

THE INSTITUTE FOR TEACHING AND LEARNING EXCELLENCE

Mission

The Institute for Teaching and Learning Excellence (ITLE) provides resources and support to promote and enable excellence for every element of the teaching-learning transaction in the University community, and provides quality video production and distribution services to the University and its clients.

Vision

ITLE will be nationally recognized for excellence in:

- Designing, implementing, and training faculty and staff in the use of systems that enable the innovative delivery of technologically facilitated education;
- Recognizing the differences between and designing/delivering faculty development opportunities for both new and experienced instructional faculty members;
- Integrating current and emerging technologies into comprehensive solutions for a diverse university clientele; and
- Designing, providing, and maintaining excellent technology-based infrastructures in support of the University's mission of teaching, research, and outreach.

Core Values

Excellence - We seek excellence in all our endeavors, and we are committed to continuous improvement.

Integrity – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Intellectual Freedom – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Diversity – We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One. Technology Resources – Develop, implement, augment, maintain, and provide informed access to equipment, integrated technical facilities, networks, and methods for delivering technologically facilitated instruction.

Critical Success Factors

- Reach and train 500 faculty members in support of technologically-facilitated education projects
- Provide support for synchronous and asynchronous distance education through maintenance of a state-of-the-art telecommunications facility and close collaboration with the OSU IT Division, OneNet, and other relevant telecommunications infrastructure providers
- Identify and assist in the procurement of funding for a digital conversion for the Telecommunications Center to enable technologically-facilitated education delivery in an FCC-mandated digital age
- Research and analyze client usage, technology trends, participation in services, and use this information to implement additional services

Objectives:

Objective 1.1: Provide scheduled and on-demand development opportunities for faculty and staff members in ways to incorporate technology into their courses taught both in the classroom and by other forms of delivery

Strategies:

- Provide and maintain a lab dedicated to faculty development and research/practice in new teaching/learning methods
- Design and schedule training opportunities for faculty members in the hardware and software used in the delivery of technologically-enhanced education
- Provide a conducive atmosphere and welcoming, competent staff that will make faculty members comfortable in seeking out personal assistance in the use of classroom technology

Objective 1.2: Provide and maintain multimedia and interactive video classrooms for the live and/or delayed delivery of technologically-enhanced courses

Strategies:

- Work with the Provost, Colleges, Departments, branch campuses, etc. to meet the need for new technology-equipped classrooms
- Provide maintenance services as requested to keep existing classroom technology in working condition and instructional faculty/staff trained in the use of that technology
- Maintain current knowledge of trends in classroom technology in order to offer new technology as funding becomes available

Objective 1.3: Provide assistance with and training in the use of web-based training delivery systems to enable the creation and delivery of fully-online and web-enhanced courses

Strategies:

- Provide course creation service and assistance to serve the needs of OSU faculty
- Maintain the online course catalog to make sure that all courses are functioning properly
- Work closely with the IT Division to make sure the servers used for web-based course delivery are properly maintained, backed up, etc.

Goal Two. Instructional Excellence – Provide comprehensive support for both new and experienced teaching faculty members in the integration of technology into instruction and research, thus improving the teaching-learning process, the research process, and the enhancement of knowledge and skills.

Critical Success Factors

- Identify and obtain a funded faculty appointment to ITLE to oversee pedagogical support for faculty
- Design and deliver faculty development opportunities specifically designed to assist first-time teaching faculty and teaching assistants in the development and delivery of quality technologically-enhanced courses
- Design and deliver faculty development opportunities specifically designed to assess the effectiveness of classroom-experienced faculty in their use of educational technology and assisting them in adopting and/or improving technology use and overall teaching-learning effectiveness in future courses
- Provide high-quality training in the use of a variety of technologies used in the classroom or web-based instruction in a non-public environment

Objectives:

Objective 2.1: Define a position description, obtain funding, and recruit the best available individual to provide the necessary services

Strategies:

- Work closely with the Provost and College Deans to identify the skills and competencies required for this new position
- Identify candidates and funding for the new position

Objective 2.2: Provide technology-enhanced teaching/learning opportunities

Strategies:

- Offer assistance and skill development with online opportunities and face-to-face instruction, focused on course creation and delivery using technology tools that are conducive to e-learning, at-a-distance courses, online course delivery, web publishing, and traditional (albeit technologically-enhanced) classroom environments.
- Provide support for the use of integrated multimedia systems and audiovisual equipment

Objective 2.3: Offer excellent training opportunities on current technology topics

Strategies:

- Provide training in informal settings on technology-related topics including, but not limited to: technology workshops, brown bag lunches, technology symposiums, list-serv e-mail groups, special interest groups
- Offer additional course offerings and improve course content based on customer input

Objective 2.4: Provide a dynamic, innovative environment that supports faculty in the exploration and development of instructional technology and asynchronous course offerings.

Strategies:

- Assure that access to technology is provided in the most supportive environment possible, including knowledgeable staff, reliable state of the art equipment and software, and available at convenient hours for the client.
- Develop content creation tools techniques and training for production of asynchronous course offerings.
- Provide course preview information in support of student satisfaction and in coordination with enrollment management efforts.
- Within 5 years, produce at least 150 studio-based and 300 classroom and office-based courses for asynchronous delivery.

Goal Three. Leveraging Resources – Provide no-cost and cost-effective (as appropriate) leading-edge telecommunications services to the University community and University clients to enhance both the teaching/learning experience and the OSU image.

Critical Success Factors

- Increase grant and contract revenues by 25%
- Increase external revenues annually
- Define, implement, and regularly update a marketing plan for the Institute that reaches 100% of the faculty at least twice each year

Objectives:

Objective 3.1: Insure that the state allocation goes as far as possible in funding the on-campus work by identifying potential funding from external sources

Strategies:

- Coordinate with the OSU Foundation and Institute for Telecommunications Advisory Board to identify potential funding sources
- Provide workshops in grant writing for faculty/staff
- Leverage the history and reputation of educational telecommunications at OSU to assist in obtaining funded projects
- Expand level of leased transponder services

Objective 3.2: Identify funded research opportunities

Strategies:

- Monitor Federal government documents for grants and contract opportunities
- Establish partnerships and collaboration with industry to beta test new equipment and software
- Increase opportunities for telecommunications survey research for external entities
- Partner and collaborate with other Oklahoma public agencies to obtain federal funding opportunities

Objective 3.3: Insure that OSU faculty members know the new Institute resources are available for their use, and that they are comfortable with that use

Strategies:

- Create a marketing plan using mail, e-mail, brochures, personal visits, and other appropriate means to contact all faculty members at least twice each year for the purpose of informing them about ITLE resource availability
- Provide a location and atmosphere for faculty development that allows faculty to receive training/information apart from students or others who may make them self-conscious in a public environment

Goal four. Staff Development – Develop and maintain an Institute staff whose knowledge and attitudes meet the ever-changing needs of the University community through the identification and integration of emerging technologies and techniques.

Critical Success Factors

- Increase staff participation in professional training opportunities by 25%
- All administrative support personnel will complete the HRStar Performer Certificate Program
- 50% of administrative support staff will complete the Ambassador Program
- 25% of Department Heads will complete the Leadership Development Program
- At least one employee will serve in a leadership position in state, national, and/or international educational telecommunications organizations

Objectives:

Objective 4.1: Provide staff professional development opportunities

Strategies:

- Participate in the HRStar Performer Certificate Program
- Participate in the Ambassador Program
- Participate in the Leadership Development Program
- Serve as an officer or Board member in the Oklahoma Distance Learning Association
- Serve as an officer or Board member in the U.S. Distance Learning Association
- Provide opportunities for staff to attend operations and maintenance training courses on new technology purchases

Objective 4.2: Maintain a current knowledge of industry trends in telecommunications

Strategies:

- Maintain close relationships with equipment manufacturers and vendors
- Maintain close relationships with Oklahoma media outlets to identify what technologies must be supported to enable continued distribution of OSU materials
- Optimize the human and technology resources represented on the Institute for Telecommunications Board
- Subscribe to, read, and circulate industry journals
- Attend local, regional, and national conferences to learn about new trends and products

Objective 4.3: Maintain a current knowledge of industry trends in the effective uses of educational technology

Strategies:

- Maintain close relationships with the Advanced Distributive Learning (ADL) Academic co-lab and other applicable higher education industry groups
- Maintain close relationships with other university groups tasked to perform similar tasks to share experiences and opportunities
- Attend local, regional, and national conferences to learn about new trends and products
- Optimize the human and technology resources represented on the Institute for Telecommunications Board
- Subscribe to, read, and circulate industry journals