

January 3, 2019

Software Training

TEAM MEMBER NAMES AND DEPARTMENTS

Suzy Hardie, Chair	Educational Leadership and Policies
Dave Rodriguez, Co-Chair	College of Social Work
Kevin Bush	Theatre & Dance
Matt Heightland	USC Beaufort
Sheree Martin	Financial Aid
Sunny Park	Management Science
Rob Gibbons	Advancement Services

PROBLEM STATEMENT

“It is found that there is a problem with software training at the University of South Carolina. The software training team will research to ascertain if the issue is in the marketing, packaging, and/or finding the proper training services inside and outside of the University that are most beneficial to faculty, staff and students.”

INVESTIGATION METHODS/DATA/CONCLUSIONS

We met to define the problem with software training at USC.

Park investigated what other schools are doing in regards to packaging?

Bush interviewed Michelle Foster to discover what is currently being offered in regards to training. There seems to be a lot of programs for staff and faculty for training as they are the ones who vocalize that they need the training. Students typically figure it out on their own. Does the Thomas Cooper Library have the latest books on training?

Rodriguez searched what software is already out there. He put the information in the OneDrive.

Martin researched to discover the knowledge base of the intended audience.

EXECUTIVE SUMMARY

Currently there is not one system for students, staff, and faculty where they can receive training. The information is not presented in an organized system where users can go to one spot to receive training.

RECOMMENDATIONS/ACTIONS

A recommendation would be to have a certificate/award system for staff and faculty who have received training. This would help to encourage that people are using and participating in training. The certificate/award would also be used as a reward system for staff and faculty.

Another recommendation is for DoIT to begin the process of researching and/or getting estimates/bids on rejoining an online service such as Lynda.com or SkillPort. This would cover the basics of providing training resources to everyone for the most commonly used software.

[RESOURCE REQUIREMENTS AND STRATEGIES]**[APPENDICES (if needed)]**