

## Learning Technology Center Mission and Assessment Plan

The Learning Technology Center provides professional quality computer and software training and consultation to the faculty, staff, and students of the University of Wisconsin-Platteville. This includes providing professional quality instruction and support for campus technology needs, as well as serving as a strategic resource for the evolution of teaching with technology.

### The Mission of LTC:

1. **Faculty and Staff Training:** A professional development program for UW-Platteville faculty and staff offered by the LTC. Classes are scheduled monthly and on demand.
2. **Student Training:** On-demand (just-in-time) training services are available to students of UW-Platteville at no charge.
3. **Learning Technology Administration:** The LTC provides administration and coordination for campus Course Management Systems (CMS; Learn@UW) in addition to other training, support, and consultation for developing technology in classroom curricula.
4. **Professional Development:** The LTC works closely with the Teaching Excellence Center to bring meaningful opportunities for faculty growth in instruction and technology.
5. **Application Support:** The LTC provides extensive support for using University applications, particularly the Data Mart administrative and reporting tools.
6. **Documentation Development:** The LTC strives to develop, maintain, and disseminate professional quality guides for self-paced, campus software usability.
7. **Computer Lab Management:** The LTC handles scheduling and support for campus IT training and assessment labs. Labs are designed for use in sound and video editing, HTML authoring, and more.

### Expected Outcomes

#### The LTC will:

1. Advise faculty and staff on available multi-media tools and software and provided training as needed.
2. Cooperate with faculty and staff to identify emerging technologies and practices.
3. Support students in the production of professional quality academic portfolios.
4. Locate, centralize and share training resources and helpful Internet sites.

### Assessment Tools:

1. Gather metrics measuring faculty and instructor utilization of Learn@UW service and support, Data Mart support services, and productivity support services.
2. Survey of faculty and staff for effectiveness and quality of services and resources offered.
3. Review formative evaluation from surveys and comments.
4. Schedule annual customer "open house" events to advertise services, gather directional input, and facilitate formative feedback.

	Tool #1	Tool #2	Tool #3	Tool #4
Outcome 1	X		X	X
Outcome 2		X		X
Outcome 3	X		X	
Outcome 4		X		X