

SECTION 3, COMPREHENSIVE STANDARD 3.4.14

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

JUDEMENT OF COMPLIANCE

Compliant

Partially Compliant

Noncompliant

RATIONALE FOR JUDGMENT OF COMPLIANCE

Technology is an integral part of the student learning experience at North Georgia College and State University. The NGCSU *2004-2006 Undergraduate Bulletin* [1, p. 78] states, "Technological literacy is infused throughout the curricula so that students graduate with the fundamental knowledge and basic ability to use these resources in everyday life and in future occupations." "NGCSU expects all candidates for degrees to strive for competency in six basic skills:

- Students should be able to engage in electronic collaboration using E-mail, e-mail attachments, and listservs.
- Students should be able to create structured electronic documents using word processing programs and basic Web page editors.
- Students should be able to produce technology enhanced presentations.
- Students should be able to use appropriate electronic tools for research and employ wise judgment as to the validity and usefulness of electronic sources and their content.
- Students should be familiar with and adhere to major legal, ethical, and security issues in information technology such as privacy, copyright, plagiarism, citing sources, "netiquette," hacking, hoaxes, and viruses."
- Students should have a working knowledge of computer hardware, software installation, troubleshooting, and file management."

The University requires students to utilize technology in their academic studies through the application of the core, "Area D Science, Mathematics, and Technology" [2, p. 88]. In this manner, technology is integrated into all undergraduate degree programs at NGCSU. Additionally, the Board of Regents mandates use of technology in the core curriculum: "*Today, general*

education also assists students in their understanding of technology, information literacy, diversity, and global awareness.”[3].

Currently, many academic departments and programs require the use and understanding of technology. The Department of Math and Computer Science relies heavily on a diverse set of technologies to develop and accomplish specific learning outcomes. Computer Information Systems (CIS) majors are required to complete an internship that demonstrates their proficiency and knowledge of technology. Computer Science (CS) majors develop and present senior projects, also, designed to demonstrate complex understanding and integration of multiple technology theories and practical applications. Secondary Mathematics majors are required to take CS 2100 “Technology in Mathematics” as prescribed by the State to acquire skills in research and access to technology resources. General Education majors are required to take CS 1200 to expose students to introductory technology skills and tools. Math and Computer Science is supported with 95 computers in three labs and a separate computer science classroom devoted to upper level CS research and learning. Additionally, all Math/CS classrooms are equipped with multi-media projection systems and integrated instructor workstations. Finally, Math/CS offers secured access to the Internet for CS majors and instructors via traditional, wired and wireless connections. This provides students and faculty to use privately owned computers for research and learning within a secure environment.

The Department of Language and Literature utilizes technology extensively for the delivery of foreign languages. In the summer of 2004, the Departments of Language and Literature and Information and Instructional Technology collaborated to double the size of the Language Lab to meet the growing needs of students and demands of faculty. This expansion created an integrated, foreign language study environment with 50 computer-based, student study stations. Additionally, this initiative was coupled with a cooperative agreement between North Georgia College and State University and the DoD Defense Language Institute in Monterey, California. This agreement provides NGCSU students studying foreign languages at both NGCSU and DLI to transfer credits between institutions, greatly reducing graduation time. A requirement of this arrangement was the development of a video conferencing classroom, located in the Military Leadership Center. This classroom provides IP video conferencing directly between NGCSU and DLI in support of remote instruction.

A relatively new concept for NGCSU is the use of learning communities to augment the educational experience. In the fall of 2005, NGCSU introduced the Freshman Leadership Community. Twenty-two freshmen women living in the Donovan residence hall are participating in collaborative learning

experience. To support this program, Residence Life and IIT worked together to create a designated and well-equipped classroom/study space to contribute to the student's academic success. The space is located on the entry level and off the main lobby area of Donovan Hall and is open to all students (male and female) from 8:00 a.m. – 12:00 a.m. during the week and until 2:00 a.m. on weekends. The space is also used to teach four classes during the academic year. The requested technology allows instructors to use various teaching methods and presentations including PowerPoint, overheads, network computer, and VHS/DVD options. A video camera and tapes are used for a video journal for the Freshmen Leadership Community, which will contribute to reflective learning and assessment. Many other departments integrate technology into the curriculum and the laboratory resources are delineated in the following table:

Location	Department	Function
BH 215 Compass Lab	Student Services	Testing
CE 217 Cont Educ Lab	Cont. Education	Community Service
DH 107A Honors Lab	Psychology	Honors Program
DH 108 Open Lab	IIT	General Purpose
DH 111 Writing Lab	Language & Literature	Student Support
DH 317 Lang Lab	Language & Literature	Foreign Language
HNS 122/123 Nursing Wet Lab	Nursing	Research/Instruction
HNS 152 Open Lab	IIT	General Purpose
HNS 206 Biology Lab	Biology	Research/Instruction
HNS 321/322 PT Lab	Physical Therapy	Research/Instruction
HNS147 CTLE	CTLE	Research/Instruction
Hoag Cybercafe	IIT	General Purpose
Library - network	Library	Research
Library Galileo	Library	Research
MLB-Military Lab	Military Science	Research/Instruction
NIX 221 Fine Arts Lab	Fine Arts	Research/Instruction
NIX 318 MIDI Lab	Fine Arts	Instruction
NOC 207 M&CS Wireless Lab	Math/CS	Research/Instruction
NOC 211 Math Tutor Lab	Math/CS	Research/Instruction
NOC109 Classroom Lab	IIT	Research/Instruction
NOC208 Classroom Lab	Math/CS	Research/Instruction
NOC210 Classroom Lab	Math/CS	Research/Instruction
RH 103 Physics Lab	Physics	Research/Instruction
RH 116 Sun Lab	Physics	Research/Instruction
RH 201 Chemistry Lab	Chemistry	Research/Instruction
RH 312 Physics Lab	Physics	Research/Instruction

University faculty are introduced to and trained in innovative learning technologies through the Center of Teaching and Learning Excellence (CTLE) [4]. “The mission of the Center of Teaching & Learning Excellence program at North Georgia College & State University is to enhance teaching and learning at the collegiate level through ongoing support and development of the faculty. Because teaching and learning are valued above all other pursuits at NGCSU, the program strives to:

- promote innovative teaching as a scholarly activity.
- encourage, recognize, and reward demonstrated excellence in teaching.
- enhance collegiality by cultivating an atmosphere appropriate to a community of learners.
- foster the sharing of talent, enthusiasm, and expertise of the academy.”

The CTLE currently provides services in:

- Multi-media instructional materials
- Video/audio capturing and editing*
- Transfer analog to digital and digital to analog*
- Write finished content to DVD, CD, VHS
- Mpeg, audio, and PDF files for the web
- Web site design and construction
- Web design training
- WebCT Vista training
- Posters and hi-resolution photos for the classroom
- Computer animation of processes

Furthermore, the Center for Teaching and Learning Excellence supports the Student Technology Advisors Program (STARS) [5]. The STARS Program is based on partnerships built between faculty and computer-knowledgeable students. The students are selected based on skills and breadth of instructional technology knowledge. Faculty are mentored by the students in developing skills that allow them to infuse their courses with technology. North Georgia College and State University integrates technology into the curriculum through the use of systems such as WebCT. WebCT is a course management system that provides asynchronous access to course materials and pedagogical activities through the World Wide Web [6]. A project known as GeorgiaVIEW [7] was created by the Advanced Learning Technologies office of the USG Board of Regents to coordinate the system-wide implementation of WebCT. North Georgia College and State University began using WebCT in 1999. In the fall of 2000, NGCSU transitioned 175 courses from a locally maintained server to the USG supported systems.

During the fall semester of 2005, NGCSU had a total of 92 active sections within WebCT with approximately 28 faculty teaching either hybrid or complete online courses. Currently for spring semester 2006, NGCSU has increased its WebCT usage with an estimated 125 live sections, 38 faculty, and user base of almost 4,500 student accounts [8].

WebCT offers students and faculty access to the system anytime and from any location with Internet access. Security is handled through username and password authentication and provides for the privacy of student records, grades, and general class work. The Department of Information and Instructional Technology (IIT) [9] provides administrative and technical support for WebCT. In addition, IIT provides regular training for faculty [10]. Training services include course consultation, student orientation, course development, and instructional design tips. Higher level design training and complex pedagogical issues are supported by the Center of Teaching and Learning Excellence [11]. There is also an online tutorial [12]. The Instructional Technology component of IIT [13] administers distance education and oversees the planning, installation, and maintenance of all classroom-based instructional technology. At NGCSU, videoconferencing courses are designed to offer credit classes to students who are separated from campus either by distance or time. Videoconferencing provides live two-way interactive video that transmits a course throughout the state to regional centers, high schools, and other universities. The Division provides administrative, hardware and software support, in addition to training and faculty consultation. NGCSU has four classrooms equipped to support videoconferencing. These classrooms support Internet Protocol (IP) videoconferencing which transmits via the Internet. The benefit of this technology includes easy access from sites around the world that can be achieved using a webcam and a computer.

The Georgia Library Learning Online (GALILEO) [14] initiative is another source for student and technology interaction at NGCSU. An initiative of the Board of Regents of the University System of Georgia, GALILEO provides access to multiple information resources. Participating institutions may access over 100 databases [15] indexing thousands of periodicals and scholarly journals. Over 2000 journal titles are provided in full-text. Other resources include encyclopedias, business directories, and government publications. Currently, over 2,000 educational institutions in Georgia participate in GALILEO, including University System of Georgia institutions, K-12 schools, public libraries, adult technical institutes and colleges, and a group of private academic colleges and universities. No matter where a student lives, a library nearby provides access to GALILEO, affording NGCSU students' extensive access to library and learning resources without having to visit campus. This technology, in addition to those previously mentioned,

heighten NGCSU's ability to extend its educational programs to reach current and prospective students in our service area of Georgia through online degree programs, distance learning, external degree programs, as well as consortia programs. Moreover, the technology enhances student-learning outcomes by providing students with ready access to the resources and training necessary to effectively utilize these resources to supplement their in-class learning and to promote life-long learning habits.

Students and faculty at NGCSU have access to 26 technology-based labs housing 441 computers. Staffed and maintained by The Department of Information and Instructional Technology [16], these labs provided access for general studies and discipline specific research. Within these labs, students can utilize over 100 software titles, browse the internet, and access personal and shared network space.

North Georgia College and State University assesses each student a \$45 per semester Technology Fee [17]. A Technology Fee Advisory Board, with student representation makes decisions regarding the use of this fee. At the close of fiscal year 2005, the technology fee had provided funding for dozens of faculty and student lead technology initiatives totaling more than \$1,810,870.00.

The INTRO Program [18] introduces students to the online student information system, Banner [19]. Students are assisted in registering for classes and trained on accessing important financial aid and registration information. Additionally, INTRO students are exposed to computer lab environments and given briefings by the Chief Information Officer and the Manager of the student helpdesk center, The Computer Hub [20]. The Computer Hub (formerly The Student Help Desk Center) was created with proceeds from the student technology fee. Its purpose is to provide technical assistance to all currently enrolled students regarding questions or problems with their privately owned computers. The center has the capabilities to address a wide array of issues ranging from hardware and software installations to virus detection and removal, and is expanding its mission to provide individual training for general purpose technologies at NGCSU.

Document Reference:

Number	DB Num	Document Title	Resource
1		NGCSU Undergraduate Bulletin, 2004-2006, Technological Literacy	http://www.collegesource.org/displayinfo/catalog.asp?pid={B7D26C41-3189-4993-A182-5B5C65B87E21}&oiq={1FD70D8E-2B26-4AEB-B696-5991983E2CD1}&vt=5 , p. 78 in PDF, p. 75 in hard copy.

Number	DB Num	Document Title	Resource
2		NGCSU Undergraduate Bulletin, 2004-2006, Core Curriculum, p. 85	http://www.collegesource.org/displayinfo/catalink.asp?pid={B7D26C41-3189-4993-A182-5B5C65B87E21}&oig={1FD70D8E-2B26-4AEB-B696-5991983E2CD1}&vt=5 , p. 88 in PDF, p. 85 in hard copy.
3		Board of Regents Academic Affairs Handbook, Section 2.04.01, General Guidelines for Core Curriculum, Areas A-E	http://www.usg.edu/academics/handbook/section2/2.04/2.04.01.phtml
4		Center of Teaching and Learning Excellence	http://www.ngcsu.edu/ctle/
5		NGCSU Student Technology Advisors (STARS) Program	http://www.ngcsu.edu/ctle/resources/STARS/index.htm
6		WebCT corporate website	http://www.webct.com/
7		Board of Regents Advanced Learning Technologies, GeorgiaVIEW	http://www.alt.usg.edu/gaview/index.phtml
8		NGCSU Dept. of IIT WebCT usage Statistics Report, Fall 2005	http://www.ngcsu.edu/sacs/Reference_Room/documents/NGCSU_reports/vistadata_fall05.pdf
9		NGCSU Dept. of Information and Instructional Technology	http://www.ngcsu.edu/Adminsrv/infotech/index.shtml
10		NGCSU Dept. of Information and Instructional Technology. Training for Faculty and Staff	http://www.ngcsu.edu/trainme/
11		Center of Teaching and Learning Excellence	http://www.ngcsu.edu/ctle/
12		NGCSU Dept. of Information and Instructional Technology, FAQs, Tutorials, and Documentation, WebCT Vista	http://www.ngcsu.edu/trainme/tutorials.htm
13		NGCSU Dept. of Information and Instructional	http://www.ngcsu.edu/Adminsrv/Infotech/its/index.htm

Number	DB Num	Document Title	Resource
		Technology, Instructional Technology Services	
14		GALILEO, Georgia's Virtual Library	http://callisto.gsu.edu/cgi-bin/homepage.cgi?style=&_id=471c0a79-1155272213-5051&_cc=1
15		GALILEO Guest Databases	http://callisto.gsu.edu/cgi-bin/homepage.cgi?style=&_id=471c0a79-1155272213-5051&_cc=1
16		NGCSU Dept. of Information and Instructional Technology, Computer Lab Information	http://www.ngcsu.edu/Adminsrv/infotech/index.shtml
17		NGCSU Dept. of Information and Instructional Technology, Student Technology Fee	http://www.ngcsu.edu/Adminsrv/Infotech/TechFee/index.htm
18		NGCSU New Student Orientation (INTRO)	http://www.ngcsu.edu/Intro/index.shtml
19		NGCSU WWW Student Information System	https://eagle1.ngcsu.edu:2001/
20		NGCSU Dept. of Information and Instructional Technology, The Computer Hub	http://www.ngcsu.edu/Adminsrv/Infotech/StudentDk/index.shtml