

# How to use your clicker




1. You can respond to an interactive slide when there is a “polling open” indicator on the slide. Press the corresponding **number/letter** to indicate your choice.
2. After entering a choice, you should see confirmation of your choice on your clicker’s screen.
3. If you want to change your answer, you can, just enter a new response before the polling is closed.
4. When you aren’t using your clicker the screen will go blank. Don’t worry! It’s just saving battery-life and there is nothing wrong with it.

# Leveraging LMS Data for Strategic Campus Support

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*NC State University*

# Wiki means:

- 29%  1. “Fast” (in Hawaiian)
- 57% 2. “What I Know Is”
- 3. Wicked (in surfer slang)
- 14% 4. I have no idea

# My *primary* role is:

1. Teaching faculty
2. Research faculty
3. TLwT support
4. Librarian
5. Administrator
6. Student
7. I have multiple roles!

25%

13%

50%

13%

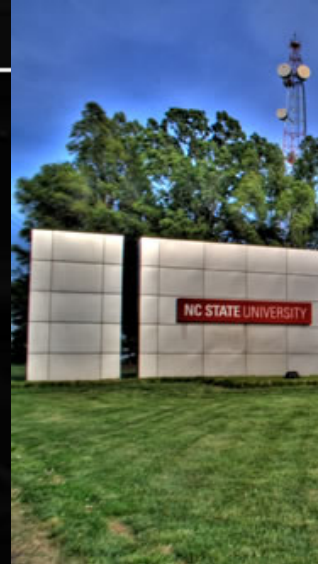
# Presentation outline





- Highlight sources of LMS data and how we use them
- Provide a college-specific example
- Discuss, as a whole group, effective practices on your own campus and identify **proactive** work that is still needed

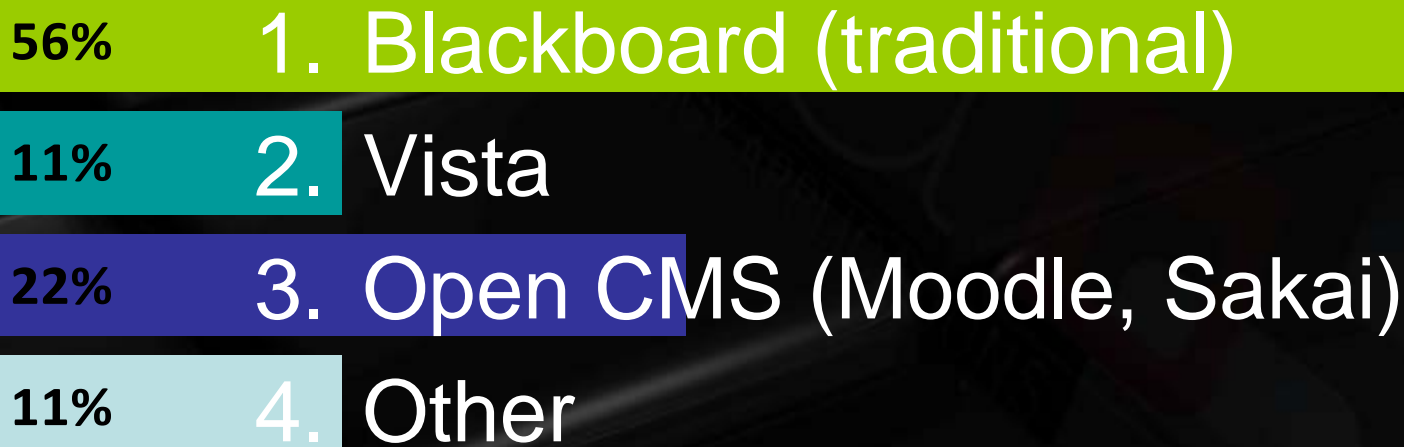
# NC State Overview

- Campus Quick Facts
- LMS infrastructure
  - Homegrown CMS, WolfWare
  - Commercial LMSs
    - Elluminate Live (v8)
    - Blackboard Vista (v4.2.2)
- LMS usage
  - Spring 08, 1390 Vista sections (66% of students)
  - All Colleges are using Vista to some extent
  - Most courses are web-enhanced / blended
  - Most popular tools are discussions, assessments and grade book



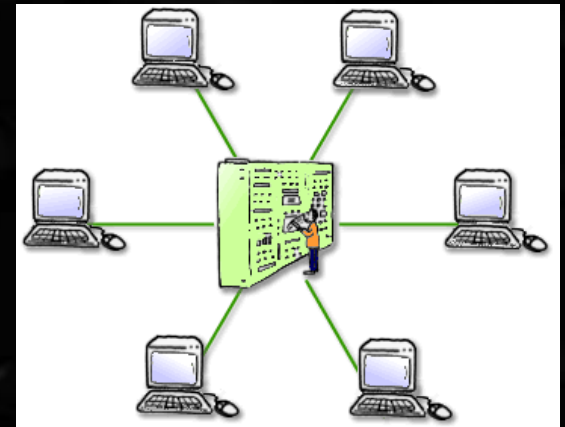
<b>Established</b>	March 7, 1887
<b>Type:</b>	Land Grant University Sea Grant University Space Grant University
<b>Endowment:</b>	\$535 Million (2007) <sup>[1]</sup>
<b>Chancellor:</b>	James L. Oblinger
<b>Faculty:</b>	7,064
<b>Undergraduates:</b>	23,730
<b>Postgraduates:</b>	7,400
<b>Location:</b>	Raleigh, NC, USA
<b>Campus:</b>	Urban/Suburban 2,139 acres (8.65 km <sup>2</sup> )
<b>Yearbook:</b>	Agromeck Yearbook
<b>Colors:</b>	Red and White
<b>Nickname:</b>	Wolfpack 
<b>Mascot:</b>	Mr. & Mrs. Wuf
<b>Athletics:</b>	26 varsity teams
<b>Website:</b>	<a href="http://www.ncsu.edu">www.ncsu.edu</a> 

# What is the *primary* LMS on your campus?



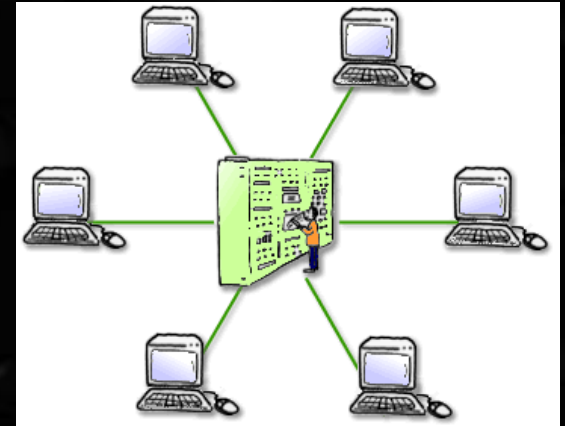
# LMS data sources

- Built-in Vista reports
- Custom LMS Reports
  - Uses Blackboard reporting interface
  - [http://raleigh.delta.ncsu.edu/lms\\_reports](http://raleigh.delta.ncsu.edu/lms_reports)
- Data from our Section Management Tool
  - Middleware between our SIS and Vista
  - [http://vista.ncsu.edu/section\\_management/admin](http://vista.ncsu.edu/section_management/admin)



# We use the data for...

- Workshop planning
- Server maintenance scheduling
- Quota management
- Special projects
- Departmental/college outreach
- Start & end of term contacts



# Do you currently use LMS data for determining support strategies?

1. Yes – to a great extent

22% 2. Yes – to some extent

44% 3. No

33% 4. I'm not sure

# At the college level...

## The College of Natural Resources

- Helps IT support staff understand their clients
  - On the spot help
  - Data-driven proactive help
  - Identify trends
  - Identify needs and fits
  - Not without limitations



# On the spot help



- “I can’t post!”
  - no need for clarifications
- “I want to do \_\_\_\_\_, how can I?”
  - better identify the best method of \_\_\_\_\_ for Prof. X
- “I haven’t done this since last semester, what do I do?”
  - support knows what the client needs help with even if the client doesn’t

# Making the right help resources

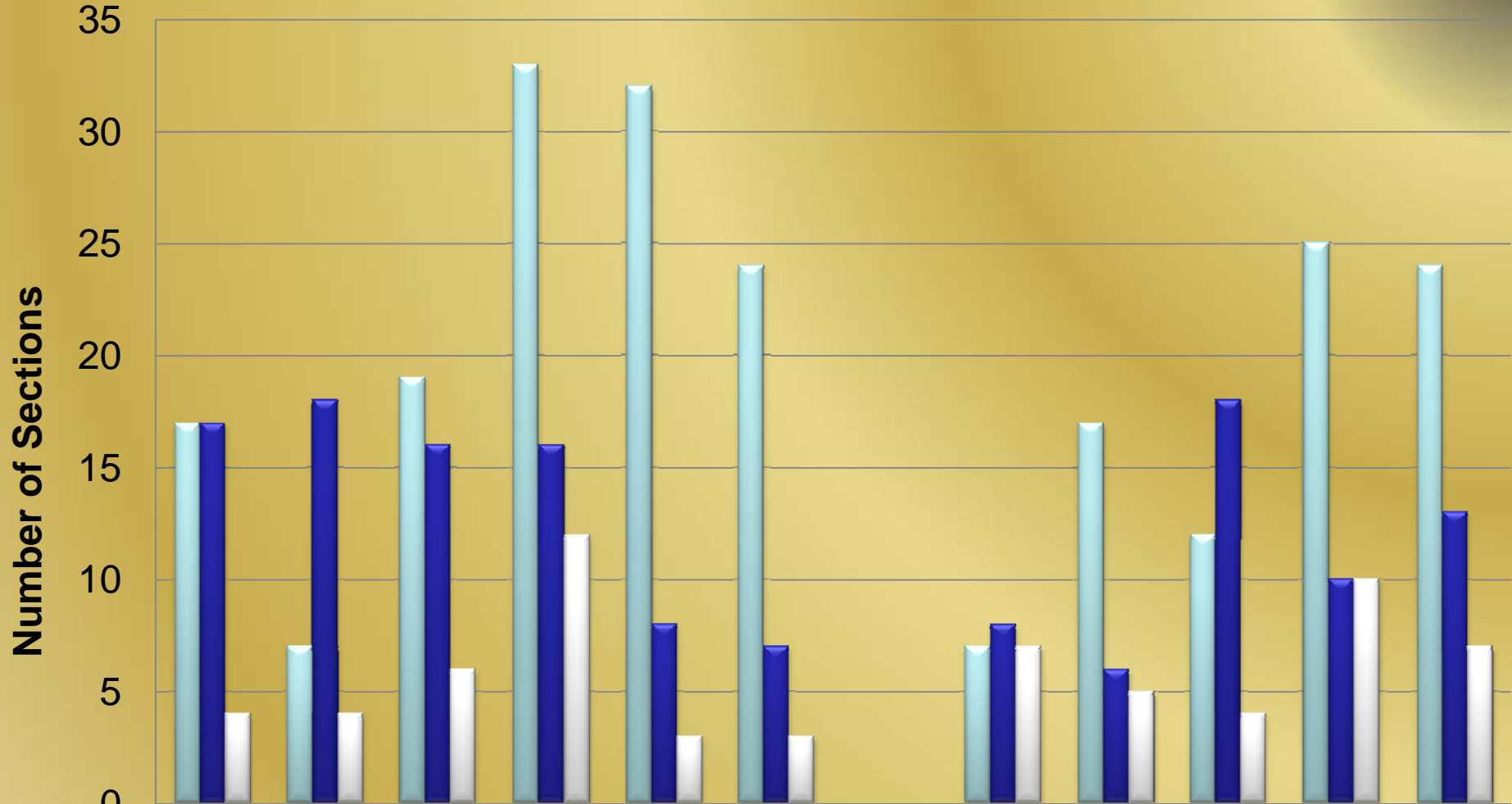
- Look by department, program or hallway groups to provide specific help
- Avoid creating stuff that no one will use
- Clients will feel more appreciated and will indeed be better served



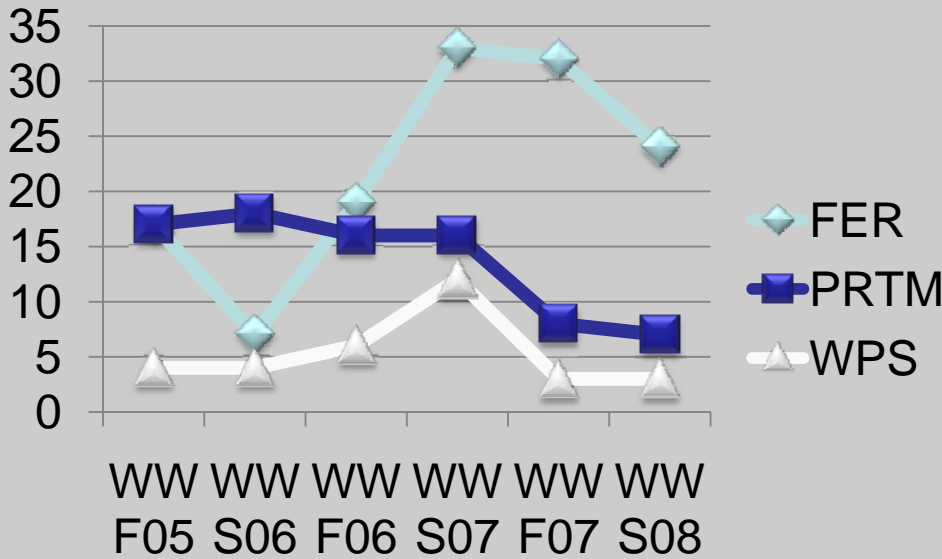
# Identifying trends

- Look at historic numbers to identify growth/stagnation/reduction
- Good? Bad? What does the data tell us?

# LMS Use at the College of Natural Resources at NCSU

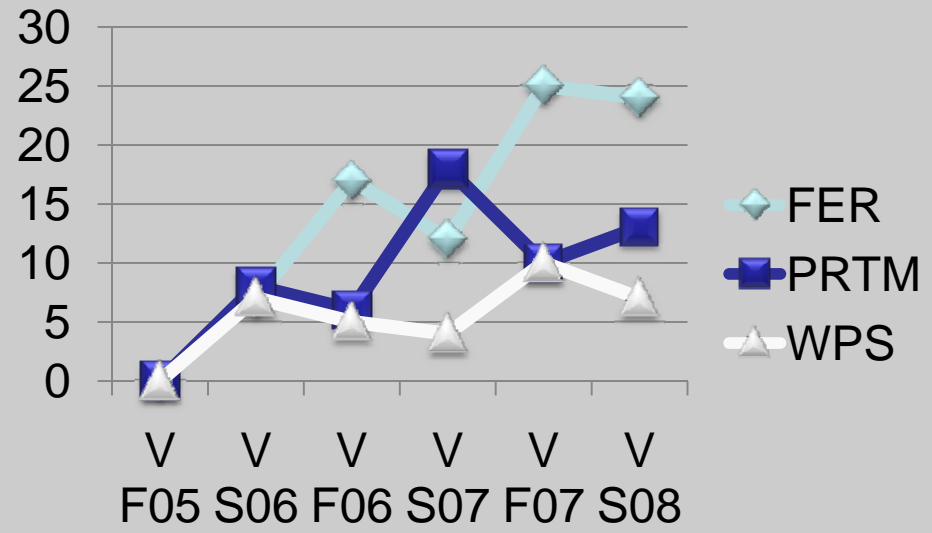


	WW F05	WW S06	WW F06	WW S07	WW F07	WW S08	V F05	V S06	V F06	V S07	V F07	V S08
FER	17	7	19	33	32	24	0	7	17	12	25	24
PRTM	17	18	16	16	8	7	0	8	6	18	10	13
WPS	4	4	6	12	3	3	0	7	5	4	10	7



# WolfWare Trends

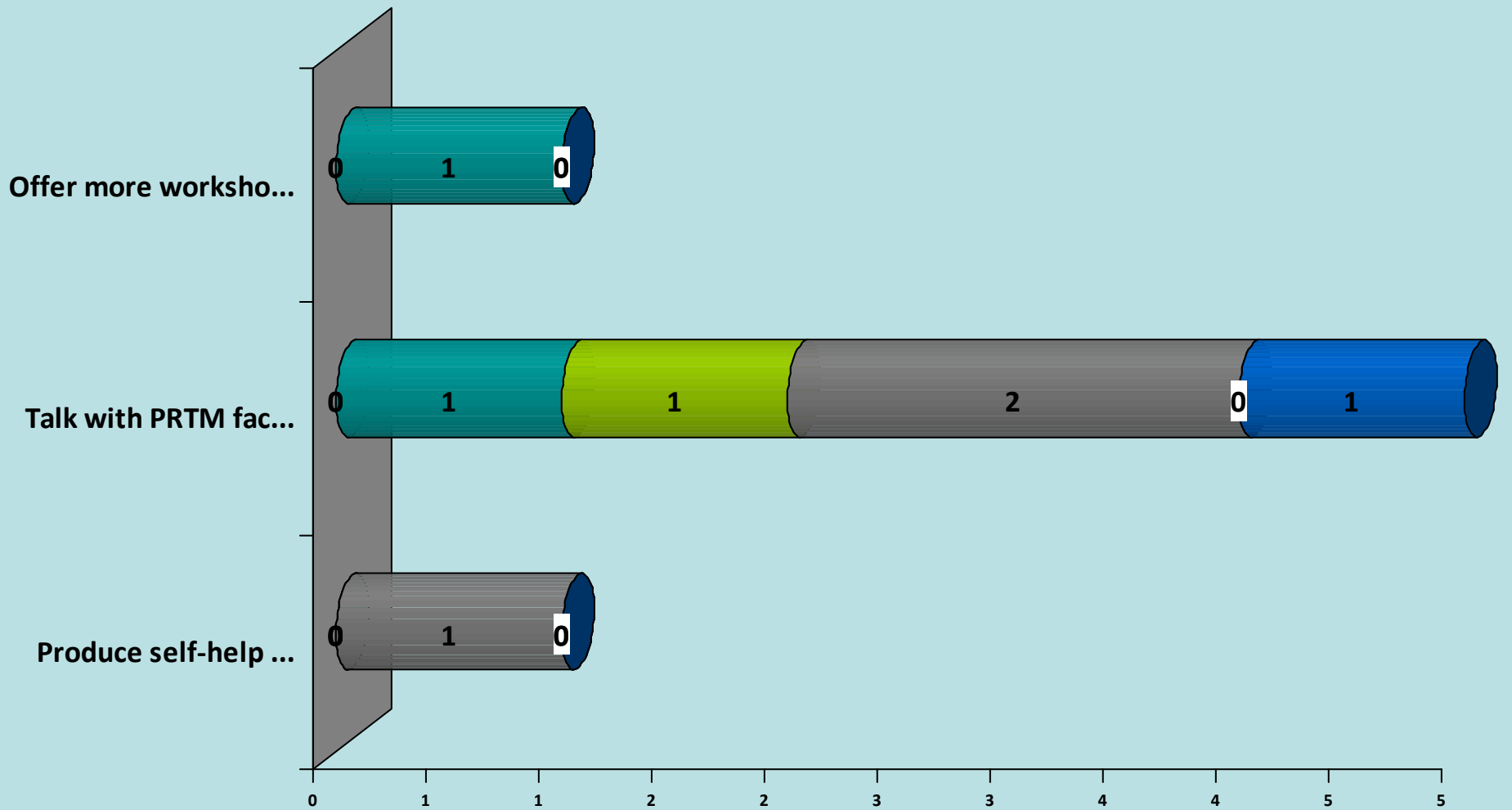
# Vista Trends



# What should we do?

- 27% 1. Offer more workshop and training opportunities for WPS faculty to grow interest in their department
- 55% 2. Talk with PRTM faculty about their experiences with LMSs to identify issues
- 18% 3. Produce self-help materials and how-tos for FER faculty to encourage continued growth there

# What should we do?



Teaching fa... 
  Research fa... 
  TLWT support 
  Librarian 
  Administrator 
  Student 
  I have mult...

# Identify need and fit

- You need context!
- Knowing the challenges and curricula of departments and programs – what tools could be used that aren't?
- Plan seminars and other communications to get the word out about the potential



# Limitations

- Granularity
- Narrow
- Narratives missing

# DISCUSSION WITH THE GROUP

# Thank you!

Please feel free to contact us at:

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*Slides are online at:*

<http://www4.ncsu.edu/~slsmith7>