



Shared IT Services for Higher Education & Research

Conference 2019

No One Left Behind: A panel presentation by Educational Technology Specialists

As front line educational technologists, how do we foster digital and technical competence at our institutions during this time of rapid change and expansion?

First Nations Acknowledgement

- Let us begin by acknowledging the Coast Salish People on whose traditional territories we are privileged to hold this session today. Thank you.



Learning & Teaching Centre

Director

Course
Development

Technology
Development
& Support

Handover

13

Instructional
Development
Consultants

3

Instructional
Media
Developers

5

Course
Production

7

Educational
Technology
Services

3

Video
Producers

2

Graphic
Artists

4

Dept.
Admin
Support

6

Multimedia
Developers

3

Survey's &
Course
Evaluations

8

Audio
Visual
Services

Phone
E-mail
Drop-in

- Ed Tech Systems Administration & Vendor Relationships
- Program/course advising
- User Training (1-on-1 or group)
- Helpdesk (31,000 contacts per year) - -
- Research and strategic planning
- New technology rollout
- Course Technical Audits
- Ongoing support for the lifecycle of all courses (8K+/-term)

Innovation & Instructional Technologies Centre



Teaching + Learning Centre

Teaching and Pedagogy Services (TAPS)



Collaborative Technology Services
& IT Services



Emily Carr University Production Services

Innovation & Instructional Technologies Centre

Teaching + Learning Centre

TLC Coordinator, Seconded Faculty, Student RA's

- Faculty and Staff Drop In and DIY Authoring
- Networked, Web and Software Applications
- Audio, Video, 3D and VR Workstations
- Professional Development
- Studio Facilities for Video and Photography
- Workshops + Meeting Space

Classroom Technical Support and Operations

Collaborative Technology Services

Manager, Production Lead, FT Tech, Casual Techs

- Classroom and Theatre AV, PA Equipment
- WePresent Wireless Presentation System

IT Services

1- IT Programmer

- Moodle: Student Service support
- Network support

Teaching and Pedagogy Services (TAPS)

Teaching + Learning Centre

TLC Coordinator, Seconded Faculty, Student RA's

- Moodle, Blogs, Wiki, Kaltura Training
- Educational Development and Consulting
- Workshops, Symposiums, Conferences
- Classroom Facilitation + Strategies
- Open Textbooks, Open Pedagogy
- Teaching and Pedagogy Publications

Emily Carr University Production Services

Teaching + Learning Centre

TLC Coordinator, Casual CUPE Staff, Student RA's

Guest Directors, Research Partners

- Filming, Editing, Publishing Services
- Live streaming and web broadcasting
- Special Events, Lectures,
- Immersive Media Research + Development
 - (VR, AR, MR, IoT, Drone)



Faculty, Students, Staff, Community

TECHNOLOGY USER GROUPS

3 Educational Technology Specialists

Media production
Training
Event support

3 Online Learning Designers

Blackboard
Community & capacity building
Training
Instructional design & development

3 LMS Team

Blackboard related support
Web related support
Communication, policy and standards

2 Technology Integration Specialists

Learning Space & Event
Infrastructure:
Research & Design
Installation
Maintenance

Ed Tech leadership
Change management

Manager
11 staff
Special projects

17,000 credit students
8,500 continuing education students
4,210 international students

Academic Technology Services
Centre for Educational and Information Technology
Douglas College



Faculty, Students, Staff, Community

TECHNOLOGY USER GROUPS

Educational Technology Specialists

TRAINING PROGRAMS

- hands-on training of all learning space and event technology, media based softwares
- comprehensive online documentation:
Room Technology List
- instructions posted in every learning space
- web conferencing online self-help and hands-on
- videoconferencing rooms, mediasite

MEDIA PRODUCTION

- educational video programs
- live streaming
- management of specialized production resources

Leadership
Change management
Communications
Consultation

EVENT SUPPORT

- event support management and delivery
- event support policies, procedures, and request forms:
Event Support
Computer Access
Live Streaming
- event support multi-year plan
- video conferencing

Academic Technology Services

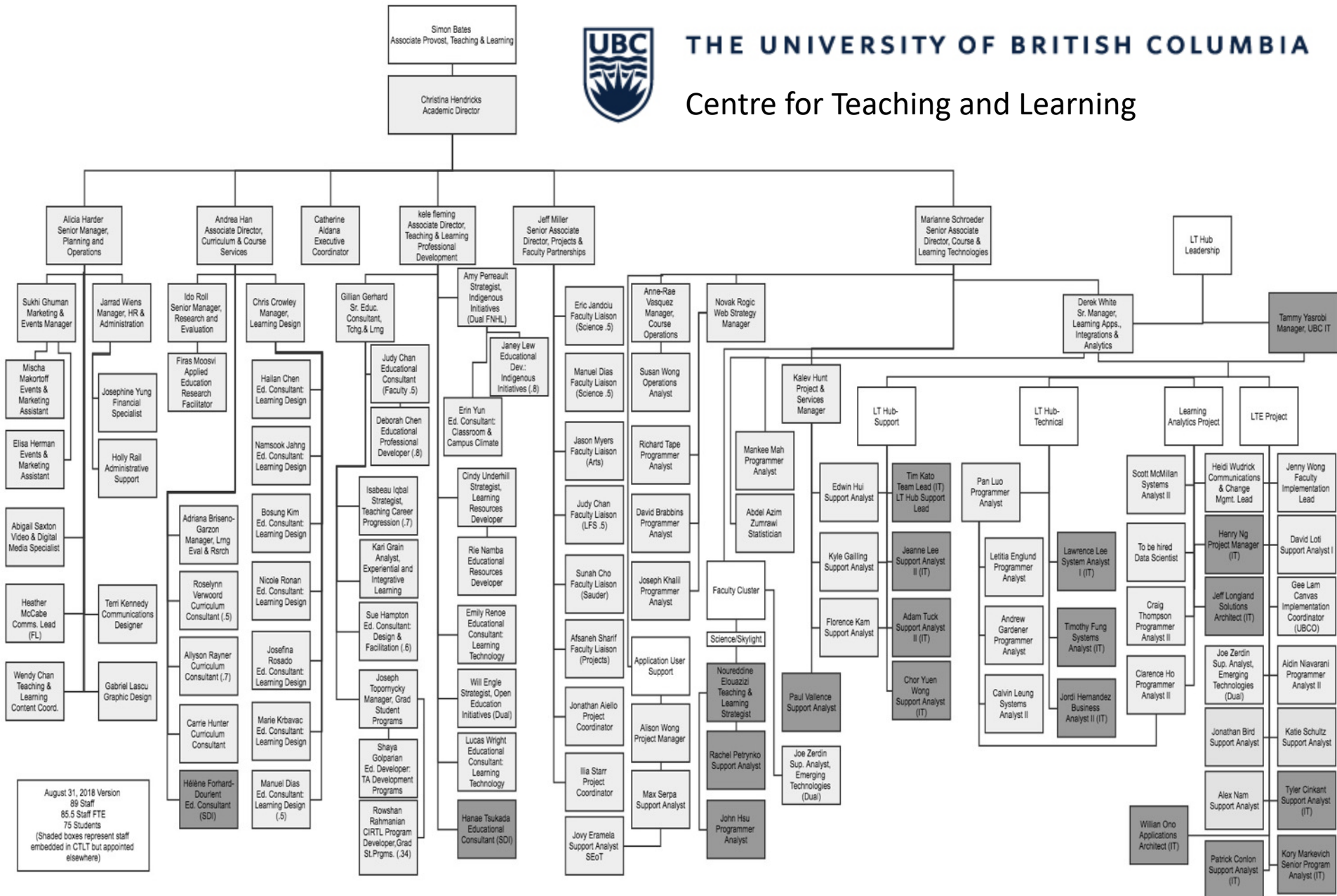
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Douglas College



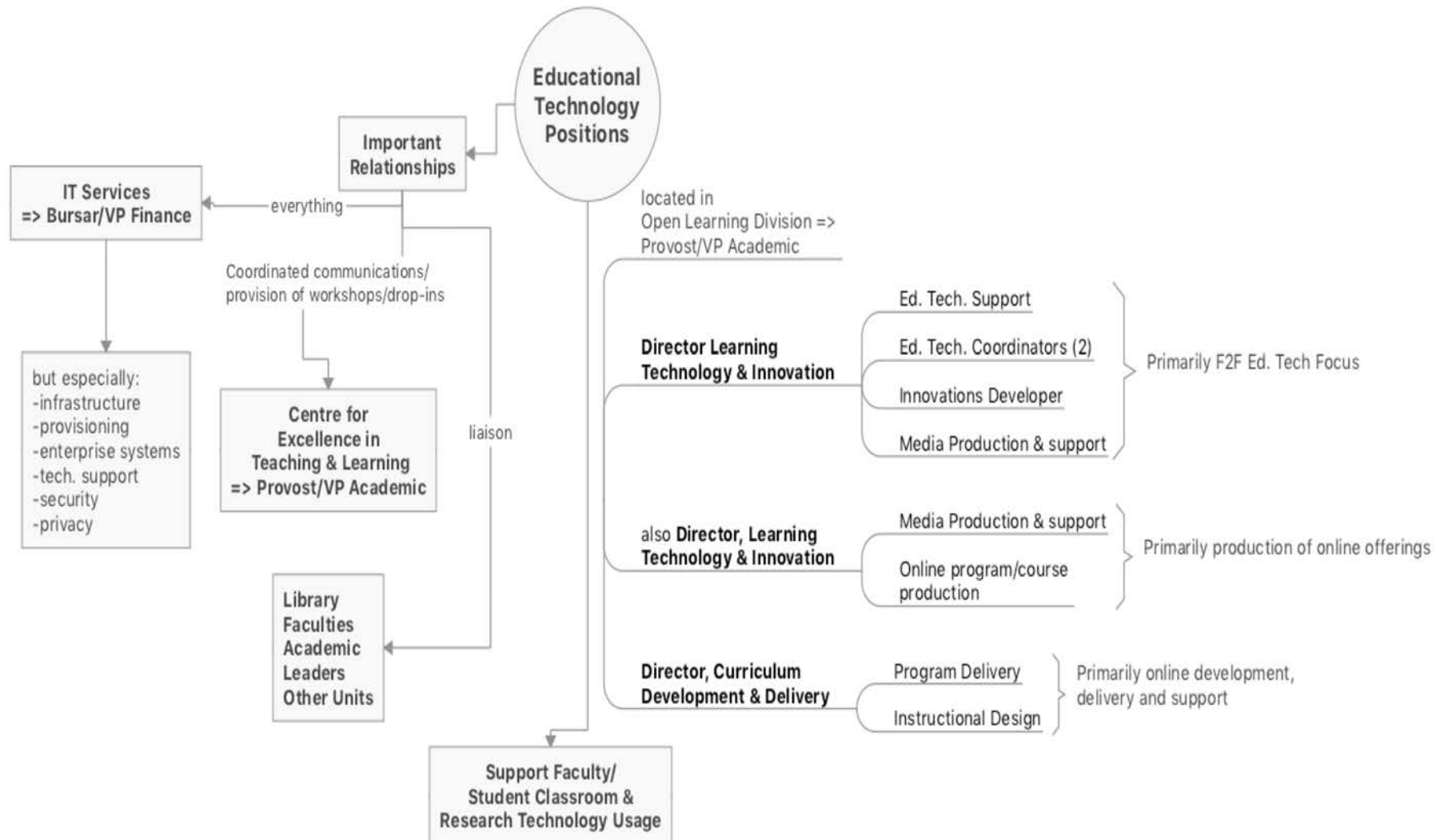


THE UNIVERSITY OF BRITISH COLUMBIA

Centre for Teaching and Learning



Educational Technology Positions & Relationships to other TRU units





Invitation to share ideas and information

Proposal for a new BCNET subgroup

Are you interested in participating in a monthly video conference session to discuss educational technology issues, including user support, with your colleagues across the province?

To sign up, please talk to Chris McDowell

Panelists

- Bryan Fair, Technical Advisor Learning & Teaching Centre, British Columbia Institute for Technology Bryan.Fair@bcit.ca
- Grant Gregson, Coordinator, Teaching + Learning Centre, Emily Carr University of Art + Design ggregson@ecuad.ca
- Olga Routkovskaia, Educational Technology Specialist, Academic Technology Services, Douglas College olgar@douglascollege.ca
- Adam Tuck, Support Analyst II, University of British Columbia - Vancouver adam.tuck@ubc.ca
- Troy Welch, Learning Innovation Developer & ETUG Community Steward, Thompson River University twelch@tru.ca
- Chris McDowell, Educational Technology Specialist, Academic Technology Services, Douglas College mcdowellc@douglascollege.ca

