




Friday - Concerning Their Concerns by Using CBAM to Map Support for a Transition

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Concerning Their Concerns: Using CBAM to Map Support for a Transition

Description	Virginia Tech is transitioning to Sakai. Effectively addressing Faculty, Staff, & Student concerns play a significant role in successfully adopting innovation. Our application of the Concerns-Based Adoption Model includes assessing resources, then mapping optimal lines of communication and support structures to successfully implement Sakai.				
Presenters	Amber D. Evans, Virginia Tech, adevans (at) vt (dot) edu (Dave will not be available to present this session, but his contact information is dmcphers (at) vt (dot) edu)				
Day, Time, Location	Friday, 11:15-12:00, Room 201				
Track	Deploying Sakai (Discussion)				
Slides	<table border="1"><thead><tr><th>File</th><th>Modified </th></tr></thead><tbody><tr><td>Microsoft Powerpoint Presentation ADEvans_CBAM-FDI-OCS-UCS.pptx A.D.Evans' Using CBAM to Map Support for a Transition PPTX</td><td>Jul 09, 2009 by Amber D. (Evans) Marcu</td></tr></tbody></table>	File	Modified 	Microsoft Powerpoint Presentation ADEvans_CBAM-FDI-OCS-UCS.pptx A.D.Evans' Using CBAM to Map Support for a Transition PPTX	Jul 09, 2009 by Amber D. (Evans) Marcu
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Planning to attend? Add your name here!

- Amber D. Evans

Presentation Table of Contents

1. Title Slide
2. Who we are (& What we do)
3. Where to Start?
4. Adopting Something New
5. Concerns-Based Adoption Model (CBAM)
6. FDI's Role in CBAM
 - a. Grounded in Pedagogical Research
 - b. Training Refocused (late Spring 2009)
 - c. Training, Education, Consultation, & Mentoring
 - d. Provide Resources
 - e. Answer to "Why use this technology?"
7. OCS's Role in CBAM
 - a. 2nd Tier Phone, Email, & Consultant Support
 - b. Provide Documentation
 - c. Answer to "How should I use this technology?"
8. UCS's Role in CBAM
 - a. University Computing Support/4Help
 - b. The CKM KnowledgeBase
 - c. Answer to "How does this technology work?"
9. Typical Scenarios (UCS)
10. Typical Scenarios (OCS)
11. Typical Scenarios (FDI)
12. Feedback & Evaluations are Paramount!
13. Shared with Users
14. FDI, OCS, & UCS Together
15. Contact Information