic Systems Administrator
Academic Instructional Technologist
NLE as faculty see it (WIIFM?)

Concrete infographic shows:

- Tools
- Description
- Role in pedagogy
- How to get support
Technology Selection

*Change management cycle supports the** process*

*Feedback and analysis supports the** decision*

- University Strategy
- Faculty and student feedback
- Ed tech environment
- Metrics and analysis
Professional Development

- Training: Group, Custom, One-on-ones
- LMS-Integrated documentation
- Help desk for just-in-time support
- Consultation for individuals and groups to co-create solutions and learning pathways
- Resource sites: Classrooms, Data Tools, Ed Tech Tools, Learning Spaces
TECHNOLOGY IN TEACHING EXPO

Information Technology Services is excited to announce our fourth annual Teaching & Technology Expo. All Northeastern University faculty and staff are invited to engage with colleagues, share knowledge, hear how different departments are using technology and how Information Technology Services is supporting your efforts.

Participant panels will take place in three locations in the Interdisciplinary Science and Engineering Complex. Panel members from around the university will discuss and share their classroom challenges, concerns, perspectives, insights and solutions.

SCHEDULE OF EVENTS

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00a – 9:00a</td>
<td>Registration and Breakfast, ISEC Lobby</td>
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<tr>
<td>9:00a – 9:45a</td>
<td>Keynote address, ISEC Auditorium</td>
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<td>9:45a – 10:05a</td>
<td>ATS Welcome and What's New, ISEC Auditorium</td>
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<tr>
<td>10:10a – 11:20a</td>
<td>Panel discussion session A, ISEC 136, Auditorium</td>
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<td>11:25a – 12:30p</td>
<td>Lunch, ISEC 140</td>
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<td>12:00p – 12:30p</td>
<td>Poster Session, ISEC 138</td>
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<td>12:30p – 1:40p</td>
<td>Panel discussion session B, ISEC 136, 142</td>
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<tr>
<td>1:50p – 3:00p</td>
<td>Panel discussion session C, ISEC 136, Auditorium</td>
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Register Now!
The Learning Management Environment Steering Committee identifies opportunities and provides recommendations regarding the tools and functionality of University-wide learning technologies. Drawing on expertise in both technology and pedagogy, the Steering Committee seeks to provide guidance in the development of robust environments for learning, discovery, and engagement for faculty and students that are grounded in sound principles of learning and practice. This group will also engage in substantive research and discussions that deal with the important role that learning technology plays in various educational modalities in play at Northeastern University.
Metrics

Data shows growth of services over the past four years:

- 43% increase in unique users per service over the last four years
- 83,242 unique users over the 2017 year means that students encountered an average of two to three of our services this year
Resources

- Training guide
- Resource guide
- Quick guides
- ATS website
- NLE website
- Classroom website
- Date Resource Portal
- LMESC website
- Discovery Lab website