

Student Technology Advocates

Project Goal	Respond to the increased use of educational technology during the pandemic, improving student learning and reducing the time and energy faculty have to spend on technology.
Project Description	<p>Fall 2020 presented extreme challenges for students and faculty, as the campus transitioned to a new Learning Management System while simultaneously adjusting to operating during a global pandemic. Both students and faculty have expressed frustration regarding their experiences with educational technologies such as the use of Brightspace, streaming and lecture capture tools, video conferencing platforms, and others. Existing campus staff can provide training and general information but do not have the capacity to provide the type of “concierge” support faculty would prefer, and faculty do not have the capacity to answer student questions about technology.</p> <p>We will hire undergraduate students to serve as Technology Advocates for individual courses, serving as liaisons to existing college-based and campus-wide IT support. They will:</p> <ul style="list-style-type: none"> • Work with instructors to build Brightspace courses according to best practices. • Answer faculty questions about technology, and provide in-class support as needed. • Answer student questions about technology throughout the semester. <p>In addition to hiring students, we will also hire staff on an overload basis to supervise the Tech Advocates and conduct initial meetings with faculty to assess needs and set expectations.</p>
Scope	Any WL course is eligible for Tech Advocate support, but priority will go to larger courses that primarily serve undergraduate students.
Student Populations	All WL students are eligible to be Tech Advocates, and all WL students may enroll in a course that has a Tech Advocate assigned.
Expected Outcomes	<ul style="list-style-type: none"> • Both students and faculty experience less frustration related to education technology and will be able to focus on teaching & learning. • Students who participate as Tech Advocates will gain valuable experience and will be able to contribute to a solution to a campus challenge.
Proposed Timeline	<ul style="list-style-type: none"> • Oct./Nov. 2020: Plan and submit proposal • Dec. 2020: Hire supervisors, recruit students, and communicate to instructors about the opportunity to participate • Jan. 2021: Hire and train students; assign supervisors and students to courses. • Spring semester 2021: Provide Tech Advocate support to selected courses • Summer 2021: Review and assess project for possible continuation in fall 2021.