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Moving Mountains To Get IM&T In The Orientation Mix

About SCAD

- Founded in 1978 in Savannah, GA
- Approximately 9,000 students
 - Students from all 50 states and more than 90 countries. Approximately 10 percent of student body is International.
- 1,500 Full and Part-time Faculty and Staff
- 3 campuses
- Degrees in more than 42 program areas, organized into seven distinct schools.

About SCAD IM&T

- 6 divisions reporting to the Vice-President of Information Management and Technology
 - Audio Visual Services
 - Computer Services
 - Film and Digital Media Services
 - Information Services
 - Network Services and Advanced Technologies
 - Technology Operations
- Approximately 100 Staff members
- Centralized IM&T Department
- Technology Training and Technology Support Center fall under the Technology Operations Division.

Problem

Such growth in technology that new Staff/
Faculty/Students were having problems
integrating into college network



Solution

To add technology as part of the orientation process

Smallest Peak- Staff

- Started with Staff
- Previously procedures not meeting needs
- Easiest integration
- Met with Human Resources
- Established orientation procedures
- 2 ½ hour technology orientation



Challenges with Staff Orientation

- Atlanta Campus- one trainer based in Savannah
- Employees starting off orientation schedule
- P/T staff, temporary and contract employees

Medium Peak- Faculty

- Proved to be more challenging
- Similar previous procedure as Staff
- Coordinate with Faculty Development to establish procedures
- Once a quarter- large orientation sessions
- 3 Hour technology orientation including eLearning and Registrar presentations

Existing Challenges with Faculty Orientation

- Atlanta campus
- P/T faculty
- Some faculty not available prior to first day of classes
- eLearning Faculty

Largest Peak- Students

- Biggest Challenge
 - Cooperation with department in charge of orientation
 - Lack of staff to cover training for all incoming students
- Changed yearly based on success

Scaling the Peak- Students

- Previous procedure- Presence at College Services Fair and Helpdesk support.
- 2 years ago expanded to include a presentation at large group orientation.
- Next year we integrated OA/RA training into process. Also included sessions with trainer in labs.

Recent Successes with Students

- Training sessions with OAs/RAs
- Participated in Panel discussion for parents
- Staff available to help with password re-sets in centralized location.
- Staff available in addition to OAs to assist with password synchronization.
- Participated in FYE
- Did not do large group presentation.

Challenges we still face with Students

- Atlanta campus- no IM&T staff to handle the orientation on campus
- Graduate /Transfer and International students
- Sunday sessions for students not required

Future Plans

- Online Orientation modules
- Adobe Connect and Captivate
- More training for student assistants

Tools Needed for Expedition

- Coordination with various departments
- Availability of Staff
- Method of Communication

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Thank you!