FY04 Technology Fee Proposal

Submitting Organization(s)
Major Unit: Information Systems and Technology
Department: University Educational Technology Services (UETS)

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Contact Person Phone: 404-463-9174 651-4545

1. Project Short Title:

| eTraining Renewal (Web-based Technology Training) |

2. Total Requested:

| Fiscal Year 2004 | $138,000 |

3. a.) Executive Summary:

<table>
<thead>
<tr>
<th>Project Description (three or four sentences)</th>
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<tbody>
<tr>
<td>The renewal of the eTraining project provides Georgia State students with quality computer training in over 450 titles via the Internet and fits students’ schedules by being available anytime/anywhere that students have access to the web. Since it went into production over sixteen months ago, more than 5,600 students, faculty and staff (a 175% increase from last year) have used eTraining. eTraining gives students the opportunity to take training courses as often as necessary and to return to where they left off if they should leave the training courses. Students can even download eTraining to their laptops, brush up on old skills, learn new ones, or move to more advanced levels. This proposal will allow us to renew the license with ElementK and support the product. See <a href="http://www.gsu.edu/etraining">http://www.gsu.edu/etraining</a> for complete details.</td>
</tr>
</tbody>
</table>

b.) Project Description

This project is a renewal of the 2002 Technology Fee proposal for Web-based Technology Training. eTraining has been available to students for sixteen months and during that time the response has been overwhelmingly positive. Students find it easy to access, are able to choose from a huge number of topics and levels, can download modules to their laptops, and use it to help them learn new concepts for their academic courses or personal goals. The eTraining product also allows many ESL (English as a Second Language) students to view the course modules in their own languages.

As of February 2003, over 5500 students, faculty and staff are using eTraining. This is a 175% increase over the past year. More than 80% of those using eTraining are students. There is also an increase in use of eTraining in the classroom. Faculty use eTraining to demonstrate concepts and functions to students and give students assignments involving learning new technologies through eTraining.
We now have 450 modules in four libraries. A new library was added this year, Business Performance Support. This library offers courses on assessing performance, project management, leadership, business writing, and personal development. The other three libraries are Computer Professional, Office Productivity (Multi-lingual), and Cisco. These libraries encompass database, design, desktop, network, e-commerce, and programming applications. Many of the modules prepare students for certifications such as MCSE, iNet+, A+, MCDBA and CCNA.

The eTraining program funded by the student technology fee continues to give students access to computer training anytime/anywhere they have an Internet connection, no additional charges, ability to repeat training as often as necessary, ability to stop the training and return to where they left off, multiple levels of difficulty, the ability to track their progress and the ability to download to their PC or laptop.

4. Record the review numbers assigned by UCCS and Facilities. Their assessments must be included in Sections 15 and 16.

| UCCS: 03-019 |
| Facilities: 13383-03 |

5. Relevance to Regents Guidelines

[1] Technology fee revenues should be used primarily for the direct benefit of students to assist them in meeting the educational objectives of their academic programs.

[2] Technology fee revenues should be used to assure that there are sufficient campus licenses for primary productivity tools such as those found in the Microsoft Office product suites and for discipline specific software.

[4] Technology fee revenues may be used for training of students and, to a lesser extent, staff and faculty.

6. Relevance to Strategic Plan(s)

The “Georgia State University Information Technology Strategic Plan” based on the "University Strategic Plan" has many direct references to the need for training opportunities for students. One of four University Goals is

5.2 A University Goal: Technology-enabled Faculty, Staff and Students

5.2.1 Ensure Faculty and Staff Development in Technology:

However, new installation of a major software capability without adequate training and support can leave users bewildered about the use of available functions, and may leave them as non-users.

5.2.4 Provide Effective Information Technology Services for Students:

The implications on technology support of a non-traditional-age student who is working full-time in Atlanta are significantly different from those related to the traditional-age, residential student in University Village. Making sure that students are “technology-enabled” may be as challenging and complex an undertaking as doing the same for faculty and staff.

5.3.2 Ensure Availability of Information Technology Resources for Students:

Excerpts from the "University Strategic Plan"
Section 5. Information Technology

We need to invest not only in information technology infrastructure, but also in the skills of faculty and staff in developing a “learning infrastructure”…

… services for faculty that can provide training and support so that faculty may take advantage of the opportunities that information technology offers for improving student learning.

Training and access to improved facilities and technology support will be an important enabler for electronically mediated learning.

B. Support for the Academic mission - Enrollment Services

We must improve significantly the training and respect given to our front-line staff who interact daily with students.

Leadership skills can be enhanced through training, role modeling, and opportunity for participation.

f. Technology

A goal is to become and remain current in the application of computing and information technologies. All students should have ready access to computing resources and an opportunity to develop information management skills for lifelong learning.

7. Impact on Students Served

eTraining is now available to all Georgia State students who are eligible to register. If students do not own a computer, they will have access to this training in the computer labs. They may download courses to a laptop for use anywhere.

8. Justification of Funding Requirements for Fiscal Year 2004
Provide a specific description of the funding requirements for FY2004 in the Microsoft Excel spreadsheet below. Itemize and total the following categories of expense. If necessary, add lines to the table below corresponding to accounting objects of expense. Please note that any equipment items less than $4,999 should be categorized as “supplies.”

<table>
<thead>
<tr>
<th>Category</th>
<th>Item 1</th>
<th>Item 2, etc</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Salaries</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Equipment (Note: Use standard dollar amounts and replacement thresholds from sections 10/11, or provide explanation in sections 10/11.)</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Software</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Maintenance or Contractual Services</td>
<td>Item 1</td>
<td></td>
<td>$130,000.00</td>
</tr>
<tr>
<td>Supplies</td>
<td>Item 1</td>
<td></td>
<td>$4,000.00</td>
</tr>
<tr>
<td>Construction Services (Requires review of Planning &amp; Facilities)</td>
<td>Item 1</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Network Connections and Infrastructure Costs (Requires review of UCCS)</td>
<td>Item 1</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Other Expenses (explain)</td>
<td>Item 1</td>
<td></td>
<td>$2,000.00</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>$138,000.00</strong></td>
</tr>
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9. Consequences of Partial Funding

This project requires 100% funding since an agreement has been reached with Element K to hold the funding at $130,000 for each year for three years. The remaining figures for supplies and other expenses are expenses incurred to support the product and directly affect the quality of support that can be provided.

**Only 75% funded:** State specifically whether or not the proposed project would remain viable. If the project would remain viable, itemize and total the following categories of expense at 75% funding in the Microsoft Excel spreadsheet below.
Not viable.

**Only 50% funded**: State specifically whether or not the proposed project would remain viable. If the project would remain viable, itemize and total the following categories of expense at 50% funding in the Microsoft Excel spreadsheet below.

Not viable.

10. Standard Dollar Amounts
No equipment requested.

11. Standard Replacement Thresholds
No equipment requested.

12. Prerequisite, Non-Technology Fee Funding
None

13. Matching Funds
None

14. Staffing and Other Support Availability

Unit: University Educational Technology Services
Director: Carolyn Gard serves on the Element K Advisory Board to ensure that the product continues to meet the needs of Georgia State University.
Manager: Karen Oates, Manager of the eLearning Group
Project related staff: UETS staff will administer and monitor the product, generate reports, advertise, and provide support as necessary.

15. Space Availability and Impact on Facilities
This project has no impact on facilities.

No impact on University network.

17. Post-Project Assessment Criteria
The payment of the Element K invoice will be the only milestone.
The rest of the project is the ongoing support for those using eTraining for the whole fiscal year.

The ongoing viability of the project will be determined by the usage statistics and client satisfaction surveys. In the 6 months of production over 5,000 people have used eTraining. It has grown by 250% since last year and continues to increase in popularity.

18. Review and Acknowledgements
NA