

# CaseLearns Annual Report 2008-2009

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## Overview

The CaseLearns program strives to reflect our strategic initiative of providing life-long learning opportunities and tools that enhance research and create knowledge. The program was successful in that it reached its goals for the FY09 academic year.

The first goal was to upgrade the back-end technology of the online registration system. The new system was revised to provide more flexibility that allows the administrator to make specific changes to the system including archiving and reactivating courses and instructors, flexible date ranges for academic semesters and registration operations, and more accurate, detailed statistical reports.

The second goal was to maintain or increase class attendance. The total participants for FY09 were 1,284 compared to the previous year of 1,152 – an 11.5% increase. However, FY08 was the last year that we offered ERP PeopleSoft training classes through the CaseLearns registration system. A comparable comparison for this year's statistics would be to subtract the 208 people that attended ERP classes last year (decreasing the total attendees to 944 for FY08) resulting in a 36% increase in our attendance for FY09.

The final goal was to increase marketing of the overall program. The CaseLearns printed schedules are now provided for Human Resources to include in new employee packets, a list of the week's classes is updated and posted on the homepage of KSL's website, and announcements are posted in *Case Daily* regarding new and upcoming classes.

Policies for the program have been updated to include more specific guidelines such as registrants are not permitted to bring guests and late arrivals risk losing their place in class and may be subject to the No-Show fee. These adjustments to policies address a few instances that took place the previous year with a few participants habitually coming late to class and disrupting the class in order to get "caught up" with the instruction.

## New Classes Offered

### Research & Technology Resources

Adobe Connect	2 classes offered; 24 people attended
Business Search Success: Finding Company Information, Fast!	3 classes offered; 3 people attended
Introduction to XML	2 classes offered; 17 people attended
Intermediate XML	1 class offered; 7 people attended
Introduction to Text Encoding in the Humanities	2 classes offered; 12 people attended
Text Encoding: Intermediate	1 class offered; 7 people attended
Basics of Blogging	1 class offered; 5 people attended
Basics of Wikis	1 class offered; 6 people attended

### Freedman Center: Multimedia Tools

How to Make Web Pages using HTML: Part 1 and Part 2	9 classes offered; 73 people attended
Desktop Publishing: Introduction	5 classes offered; 35 people attended
Advanced Desktop Publishing: Adobe InDesign	5 classes offered; 27 people attended

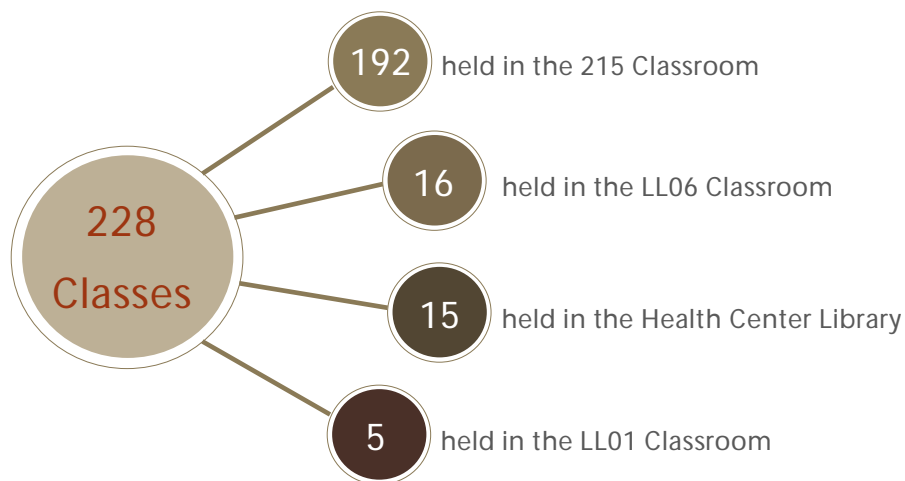
### Microsoft Office Applications

MS Excel 2007: Advanced Course	2 classes offered; 21 people attended
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### Health Center Library Classes

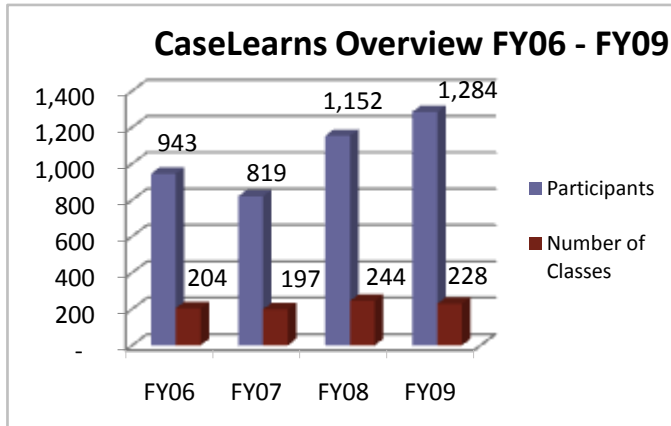
NIH Public Access	4 classes offered; 4 people attended
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## Number of Classes Offered



## Total Participants

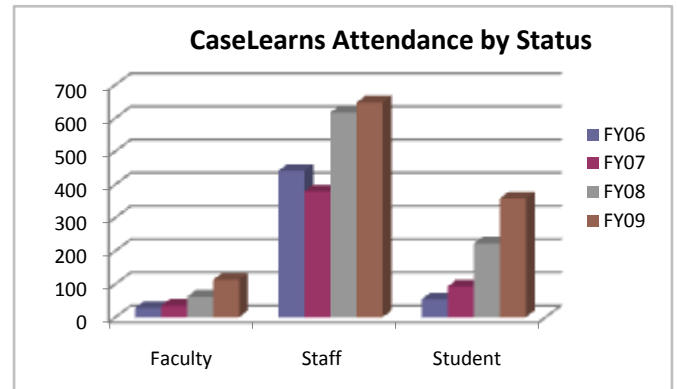
FY09 Total	1,284
Faculty	113
Staff	647
Students	358
Other	151
Non-CWRU	15



## Top 5 Courses

### Registered by STUDENTS

1. Digital Images I: Introduction & Basic Photoshop
2. Digital Images II: Advanced Photoshop
3. Video Workshop I: Introduction to Digital Video
4. Dreamweaver CS3: Introduction
5. PowerPoint – From Introduction to Advanced



### Registered by FACULTY

1. Digital Images I: Introduction & Basic Photoshop
2. PowerPoint – From Introduction to Advanced
3. Digital Images II: Advanced Photoshop
4. Video Workshop I: Introduction to Digital Video
5. Video Workshop II: Advanced Digital Video

### Registered by STAFF

1. Dreamweaver CS3: Introduction
2. Digital Images I: Introduction & Basic Photoshop
3. PowerPoint – From Introduction to Advanced
4. MS Excel 2007: Basics – Creating Spreadsheets
5. MS Excel 2007: List Management Tools (tied) Dreamweaver CS3: Intermediate

## Summary of Courses by Major Categories

### Research & Technology Resources Classes

Total Participants:	249
Number of Classes Offered:	55
Class with highest attendance:	<i>Adobe Connect: Introduction</i>

### Freedman Center Multimedia Tools Classes

Total Participants:	632
Number of Classes Offered:	110
Class with highest attendance:	<i>Dreamweaver CS3: Introduction</i>

### Microsoft Office Classes

Total Participants:	368
Number of Classes Offered:	48
Class with highest attendance:	<i>MS Excel: Formulas &amp; Functions; List Management Tools</i>

### Health Center Library Classes

Total Participants:	35
Number of Classes Offered:	15
Class with highest attendance:	<i>Endnote for Windows</i>

## CaseLearns Instruction: FY09 HIGHLIGHT

### Support of Submission of Electronic Theses and Dissertations

A new class was developed to support graduate students that are submitting their thesis or dissertation. The course teaches students how to use the tools within Microsoft Word 2007 to create their thesis/dissertation and convert it to a PDF for electronic submission. As an extension of this course, one-on-one training sessions were provided to assist with specific issues for the individual's paper.

With the new requirement from the School of Graduate Studies that theses and dissertations have to be submitted electronically, the University Librarian met with the Associate Dean of the School to see if they needed any support in providing training for graduate students. Spring 2009 semester served as a trial period by offering a three-hour class as well as one-on-one appointments to work with students in using formatting tools to create their document and converting text, video, and audio to PDF format for electronic submission.

Eleven people attended the class: *MS Word 2007 for Submitting Your Thesis/Dissertation* and 21 students reserved one-on-one appointments for a total of 14.5 hours of instruction. Feedback from providing this instruction was very positive – especially with the one-on-one sessions. However, it would have been more productive to have a representative from the School of Graduate Studies or the academic units attend the MS Word class, to address academic-discipline specific questions.

## Goals FY11:

- Refocus and brand the CaseLearns program as a concept of lifelong learning for current students and future alumni, faculty and staff. The program will include all teaching and instruction including undergraduate education with regard to library resources and research skills as well as technical skills for the campus community.