

CS 3.4.12 - Technology Use

The institution's use of technology enhances student learning and is appropriate for meeting the objectives of its programs. Students have access to and training in the use of technology.

Compliance Finding: In Compliance

Narrative:

The Information Technology Services and Support (ITSS) team of the University of South Carolina Beaufort (USC Beaufort) has cooperative relationships with the librarians, academic departments, and administration which have moved the University closer to providing students with a high level of communication, collaboration, productivity, and information access. USC Beaufort is in full compliance because USC Beaufort has a method in place for planning and managing technology investments to provide the greatest benefit from the financial and human resources available, and the purposes of the Office of Information Technology [\[i\]](#) and the Center for Instructional Technology and Academic Resources [\[ii\]](#) are carefully aligned with the USC Beaufort's mission and strategic plan.

Enhancing Student Learning

To enhance student learning, the Center for Instructional Technology and Academic Resources was created in the Fall of 2007. This multifaceted unit's mission is to connect USC Beaufort faculty, instructors, and staff to the latest advancements in instructional technology through workshops, seminars, department, and one-on-one consulting. The efforts of the Center enhance student learning by ensuring that USCB Beaufort's faculty employ the most appropriate technology for learning outcomes by supporting the faculty in the advancement and use of technology for instruction. The Center conducts various workshops and individual consulting sessions dedicated to faculty technology development, and works with faculty on a one-on-one basis to ensure that online and Web-supplemented courses have a strong pedagogical foundation.

Program Objectives

USC Beaufort's use of technology is appropriate for meeting the objectives of its programs. Every department at USC Beaufort uses some combination of PowerPoint presentations, discussion lists, digital materials, Blackboard, and Web resources to enhance instruction. Many departments provide technology enhanced learning opportunities in the form of Intra-Video Conferencing (IVC) classes and online classes. All students are expected to be able to communicate via e-mail, access Web resources, and create word processing documents. Most students are expected to be able to create presentations and spreadsheet analyses.

Certain degree programs have specific technology requirements which are above and beyond the general expectations of all students, described in (Table 1) below.

Table 1 Technology Requirements of Specific Degree Programs

Degree Program	Technology Course as GE Option (Numerical and Analytical Reasoning)	Technology Course as an Elective	Degree Required Courses in lieu of General Education Option	Technology intensive degree required hours
Biology	N	Y		0
Business	N	N	BMGS 290 (3) Business Computer Information Systems BMGT (3) Management Information Systems	6
Education	N	Y	BEDC 242 (1) Resources for Teaching I BEDC243 (2) Resources for Teaching II	3
English	Y	Y		0
History	Y	Y		0
Hospitality	Y	Y	BCSE 101 (3) Introduction to Computer Concepts OR BMGS 290 (3) Business Computer Information Systems AND BHRM 352 (3) Software Applications for the Hospitality Industry	6
Human Services	Y	Y		0
Liberal Studies	Y	Y		0
Nursing (RN to BSN)	N	Y		0

Degree Program	Technology Course as GE Option (Numerical and Analytical Reasoning)	Technology Course as an Elective	Degree Required Courses in lieu of General Education Option	Technology intensive degree required hours
Psychology	Y	Y		0
Spanish	Y	Y		0

The ITSS also provides software for some degrees (**Table 2**).

Table 2 Degree Specific Software

Departments	Software
Business Administration	GoVenture POM
Education	FrontPage
Humanities and Fine Arts	Rosetta Stone
Science and Mathematics	Maple SCI-Finder Visual Basics
Social Sciences	SPSS

Technology Access and Training

Center for Instructional Technology and Academic Resources: The Center connects students with the technologies they will need in a technology-rich environment in school, work, and life through workshops, consulting, Helpdesk, and class specific seminars. During the Fall of 2007, 135 students requested instructional technology help from the Center. The Center received 258 requests from faculty in the use of technology for instruction at USC Beaufort.

Technology Enhanced Classrooms: ITSS has the responsibility for designing, installing, and maintaining a wide range of instructional technologies in the classroom and instructional spaces. All classrooms at USC Beaufort are equipped with an LCD projector, VCR/DVD player, laptop connections, Internet access, document camera and an instructor podium. Three multimedia video conferencing classrooms with all these features plus additional equipment required by faculty are also available. ITSS staff members provide training and assistance to faculty, staff, and students in the use of USC system technologies. A classroom user's manual is published yearly as an additional reference regarding the classroom technologies [iii].

Student Access Labs: ITSS staff supports the development, configuration, testing, deployment and maintenance of the operating system. These experts also install applications and support network printing for student access computers in eight locations across both campuses (Table 3). The operating system image in these labs includes multiple complex applications running in a secure operating system environment while providing maximum reliability. In close consultation with faculty and librarians, ITSS developed a computing lab image that includes curriculum-related applications needed for each academic year. ITSS staff members actively monitor the lab workstations and printers to ensure that all systems are functioning properly.

Table 3 Publicly accessible computers

USC Beaufort North Campus	
Library	15 PCs
Sandstone Computing Lab	24 PCs
PAC Lab	24 PCs
OSP	5 PCs
Total	68 PCs
USC Beaufort South Campus	
Library	46 PCs
Hargray Computing Lab	20 PCs
OSP	4 PCs
Café	3 IMACs
Total	73

Blackboard: The USC system employs Blackboard course management software. USC Beaufort teaching faculty use Blackboard to provide syllabi, assignments, reserve readings, and links to authoritative sites on the Internet. A growing number of faculty are using its interactive tools such as discussion boards, virtual classroom, assessment management tools, grade-book tool and group email. Additionally, four degree programs (Psychology, Business, Spanish and Education) use Blackboard as an organizational site for the candidates in their degree programs.

Tegrity: USC Beaufort provides access to Tegrity classroom capture software for faculty who elect to employ it. This software application provides students with immediate and repetitive access to the classroom content. In the Fall of 2007, ten professors piloted the project and recorded a total of 394 class sessions. These sessions were accessed by students 1693 times for a total viewing time of 406 hours.

Collaborative Computing Lab: The CCL is a nine station computing lab with large screen monitors and touch screen monitors with wireless key board and mouse. This lab is equipped with sophisticated digital imaging software with access to digital cameras, scanners, and other capture devices.

Digital Resources: ITSS provides staff expertise to configure access to digital resources purchased by USC Beaufort. These resources include but are not limited to journal databases and web-based learning applications.

Technology Support

HELPDESK: The ITSS HELPDESK responds to support requests regarding computers, telecommunications, and Audio/Video equipment. The HELPDESK also maintains and upgrades departmental computer hardware and software so that faculty and staff have access to current technology for accomplishing their work. The newly created HELPDESK webpage allows stakeholders to complete online requests. As well, each enhanced classroom has phone access to the HELPDESK for immediate response to classroom issues.

Fall 2007 HELPDESK request analysis (as of the end of the semester):

Total tickets initiated	Total Tickets resolved	Tickets still open	Closed in 24 hours	Closed one week	Closed within month
379	343	36	22	265	56

Access to Computing Resources: ITSS provides access to a core set of services to faculty, staff, and students via an ITSS account that grants single sign-on access to email, Blackboard, a portal, and computer labs. Faculty personal network space for securing and sharing documents is easily available using a mapped drive through a secure on-campus network or from off campus using a secure Virtual Private Network (VPN) connection. All academic and administrative departments also have shared server space for easy file sharing and storage. Data from the servers are backed up regularly on daily or weekly increments, based on timeliness of data.

Faculty desktop/laptop: USC Beaufort provides departments with up-to-date hardware and software which is supported at the highest level. Each faculty member has the option of securing a laptop or desktop machine.

Technology Infrastructure

Network Services: USC Beaufort provides a secure, scalable network for faculty, staff and students. Both North and South Campuses are connected with certified fiber optic cable between buildings and between floors. Category 6 Unshielded Twisted Pair is deployed generously throughout every building. 1Gb switched Ethernet service is offered to the desktop across the

entire network. Student Housing is wired to a port/pillow standard. Complementing the wired network is an 802.11a/b/g wireless infrastructure that covers the buildings on both campuses and some green space.

Video Distribution: ITSS develops and maintains a fiber/coaxial cable network through both campuses. This allows for distribution of commercial TV channels, closed circuit satellite feeds of distance education courses, and special satellite broadcasts. It also allows for distribution of locally created content video.

Telephony: ITSS is also responsible for an extensive telephone system, including voice mail, and electronic distribution of voice mail. A combination of analog and IP telephones are provided to all offices. Telephones are provided in each classroom for easy access to support for classroom technology.

Support Documentation

- [i Information Technology Services and Support](#)
- [ii Center for Instructional Technology and Academic Resources](#)
- [iii ITSS Owner's Manual](#)