



HBU

HOUSTON BAPTIST
UNIVERSITY

Houston Baptist University

Training and Development 2007-08 Strategic Plan



Version 3.0



Blackboard



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Executive Summary

In 2007, HBU undertook a significant technology modernization based upon the results of surveys, planned strategies and feedback from staff, faculty and students. In this academic year we will be expanding the technology infrastructure. With the upgrade of Banner modules, the implementation of Argos Reporting, AdAstra Schedule, Blackboard and MS Office 2007, it is now vital to continue to add servers, provide software solutions and engage staff and faculty with technology/soft skills training to support the new systems. By building upon last year's technology successes and the implementation of a training plan, HBU will be able to provide more efficient and cost-effective services to the academic community.

Existing Technology

Making technology an integral part of teaching and learning depends on two key factors: the availability of computer resources and the ability to use them. At Houston Baptist University, we provide both.

Staff and Faculty IT resources:

- SunGard Banner 7 (INB / SSB)
- Evisions Argos Reporting
- CollegeBoard Recruitment Plus
- Oracle 10g Database Server
- Oracle Collaboration Suite (email, calendaring)
- AdAstra Event Scheduling System
- Windows Network Drives (Q: drive)
- MS Office 2003 Enterprise
- MS Windows XP
- Other Department/College Specific Software

Student IT resources:

- MS Windows XP
- MS Office 2003 Enterprise
- Sungard Banner 7 (SSB)
- Oracle Collaboration Suite (email, calendaring)
- AdAstra Event Scheduling System (for Student Organizations)

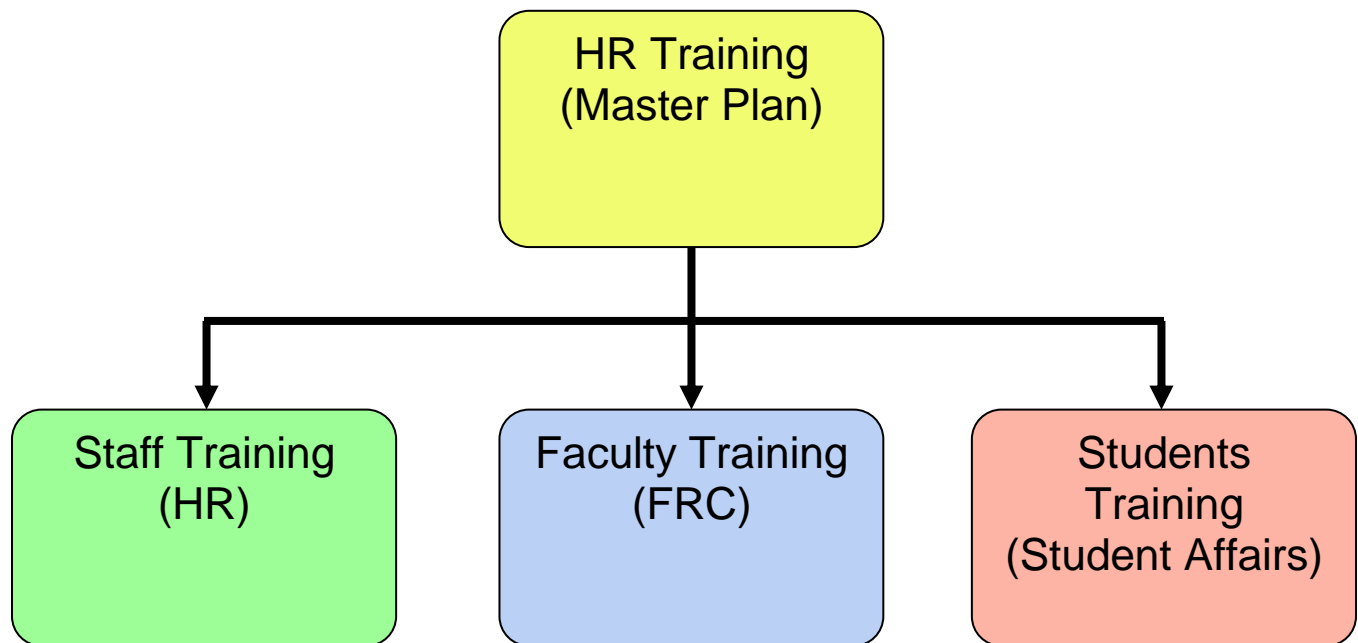
Future technology:

- MS Office 2007
- Sungard Banner 8
- Cisco Wireless Infrastructure
- HP Data Protector Backup Server
- VMware Infrastructure 3
- Altiris Deployment Solution
- Oracle Database 11g Server
- MS Windows 2008 Server
- MS Windows Vista

Training

Staff training is a critical element in the deployment of new technology systems. While vital, training is very expensive. Appendix A shows what has been spent on training so far by the ITS department (does not include other departments) and what is required in the future. Decisions need to be made as to how this training need will be met. Also, our students use technology for their courses and we have to provide the basic training on how to use HBU's systems like Banner SSB, Windows Logon, Storage Area, Blackboard and miscellaneous software.

Over the course of 2008-09, a more detailed plan will unfold as some staff/faculty and students are trained and become able to cascade their training to others. This plan will include professional courses from SunGard and Evisions for all staff and some in-house training. We will also look at online web training options like Skillsoft. Students will receive the basic systems training from ITS and Student Affairs. The following chart illustrates the department responsible for training:



Learning Objectives

For Staff/Faculty

Basics of navigating the Banner7 system

- Staff and faculty will know how to use and navigate the general menu and specific forms
- Staff and faculty will know how to fill out forms and run simple queries

Basics of running essential reports in Argos

- Staff will know how to generate a daily, weekly, or monthly report
- Selected Staff will know how to generate Datablocks in the system

Use the Training System in Skillport

- Staff and faculty will learn how to navigate in the training system
- Staff and faculty will learn from assigned or self-registered courses

Fundamental and advanced concepts using Skillport

- Staff and faculty will learn from General Business Skill courses
- Staff and faculty will learn from IT Desktop Skill courses
- Staff and faculty will learn from IT Professional Skill courses

Use the Scheduling and Calendar System in AdAstra

- Staff and faculty will learn how to search the calendar system
- Staff and faculty will learn how to request events
- Staff and faculty will learn how to request AdHoc resources

Business Skills Fundamentals

- Staff and faculty will improve their communication skills, quality service and technical management
- Staff and faculty will be able to create a career path towards higher level positions.

Use of OCS/Outlook email systems

- Staff and faculty will learn how to use our web email system
- Staff and faculty will learn how to use the desktop email client

Use of MS Office 2007

- Staff and faculty will learn the new MS Office 2007 interface
- Staff and faculty will be productive using the new features and functions

Faculty Resources Center (FRC) Resources

- Faculty will learn how to use academic tools for presentations, videos, imaging, podcasting, etc.
- Faculty will be able to integrate Blackboard to their classes

For Students

Basics of MS Office 2003-2007

- Students will learn how to use Word, Excel and PowerPoint
- Students will learn how to create documents/papers for their classes

Basics of navigating the Banner7 system

- Students will learn how to use and navigate the Banner SSB System
- Students will learn how to run simple queries

Use the Scheduling and Calendar System in AdAstra

- Students will learn how to search the calendar system
- Students will learn how to request events (Student Organizations)
- Students will learn how to request AdHoc resources (Student Organizations)

Use of OCS/Outlook email systems

- Students will learn how to use our web email system
- Students will learn how to use the desktop email client

Course List from Vendors

Banner7 Courses

- Admissions Processing Using Banner 7
- Banner 7 Advancement System Overview
- Banner 7 Finance System Overview
- Banner 7 Financial Aid System Overview
- Banner 7 Human Resources System Overview
- Banner 7 Student System Overview
- CAPP Using Banner 7
- Spreadsheet Budgeting Using Banner Finance 7
- Student Payment Processing Using Banner 7
- Transfer Articulation Using Banner 7

Argos

- In-house training (no cost)

AdAstra

- In-house training (no cost)

Skillport

- In-house online training (license). This category covers more than 2,165 courses in Desktop and IT Professional skills. (this is for Staff and Faculty only)

Faculty Resources Center (FRC)

- More than 20 courses available

Target Groups

Full-Time Faculty:

These are full-time teaching and professional faculty with 9-month and 12-month appointments. Includes regular faculty and program chairs. Also, professional faculty has continuing responsibilities and includes Counselors, Librarians, and Faculty Resources Center Director.

Administrative Faculty:

All coordinators, deans, directors and program chairs are administrative faculty.

Non-IT Staff:

Non-IT Staff includes exempt/non-exempt employees, such as administrators, administrative assistants, and technicians, accountants, buyers, police, personnel analysts and A/V technicians. This is to make a distinction of technology-related training.

ITS Systems and Network Specialists:

Under the CIO there will be 30 staff positions to support the HBU Banner7 system and the Microsoft Network. They will be network system administrators, engineers, microcomputer repair specialists, computer operators, and help desk assistants. It is assumed that this group will require an extensive individualized training program in order to keep Banner7, Argos, AdAstra, the Cisco Network and the Microsoft environment operational. This is to make a distinction of technology-related training.

Students:

Students from all the academic colleges.

Training Facilities

Training will take place in the future Training laboratory in the Administration Building, the CLab at Atwood II and the room H205 at Hinton.

Implementation Responsibilities

The responsibilities, roles, and inter-relationship of the various committees, groups, offices, and individuals tasked with developing and implementing the Banner7, Argos, AdAstra and Skillport systems Training Plan across all elements of the institution are detailed below. As part of the implementation of the Plan, ITS, the Human Resources Department, FRC and Applications Services Group staff will coordinate the professional development opportunities for HBU. The following is a list of all parties involved:

President/Executive Council
Director of Human Resources
Chief Information Officer (ITS)
VP of Academic and VP of Student Affairs

Applications Services Group (ITS)
Faculty Resources Center Director (FRC)
Training and Development Specialist (HR)

Methods of Delivery for Technology and Business Skills Training

The training delivery method will be online, face to face with hands-on workshops and video training.

Funding for Training Plan

The budget for the training initiative comes from 3 major areas:

- Human Resources Budget
- ITS Budget
- Approved individual departmental training budget

Evaluation of Courses

The evaluation of the training courses will take place at the end of the sessions. Skillport has an evaluation system and the face to face courses will instruct the trainees to use a web form for the course evaluation. At the end of the academic year, the Human Resources Department will examine the training observations and will be producing the next year's plan.

Appendix A – Training costs of ITS