

INTRODUCTION

- High volumes centers can benefit significantly from information technology (IT) solutions
- IT facilitates the day-to-day operational management of the center, as well as data management for things such as participant performance reporting, usage data as well as providing data tools to support.
- IT resources can reduce the amount of administrative support needed to operate high volume centers at a high efficiency.

Methods

- We quantified activity of the web site, numbers of classes, automated emails sent, quizzes, surveys, and evaluations collected
- From July 1, 2008 through June 30, 2009
- We estimate the time need to manually complete the tasks provided by the system

RESULTS

Web site activity:

- Slightly over one million page views to password protected sections of the WISER web site
- 32,942 user logins to the system
- 223 gigabytes (GB) of transmitted data
- Total content space, including videos, is approximately 10 GBs.

Classes:

- 1,367 classes scheduled in the system
- 1,360 non academic scheduled events
 - e.g. meetings and tours
- Automated status reports of student activity provided to instructors

Emails:

- 8,223 automated emails were sent to participants, instructors and operations personnel
- Reminders included:
 - Upcoming classes
 - Students and Instructors
 - Quizzes and surveys completion

RESULTS

Quizzes:

- 4,665 quizzes in 413 classes
- 11.30 quizzes per class
- Automatically scored
- Reporting functionality for instructors

We assessed the workload that was automatically done by the IT system

Function	Typically Completed By	Time Estimate / Class (Min)	Count	Estimated Time (Hrs)
Email reminders	Administrative Assistant	5	8,232	686
Quiz Scoring	Administrator	45	413	310
Quiz report	Course Dir	15	413	103
Survey and evaluation report	Administrator	15	695	174

Note that these calculations do not take into effect the time to identify and send this reports to the directors, administrators or instructors.

CONCLUSIONS

- High volume centers have extensive needs for IT resources
- IT system support can increase efficiency of administration and faculty
- Using IT support systems, centers in our setting can save an estimated:
 - 700 hours in admin assistant time
 - 500 hours in administrator time
 - 300 hours in course director time