

EDTC 6040 Group Consulting Final Project Reflective Statement

The Project

My EDTC 6040 project was a group consulting project. My group's client was Vidant Health based out of Greenville, NC. Vidant Health needed a set of instructional videos on technology best practices to educate their diverse learner population on different information technology securities practices such as password safety, phishing, spam, viruses and Trojans. Each team member was given a lead role or roles for this project. I was designated as the lead evaluator and co-lead developer.

Project Development

After having an initial kick-off meeting with our client, my team, consisting of myself, Whitney Martin and Dan Kline, decided to create a set of five short, less than five minutes in length, instructional modules using Adobe Captivate 9. We would not need to actually publish them. Our client, Vidant Health, was going to be in charge of doing that. We just needed to supply the Captivate files. After a few meetings and back and forth emails with our client, we discovered that we were also going to be the SMEs for the project. This was not a bad thing as two of the team members, myself and Dan Kline, both have backgrounds in information systems security.

Our team met weekly via Skype and developed a plan and a time table. We created a learner analysis questionnaire and distributed it via Qualtrics. We branded the survey with the Vidant Health logo and supplied our client with the survey link. Out of 13,000 employees, we had roughly 1,000 responses. We analyzed this data and developed our instructional modules. We first started with creating storyboards which was very beneficial given the group nature of this project. I was in charge of the media that would go on each slide of each module. I was also

in charge of recording the narrations and providing a script to Vidant so they could add closed captioning to meet accessibility standards for their large learner population. After the modules were complete and proofed and approved after suggested changes, we focused on the evaluation phase of our project. I requested to be the lead evaluator in order to work on my abilities in this area. We chose to conduct a small group focus session with five learners of different skills and abilities. We, my team and I, used Vidant Health's instance of GoToMeeting. We stayed in the virtual meeting while the five learners worked through our five modules. Vidant Health had a few people from the Information Technology department nearby to help if there were any questions. My team and I were also in the virtual meeting environment for questions as well. After all learners completed the instructional modules, we held a focus group and asked a series of questions. We received very good feedback in our formative evaluation. Our client was extremely happy with how everything went. We incorporated the suggested changes into our modules and delivered the final product to Vidant Health. Vidant Health's evaluation of our team and delivered product was stellar. We were praised as the best team they had ever worked with from ECU.

Professional Goals and Objectives

This particular project was a great experience for me. It mirrored what a real instructional design and technology project is like, especially in a real world professional environment. There were times when I became frustrated with my teammates, but I learned to take a deep breath and a few moments before I reacted. I actually learned this in a professional environment and applied it to my school work in this particular case. However, working remotely with a team has its challenges and I feel that our team worked well through them. This was a great professional learning opportunity for me because I currently work in a virtual

environment where I only communicate with my co-workers virtually. I regularly go into a physical setting with them, but the majority of the time, I am a virtual employee. I was exposed to quite a few bumps with this project, but due to the availability of my teammates and how well we all worked together, nothing entered crisis mode. I especially liked how all three of us on our team all brought different skills to the project, but yet we were all similar in some ways, such as being overachievers. I learned from my teammates in a virtual environment and for many years, I felt that this was not possible. I used to work at a satellite location for Wake Forest University School of Business in Charlotte, NC. I was the sole IT department employee in Charlotte. The rest of my team was based in Winston Salem and I felt I was at a disadvantage to learn. I eventually moved to work at main campus in Winston Salem. I feel that I learned more in those 15 months working side by side with my co-workers than I did in the five years I worked remotely in Charlotte. However, technology has advanced greatly and our 6040 project team took advantage of emerging technologies to bridge the gap. I have actually introduced some of these technologies, such as Google Hangouts' screen sharing capabilities, into my daily work life. This project also set me up for what I hope to be a successful Capstone project.