GEORGIA STATE UNIVERSITY
Proposal for the Use of FY2003 Technology Fees

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

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1. Project Short Title

<table>
<thead>
<tr>
<th>5-8 Word Project Title</th>
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<tbody>
<tr>
<td>eTraining Renewal (Web-based Technology Training)</td>
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</table>

2. Total Requested Amount:

<table>
<thead>
<tr>
<th>Fiscal Year 2003</th>
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</thead>
<tbody>
<tr>
<td>$138,000</td>
</tr>
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</table>

3. 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 600 titles via the Internet and fits students' schedules by being available anytime/anywhere that students have access to the web. Since it went production four months ago, 2,007 students, faculty and staff 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>
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</table>

4. Project Description

This project is a renewal of the 2001 Technology Fee proposal for Web-based Technology Training. eTraining has been available to students for four 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
A justification and description of the project follows:

Students are required to have certain computer skills for their academic classes. Most jobs today require new employees to be proficient in computer applications as well. Students find it difficult to attend standup training classes due to schedule conflicts with their academic classes. Training courses that are one-day in length are just not suitable for student needs. Not only is scheduling a problem, but students have to pay $10-50 per course. Although these prices are well below market value many students cannot afford a $50 computer training class.

As colleges such as the Robinson College of Business move to computer skills perquisite testing for admittance to certain classes, students who fail the test will need a way to learn the components they missed so they can retake the test. *eTraining* is ideal for this as they can select the areas they need to focus on and do it on their schedule. This also provides a way to prepare for the test so that success is more likely the first time.

Students need computer training that:

- Fits their schedules
- Is free
- Can be repeated as many times as necessary
- Has many levels of difficulty from introductory to intermediate to advanced
- Can track their progress
- Can be downloaded to their laptop or pc so that they can access training when they are away from an Internet connection

A Web-based training program funded by the student technology fee has the following advantages. It gives students:

- Access to computer training anytime
- Access anywhere there is an Internet connection (home, work, GSU labs, dorms)
- No additional charges
- The ability to repeat the training course as often as necessary
- The ability to stop the training course and return to it where they left off
- Multiple titles
- Multiple levels from beginner to advanced
- The ability to download the titles to their laptop or pc

Content areas currently licensed from ElementK.

- Business (Microsoft MCSD certification)
• Database (Microsoft MCDBA certification; Oracle SQL certification; other database)
• Design (Adobe Photoshop, PageMaker and Premier; Macromedia Dreamweaver, Director, Flash, Fireworks and Freehand; other design)
• Desktop (Microsoft Office2000/XP - including FrontPage, Project2000, Windows2000/XP; WordPerfect Office; Internet Explorer, Netscape Communicator, Groupwise; other desktop)
• Internetworking (Cisco CCNA and CCNP; other intrenetworking)
• Networking (MCSE -Windows 2000; CompTIA A+, iNet, and Network+ certification; Novell CNA and CNE certification; other networking)
• Netuser & E-Business (Electronic Commerce, Web site portals, and other Internet concepts and technologies)
• Programming (Java Scripting and applets, object-oriented analysis and design code techniques, core programming, database programming, and dynamic HTML)
• Project Management (PMP certification and more)
• Webmaster (Basic HTML techniques, designing effective web pages, dynamic HTML, designing and creating Intranets, multimedia tools, and CGI, Common Gateway Interface, techniques.

Scenario: JW is working on an assignment in his dorm for his statistics class. The assignment requires the use of MS Excel of which he has a basic knowledge. He realizes though that he has to use formulas but does not know how to use them in Excel. He fixes himself a cup of coffee, turns on some music and accesses his web-based training account on his PC. He opens the course, Intermediate Excel, and learns how to use formulas in Excel. He then uses his new knowledge to complete his homework.

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 free [sic.] 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
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 2003

<table>
<thead>
<tr>
<th>Object of Expense</th>
<th>Itemized Descriptions</th>
<th>Quantity</th>
<th>Extended $ Total</th>
</tr>
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<tbody>
<tr>
<td>Maintenance or Contractual Services</td>
<td>Web-based courseware and hosting by Element K</td>
<td>1</td>
<td>$130,000</td>
</tr>
<tr>
<td>Supplies</td>
<td>Printing expenses</td>
<td>1</td>
<td>$4,000</td>
</tr>
<tr>
<td></td>
<td>Advertising expenses</td>
<td>1</td>
<td>$2,000</td>
</tr>
<tr>
<td></td>
<td>Item 3, etc</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>This includes training and conferences for the Georgia State administrator (funded by UETS) and expenses that may be incurred from the vendor. For example, there is a charge of $200 for the generation of customized reports.</td>
<td></td>
<td>$2,000</td>
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<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>$138,000</td>
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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.

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.
Supervisor: 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

No new space needed since staff office space is already located in the Commerce Building.

16. Impact on Facilities

None

17. Impact on Computing/Network Infrastructure

The vendor hosts the program thus placing minimal impact on Georgia State’s infrastructure. No impact has been shown to the Georgia State connection to the Internet.

18. 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 four months of production over 2,000 people have used eTraining and the rate of growth continues at about a 5% per month.

19. Review and Acknowledgements

Dean or functional unit endorsement - Approved
Matching funds commitment from appropriate fiscal officer - NA
University Computing and Communications Services review or acknowledgement - NA
Planning and Facilities review or acknowledgement - NA