

# IT Documentation Review

*Preliminary Feedback*  
(Pagnucci and Sherwood)

8 November 2009

IT SUPPORT - <http://www.iup.edu/page.aspx?id=1401>

Academic Services - <http://www.iup.edu/itsupportcenter/howto.aspx?id=27473>

Technology Guide for Faculty - <http://www.iup.edu/itsupportcenter/howto.aspx?id=44431>

## Organization

"Academic Resources" / "Technology for Faculty" starting pages are organized around help tasks. Current pages and their organization assume visitors who know what they want to do, which tool is most useful, and simply need instruction on how to utilize it.

- Adapt the *Technology Guide for Faculty* pages or create a faculty overview page (cross-indexing many of the same task-oriented pages) that gives a *more narrative introduction* to why and how "services" such as the p:drive or course section email, etc. are useful.
  - Some IT mission-type language could be included to help faculty see how IT is trying to assist faculty
    - This might include some information about the structure of IT support, from the help desk to the college tech rep
  - This could be organized in terms of specific needs (submission of individual work for grading; sharing of group work for class review; publishing of group work for world access etc.); some "tools" would be referenced in multiple places
  - Current categories / groupings reflect technology type rather than usages (e.g. project directory and Moodle belong in the same usage category)
- *Classroom Technology* seems to encapsulate a number of dissimilar tools. Consider alternative organization or sub-categorization
  - Teaching Tools
    - Classroom Tools
    - Online Learning / Distance Tools / Web Tools
    - Project Sharing and Student Collaboration
  - Scholarly Tools
    - Library database information
  - Service Tools
    - Information on using sharepoint for document exchange

## Speaking to Faculty Needs

- Create some use scenarios, perhaps even with screen captures or narrated video clips illustrating some uses.
  - Prof. X needs students to share portfolios of Y, and uses student web spaces as follows
  - Prof. D wants students to submit research proposals electronically, and uses project directory, for these reasons etc.

- Provide some guidance in making technology choices when more than one service meets similar needs (project directory, personal webspace, Moodle, blog...)
- This might be an area to also reference expert faculty users on campus, part of the knowledge database of faculty skills ACPAC has talked about collecting
  - Links could be added to show examples of successful faculty projects/web sites

## **OS / Browser Agnosticism**

- Many system-specific resources are documented for the 2 or 3 dominant configurations
  - Helpful to provide *basic configuration* and use information (not tutorials and step-by-step guides) for other users
    - Examples would include VPN, wireless, and Drive-mapping
    - We recognize that creating step-by-step guides and tutorials is impractical for the full range of needs; basic information would however be helpful
  - Some specific material could be grouped for Mac users
    - This material is available, but not always grouped around OS which would be helpful--this could be a repeat posting/cross indexing of help information organized in other ways into other sections.
  - Some specific material could be provided for Linux users (see Mac note above)

**To: College Technology Committees**  
**From: Dr. Kenneth Sherwood and Dr. Gian Pagnucci**  
**Subject: Requesting Feedback**

In an effort to provide the most useful documentation and help pages for IUP faculty, ACPAC has asked Gian Pagnucci and Ken Sherwood to review and provide suggestions regarding the web resources of the IT Support Center, specifically those for faculty and academic use.

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We have developed preliminary recommendations (attached). But to better reflect the needs of various constituencies, we invite the college technology committees or individual members thereof to send questions, suggestions, and observations about these resources by January 30, 2009. We will then synthesize all comments received and present them to ACPAC and IT.

Please email responses to [sherwood@iup.edu](mailto:sherwood@iup.edu) and [pagnucci@iup.edu](mailto:pagnucci@iup.edu). Subject line: "IT Documentation Feedback"

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As a starting point, we offer the following questions:

1. How frequently and with what success do you consult the IT support web pages?
2. Do you find the IT support pages generally allow you to resolve technical issues on your own? Or do you require individual assistance from IT or your college technology support staff?
3. To what extent do you use supported services such as Webct, Moodle, project directory, VPN, media streaming etc.?
4. To the extent that you do not use any of the above, is this because you have no need or find it challenging to navigate the resources, etc.?
5. What problems have you had using IT documentation?
6. What improvements would you suggest?
7. Are there important areas which you feel are not addressed, or not adequately addressed?