

EDD 8012 – Management and Evaluation of Instructional Technology and Distance Education Programs Reflections

EDD 8012 Course Reflection

EDD 8012 was one of the most group intensive courses in the ITDE program. The only other class that I can remember having a considerable amount of group collaboration was the EDD 9100 course. The extensive collaboration stood out to me in this course because of the challenges I was faced with during the course. I unfortunately was a part of a dysfunctional team that required over communication and in some instances, assistance from the professor in order to get the team back to a functional state. Through this experience I learned to overcome many challenges when working with difficult people and was able to compare the situation to possible workplace scenarios.

The assignments in this course really focused on the understanding of the ITDE field and exploring the various processes for managing distance education and technology programs in an educational and corporate setting. I learned about the principles and basic needs of staff training, how to develop a proposal, and how intense and challenging it is to be in an ITDE management role through the critical incidents. Being able to effectively manage ITDE functions through financial management and maintaining a current knowledge of products, services, and vendors in the distance education arena are two areas where I was able to develop my skills the most through the different activities in this course.

EDD 8012 was designed to provide problem-based scenarios that forced me to learn by giving me the opportunity to come up with resolutions to the incidents through collaborative and individual efforts. Through these exercises I was able to identify my problem solving skills and reasoning abilities in an event of critical incident occurring. I also learned about some new approaches that I plan to try in my current workplace when faced with similar challenges.

Assignment 1: Company Report

Having to write a report on a company in the instructional technology field gave me an overview of various businesses and enterprises that provide product and services in the distance education arena. After selecting a company that I would research, I was able to dig deep and really understand its products and services. The company that I selected was SoftChalk, a company whose software I use in the workplace. I took this opportunity to find out what other products and services this company offers and learned about the cloud service and pricing options they have. I learned that it is important to stay abreast of different companies in the field in order to know of possible resources that I might need to use for work and for networking.

Assignment 2: Proposal for an ITDE Unit/Program

Creating a realistic proposal for an ITDE program was not an easy task, but one that I found to be beneficial and applicable in the workplace. This assignment was robust in that it required me to research and come up with all phases of a proposal that I would submit at my actual workplace. Completing this assignment gave me a new perspective on my ability to create and execute a successful ITDE program plan that I could implement at my workplace. The confidence this assignment gave me is priceless and I appreciate the detail and practical experience I gained from this one assignment.

Assignment 3: Critical Incident Analyses

This assignment consisted in four critical incident analyses that had to be done in small groups. These incidents made the each person in the group think critically and required us to come up with solutions that would respond to each scenario from a managerial point of view. The website where these incidents were provided was well organized and included all the information needed for the group to complete each critical incident. Each critical incident

embodied a real work like scenario that made them relatable and challenging. As a group we collaborated on each task such as creating departmental policies and procedures, writing a program proposal, working on a budget for equipment and staff, to identifying the needs of a department that included staff roles and responsibilities. After completing all the incidents I learned that managing a department is not an easy task and requires good leadership skills and a collaborative team in order to have a high performing department.