

# Philadelphia University Improves Technology Services and Integration with *Just-in-Time* Training

With the explosive growth of new technologies, higher education institutions face numerous challenges in meeting the support and training needs of users campus-wide. The Technology Help Desk at Philadelphia University's Office of Information Resources is fulfilling its mission as a one-stop shop for its diverse population of students, staff, and faculty by providing 24/7 access to an online technology training and integration resource.

## Short on Time, Short on Staff

Philadelphia University serves more than 450 faculty and staff members, and 3,500 full- and part-time students, including adult learners and international students, through face-to-face and online courses. To meet the needs of this growing institution, the university's Technology Help Desk must offer a wide range of services on a tight budget, with a small staff of one manager, one analyst, and 16 part-time student workers. The Technology Help Desk provides 90 hours of support each week for student, staff, and faculty computers; administrative computing systems; academic labs; faculty and staff development; web conferencing; course management software; and new student orientation. This vast variety of support needs presents significant challenges for the Help Desk staff, including:

- Providing timely support for students
- Overcoming limited staffing resources and skill sets
- Addressing high staff turnover as student workers graduate
- Creating targeted training to address a wide range of faculty, staff, and student skill sets

Pia Roper, the Technology Help Desk Manager, explained the barrier the Office of Information Resources is up against: "It's impossible for us to have the knowledge and skills to support all the software and online applications available today. We don't have the staffing to provide the 24/7 coverage needed to serve the needs of students, staff and faculty effectively."

To remove this barrier, the Help Desk needed a solution that could provide all users with around-the-clock access to support, enabling the Office of Information Resources to train new staff and incoming students while also providing a way to help faculty integrate technology into instruction. Philadelphia University found just such a solution in Atomic Learning.

**Problem:** Challenged to meet and support training needs of campus faculty, staff and students.

**Solution:** Provide 24/7 access to Atomic Learning's extensive online library of technology training and integration resources.

**Outcome:** Reduced support call volume and number of help tickets through simplified training and integration resources.

## A Streamlined Solution

A subscription-based service, Atomic Learning offers a centralized, online source for thousands of on-demand software training tutorials and technology integration resources. The tutorials provide a self-

directed learning environment so students and faculty can learn at their own pace.

“Atomic Learning helps extend our Technology Help Desk services in creative and effective ways despite limited staff and resources,” Roper stated. “Its flexibility and wealth of high-quality training videos help the university overcome support challenges and improve technology integration.”

All users have quick, easy access to all training resources through a password-protected portal on the Philadelphia University homepage. Additionally, orientation packets and training sessions are offered to new students, faculty, and staff to inform them of the technology training and support available through the university’s

subscription. Atomic Learning has become an integral part of Philadelphia University’s efforts to provide students with a successful 21st century learning experience, and to ensure they are career-ready.

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Pia Roper  
Technology Help Desk Manager

## Successful Student Support

During students’ first class at the start of the school year, the Help Desk staff demonstrates how to access and use Atomic Learning. Raised on the Internet, “digital native” students appreciate the anytime, anywhere access to a comprehensive library of training resources. Students working at 2 AM on an assignment due later that morning can quickly find the training they need to solve a problem.

For adult learners, often returning to the classroom or using educational technology for the first time, the on-demand format helps them easily get the training they need, when they need it, and improve their skills and confidence in using technology.

“Atomic Learning helps students to help themselves, which is very important for both first-year students and adult learners,” said Jordana Shane, a university information librarian. She often points students to the resource when helping them in the library’s reference area. “Even a very short demo of an Atomic Learning module engages students.”

Students entering the university have a variety of technology skill levels and many are unfamiliar with the technology needed to perform specific coursework. Atomic Learning has put the faculty at ease by creating a repository to answer students’ technical questions, and

Philadelphia University

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Information Technology

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- Atomic Learning  
- Buying a Computer?  
- Contact the Technology Help Desk  
- Technology Help Desk Self-Service

**CONTACT THE TECHNOLOGY HELP DESK**

Please be advised that we only provide technical support to Philadelphia University faculty, staff, and students. If you are part of our community, you may reach us in a number of ways:

215-951-4648	<b>CALL US</b> during our normal business hours, or press "1" to leave a work order request on our 24-hour phone messaging system.
HelpDesk@PhilaU.edu	<b>E-MAIL US</b> to request assistance, or to make suggestions or comments. You will usually receive a response by the next business day.
http://helpdesk.philaU.edu	<b>VISIT</b> our self-service website at any time to obtain solutions to technology issues, or to place a request for assistance from our staff.
Search Hall, 2nd Floor	<b>STOP BY</b> our offices to obtain instructions guides, get assistance, place a work order, or just to visit.

**CONTACT THE TECHNOLOGY HELP DESK >>>**

**TECHNOLOGY HELP DESK SELF-SERVICE >>>**

**GET YOUR COLLEAGUE ID >>>**

**FACULTY, STAFF, & STUDENT PASSWORD RESET >>>**

**QUICK LINKS:**  
- Faculty & Staff Directory (restricted access)  
- Student Directory (restricted access)

ultimately freeing up classroom time to focus on content and instruction. For instance, in a course on statistics, students need to be proficient in Excel before they can complete the assignments successfully. With the software tutorials available as a go-to resource, students can learn how to use the application on their own, allowing faculty to concentrate on academic concepts during class.

## Simplified Technology Integration

Technology has become a crucial part of effective course content and delivery. On many college campuses, faculty members recognize the importance of integrating technology, but struggle to do so in effective ways. At Philadelphia University, Atomic Learning has helped faculty incorporate technology into instruction in ways that foster student engagement and 21st century skill development.

The confluence of many factors including globalization and the rapid evolution of technology has changed the workplace, redefining the skills and competencies needed in the digital age. Schools must prepare students for a workplace that requires strong communication skills, creativity and 21st century literacies.

“The faculty were blown away by the capabilities of Atomic Learning and were amazed that this tool existed,” said Ellen Kolodner, Director of Continuing Education and Academic Programs. “We suggested that the adult learning faculty members include a link to Atomic Learning in their course syllabus, and assign students the workshop on *Creating an Effective PowerPoint Presentation*, an important skill for today’s competitive job market.”

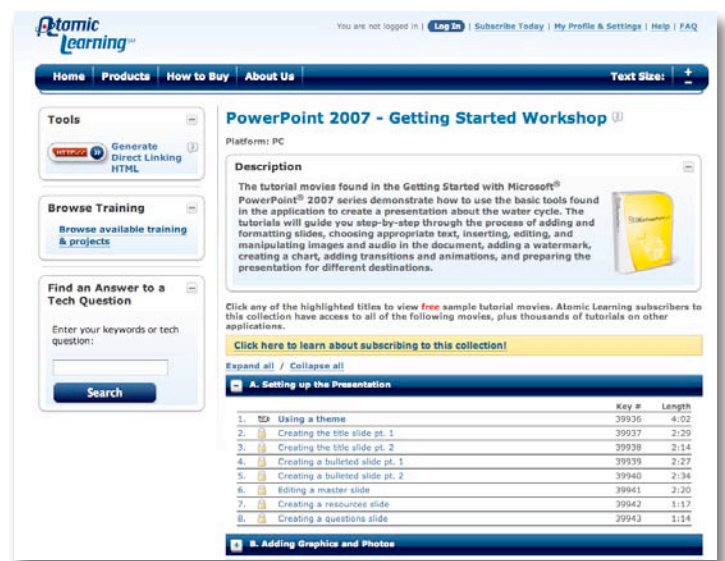
## Critical Faculty and Staff Development

To help faculty and staff enhance their technology skills, Roper and analyst Erik Froelich host mentored training sessions and lunch-and-learn programs that showcase available Atomic Learning resources. The mentored learning sessions, which are self-paced and scheduled to be convenient for faculty, have been highly successful, particularly for frequent help request topics, and when the university is installing or upgrading applications such as Office 2007 campus-wide. The video tutorials also enable the Help Desk to easily train new student workers to fulfill support requirements and service requests.

Atomic Learning has proven a valuable tool for faculty. Lloyd Russow, Dean of Graduate Programs and Academic Affairs at Philadelphia University, utilizes the training tutorials to increase his own technical

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The screenshot shows the Atomic Learning website interface. At the top, there is a navigation bar with links for Home, Products, How to Buy, and About Us. Below this, there are several tool and training options. The main content area is titled "PowerPoint 2007 - Getting Started Workshop" and includes a description of the tutorial series. A table lists various tutorial topics with their key numbers and lengths.

	Key #	Length
1. Using a theme	39926	4:02
2. Creating the title slide pt. 1	39927	2:29
3. Creating the title slide pt. 2	39928	2:14
4. Creating a bulleted slide pt. 1	39929	2:27
5. Creating a bulleted slide pt. 2	39940	2:38
6. Editing a master slide	39941	2:20
7. Creating a resources slide	39942	1:17
8. Creating a questions slide	39943	1:14

## CASE STUDY

[www.AtomicLearning.com/highed](http://www.AtomicLearning.com/highed)

skills, as well as using the resource in his course curriculum to improve student learning. “I had to develop materials for textbooks, and I didn’t know how to insert an Excel spreadsheet into my PowerPoint presentation,” Russow explained. “Instead of calling our help desk, I went to our school’s Atomic Learning website to view the 2-3 minute online video on how to do this. The tutorials have a nice audio and visual explanation of very specific topics. It actually is as they say, ‘just-in-time learning.’ I also provide the website address in my class materials, and I highly recommend it to my students since it allows for targeted learning.”

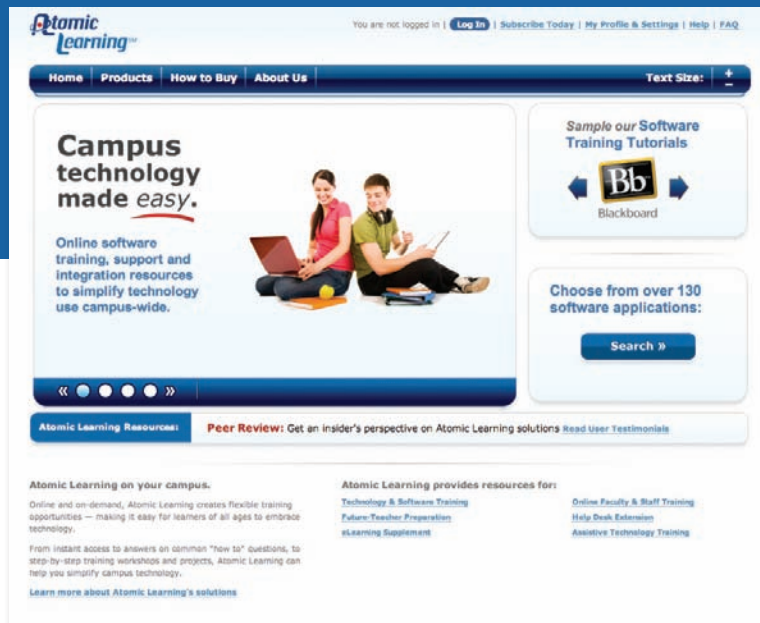
### Outstanding Results

Atomic Learning is used throughout the Philadelphia University campus by faculty, staff, and students. The pervasive use of the on-demand service has reduced both the call volume and number of help tickets for the Technology Help Desk, allowing the small staff to focus on larger initiatives. “Atomic Learning enables us to be the central entry point for the Office of Information Resources, to handle both the wide range of help requests for software support and the training needs of all the university’s users,” Roper stated. “I’ve been very impressed and pleased with the number of ways the solution can be applied to solve various IT challenges. Atomic Learning’s customer service has been phenomenal as well, helping me come up with ideas and addressing my questions.”

### About Atomic Learning

Atomic Learning is a global education partner dedicated to providing resources that allow learners of all ages to embrace technology. By providing an integral training resource for faculty; staff, and students, a valuable help desk extension; and a vital tool for course technology integration, Atomic Learning’s library of online training resources simplifies technology and assures colleges and universities can keep individuals both on and off campus up-to-date on the latest technology.

For more information, visit [www.AtomicLearning.com/highed](http://www.AtomicLearning.com/highed).



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For more information about Atomic Learning, please contact us at (866) 259-6890 or visit us on the web at [www.AtomicLearning.com/highed](http://www.AtomicLearning.com/highed)