Lamar University – M.Ed. in Educational Technology Leadership

Internship Plan: Field-based Experience Activity

The Field-based Experience component of the Internship Plan is a brief, but specific document indicating your overall approach to the Internship program. Using this document, you will identify the field-based activities you will approach and indicate which of the eight ISTE Technology Facilitation standards was addressed in each activity. You should also provide a brief description of each activity, resource person, and a completion date for each activity. This activity should be completed with and approved by your site mentor.

Use this chart to develop your Internship Plan. When you open this file, immediately save it as "*yourname*_Draft Internship Plan," and work on this saved file as you revise and update your plan. To add more rows to this table, highlight the entire last row, right click, select "Insert", and select "Insert rows Below."

Project #1 - Research, Pilot and Implementation of Starfish Retention Solution Software into the Blackboard System of San Jacinto College

I began my duties as Blackboard Administrator/Support Coordinator at San Jacinto College August 25, 2008. Less than two weeks later, my supervisor resigned his position. My position had just been created, and with no immediate supervisor, I was left in limbo for a short time, wondering what I was to do. The Vice President of Educational Technology was the next level of supervision, and she (Niki Whiteside) took over my supervision; as it was decided not to fill the Dean position. Niki and I discussed the direction of my position, and because of these changes, it has since morphed into something very different from its beginning.

In February of 2009, San Jacinto College's Educational Technology Division was contacted by Starfish Retention Solutions to possibly perform a trial use of its product. Ms. Whiteside informed the CEO of Starfish that all communication concerning the implementation should be with Martha Sells, Blackboard Administrator/Support Coordinator. This would be my first major project to direct, and the beginning of my project for Lamar University's Educational Technology Leadership Masters Program.

The first contact with Starfish occurred on February 10, 2009. I requested permission from our purchasing department to evaluate the software and was granted permission on 2/12/2009. A Return on Investment (ROI) was also determined. From this, it was learned San Jacinto College must retain only 5 students who would otherwise drop out from college in order to gain back the money spent on the software. This convinced those in charge that it was indeed a feasible investment.

I then was required to provide Starfish with technical information concerning our Blackboard environment. This was provided, and the first version of Starfish was loaded into our testing environment on 2/13/2009. Following the installation, troubleshooting and resolution was performed through 2/25/2009.

Following initial setup of the software, courses and users had to be created in Blackboard in order to test the software, and determine its effectiveness and benefits to the college. This was taken care of in mid-February. In addition, throughout the month of March, further meetings were held – usually by phone – to determine the customized setup for the college.

On April 14th, a meeting was held with Adanto Ugo, Retention Specialist at San Jacinto College's north campus, to introduce her to the product. Her initial reaction was, and continues to be, extremely positive. I worked with Adanta to determine what our flags would need to contain, who should receive them, and what types of situations should initiate their raising.

Niki and I determined we would need buy-in from the ones who would be using the product, as well as support from those above us. In June of 2009, communications were made to other stakeholders and decision makers of the college. These included counselors, Deans, and Vice Chancellors. They were all brought together in July for a demonstration of the product, and the ROI was shared at that time. It was then we received their blessing to pilot the program during the fall of 2009.

At least 40 hours has been spent by me on this project before my entry into the Masters Program at Lamar University. In the table provided from my project plan, I will include my scheduled activities to conduct

the initial pilot, expand it into the spring of 2010, and expand even more into the Summer and Fall semesters.

Activity	ISTE Standard/ Performance Indicator	Activity Summary	Resource Person	Projected Date of Completion
Research of Software	Standard VIII. Leadership and Vision Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments Standard VIII. Leadership and Vision	Research Starfish Solutions Software to determine the possible benefits to the students of San Jacinto College	Wade Howard, Naomi Horak – Starfish Retention Solutions	Prior to Program – see above paragraphs
Budget Study	Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments	Perform ROI to determine budget impact vs. student assistance	Wade Howard – Starfish Retention Solutions	Prior to Program – see above paragraphs
Install Starfish Retention Solution Software	Standard I. Technology Operations and Concepts Standard II. Planning and Designing Learning Environments and Experiences Standard V. Productivity and Professional Practice Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments	Install Starfish Retention Solution Building Block into Blackboard	Naomi Horak	Prior to Program – see above paragraphs
Test Software	Standard I. Technology Operations and Concepts Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments	Test software on Bb staging server	San Jacinto College Blackboard Support Team	Prior to Program – see above paragraphs
Planning of Pilot Program	Standard II. Planning and Designing Learning Environments and Experiences Standard VI. Social, Ethical, Legal, and Human Issues Standard VIII. Leadership and Vision	A pilot program will be developed with the College Preparatory Division, as they experience the most difficulty with student retention throughout the year.	Brenda Blue, College Prep Department Chair; Rebecca Goosen, Dean of College Prep; Adanta Ugo, Retention Specialist	Prior to Program – see above paragraphs
	Standard II. Planning and Designing Learning Environments and Experiences Standard VI. Social, Ethical, Legal, and Human Issues	Determine flags to be implemented within Starfish, considering best practices in which to most effectively and efficiently assist students.	Naomi Horak, Brenda Blue, Adanta Ugo, Niki Whiteside, VP of Educational Technology	Prior to Program – see above paragraphs

Last Updated: Wednesday, May 26, 2010

| Training of Faculty | Standard I. Technology Operations and Concepts

Standard II. Planning and Designing Learning Environments and Experiences

Standard III. Teaching, Learning, and the Curriculum

Standard V. Productivity and Professional Practice | Develop customized training materials to provide during training sessions for faculty involved in pilot program. | Chris Duke, EdTech Director of Training; Jennifer Ramsey, Trainer; Naomi Horak | October 12, 2009 |
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| | | Conduct face-to-face training sessions with faculty involved in pilot program. | | October 12, 2009 |
| **Monitoring of Processes** | Standard IV. Assessment and Evaluation

Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments | Meet with faculty and division leaders to identify needed adjustments to the processes involved. | Naomi Horak, Brenda Blue, Adanta Ugo, Niki Whiteside | October 16, 2009
February 5, 2010
May 24, 2010
June 11, 2010
July 9, 2010
August 13, 2010 |
Customization of Software	Standard IV. Assessment and Evaluation	Using data in reports, determine how to customize those reports to assure measurable and meaningful data is being gleaned.	Naomi Horak, Brenda Blue, Adanta Ugo, Niki Whiteside	August 13, 2010
Documentation, Anallysis, and Reporting	Standard IV. Assessment and Evaluation	Prepare End-of-Pilot report to justify adoption of product and recommend implementation for all college level courses	Naomi Horak, Brenda Blue, Adanta Ugo, Niki Whiteside	August 16, 2010
Prepare Pilot Plan for All College Level Courses	Standard VIII. Leadership and Vision	Communication with additional faculty to be involved in expanded pilot program	Instructional Deans; Laurel Williamson, Vice Chancellor of Instruction	August 20, 2010
	Standard I. Technology Operations and Concepts

Standard II. Planning and Designing Learning Environments and Experiences

Standard III. Teaching, Learning, and the Curriculum

Standard V. Productivity and Professional Practice

Standard VIII. Leadership and Vision | Training of additional faculty to be involved in expanded pilot program | SJC EdTech Training Team; SJC EdTech Blackboard Support Team | August 20, 2010 |
| **Implement Full Program for all College Level Courses** | Standard I. Technology Operations and Concepts

Standard II. Planning and Designing Learning Environments and Experiences

Standard VII. Procedures, Policies, Planning, and Budgeting for Technology Environments | Set up software to be implemented college wide for all college level courses | Niki Whiteside | August 23, 2010 |