



## Student Technology Fee Committee (STFC) Annual Allocation Request

### ALLOCATION REQUEST DATE INFORMATION

Date Created: 2021-02-18 19:34:07

Date Due: 2021-02-19 23:59:00

Date Submitted: 2021-02-18 20:52:20

### ALLOCATION REQUEST TITLE/DESCRIPTION

Request Title: Digital Support Peer Consultant

Request Description: This request is seeking continued funding for the Peer Digital Support Consultant. A position that trains and mentors students in the effective utilization and application of digital tools.

### ALLOCATION REQUEST INFORMATION

Department Name: The Office of Digital Learning &amp; Teaching and Learning Center

Request Code: 21A0287

Contact Names: Darcy Janzen &amp; Dwayne Chambers

UW Tacoma Affiliation: Staff

UWT Email Address: janzen@uw.edu

Phone Number: 253-692-5731

Title of Request: Digital Support Peer Consultant

Type of Request: Continuous / Ongoing

Department Head Approval:  Department Head: Bonnie Becker, Associate Vice Chancellor for S

## Annual Request Information

**1. Background: Review and discuss the context of the proposed technology in detail. Explain how this proposal will be used in conjunction with an original proposal or existing technology. If applicable, how is the current technology disabled or inadequate?**

Each year I request this funding, I begin by explaining that a student's academic and professional life is increasingly digital. This has not changed since last year's STFC request. However, our lives changed drastically in many other ways over the last year due to COVID. The rapid shift to fully online in spring 2020 was extremely stressful and overwhelming for everyone at UW Tacoma. While we have had several quarters to adjust to the demands of managing coursework fully online during a pandemic, the student support resources and outreach that we provide are more important than ever. The Office of Digital Learning has worked very closely with faculty to strategize and promote best practices in online instruction. With that comes the integration of technologies that may be new to our students or utilized more prominently in coursework. With hopes of moving back to a face-to-face teaching modality in the fall, we just don't know what will happen.

This year's request is being presented as a joint collaboration between the Office of Digital Learning and the Teaching and Learning Center. A two-pronged approach is being implemented for this position that will expand the reach of support we provide to students. Our main intent for this position is to continue to provide one-on-one Digital consultations for students through the tutoring system in the TLC. Regardless of whether we are back on campus, we will continue to provide virtual appointments (via Zoom) for students, which has proved to be very effective and convenient. Additionally, this position will support work that the TLC has been doing in expanding support directly through courses and curriculum. The TLC and the Office of Student Success have been overseeing a pilot project of embedding tutors into classes and they are actively engaged in and positioned within the Early Alert/student success process. We intend to have the Digital Support Peer Consultant integrated in a similar way. Faculty work with advisors to ensure students are getting the resources (writing support, quantitative support, research support, self-care support) that they need to do be able to do well in their courses. Digital Skill-building has not been part of this process. COVID has made it apparent that there is a critical need for more digital support for students. Many times faculty cannot answer technical questions about new technology they are learning themselves. This position would be included as a resource in the referral process for students. Additionally, the TLC works directly with faculty in designing assignments. This position would create embedded support resources for technology tools used by faculty. Tools like Hypothes.is annotation, Miro, Google Suite, Piazza, etc. Training on technology tools would be "built-in" to the course, within the Canvas modules or pages, and aligned directly with tasks/assignments. Students will not have to go seek help, but we will begin to have it readily available as part of the course as they progress through tasks and projects. There will be opportunities for students to have direct access to the Digital Skills consultant through a link to set up Zoom sessions if additional help is needed.

COVID has certainly complicated our lives and we recognize that as we move faculty forward in more effective online delivery and innovate teaching strategies, we equally have to plan for supporting students within this realm. I am asked every year how this position is different than positions in IT. The services provided by the IT helpdesk are typically not focused directly on instructional technologies. IT provides support and questions about topics such as email, connectivity, software, equipment checkout, downloading free software, troubleshooting issues, protecting your accounts, and how to access file storage from off-campus. The Digital Support Consultant provides training on the application and hands-on demonstration of how students can utilize collaboration tools, format papers, function in Office applications like Excel, Word, and PowerPoint, and determine what technologies align with assignment needs. The Digital Consultant's role is to instruct and not just solve one-time issues. We want this position to help students build skills and gain confidence in the assessment and use of digital technologies.

**2. Benefit to Students: Discuss how students have benefited from the original proposal, if applicable. How will additional funding of the technology benefit students? If this was an unforeseen technology need, discuss how students will benefit from this new proposal and why the need cannot wait for annual allocation funding.**

Now more than ever, students need to have support resources readily available. They do not have the time to investigate what resources exist and how to obtain them. We have an obligation to make access to training and support front and center as they progress through their course work. The collaboration with the Teaching and Learning Center will allow us to expand access to the Digital Learning Consultant and really explore ways that we can integrate services into the course and within the curriculum. Funding this position will help us continue to improve and try new ways of meeting student need. Every year we re-assess and try to do better. We may be back with some face-to-face courses in the fall but students will continue to deal with the impact of COVID and access to remote services will still be vital.

STFC has remained supportive of this initiative and continued funding and support from the STFC committee are even more important now, as we try to mitigate the challenges that remote learning has presented in such a short amount of time.

**3. Access: Describe who will be using or will have access to the resources being proposed. If the access has changed since an original proposal, be sure to note that here. In addition, all previous requestors, please provide historic data highlighting the usage and accessibility of technology. All new requestors, please provide user need data.**

The digital support will continue to be available to all current UW Tacoma students, on-campus (when permitted) with the additional virtual Zoom option. As you may know, work on the new Learning Commons has begun. Once this space is established, our plan is to launch student learning labs and

training sessions. This space will be a high-volume location with regard to student access to academic support services and the Snoqualmie Building has more open hours than any other student support location on campus. We expect that student's utilization of services within the commons will

continue to grow once the new space is launched. We also anticipate the virtual sessions will be popular as the pandemic impacts our world. Students will also have instant access to support and training within their courses as more and more faculty request modules to integrate.

**4. Timeline: Provide a timeline showing how the proposed technology can be completed during the requested period. Describe when you would like to see this proposal initiated and completed, and why.**

If approved, the Digital Support Consulting funding will apply to the 21-22 academic year.

**5. Resources/Budget: Discuss available financial, personnel and space resources devoted to the proposed technology and level of support. Proposal must detail all the items/resources requested to be purchased. This includes filling out the Item Detail in next section.**

We have full support from Bonnie Becker, Associate Vice Chancellor for Student Success, who oversees the Office of Digital Learning, the Teaching and Learning Center, and University Advising. No departmental funds are available for this position.

Student workers are restricted to 19.5 hours a week. Therefore, this STFC request will fund up to 19.5 hours a week for the duration of the 21-22 academic year for one consultant.

## Funding Request Items

Item	QTY	Cost Per Item	Shipping Fee	Tax Per Item	Subtotal
Student Digital Support Consultant	1040	\$15.00	\$0.00	\$0.00	\$15,600.00
Benefits for 1 Consultant at 23.5%	1	\$3,666.00	\$0.00	\$0.00	\$3,666.00
OVERALL TOTAL:					\$19,266.00