

# **Evaluating Technology Tools Through a Quality Lens**

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# A Little Background

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- A&M Central Texas
  - Killeen, Texas
  - 2,600 students (head count)
  - 1,300 FTE
  - Upper-level and graduate only
- Technology-Enhanced Learning
  - Academic Technology (classrooms, computer labs)
  - Instructional Support (IDs, LMS, media)

# My Role

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Technology Champion  
&  
Technology Pessimist



Disruption  
Ahead

# Big Money

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- Big money is flowing into EdTech
  - 2011 - \$474 million
  - 2012 - \$586 million
  - 2014 - \$807 million
  - 2015 - \$1.45 billion
  - 2016 - \$1.03 billion

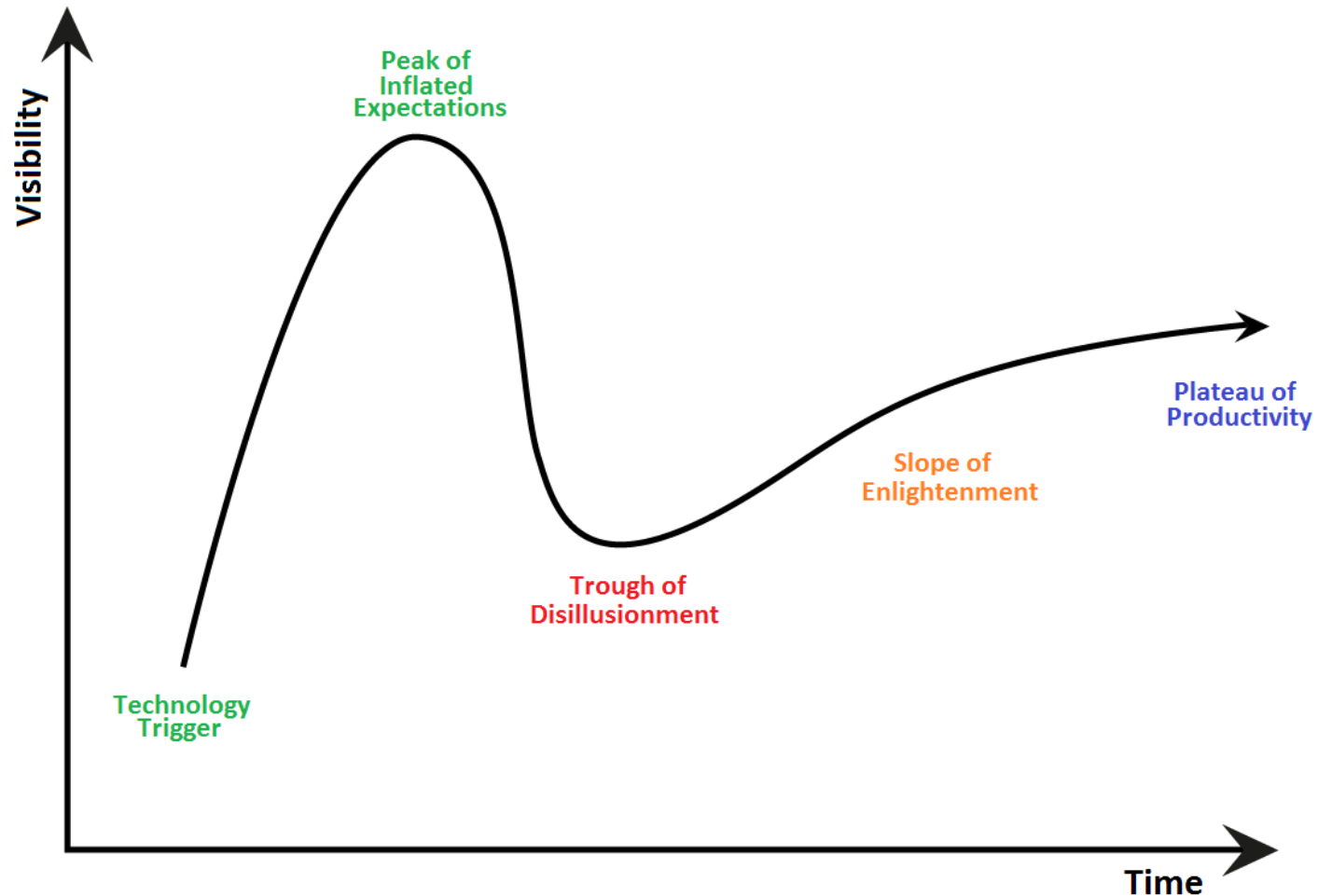
Ed Surge reporting on U.S. EdTech funding December 26, 2016

# Technology in Higher Education

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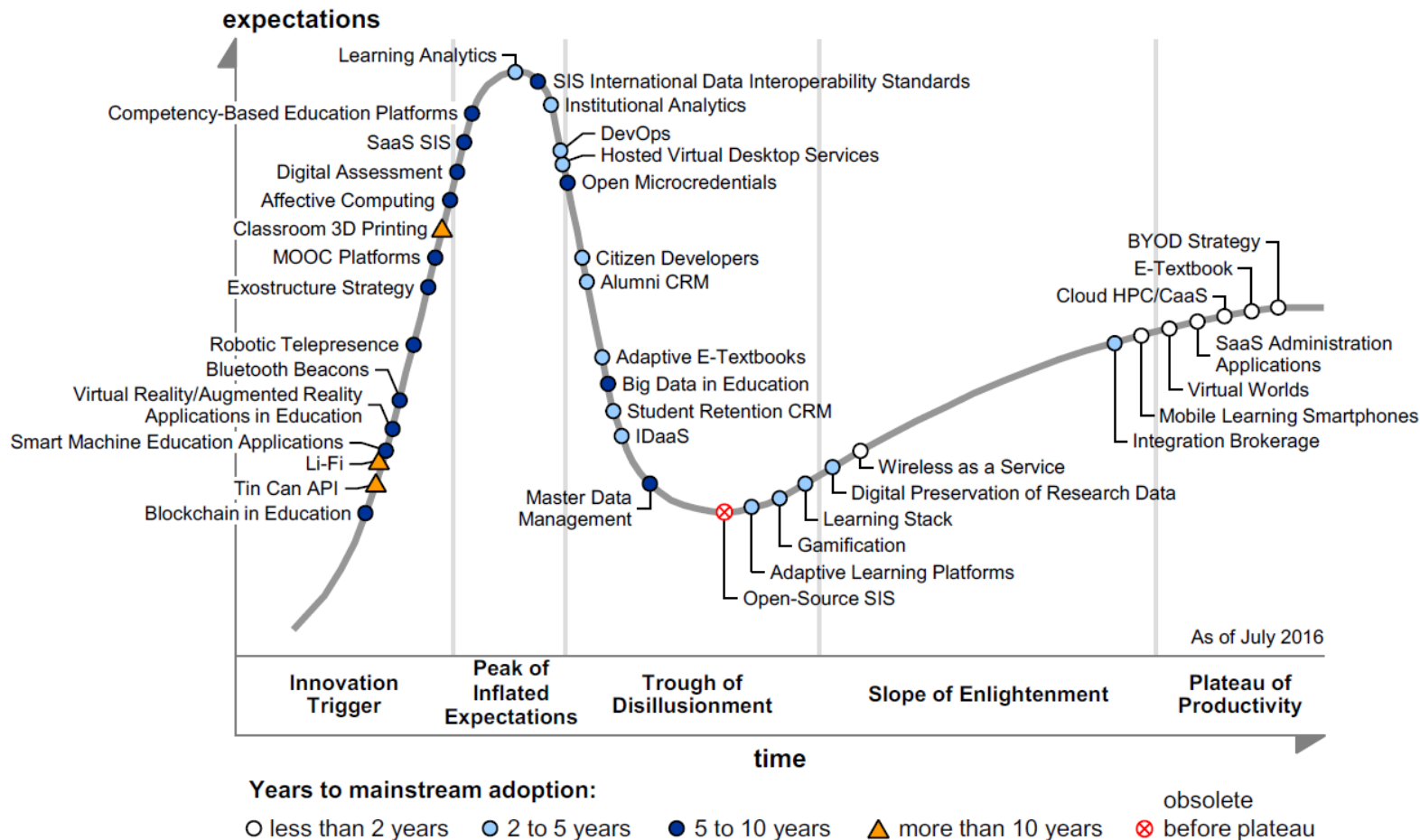
Technology as disruption?

# Gartner Hype Cycle



# Gartner Hype Cycle 2016

Figure 1. Hype Cycle for Education, 2016

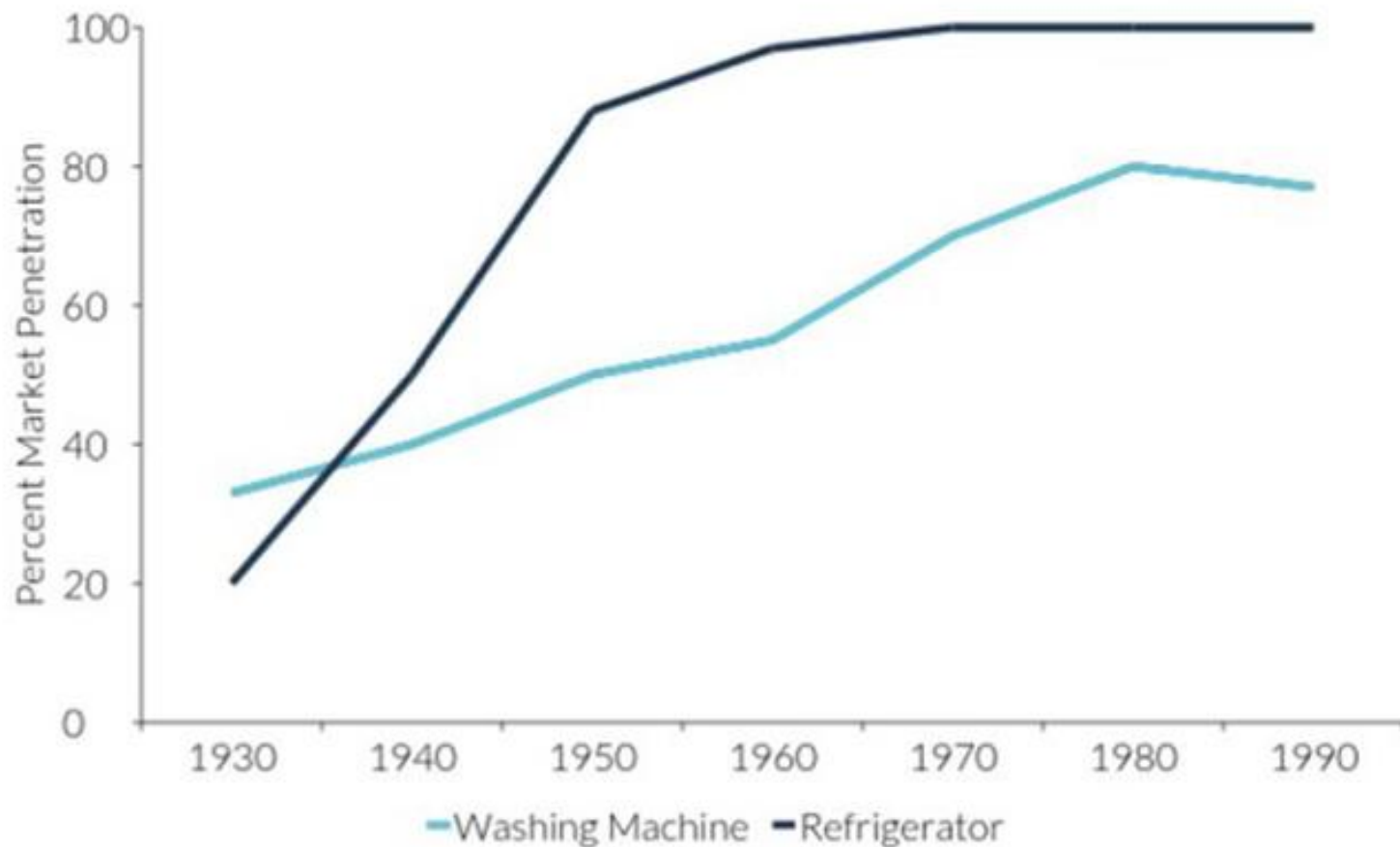




# Refrigerator or Washing Machine

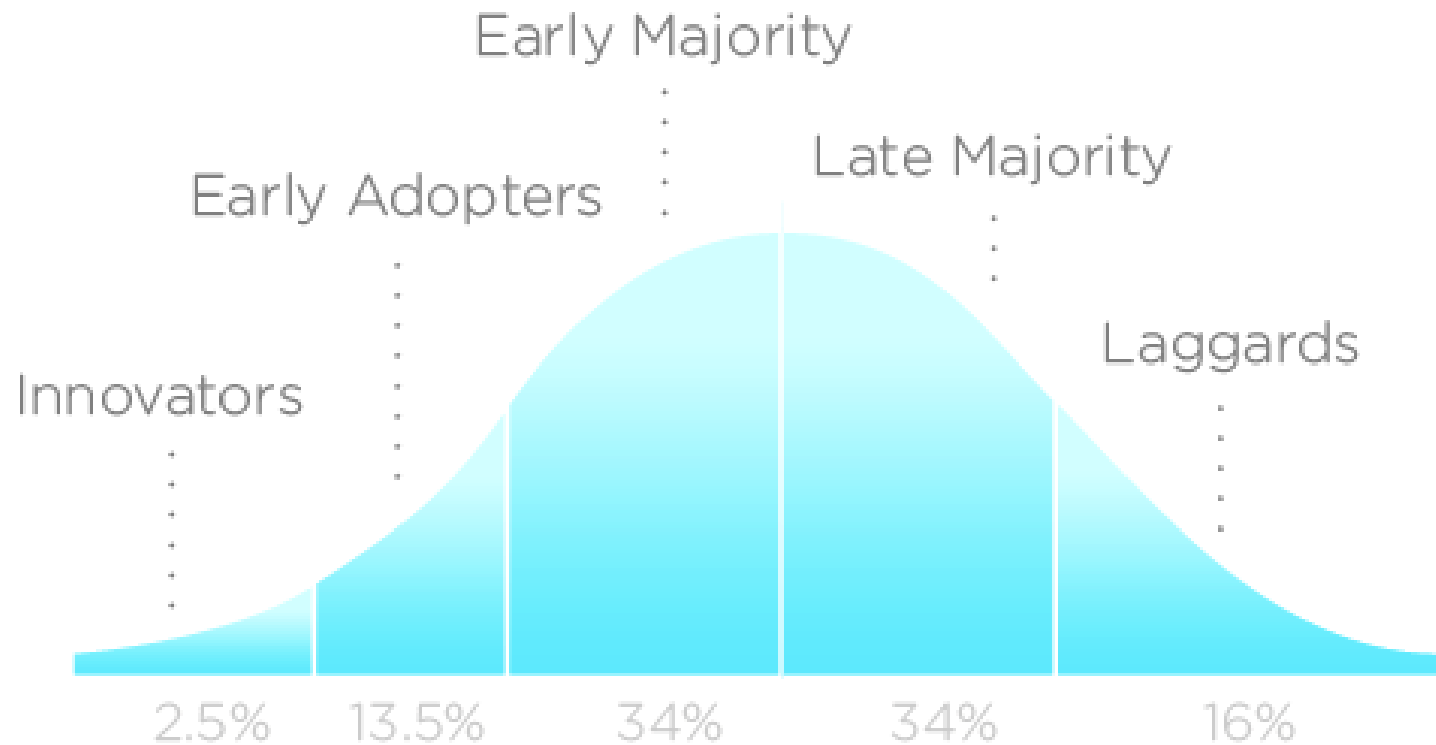
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Diffusion of Washing Machines vs. Refrigerators



# Adoption Cycle

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**INNOVATION ADOPTION LIFECYCLE**

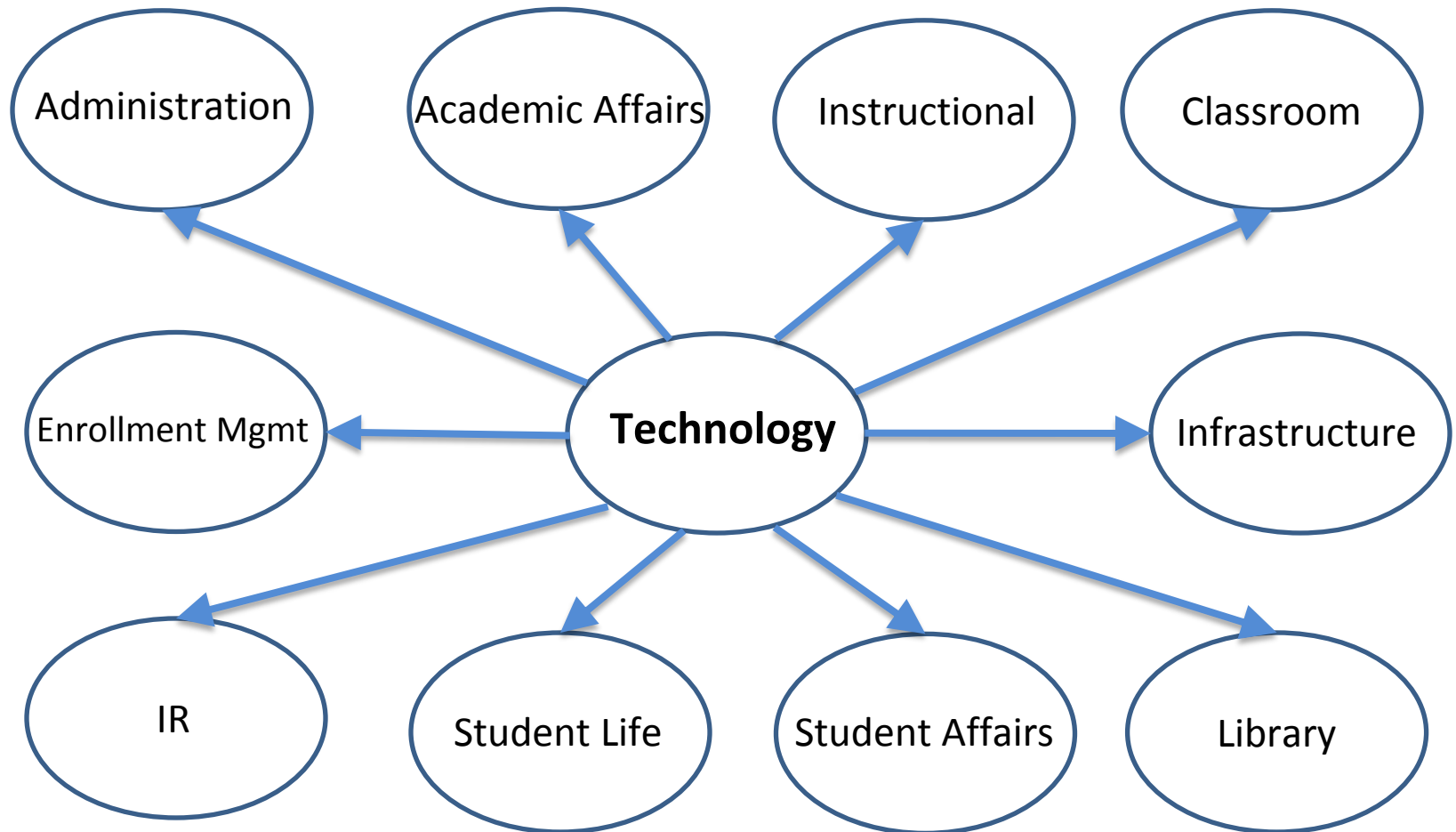
# Technology in Higher Education

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Technology is STRATEGIC – not DISRUPTIVE

# Technology & Strategic Planning

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# Role of Technology

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Technology is a tool – not a solution

# First Question Set

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Why technology?  
Why THIS technology?

# Why Technology

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- Improvement
  - Make things easier
  - Make things more efficient
  - Make things more effective

# Why Technology

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- Legislative or accreditation requirement
  - Americans with Disabilities Act
  - HB2504 – Syllabi & CVs
  - Student identity verification



# Why Technology

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Because others are ??

# Your Why

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Your “why” helps frame the selection process

# Second Question Set

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Does it fit strategically?

# Does it Fit

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- Cost/funding/contracting
- Accessibility
- Security
- FERPA
- Data compatibility
- Infrastructure compatibility
- Functionality duplication

# Third Question Set

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Will it work as expected?

# Look Closely

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- Are you speaking the same “language?”
- Who were the students/staff/faculty?
- How do they compare to your populations?
- What type of institution?
- Are they sneaking in K-12 data?
- Follow up with other customers.

# Checklist for Evaluating Research

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<b>Authority</b>	<i>Is the authority in this material clear and legitimate? Is the writer qualified?</i>
<b>Accuracy</b>	<i>Can the factual information be verified by legitimate authority? Can one opinion be verified against another?</i>
<b>Objectivity</b>	<i>Is the material objective and free of advertising, bias, and hidden agendas? Is the language impartial? Is the statistical evidence credible?</i>
<b>Currency</b>	<i>Is the material updated frequently to ensure currency? Does the material reflect the most up-to-date research?</i>
<b>Coverage</b>	<i>Is the material complete, partial, or out of context? If the material is out of context, is there a path to find the source? If the material is out of copyright, has it been updated to make it more current?</i>

# Stay Informed

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- Educause
- Blogs
  - E-Literate (Phil Hill & Michael Feldstein)
  - Emerging EdTech (Kelly Walsh – Tweet Wrap)
  - Learning Ecosystem (Daniel Christian)
  - Prof Hacker (The Chronicle of Higher Education)
  - Teaching & Learning (Joshua Kim)
  - uncompromisingEDU (Learning House – Wraps)





# Team Approach

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- Technology Stakeholders
  - Sponsor
  - IT
  - EIRAC
  - Faculty
  - Students
  - Staff
  - Administration
  - Procurement/Contracting
  - ...

# Team Approach

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- TAMUS IT governance structure
- Try to replicate locally
  - Get all stakeholders together regularly
  - Council for Academic Technology and Innovative Education
  - University Technology Advisory Council
  - Enterprise Applications Steering Committee

# How Does Tech Improve Quality?

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- Technology can (but not always):
  - make things easier
  - make things more efficient
  - make things more effective

# How Does Tech Improve Quality?

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- Use technology:
  - as a tool to solve problems
  - that makes financial sense
  - that matches your infrastructure
  - that matches your strategic plan
  - that does what you expect
  - that users can and will actually use

# Questions?

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