PANEL ABSTRACT

Running a Course Management System -- Smooth Sailing or Shipwreck? Lessons Learned from Small, Large, and Budding Course Management Implementations – Best and Worst Practices – An Active, Fun and Engaging Panel Conversation

1) INTRODUCTION:

Are you new to course management systems administration and support? Experienced but seeking a quieter, less hectic course management reality? Considering a new course management system rollout? Attend this session and discuss the good, the bad and the ugly regarding rolling out and supporting a course management system. While the panel members hale from educational environments (University and K-12) this session is highly relevant no matter your organization type and no matter which course management system you are using or considering.

One panel member brings a technical specialist point-of-view having acted as a system administrator for the Blackboard Learning System for the past 7 years. One panel member has a dozen years of instructional support and project directing experience from a large university environment. The third panel member offers the perspective of someone in K-12 who is nurturing a new course management project. Blended together these three panel members offer a rich mix of experiences and different perspectives regarding course management best and worst practices.

2) LIST OF PANELISTS:

Dr. David E. Dean, Information Technology Systems Specialist V, Eastern Washington University, Cheney, WA

Dave has worked at Eastern Washington University (EWU) for over 20 years. For the past seven years he has acted as the university’s Blackboard System and Application Administrator. He is also an adjunct faculty member. Dave will describe both technical issues regarding provision of, and support for the Blackboard service and he will describe support and user issues from the perspective of a faculty member. Compared to Southwestern College (Larry Lambert’s perspective) Eastern Washington University is a small site with a relatively simple hardware and application platform, Dave’s perspectives will be especially relevant to audience members who similarly work at smaller educational or business environments.

Larry Lambert, Online Instructional Support specialist, Southwestern College, Chula Vista, CA

Larry brings the perspective of an instructional support person from a university with a large, complex, well integrated and mature course management platform. Larry is involved in both supporting this instructional platform and in helping to set strategic direction and identify funding sources (Champions) for the continuing development of the university’s instructional systems.

Patricia Dean, Director of Instructional Technology, Cheney Public School District, Cheney, WA

Patti has 30 years experience in the K-12 environment both in the classroom and as an administrator. She is responsible to guide Cheney School District’s technology integration and instructional efforts. Cheney School District partners with Eastern Washington University on many educational projects – most recently a $2.5 million dollar effort jointly funded by Microsoft.
and the State of Washington. Blackboard is being used in conjunction with this project. Patti will speak from the perspective of a technical and curriculum expert in the K-12 environment and will describe the adoption of the Blackboard course management system by Cheney district teachers and students.

3) OUTLINE OF PANEL ORGANIZATION:

- About EWU – describe it size, FTEs, etc., and then describe its course management platform.

- About Southwestern– describe it size, FTEs, etc., and then describe its course management platform.

- About Cheney School District– describe it size, FTEs, etc., and then describe its course management platform.

- Challenges we face – each panel member will briefly comment on it’s service and support strategies (including funding, staffing, development and expansion).

- Best Practices – each panel member will make describe what aspects of their course management project are working extremely well at their location and make recommendations to the audience regarding best practices for planning, implementing, supporting, and expanding a course management effort.

- Questions and Discussion. Panel members will interact with the audience and solicit comments, experiences, “do’s and don’t” from audience members.

The panel members have worked together previously on conference panel sessions. They utilize humor, contrasting experiences; frequently fold in visual aids, even magic tricks to illustrate points being made. All three panel members are accomplished teachers and presenters who truly want to engage the audience and in this panel setting will create a comfortable setting where audience members should feel their opinions and experiences are welcomed and valued.