Efficiencies for Class Recordings
Project Impact Report

Issue/Problem

Illinois Tech captures courses for students who cannot be present for in-person classes. The recording process was largely manual, creating challenges to the overall process and resulting in errors for students viewing their recorded classes. The manual process involved three departments and communication between them. The Center for Learning Innovation (CLI), the Registrar, and the Audio/Video Technology Services (ATS) team needed to coordinate efforts each semester to designate specific courses to be recorded. CLI needed to create courses in Blackboard, and ATS needed to schedule the recordings for each time the course meets in the semester.

Response

The discovery process for this project identified a large subset of classes that was not being automated for the recording process. We were able to create an automated process for CLI and an accurate daily report of classes to be recorded for ATS to use and make the process more efficient.

Specifically, we
- automated the Blackboard bulk class merging process, which sets up the classes to be recorded,
- added structure to the communication workflow between departments, and
- removed silos within the class recording process.

Participants

Project Manager:	Paul Loretto
Business Champions:	Rick Ciurej, John Kazibut
Project Team Members:	Kelly Roark, Fareed Qidar, Khalilah Guyton-Hamlin, Tim Batson, Aparna Atturi
Key Departments:	Audio/Video Technology Services, Center of Learning Innovation, Registrar

Impact

We created a more simplified process and more accurate reporting which resulted in fewer errors for a service that students depend on. Now students can view their class recordings with few to no problems, and the process was simplified. Additionally, the Center for Learning and Innovation now has an automated process to receive class merger requests, and the ability to feed those requests into Blackboard for the purpose of merging and recording. The department states that this has also enabled better, more efficient training for the staff involved in this process.