Technology Supplement

pathways TO results™

The Office of Community College Research and Leadership (OCCRL) was established in 1989 at the University of Illinois at Urbana-Champaign. OCCRL is affiliated with the Department of Education Policy, Organization and Leadership in the College of Education. Our mission is to use research and evaluation methods to improve policies, programs, and practices to enhance community college education and transition to and through college for diverse learners at the state, national, and international levels. Projects of this office are supported by the Illinois Community College Board (ICCB) and the Illinois State Board of Education (ISBE), along with other state, federal, and private and not-for-profit organizations. The contents of publications do not necessarily represent the positions or policies of our sponsors or the University of Illinois. Comments or inquiries about our publications are welcome and should be directed to OCCRL@illinois.edu. This supplement is part of a series of publications associated with the Pathways to Results initiative that is funded by a grant from the Illinois Community College Board (ICCB Grant Agreement Number 2013-00467).

Acknowledgement:

Staff of the Office of Community College Research and Leadership (OCCRL) thank the Illinois Community College Board, particularly Brian Durham, Kristy Morelock, and Amanda Corso, for their persistent and gracious support of the Pathways to Results (PTR) initiative. We also express our thanks to the PTR team leaders and team members throughout the state who have piloted and implemented PTR since its inception. Finally, we thank Dana Hagerstrom, owner of Design House for her creative contributions to the design, production and editorial work on this publication.

Suggested Citation:

Umbricht, M., & Jones, A. (2012). *Pathways to Results™ Technology Supplement*. Champaign, IL: Office of Community College Research and Leadership, University of Illinois at Urbana-Champaign

Copyright 2012 Board of Trustees, University of Illinois

pathwaystoresults™

This Guide introduces and provides instructions for using technology to support the Pathways to Results™ (PTR) initiative. The technology is used to disseminate information to PTR teams and for PTR teams to disseminate information to others. Transmission of information between the PTR teams and the Illinois Community College Board (ICCB), the Office of Community College Research and Leadership (OCCRL) and other agencies and organizations is important to the success of PTR. For PTR to work effectively, information needs to be shared to enable individual and group learning and create opportunities for continuous improvement and enhanced results.

Four technological tools will be discussed in this supplement: the PTR website, Dropbox, GoToMeeting, and GoToWebinars. The PTR website provides information on the PTR modules, including resources and tools to help PTR teams during the process, disseminate sample materials from past PTR teams, and share information about upcoming events. Dropbox is an online file service used by PTR sites to share information with the OCCRL and the ICCB. GoToMeeting is a web conferencing tool used by OCCRL to host online meetings of small groups. Finally, Webinars are a vehicle for presenting material to larger groups, often engaging experts on special topics pertaining to PTR. OCCRL has extensive experience using webinars to disseminate information and train professionals involved in PTR.

The technology includes:

Pathways to Results website 2

Dropbox 11

GoToMeeting 19

GoToWebinars 23

> "An overarching goal and benefit of the PTR process is that it provides teams with the opportunity to continuously improve programs of study and produce ever-more equitable student outcomes."

Pathways to Results Website

http://occrl.illinois.edu/projects/pathways/

This section explains the resources and information available to PTR teams on the PTR website.

1. Pathways to Results Homes

The screen shot below is of the PTR Home Page. The PTR Home Page provides a brief overview of PTR and contains one-page documents that describe the PTR process.

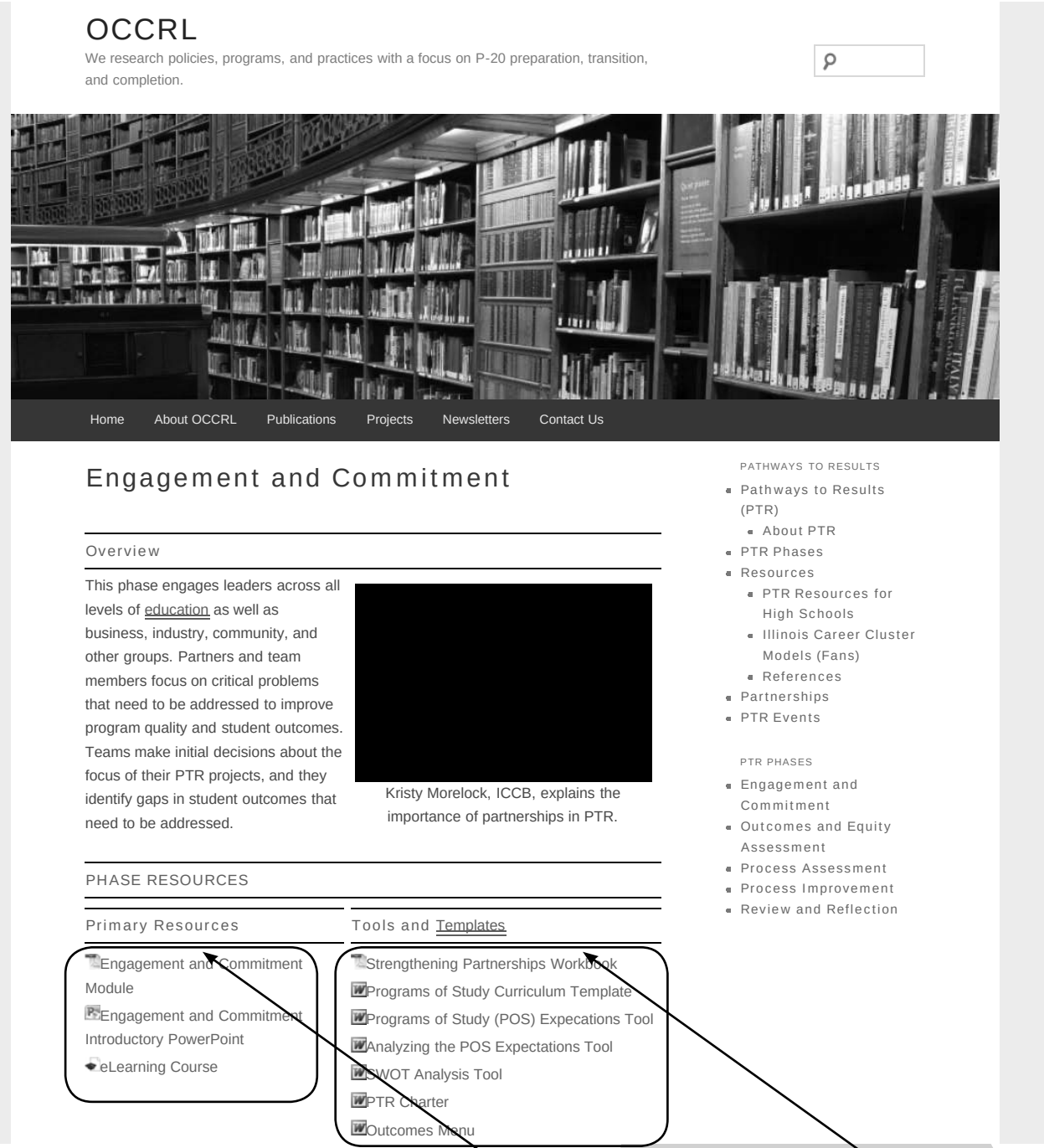
There are six links which include:

1. Pathways to Results Home (described above)
2. PTR Phases
3. PTR Resources
4. PTR Partnerships
5. PTR Events

The right hand side of the screen provides a main menu that can be used to navigate through the PTR website. Each link is discussed in detail in this document.

2. PTR Phases

Each PTR Phase webpage is structured similarly. A brief overview of the phase is provided along with a video on the right side of the screen that showcases a PTR team member, an OCCRL staff member or an ICCB staff member speaking about an aspect of the phase.

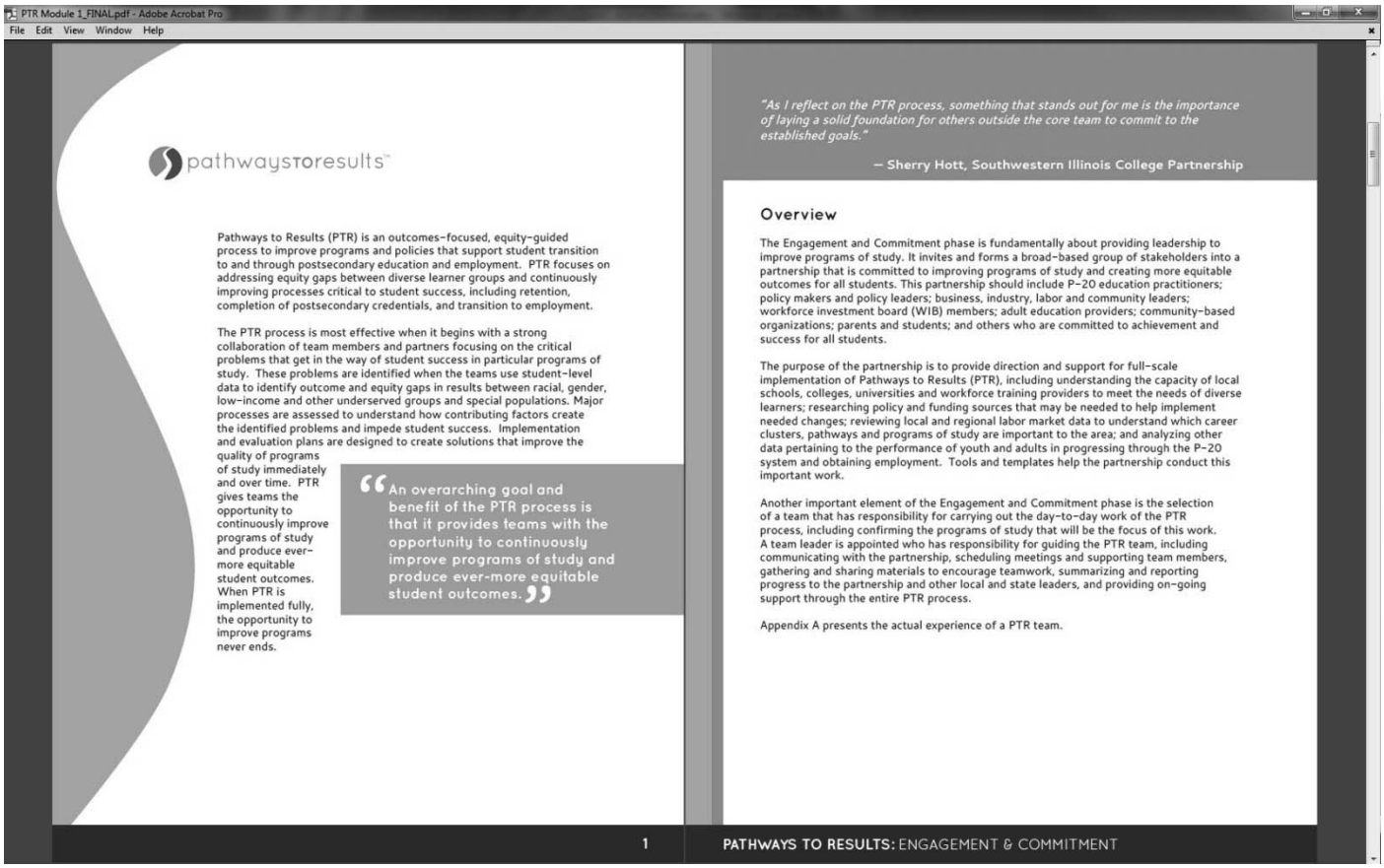


The bottom of the page has two sections: Primary Resources and Tools and Templates.

Primary Resources include the Phase Module, Introductory PowerPoint, and eLearning Course.

The Modules

There are six modules; one introductory module and one module for each phase. PTR teams will receive several hard copies of the modules from OCCRL or the ICCB. Teams will also be able to access PDF versions of these modules online under each corresponding webpage and in the Resources section.



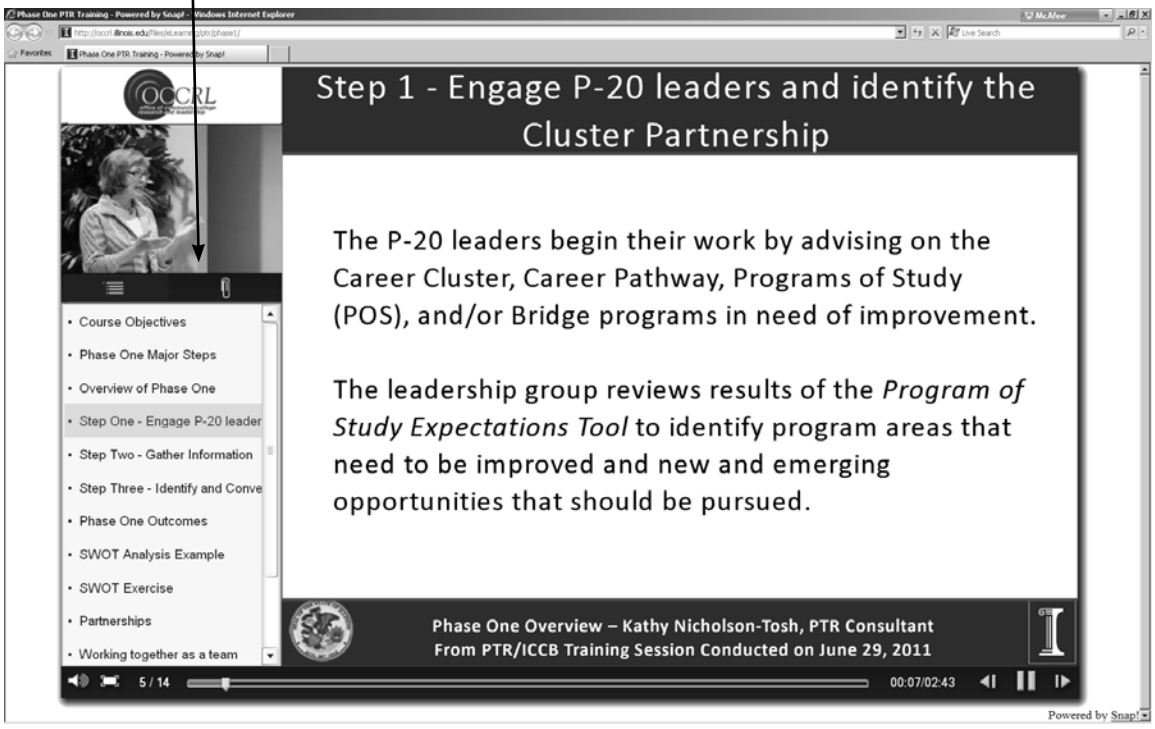
Introductory PowerPoints

To accompany each phase module, there are six Introductory PowerPoints. The Introductory PowerPoint is designed to give a brief overview and provide a tool for leaders to explain the PTR process to their team or anyone else involved in the PTR process, such as a business or community partner. The PowerPoints can be found on each Module webpage and in the Resources section.

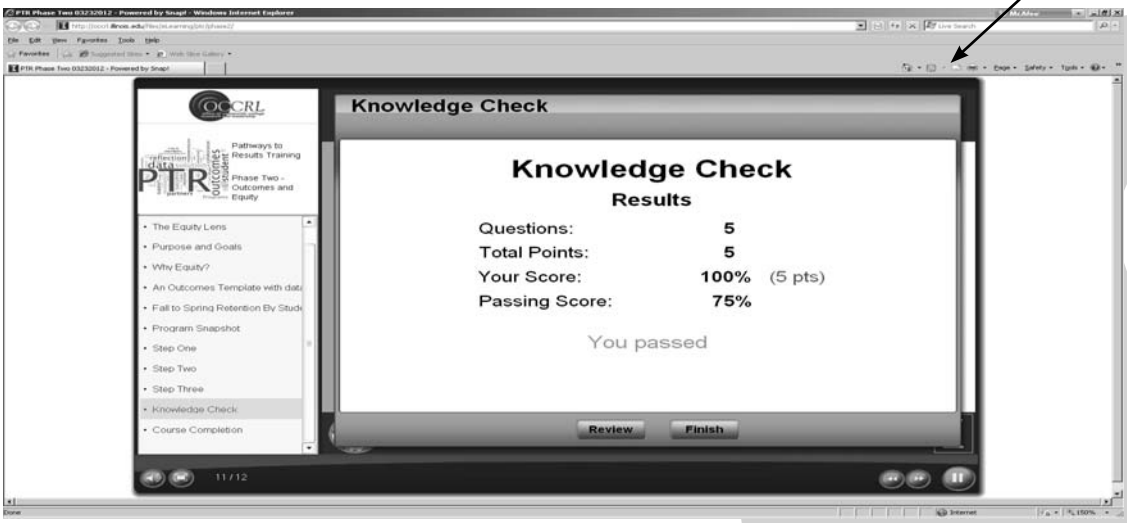
Important PowerPoint Note: When opening the phase PowerPoint on a PC, there is a yellow box which says "Security Warning – References to external media objects have been blocked" along with a box you can click that says "Enable Content." The PowerPoints have video links in them and in order to view the videos, you must select "Enable Content" by clicking on the Enable Content button. This is not an issue for Macintosh users.

eLearning Course

The eLearning Courses provide an in-depth look at each step in the phase. Teams should view the relevant eLearning Course at the beginning of each phase. Each eLearning Course combines information from PowerPoint slides with an OCCRL staff member presenting supplementary information about the phase. Individuals taking the eLearning Courses should use the menu located on the left hand side to navigate through the Course.

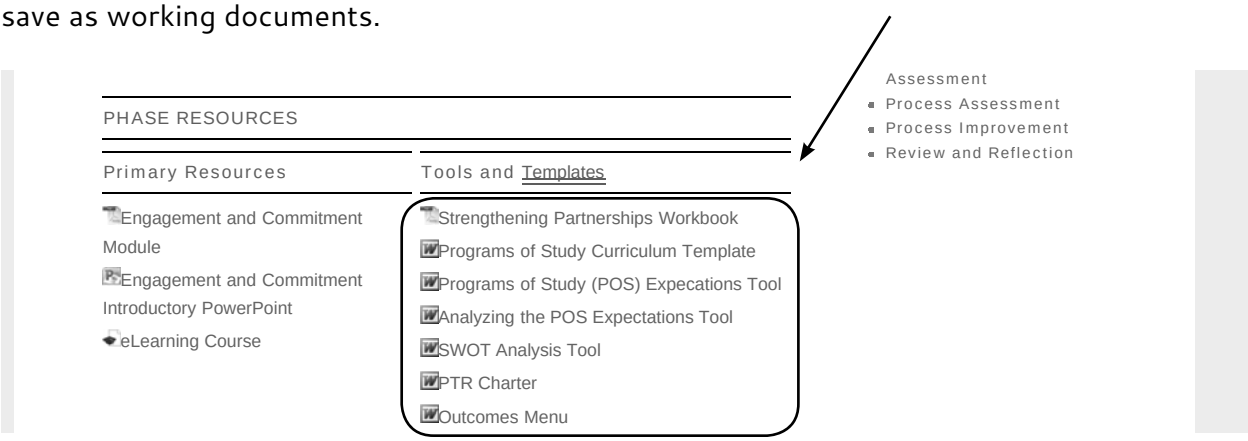


Each eLearning Course ends with a short 5-question knowledge check to test whether individuals have learned essential knowledge associated with the phase. The quizzes are not graded but help participants understand if they mastered the Course content.



Tools and Templates

The second section at the bottom of the PTR Phase webpage is Tools and Templates. Tools and Templates include all documents and instructions needed to complete a phase of the PTR process. Most of these documents and instructions are also located in the appendix of each module. The documents are provided in Word or Excel format for teams to use and save as working documents.



3. PTR Resources

This tab of the main menu brings up a page that contains all the resources a team can use to conduct a PTR process. The menu includes five sub-sections: Resources for PTR Team, Resources for High Schools, Program of Study Fans, Project Profile Compendium, and References.

Resources for PTR Team

The PTR Resource page includes all resources and documents associated with the PTR process. The resources are organized into sections by phase. Each section includes all resources listed on the PTR Module Webpages as well as supplemental materials that may be useful during the phases.

Two documents appear at the bottom of the page under the title PTR Research Materials: the Consent Form and Talent Release Form. The Consent Form is required for OCCRL to gather information about the PTR process. Team member's consent is needed to participate in any research associated with PTR. Filling out the Consent Form is completely voluntary and appreciated. The Talent Release Form gives OCCRL permission to use photos and video taken during various events for promotional purposes. This Form can also give permission to photograph students. The Talent Release Form is also voluntary.

PTR Resources for High Schools

This PTR Resource webpage includes resources that are specific to the high school setting. During the 2011-2012 year, two high schools piloted the PTR process. These resources were developed to meet the needs of these teams and future teams. The High School Supplement presents information that is useful to secondary schools involved in PTR.

PTR Resources for High Schools

The resources listed below are useful to high schools who have become involved in the Pathways to Results (PTR) process. During the 2011-2012 school year, two Illinois high schools began piloting the PTR process to implement Programs of Study (POS). The two high schools involved in the pilot are part of the High Schools That Work (HSTW) network, in which Ten Key Practices guide their work with students. These schools are working to establish PTR inquiry teams that will examine their course offerings; utilize the Illinois Career Cluster Model to design four-year plans of study for high school students for each of the 16 career clusters; analyze the career interests of their study body as identified through their four-year plans of study; and commit to the development of at least one career pathway and program of study, in collaboration with a community college.

High Schools That Work (HSTW) Resources

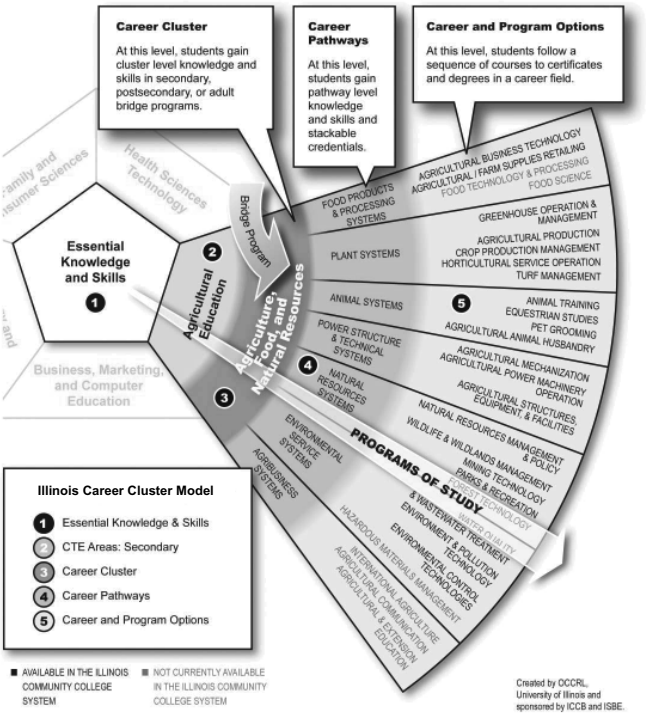
- High School Supplement to PTR Resources
- HSTW Goals for Continuous Improvement
- HSTW Conditions for Accelerating Student Achievement
- HSTW Ten Key Practices
- HSTW Ready for Tomorrow: Six Proven Ideas to Graduate and Prepare More Students for College and 21st-Century Careers

PATHWAYS TO RESULTS

- Pathways to Results (PTR)
  - About PTR
- PTR Phases
- Resources
  - PTR Resources for High Schools
  - Illinois Career Cluster Models (Fans)
  - References
- Partnerships
- PTR Events

Program Study Fans

This PTR Resource page includes an Illinois Career Cluster "Fan" for all 16 career clusters. Shown below is an example of the Agriculture, Food, and Natural Resources cluster.



Project Profile Compendium

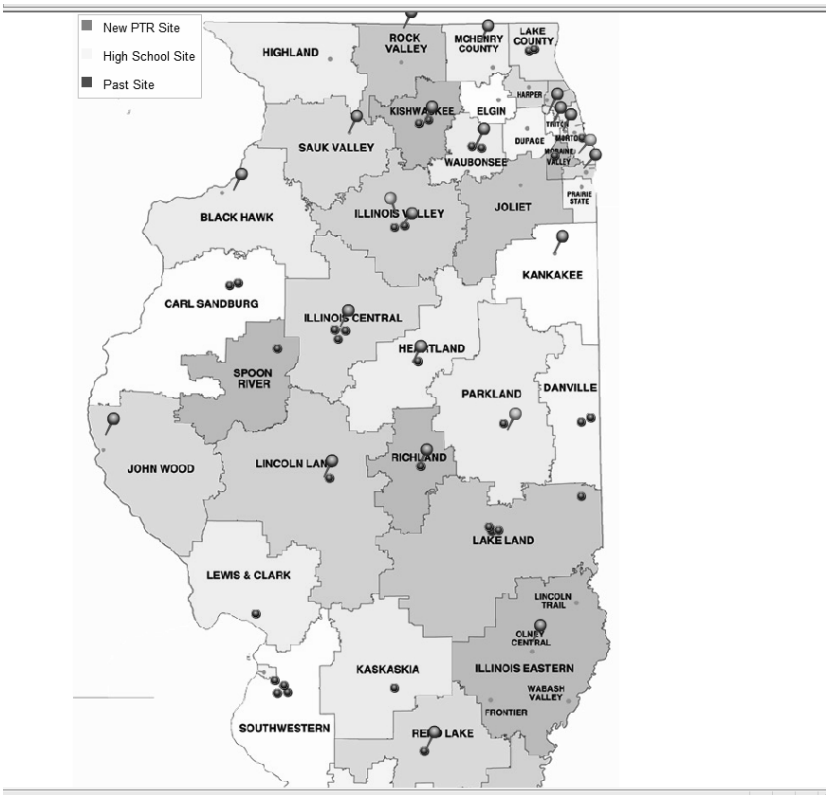
This PTR Resource page includes a Project Profile Compendium that features all past PTR sites. The Compenduium provides a listing of members in the partnership and a summary of each step in the PTR process. This is an excellent resource to learn how past teams have implemented the PTR process and how they continue to improve their programs of study.

References

This PTR Resource page includes a full listing of all resources used to create and inform the PTR process. The page is organized by phase and split into sub-groups by topic. For example, if a team wanted to learn more about equity, which is discussed in the Outcomes and Equity phase, there are four resources that teams can use. These resources are not endorsed by OCCRL, but may provide additional guidance and examples for each phase.

4. PTR Partnerships

This tab of the main menu provides a map of the state of Illinois that has a pin for every past and present PTR site. The legend in the upper left part of the map identifies the color of each pin. Each pin represents one PTR team. If a site implemented PTR with more than one team, there is more than one pin. Southwestern Illinois College, for example, has hosted four teams.



By clicking on a pin, information about the team and its PTR project is displayed in a new window, as shown below.

Kishwaukee College Partnership

PTR Site Information

Cluster: Manufacturing

Pathway: Production

Program(s) of Study:
Automated Engineering Technology
Precision Machining Apprentice

Link to Compendium Profile

Link to Institution's Website

Phase One

Project Focus

The team planned to better articulate the manufacturing curriculum

5. PTR Events

This tab on the main menu provides a listing of upcoming and past PTR events.

The main events page provides general information about events and provides a link entitled "Read more" that gives important details, including application forms for future events and meeting materials (e.g., presentations, handouts) for past events as shown below.

Scaling Up Pathways to Results

By ruud_collin – Posted on 01 November 2011

The Scaling Up Pathways to Results 2012 meeting was an opportunity to give educators, employers, policy makers, and other stakeholders insight into how the Pathways to Results (PTR) process is scaling up in Illinois. The event featured opening remarks from Illinois Lieutenant Governor Sheila Simon, and a keynote by Janet Bray, Executive Director of the Association for Career and Technical Education (ACTE), on 21st Century Skills and College and Career Readiness.

Attendees engaged with current PTR teams, state agency leaders, and OCCRL researchers and others in interactive breakout sessions on Pathways to Results, Programs of Study, the Common Core, STEM Learning Exchanges, Accelerating Opportunity, College and Career Readiness, and more.

This event was hosted and facilitated by OCCRL and sponsored by the Illinois Community College Board.

MEETING MATERIALS

Support Documents

- Meeting Agenda
- PTR Introductory Poster
- PTR Informational Tri-Fold Brochure

Questions regarding the content on the OCCRL website or suggestions for improvements may be directed to OCCRL's Webmaster, Collin Ruud, at cruud2@illinois.edu.

Dropbox™

This section gives a brief overview of Dropbox. The material addresses four main questions:

1. What is Dropbox?
2. What are its uses in PTR?
3. How do I sign up for Dropbox?
4. How do I use Dropbox?

1. What is Dropbox?

Dropbox is a free online service that allows the user to access documents and files remotely. This means that any file saved on Dropbox can be accessed through an account on any computer with internet access. It is a storage location for documents and files that is located on the internet. Files in Dropbox can be saved, deleted, updated and replaced.

2. What are its uses in PTR?

Dropbox is the primary means for ICCB and OCCRL staff to gather information from the PTR teams. This material is deposited in Dropbox so that OCCRL staff and PTR coaches can support the on-going work of the teams. The ICCB monitors the information to ensure that the PTR process is progressing on schedule and according to established plans. At the beginning of the project a Dropbox folder is created for each PTR team, and this folder is accessible to the team, ICCB, and OCCRL only. When a PTR document is "dropped" into the Dropbox folder, it is instantly viewable to ICCB and OCCRL staff.

3. How do I sign up for Dropbox?

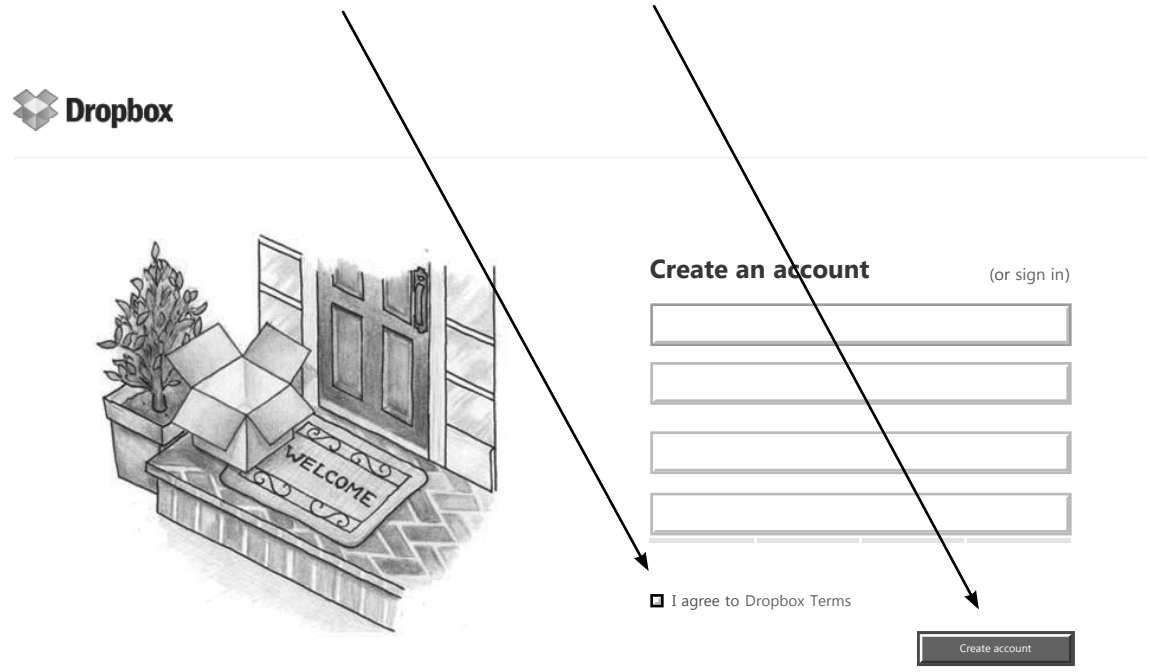
Step 1 – Go to https://www.dropbox.com/

Step 2 – In the upper right hand corner, click on "sign in" and a dropdown box appears. In the dropdown box, click "Create an account."

Dropbox

Watch a Video

When an account webpage appears, fill in the name, e-mail, and password fields, then click on the "I agree to Dropbox Terms" and "Create account" buttons.



Once "Create account" is clicked, the user is officially signed up for Dropbox and the computer screen updates to say "Downloading Dropbox."

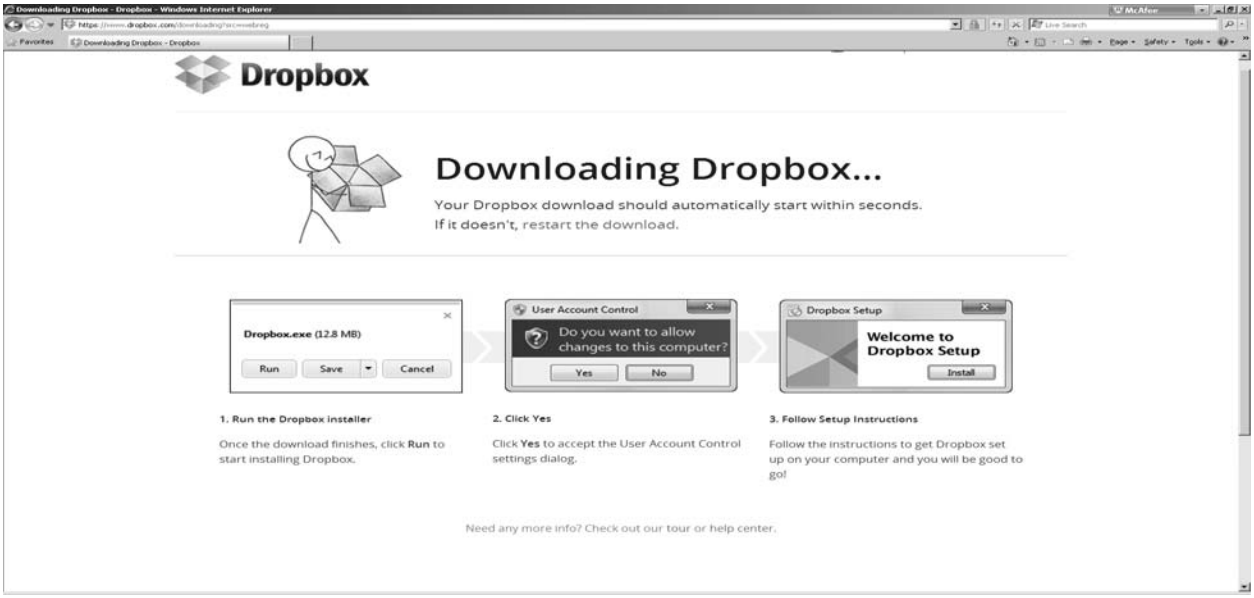
4. How do I use Dropbox?

There are two different methods for accessing Dropbox: the website and the client. Each method brings the user to the same location and file folders.

The website requires users to go to https://www.dropbox.com/ and sign in every time they want to access Dropbox. If the user makes changes to a document, they need to go back to their online account and upload the document.

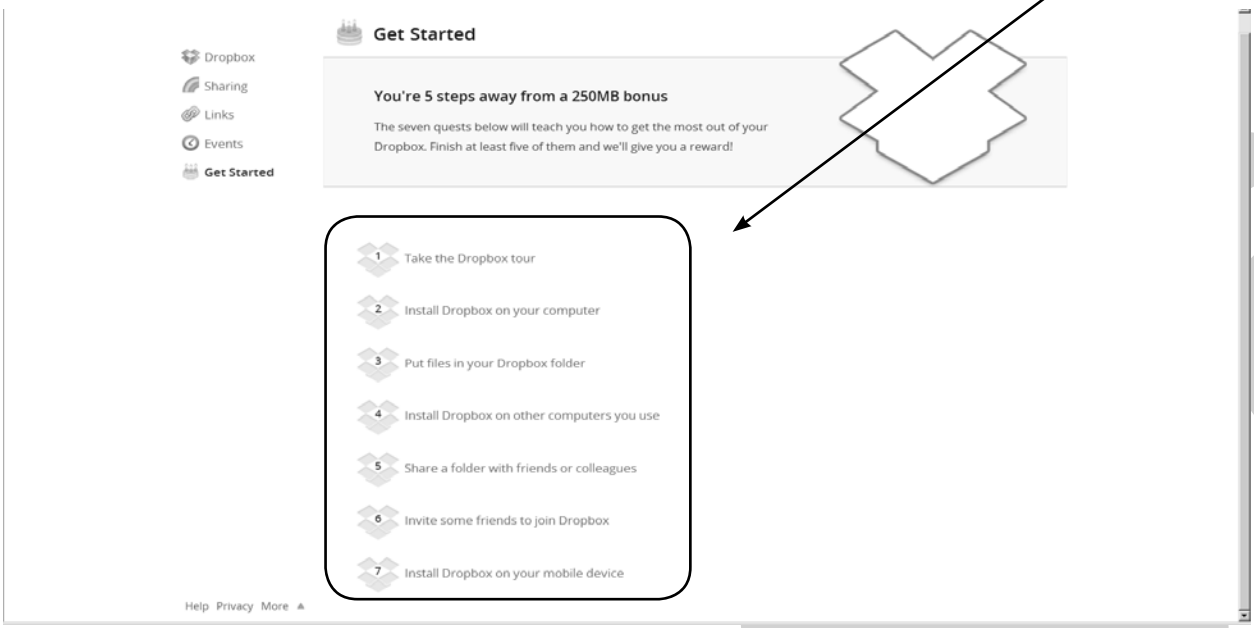
The client is a program that can be downloaded to a computer and constantly run. The user can open Dropbox from their desktop and drag folders into it without accessing the website. There is no need to sign in as it is constantly running. The Dropbox client can be installed to multiple computers (office, home, phone, etc.). Changes made to a document located in a Dropbox folder is automatically update to all Dropbox clients associated with the account. PTR teams are not required to download the Dropbox client, but it is recommended due to its ease of use.

After signing up for an account, Dropbox.com immediately brings up the screen shown below. This screen provides instructions for downloading the client to a computer. If your team does not wish to use the client, do not follow the instructions given by Dropbox and do not download the file. Simply sign out, sign back in and follow the website instructions below. If the team wants to download the Dropbox Client, skip ahead to the client instructions.



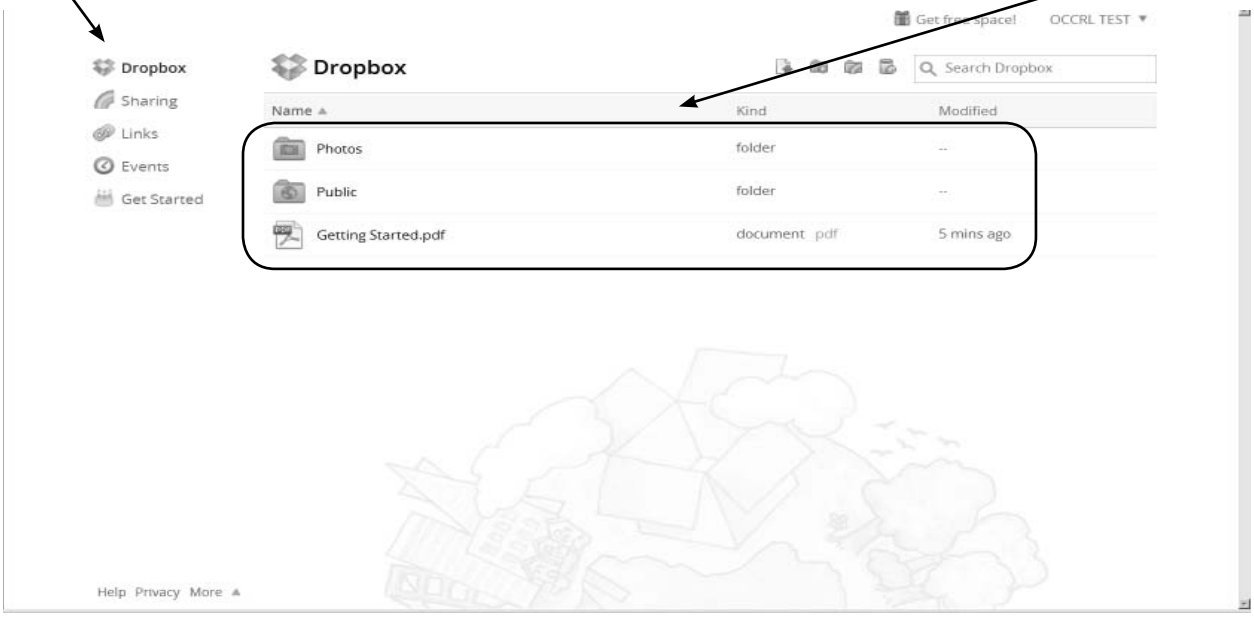
Using the website to access Dropbox

When accessing an online Dropbox account for the first time, a screen with seven steps will appear.



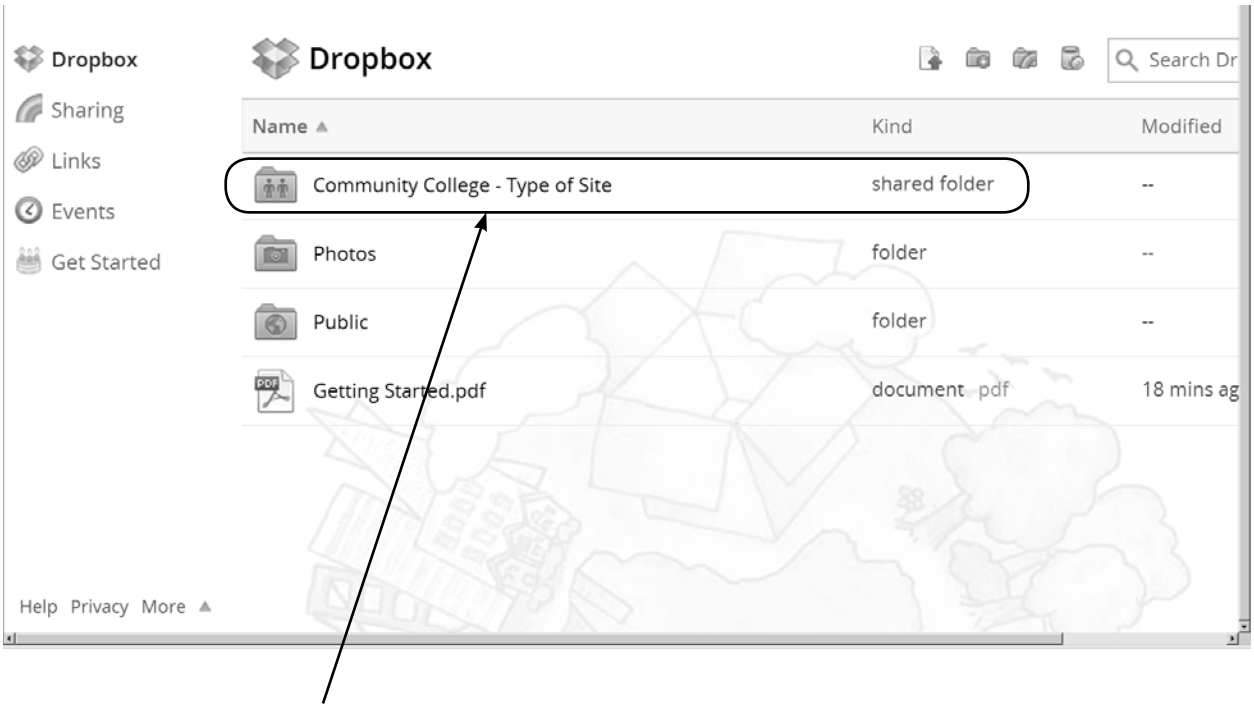
These steps are designed to give the user an overview of the capabilities of Dropbox. Teams are not required to follow any of these steps, but steps 1 and 2 are recommended. Step 1 explains Dropbox in detail and step 2 explains the Dropbox Client process. By completing 5 of the 7 steps, an additional 250MB of space will be added to the team's Dropbox. If the team does not wish to complete any of these steps, simply use the menu on the left side of the screen and click on Dropbox to access the Dropbox folders.

The screen shown below appears every time the team logs in (after the first time). On the left side there is a menu, and the center portion of the screen shows the Dropbox folders.



The menu allows the team to navigate different portions of the Dropbox website. The default Dropbox folders consist of two folders and a document, as shown in the last screen. The team can upload a document, create a new folder, or share a folder by using the buttons directly above the Dropbox folders.

Once the team's Dropbox account is created, the team leader should e-mail OCCRL the email address attached to the Dropbox account. The team leader sends an invitation via e-mail to share a Dropbox folder, and this invitation provides directions on how to access the team's shared folder on Dropbox. Once the team leader accepts the invitation, the team has a new shared folder on a Dropbox account.

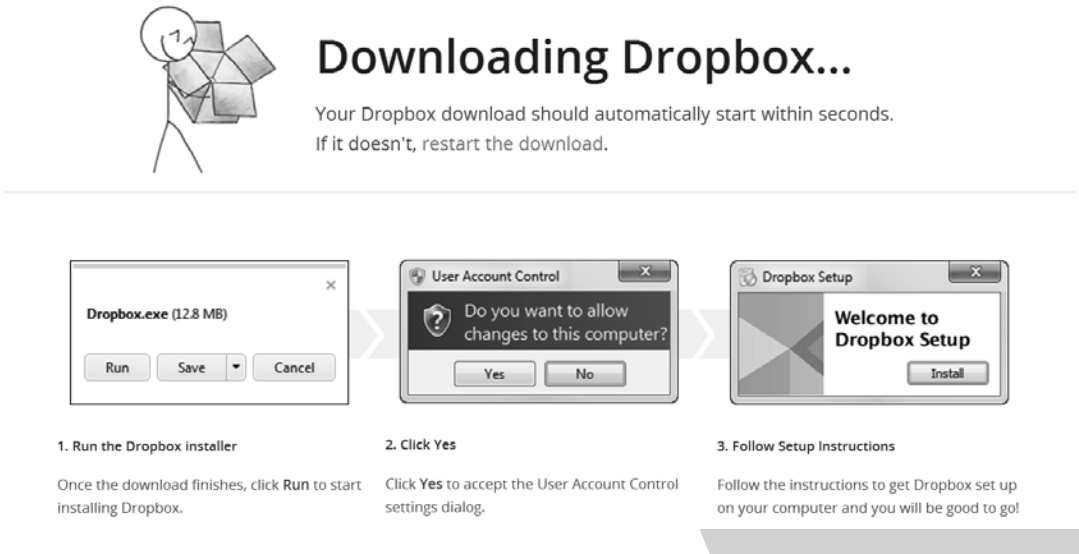


The new Shared PTR Team Folder looks similar to the window above.

Using the Client to access Dropbox

Once the team leader downloads the Client, Dropbox constantly runs in the background of a computer. Any changes made to files in Dropbox are automatically updated when the file is saved. Dropbox can be accessed by going through the start menu on a PC or through a shortcut on the desktop. On a Macintosh, Dropbox appears in the left pane of the "Finder Window." Once the Client is downloaded, it is no longer necessary to sign in online to access Dropbox files. However, if a team leader uses a different computer that does not have the Dropbox Client, they can log in using the Dropbox website.

To download the Dropbox Client, follow the directions provided by Dropbox.com.



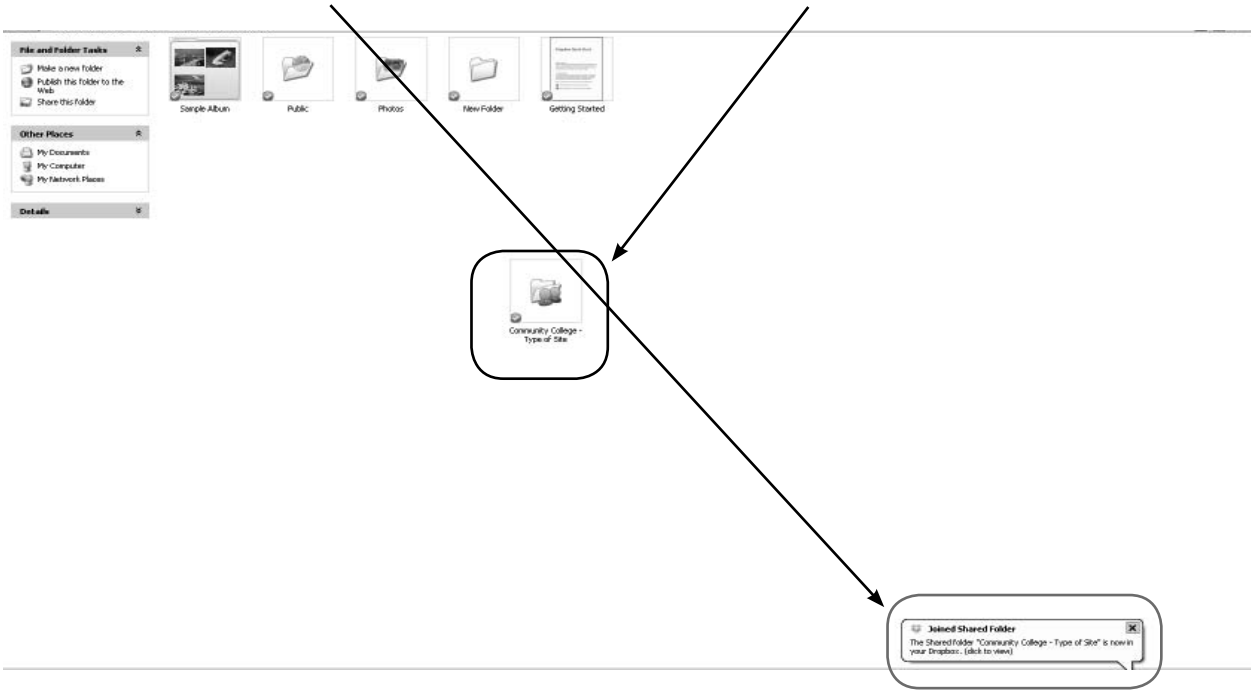
Step 1 – Run the Dropbox Installer
The team leader may choose to either run the Client program or save the install file and run it from their desktop.

Step 2 – Click Yes
When the computer prompts users to allow changes to the computer, meaning the computer is allowing Dropbox to be installed, users should click yes.

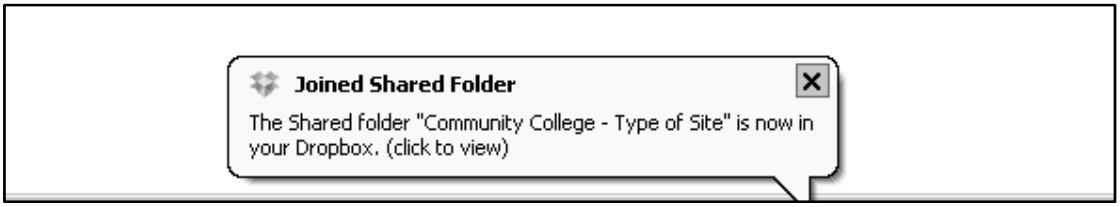
Step 3 – Follow Setup Instructions
After allowing changes to be made to the computer, click on the Install button. When instillation is completed, a logo appears on the desktop that looks like the picture below. By double clicking on this logo, your Dropbox Folder opens.

Once the team's Dropbox account is created, the team leader needs to e-mail OCCRL the email address attached to their Dropbox account. The team leader then sends an invitation via e-mail to share a Dropbox folder. This invitation provides directions on how to access the team's shared folder on Dropbox. Once the team leader has accepted the invitation, the team has a new shared folder added to its Dropbox account.

Below is a screenshot of a Dropbox folder created for this phase. The Client runs the same way a folder on your computer runs. There are two things to note on this screen, the Community College shared folder and the Dropbox message system.



The Dropbox message system is unique to the Client. Whenever a document or folder is added to, modified or removed from your Dropbox, a message similar to the one below pops up in the lower right hand corner of your computer screen. The message below tells us that a Shared Folder inviting the team to join has been added to Dropbox.



Other Dropbox Information

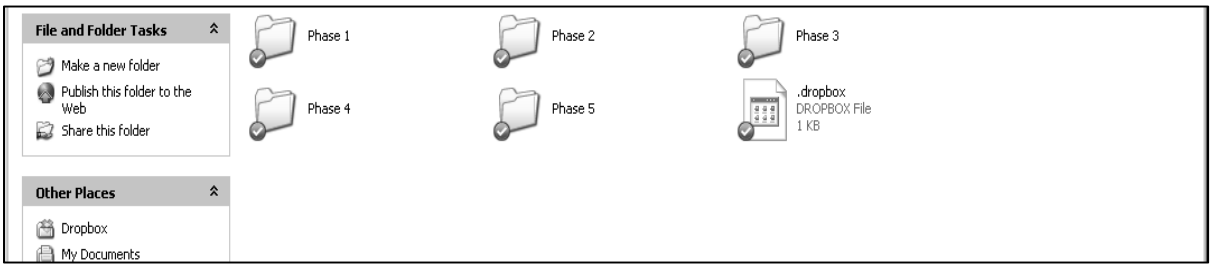
Dropbox has two different types of folders: General and Shared.

A General Folder is a folder that automatically comes with Dropbox. An example of this would be a music or video folders. A General Folder is also any folder the team creates for its Dropbox, such as the "New Folder" shown below. It appears like any other file on a computer.

A Shared Folder, as the name implies, has been shared with another user or a user has accepted an invitation to share the folder with others. Documents in this folder are viewable to anyone who has permission, which is by invitation only. The shared folder icon appears as a folder with two heads in front of it. This is the way to differentiate between a Shared and General folder.

Contents of your Shared Folder

The contents of the team's Shared Folder look identical to the screenshot listed below. Within the Shared Folder, there is one folder for each phase of PTR. Each folder contains a list of documents needed to complete the Phase, along with copies of all documents and templates.



Questions or Concerns regarding Dropbox

If a team leader, team member, or IT department of an organization implementing PTR has any questions or concerns regarding Dropbox, including its security features and protections, please OCCRL's Webmaster, Collin Ruud, at cruud2@illinois.edu or OCCRL's general e-mail at occrl@illinois.edu.

GoToMeeting™

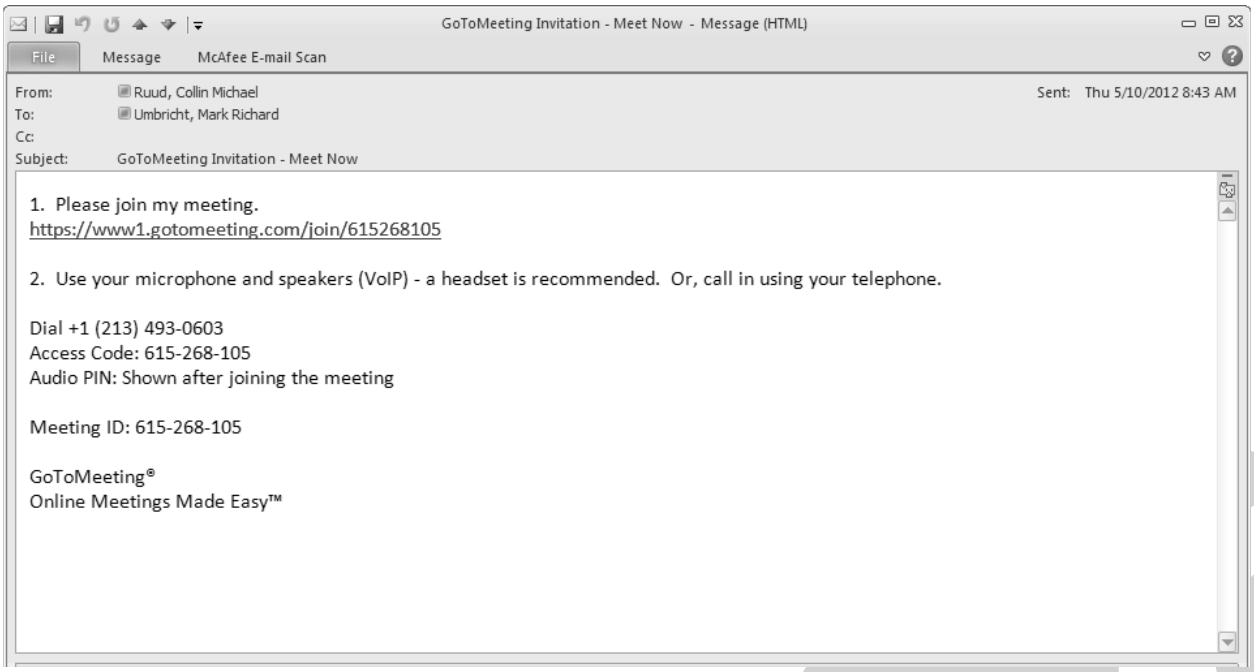
GoToMeeting is another online resource to help OCCRL and ICCB stay connected with PTR teams. These meetings are usually used for 25 participants or less. This communication tool is used to connect with PTR teams and cover information about the PTR process and events, and it provides a way for teams to discuss progress of their PTR process.

The following section will give an overview of:

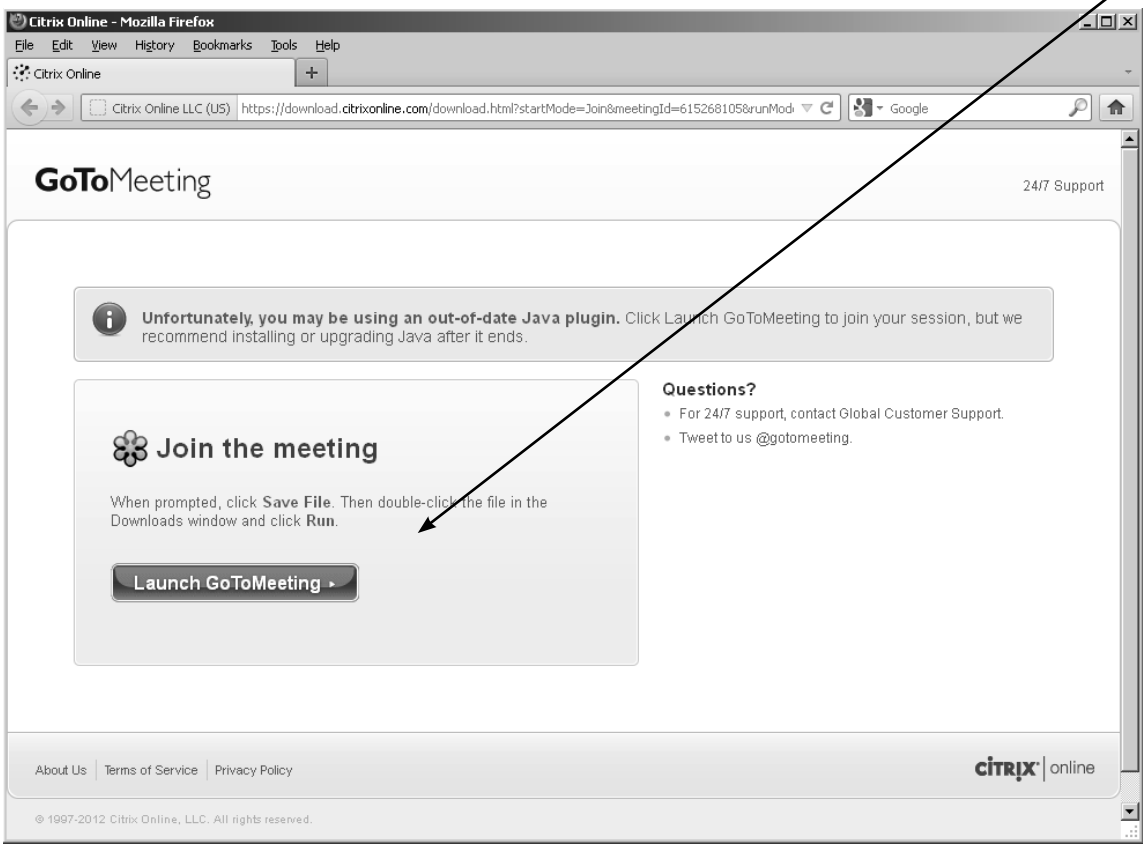
1. How to access a GoToMeeting Event
2. The Control Panel

1. How to access a GoToMeeting event

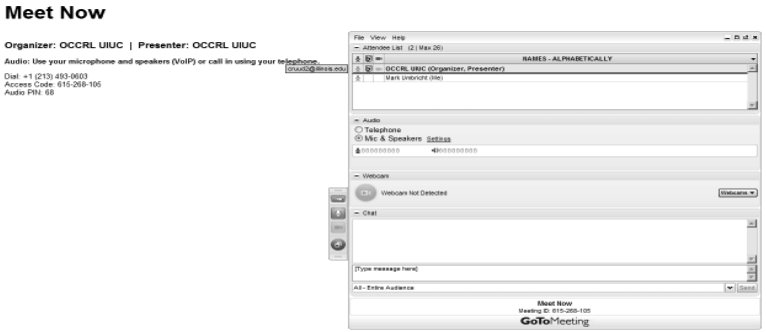
When a GoToMeeting event is set up by OCCRL, the team leader will receive an e-mail like the one below. To join the GoToMeeting, click on the link in step #1. If a team, or individual is unable to join the meeting online, step #2 may be used to join the meeting via telephone.



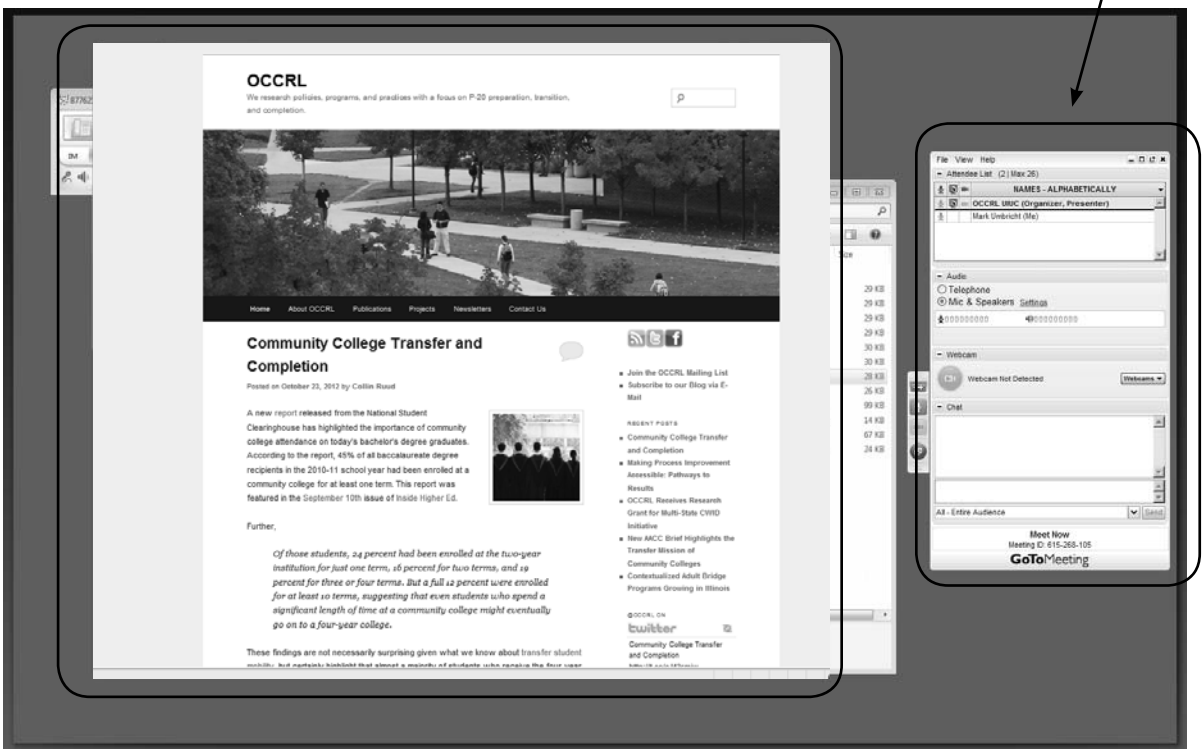
After clicking the link, a browser will open to the GoToMeeting website. Click on "Launch GoToMeeting" in the middle of the webpage to launch the event.



After clicking on "Launch GoToMeeting" a pop-up window may come up asked to run a file called g2m_download.exe. Click on "run" and the computer will be set to use GoToMeeting. Once the meeting is launched, two screens will appear as below in full screen mode.



During the meeting, you will see two windows on your screen. The first is the screen of the presenter; the second is the control panel.



The screen of the presenter shows what is happening on the presenter's computer in real time. This allows the presenter to show PowerPoints, websites, and other visual representations. If joining a meeting via telephone, the individual will not be able to see the presenter's computer.

2. The Control Panel

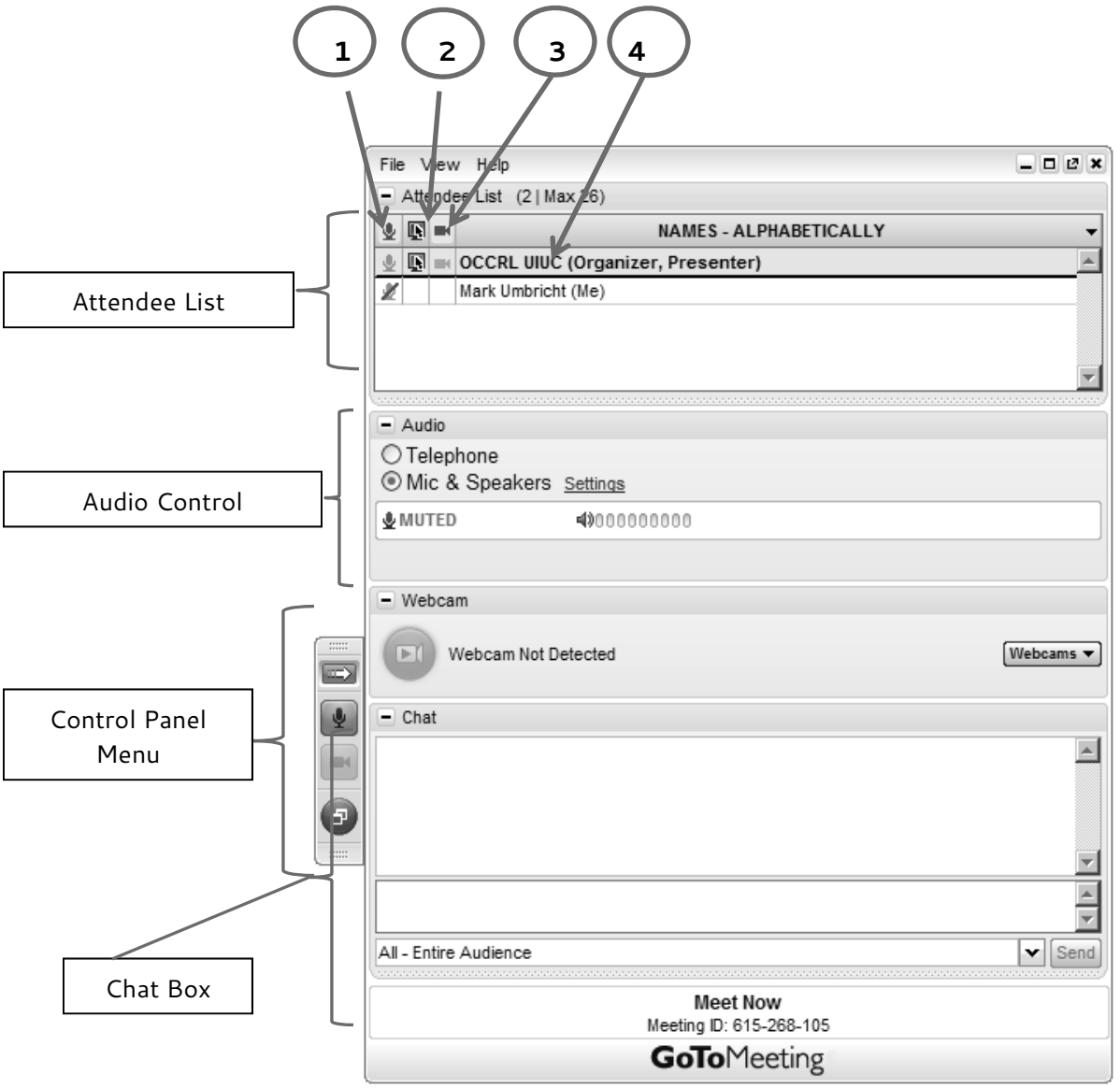
The control panel has several features that help the user during the meeting experience. In the attendee list, there are four columns (*See image on following page)*.

1. The first has a picture of a small microphone, which shows whether an attendee is muted or not. A line through the microphone indicates the person is muted. Participants can mute or unmute themself by clicking on this button in the attendee list, or by clicking on the mute button in the control panel menu.
2. The second has a picture of a screen with a mouse pointer, which shows attendees that have control of the video screen.
3. The third has a picture of a camera, which shows attendees that can share with their webcam. This option is not typically used.
4. This column provides the name of the attendee, listed alphabetically.

The next block is the audio section. This allows the participant to control the volume of the GoToMeeting and shows whether the participant is connected through a microphone and speakers or a telephone.

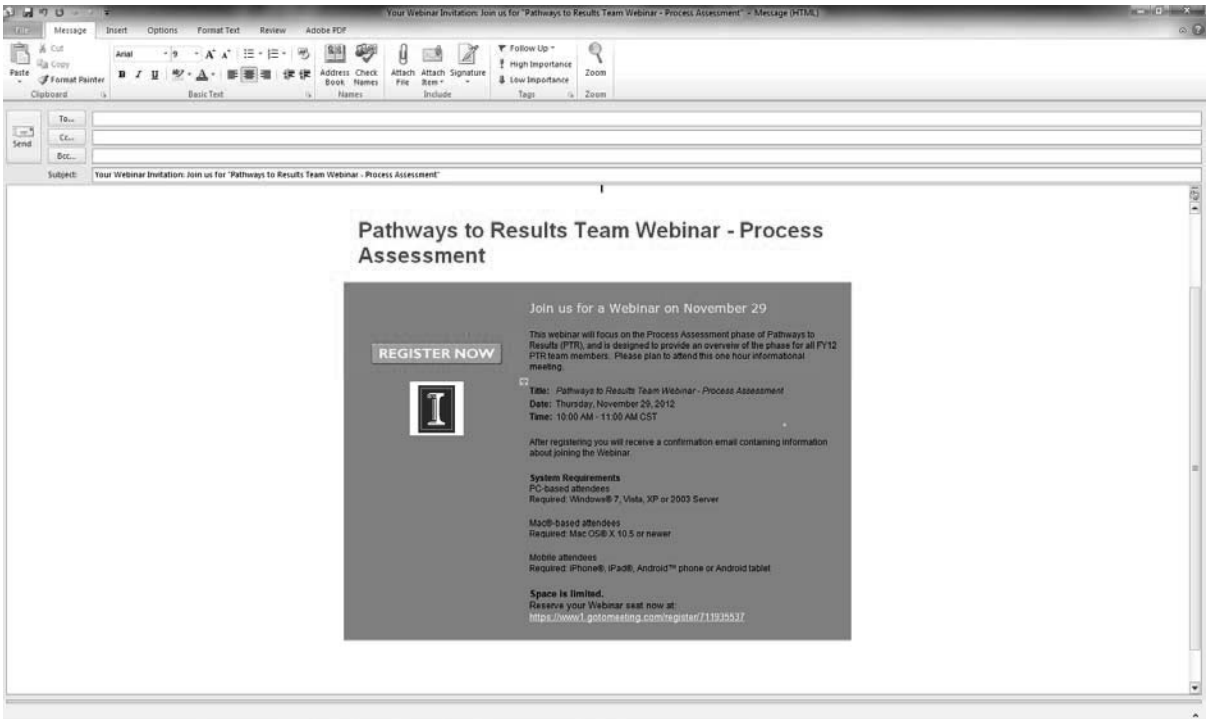
At the bottom of the control panel is the chat feature. If a participant has a question, but does not want to interrupt the speaker, questions can be typed into the chat box and displayed to all meeting participants or privately to the meeting organizer.

Finally, the control panel menu on the left side of the control panel allows participants to hide the control panel, switch between full screen mode and window mode, and mute themselves.



GoTo Webinars™

GoToWebinars are online presentations of information for groups of 25 or more people that provide opportunities for attendees to be interactive. Webinars are used to introduce the phases of PTR, to share key concepts about PTR, and to bring guest speakers and experts to the PTR teams. Participants are required to register for the Webinar and will receive an email invitation similar to the one below. Click on the "Register Now" and participants will be asked to enter their name and email address. When the registration is complete, they will receive a link to take part in the event.



When do Webinars Happen?

Webinars occur three to four times per year and are announced on the OCCRL website and via the OCCRL listserv or PTR Team Leader list. Team Leaders are encouraged to share webinar registrations with their PTR teams. Past webinars are available by contacting OCCRL at occrl@illinoi.edu.

pathwaysTOresults™

Office of Community College
Research and Leadership
University of Illinois
51 Gerty Drive, 129 CRC
Champaign, IL 61820
occrl@illinois.edu
http://occrl.illinois.edu
(217) 244-9390